

A photograph of a single-story manufactured home with white siding and dark blue shutters on the windows. The home has a small porch with white railings on the left side.

CUSTOMER SUCCESS STORY

BLEVINS

The Company

Serving the manufactured housing aftermarket, Blevins, Inc. currently has eleven branch warehouse locations and conducts business in 31 different states. The company operates a fleet of approximately seventy trucks, delivering products to customers, typically located within 250 miles of each warehouse and are often in smaller towns with challenging roads and driving conditions.

The Challenge

Scheduling Conflicts of Drivers

Because Blevins Inc. operates in multiple states, it was challenging to provide training to all 70 drivers. Drivers spent roughly half a day each week in the office, where they took care of paperwork and other issues. As a result, there was little time for driver safety training. In addition, drivers came into the office at varying times, making it difficult to provide training for more than one employee at a time – an extremely inefficient classroom setting.

Safety Meetings Weren't Enough

Blevins realized that their bi-monthly safety newsletters were not enough to assist the drivers in gaining the imperative training and safety knowledge they needed in the field. In order to provide driver safety training courses, the meetings were sometimes held on Saturdays, much to the employees' dismay. Blevins quickly realized they needed a solution that was more accessible and would provide this critical driver safety training at times that were convenient for both Blevins and its employees.

Fleet Accidents and Driver Errors Had Increased

Blevins needed improved driver safety training because their fleet accidents were on the rise. The drivers were making careless errors, including short turns and backing accidents. The drivers were also not aware of new and recent driver safety precautions and procedures.

The Solution

Blevins began using the PureSafety Enterprise solution in March of 2004. All 70 of its drivers started taking PureSafety courses, with a strong focus on driver safety training. The employees can take their training at home, in the office, and on their own time and schedule. The training is required and this policy is mandated by the President of Blevins.

As new drivers come on board, they are required to take all previous driver training courses, along with other related safety topics, with a month's time to complete their applicable assignments. To ensure the training assignments are being taken, pay increases are held until the training courses are complete.

The Results

Since implementing PureSafety, Blevins has seen numerous benefits - both for the company and its employees:

- The results have been very positive. It took the drivers some time to get used to the courses considering many of the employees did not use a PC as a part of their regular job. As a whole, the employees using the system like how they can take the courses on their own time, on their own schedule, in a short amount of time, and that the PureSafety system is user friendly.
- The administrative function of the PureSafety system has been extremely powerful and positive for Blevins. Cheryl Spivey, Blevin's Human Resources Manager, is able to easily run reports and then send them to appropriate managers and branches automatically via email. The ease of adding new employees to the system is key because she needs to quickly add new drivers that come on board.
- Facing an increase in insurance premiums for their client, Blevin's insurance broker, Crichton, Brandon, Jackson & Ward worked with Brad Blevins, President of Blevins, and CNA Insurance underwriters to negotiate favorable pricing for their renewal. Because Blevins can document the training and prove training retention through test scores using PureSafety's LMS, CNA was willing to give underwriting credits that resulted in reduced premiums.



CUSTOMER SUCCESS STORY BLEVINS

The Results (Continued)

- Insurance underwriters have the ability to give credits on specific lines of coverage and must justify their use of these credits. The documentation of training and test scores that is available through PureSafety's LMS gives insurance underwriters the hard evidence necessary to document their files when they are audited.

"Using the PureSafety system helps our company be proactive in training drivers adequately and allows them to be successful in their job. In addition, the PureSafety training is a tangible program which the insurance company and others can look at and see our efforts in promoting safety. Our vehicle accident costs were reduced in half during the first year of use and all the comments we received from the drivers were very positive."

Brad Blevins
President