



Case Study

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New Insights Into Trucking & Transportation
Companies Show Hiring Difficulties & Issues
Keeping Drivers Employed Throughout 2020





01

Mid Columbia Bus Company

Amid one of the worst years for commercial drivers in the past several decades, interviews with several Driving-tests.org corporate clients revealed difficulty training drivers and keeping team members on payroll as uncertainty gripped the U.S. economy throughout 2020. Mid Columbia Bus Company, a bus company serving over 24 cities in the Northwest United States, reported a full recruiting and training stoppage from February through July of 2020, preventing drivers who had already committed to working at Mid Columbia from hitting the road and beginning to collect a salary. Without drivers, MCBC risked shutting down completely. With demand increasing and drivers stretched thin, MCBC decided to shift their driver training sessions online, allowing them to comply with social distancing requirements while continuing to tutor and prepare drivers for their exams. Using Driving-tests' CDL test preparation, MCBC drivers achieved a 95% pass rate on their exams and were able to enter the workforce immediately, allowing MCBC to continue with operations.

01. Mid Columbia Bus Company, Inc, and its operating subsidiaries including Western States Bus Services, Inc., have been in the student transportation business for school districts since 1956, over 60 years of experience.



02

Faces San Francisco

Faces SF, a San Francisco-based non-profit, faced a similar situation as MCBC. They came to a standstill with their recruiting efforts when lockdowns began in February. As a provider of critical assistance to low-income families throughout San Francisco, Faces SF's team faced a critical decision: shut down or find a way to train new drivers while remaining socially distanced. Since switching to online driver education and training, Faces SF achieved a 96% pass rate and was able to keep their family, child, and workforce support efforts alive throughout 2020. With over 80% of the families Faces SF serve surviving below the Extremely Low Income Line in San Francisco, this shift to web-based driver training proved crucial to continuing service.

01. Faces San Francisco (FACES SF), a community-based non-profit organization, representing the combination of two of San Francisco's most enduring service organizations: Florence Crittenton Services and Whitney Young Child Development Center.

Online Training and Education On the Rise

Overall, trucking & transportation companies were able to overcome hiring and training difficulties throughout 2020 by switching to online training and education, resulting in an expedited onboarding process and greater flexibility in handling demand surges. Further, companies that struggled to keep drivers on payroll were most successful when taking a proactive approach to finding contracts in growing industries, and re-training drivers when necessary. As the transportation industry becomes increasingly digital, it's likely that the shift of trucking companies to web-based training and dispatching will set a new norm, where "behind the computer" training will be just as common as "behind the wheel" training.



Driving-tests.org is the leading test preparation service for regular driver's licenses, CDL permits, and motorcycle licenses in the United States and Canada. As of 2021, Driving-tests.org has helped over 60 million drivers pass their exams and obtain their driver's licenses. The company is headquartered in Hamilton, Ontario. Driving-Tests has partnered with a number of government agencies, non-profit organizations, and private companies. As of 2021, Driving-tests.org maintains partnerships with over 2,500 organizations and government agencies. The company is a frequent contributor to the transportation industry, having been cited in news and research papers from organizations including The Washington Post, TechCrunch, and Forbes.

01. Driving-Tests.org is a part of Elegant E-Learning, Inc., a ten-year old company with a proven track record of revolutionizing online education.