

Truckload innovator Dart Transit creates one-day driver orientation with Luma eNugget LMS that significantly reduces costs, improves training outcomes



CHALLENGE

The shortcomings of video-based training initiated a search by Dart safety executive Gary Falldin for an adult learning solution with interactive media and content to keep drivers' attention and increase their understanding.

SOLUTION

After evaluating different training products, Dart selected the Luma eNugget learning management system (LMS) in the fourth quarter of 2019.

The Luma eNugget LMS comes with a collection of nearly 600 customizable learning modules, called Luma eNuggets, that cover relevant safety, compliance and orientation topics with content in mixed media.



Eagan, Minn.-based Dart has since been using the training platform across its 2,000-truck fleet with a 60/40 split of owner-operators and company drivers. The interactive eNugget modules give drivers an efficient and enjoyable learning experience. The average max time to complete a module is 9.43 minutes. Drivers spend this time reading, listening, playing and clicking.

"The adult learning method for delivering information is much better and interesting for drivers than having to go through videos," said Falldin, Dart's vice president of safety, security and driver onboarding.

RESULTS

Dart has achieved significant cost savings and improved training outcomes with the Luma eNugget LMS. Specifically, the company has:

- **Compressed driver orientation to one day.** Dart assigns new drivers a packet of Luma eNuggets to complete online. Drivers can also complete their DOT physical and drug screenings remotely. With these changes, Dart's orientation went from three days to one day. About 1,200 drivers have gone through the new program, which has significantly reduced training and hotel costs. Revenue also increased by getting new drivers on the road faster.
- **Eliminated time-consuming monthly training calls.** Before Luma, Dart's fleet managers arranged monthly

training calls with drivers that lasted 10 to 15 minutes each. Dart now assigns monthly training from Luma, and the training has been well-received by drivers who are “very good at getting right on it,” Falldin said.

- **Shifted annual training meetings online.** Prior to using the Luma eNugget LMS, Dart routed drivers to the office during the year for in-person training meetings. The meetings lasted about five hours but caused drivers and the company to lose a day or two of productivity. Annual training is now done through Luma and drivers complete the assigned topics in a timely manner.

Expanding the benefits of adult learning

Dart has diverse training needs for supply chain services that include truckload, expedited and relay, dedicated, warehousing, portable storage, logistics, and intermodal services.

The Luma eNugget LMS has enabled the company to quickly customize training content using the platform’s flexible design tools, and to create new eNuggets for fleet-specific needs.



Luma assists Dart with content creation and continuously updates the eNugget LMS library with new modules and enhancements based on customer requests, real-time analytics, driver feedback loops and ongoing surveys.

“One thing I’ve really liked is how responsive the team is from Luma,” Falldin said. “They are very helpful to work with.”

The responsive training platform made it possible for Dart to “flip a switch” when the COVID-19 pandemic arrived last March to limit in-person contact by going virtual for its driver orientation and annual training meetings.

Dart’s human resources department also uses the Luma eNugget LMS to assign training to office staff and other personnel with non-driving roles.

“If we have training that needs to go out for any reason, there is a good chance that it goes out on Luma,” he said.