

the **Quill**

a quarterly publication on safety & risk management

What's Inside?

- + **Don't let drivers sleep on the job**
- + **A texting driver's education**
- + **The Quill of Champions**



Part of forming a strong safety culture is acknowledging and rewarding good behavior. At Protective, we like to do the same and recognize our customers and their drivers who are exemplifying safe behavior. This issue of The Quill features our annual Quill of Champions on page 13, highlighting the American Trucking

Associations' (ATA) National Truck Safety Contest, Truck Driving Championship and SuperTech competition winners. These companies have instilled a commitment to excellence and safety in their fleets and we applaud them for that effort and their support.

Also in this issue is an article reprinted from The New York Times about the dangers of texting and driving. It's lengthy but we wanted to print it in its entirety because it provides truly unique insight into the psychology behind what happens when a driver receives a text message and responds. It also discusses the terrible aftermath of one accident caused by a driver who was texting. Read more on page 7.

On page 11, we recap our annual Claims + Safety Seminar, which was held in Indianapolis in August. New this year, we visited the IMMI Center for Advanced Product Evaluation and watched a truck crash safety demonstration. We thank everyone who attended and look forward to seeing you again in 2015.

As always, we appreciate your feedback on this issue and welcome topic ideas for future issues. Feel free to contact me at thequill@protectiveinsurance.com or 800-644-5501 ext. 2692.

Yours in safety,

Dennis Shinault, CDS
Director of Loss Prevention



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What does The Quill mean?

The founders of Protective's parent company Baldwin & Lyons chose the quill as a symbol to represent their property and casualty insurance company. It was a fitting choice. The quill was the dominant writing instrument for more than 1,000 years, longer than any other; perhaps because of its fine stroke and great flexibility. Likewise, for more than 80 years, the company has maintained a stable presence in the property and casualty insurance market and is a recognized leader in the transportation industry. With an intense focus on results, the company has grown and diversified.

The information in these articles was obtained from various sources. While we believe it to be reliable and accurate, we do not warrant the accuracy or reliability of the information. These suggestions are not a complete list of every loss control measure. The information is not intended to replace manuals or instructions provided by the manufacturer or the advice of a qualified professional. Protective Insurance Company makes no guarantees of the results from use of this information. We assume no liability in connection with the information nor the suggestions made.

The same risk management content you count on, now from Protective Insurance Company

Since our founding in 1930, Baldwin & Lyons has focused on meeting the unique insurance needs of the transportation industry. In 1954, we formed our subsidiary Protective Insurance Company to continue that tradition. Today, most of our policies are written through Protective, with Baldwin & Lyons serving as the parent company.

The Quill has always been branded as a Baldwin & Lyons publication. Moving forward, it will be branded as Protective to better align with how most of you know us and match other loss prevention materials we distribute. The logo on the cover and other minor elements have changed but the content presented remains focused on safety and risk management.



New mobile-friendly websites

In October, we launched a new look for our website, protectiveinsurance.com, and our parent company's website, baldwinandlyons.com. The updated sites are mobile-friendly and feature a fresh layout that will make it even easier to find the information you need anytime and anywhere.

Protective employee takes on leadership role with Central Indiana CPCU chapter

Protective ECU Adjuster Debra Adam has been named president-elect for the Central Indiana Chapter of the Society of Chartered Property and Casualty Underwriters (CPCU). The chapter is a community of credentialed property and casualty insurance professionals who promote excellence through ethical behavior and continuing education.

Debra will serve as president-elect in 2015 and then become president in 2016. As part of her duties, she will continue the chapter's vision to help guide its members in keeping abreast of the latest industry trends, provide educational/networking opportunities and mentor the next generation of insurance professionals.

For Debra, CPCU is more than just a designation. It's a commitment to professional conduct and standards and it provides a broader perspective on the insurance industry.

"Obtaining the CPCU designation was both challenging and rewarding," she said. "It has allowed me to expand my professional experience from liability to include workers' compensation."

We're excited to see her leadership role carry over into the work she does every day for our customers.

IN CASE YOU MISSED IT Did you know you can view archived issues of The Quill online? Visit protectiveinsurance.com/the-quill to access the archive. To request additional hard copies of a certain issue, email your name, company and address to thequill@protectiveinsurance.com.



After reading this issue of **The Quill**, we want to hear from you! Do you have a useful resource for educating your drivers that our readers should know about? Are there topics you'd like to see covered in future issues? Send your feedback and ideas to thequill@protectiveinsurance.com.

Recommended practices for **PROTECTING TEMPORARY WORKERS**

Throughout the year, companies can experience a higher than normal workload. To meet this demand, temporary workers from third party staffing agencies may be contracted. There are many advantages and disadvantages to this common practice. OSHA outlines several procedures they recommend to help you use, train, manage and communicate with the agency and the temporary worker.

Whether temporary or permanent, all workers always have a right to a safe and healthy workplace. The staffing agency and you as the host employer are joint employers of the temporary workers. You both share specific responsibilities to protect your interests, the agency's interests and the safety and interests of the temporary worker.

The following is an executive summary of the mutual practices OSHA and NIOSH recommend for staffing agencies and host employers. Unless otherwise legally required, these recommendations are to provide guidance and in some cases, represent best practices.

- Permit the staffing agency to evaluate your worksite.
- Assign occupational safety and health responsibilities and define the scope of work in the contract.
- Make sure it's clear to the agency and the temporary worker what their exact duties will be while working at your facility and make sure it's clearly written in the contract.
- Host employers should provide temporary workers with safety training that is identical

or equivalent to that provided to your own employees that perform the same or similar work. Inform the agency as to when the training is completed. The safety of your regular employees is also dependent on the safety behavior and work responsibility knowledge of the temporary worker.

- The staffing agency and the host employer should both be aware of any temporary worker injuries.
- The training of temporary workers is a responsibility that's shared between the staffing agency and the host employer.
- The staffing agency will most likely have a written procedure for workers to report any hazards and instances when a worker's task is modified from what was previously agreed upon.
- In addition to reporting responsibilities, conduct a thorough investigation of injuries and illnesses, including near misses, in order to determine what the root causes were, what immediate corrective actions are necessary, and what opportunities exist to improve the injury and illness prevention programs.
- Provide temporary employees with information regarding how to report an injury and obtain treatment for their job assignments. Train temporary employees on emergency procedures, including exit routes.

You can download the complete OSHA recommended practices for temporary workers at www.osha.gov/Publications/OSHA3735.pdf or go to the OSHA website at www.osha.gov and search for temporary workers in the "Publications" section. ■

Whether temporary or permanent, all workers always have a right to a safe and healthy workplace.

Don't let drivers SLEEP on the job

identifying and managing the risks of sleep apnea

FMCSA regulation 49 C.F.R. 391.41(b)(5) states that a person is physically qualified to drive a commercial motor vehicle if that person has no established medical history or clinical diagnosis of a respiratory dysfunction likely to interfere with his or her ability to control and drive a commercial motor vehicle safely. According to the Medical Examiner Handbook, this means the medical examiner has to determine whether a driver has a respiratory disease or disorder that increases the risk for sudden death or incapacitation, thus endangering public safety.

In 2013 President Obama signed a bill requiring the FMCSA to go through the formal notice and comment rulemaking process for any regulations regarding sleep apnea screening. Recently, the medical evaluation criteria for sleep apnea were removed from the FMCSA regulatory guidance; therefore, there are no regulations that currently exist, other than the information in the preceding paragraph.

Some physicians who have been trained prior to the removal of the guidance are inadvertently medically disqualifying a driver and causing them to have a sleep study because they meet one of the criteria, such as a BMI greater than or equal to 30, neck size over 17 inches (men) or 15 inches (women), complaints of loud snoring, etc. In reality, drivers need to meet multiple criteria to be disqualified. In addition, sleep apnea can strike anyone at any age, including children and

physically fit and slender individuals. Unfortunately, physicians who are currently being trained may be educated under the rescinded FMCSA guidance.

It has been reported that since the guidance has been removed, physicians are afraid of opening themselves up to liability if they qualify a driver who has sleep apnea. Therefore, they are erring on the side of caution and requiring a sleep study if any of the criteria are met. Medical certification depends on a comprehensive medical assessment of overall health and informed medical judgment about the impact of single or multiple conditions on the whole person.

How is sleep apnea measured?

The severity of sleep apnea is measured against the Apnea-Hypopnea Index (AHI). The number represents

the frequency of apnea and hypopnea events per hour of sleep where the patient stops breathing during sleep.

- Normal: 0-4
- Mild sleep apnea: 5-14
- Moderate sleep apnea: 15-29
- Severe sleep apnea: 30 or more

Without the guidance, physicians may wait to issue a diagnosis of sleep apnea until the driver has an AHI of 20. Even though this is considered moderate, it means



Sleep apnea prevents an individual from reaching restorative REM sleep, causing him or her to be tired the next day.

the driver has 20 non-breathing episodes per hour where he or she stops breathing for at least 10 seconds or longer. This causes the person to unknowingly wake up hundreds of times per night, combined with a loud snore which is caused by the gasping of breath. This process does not permit the driver to reach the restorative REM sleep needed. As a result, the driver is tired the next day.

Managing the risk of sleep apnea

Protective encourages motor carriers to make sure their drivers and other employees, especially dispatchers, are aware of the signs of possible sleep disorders and also are alert for any symptoms exhibited by your drivers. Symptoms that indicate a person may have sleep apnea include:

- Lack of quality sleep and lack of dreaming during sleep
- Choking or gasping during sleep
- Loud snoring
- Frequent urination at night
- Waking up with a dry throat
- Morning headaches
- Inability to concentrate on work or driving tasks
- Feeling irritable and sleepy throughout daytime or waking hours
- Behavioral problems such as mood swings or depression
- High blood pressure and one or more of the above listed medical conditions that are contributory factors for sleep apnea
- Shortness of breath

Include training on how to combat driver fatigue and drowsiness in your safety programs for new drivers and refresher courses for experienced drivers. The “Quick Sleeping Tips for Drivers” brochure by the National Institute for Occupational Safety and Health (NIOSH) is helpful and available to download at www.cdc.gov/niosh/docs/2014-150/.

Drivers and other workers who experience any signs of a possible sleep disorder should contact their family doctor, an occupational health clinic or sleep disorder clinic to have a physician evaluate them. It's not uncommon for a person who has sleep apnea to be in denial of having it. CPAP machines and other remedies commonly used for treatment have evolved over the years and are now more portable and comfortable.

Sleep apnea is a highly treatable disorder. With appropriate therapy, and compliance to the therapy, drivers who suffer from sleep apnea will be addressing a significant risk for impaired performance on the job. ■

CPAP machines and other remedies commonly used for treatment have evolved over the years and are now more portable and comfortable.



LEARN MORE

For information on identifying and treating sleep disorders or to locate a sleep disorder clinic in your area, contact any of the following organizations:

National Sleep Foundation
(703) 243-1697
www.sleepfoundation.org

American Sleep Apnea Association
(888) 293-3650
www.sleepapnea.org

American Academy of Sleep Medicine
(630) 737-9700
www.aasmnet.org

A copy of the Medical Examiner Handbook can be found on the FMCSA website. It was written for medical examiners, however it will provide you with more in depth knowledge of the medical qualification process. It could even be used to help develop a portion of a return-to-work program and your written job description as it applies to the medical qualification process.

A texting driver's education

On Sept. 22, 2006, Reggie Shaw, 19, climbed into his sport utility vehicle to head to a painting job. He picked up a Pepsi at the local gas station and started over the mountain pass between Tremonton, Utah, his hometown, and Logan, the big city to the east, near the Idaho border.

It was 6:30 in the morning, and freezing rain was falling. Just behind Reggie was John Kaiserman, a farrier, who was driving a truck and trailer carrying a thousand pounds of horseshoes and equipment. Kaiserman noticed Reggie swerve several times across the yellow divider and thought: This guy is going to cause us all some trouble.

Reggie came over a big crest and headed down a hill, traveling around 55 miles an hour as he hit a flat stretch. He crossed the yellow divider again. This time, he clipped a Saturn heading the other direction on the two-lane highway. Inside the Saturn were two men, Jim Furfaro and Keith O'Dell, commuting to work.

The Saturn spun out of control and across the road, behind Reggie, and was hit broadside by the farrier. The Saturn slammed into a gully, and Furfaro and O'Dell were killed.

One hundred yards down the road, Reggie came to a stop, unhurt, his Chevrolet Tahoe virtually unscathed. An investigation ensued, and a historic prosecution. The facts showed that Reggie had been texting — 11 texts sent and received in the minutes and seconds around the crash, maybe right at the moment of the crash, though for more than two years Reggie denied it.

In addition to an intense human and legal drama, something else came of this landmark case — a scientific journey by the prosecutors, including testimony from a researcher who began to answer a crucial question in the digital age: When Reggie was texting, what was going on inside his brain?

Picture a prehistoric ancestor intently starting a fire. This act of survival takes enormous focus. It uses the most advanced part of the brain, the prefrontal cortex, which sits in the front of the head. It's the nucleus of high-level decision-making, our "executive control" that is crucial in so many human endeavors from art to architecture.

And it is under constant assault from more primitive parts of the brain. Those parts alert us to acute opportunity or threat. For instance, imagine that the

ancient forebear hears a noise, and that these primitive regions send a signal: Turn and look. It's a lion. Run!

There is a precious balance between these brain regions — our “top-down attention” networks that let us focus and our “bottom-up” attention networks that can co-opt focus or redirect us to more urgent stimuli. Scientists say the balance can become seriously out of whack in the digital age.

When the phone rings or a text comes in, the sound can be just as urgent as a lion in the brush — and just as tough to ignore. Is it your spouse? Your boss? A new business opportunity? Primitive brain wiring compels you to answer. But what if you're driving, like Reggie?

Much of the information that comes through is insignificant, even a nuisance, like spam. Wouldn't that cause people to learn to ignore it? Perversely, just the opposite is true. The fact that the information is of variable value actually increases its magnetism. That's because it creates a lure called intermittent reinforcement, a powerful draw that comes with uncertainty of the reward. It's the very thing that causes a rat in a cage to press a lever repeatedly when it isn't sure which press will bring the next delivery of food. It presses again and again, just as we click to open our text or email programs.

“What's happening, in essence, is that you're constantly scanning your texts and email because every once

The idea that technology use affects the brain is supported by a growing body of neuroscience.

in a while you are going to get a good one and you can't predict when that is,” says David Greenfield, a psychologist and an assistant professor at the University of Connecticut School of Medicine, where he teaches a class on Internet addiction. He compares the Internet to a slot machine, adding: “That's why Facebook is so popular. It's the fact that it's dynamic and novel, and constantly changing.”

The idea that technology use affects the brain is supported by a growing body of neuroscience. Several studies show that when people play video games or use the Internet, they exhibit changes in the levels of dopamine, a neurochemical associated with pleasure, similar to changes in the brains of drug addicts. When you hit “send” or press a letter on the keyboard, it prompts a change on the screen, a picture pops up or an

“When the phone rings, it triggers an orienting response that has been wired into us since hunter-gatherer times. It’s extremely difficult to turn those things off.”

email opens, and you get a little dopamine squirt, Dr. Greenfield says, a kind of adrenaline rush. If you do it over and over, it conditions you to the rush, and in its absence you feel bored.

“It’s in a sense a narcotic,” he says.

That doesn’t mean that electronic devices are classically addictive; instead, many researchers say that these devices have addictive properties and are habit-forming, but that more research is needed before deeming them addictive in the way that drugs, say, can be. There is wider agreement among scientists that the risks are higher for young people, whose frontal lobes are less developed and therefore even less able to fend off the

ping of the phone delivered from the more primitive part of the brain.

But even for adults, the devices appeal to such primal social urges that they can be overpowering.

“The cellphone, and other similar technology, meet a deep need for social connection with a greater ease and greater potential detriment to it in the same way that a vending machine that is right down the hall plays to our need for calories,” says Dr. Nicholas A. Christakis, a physician and a professor of social and natural science at Yale; he is an expert in the use of social networks across time.

To some researchers, it feels like a process of neurological hijacking, the taking over of our decision-making process.

“When the phone rings, it triggers a whole social reward network,” says David Strayer, a psychologist at the University of Utah who studies driver distraction. “And it triggers an orienting response that has been wired into us since hunter-gatherer times. You had to pay attention for survival. If you didn’t attend, you got eaten by lions. We’re hard-wired that way, no matter what we want to do. It’s extremely difficult to turn those things off. It’s in our DNA.”

So maybe, on that fateful morning in September 2006, the parts of Reggie’s brain were at war; his embattled prefrontal cortex was trying to focus on the road — in darkness and rain — while the reptile parts of his brain called him to the phone.

Was that an excuse?

Certainly not to Reggie. In fact, after years of prevarication and denial, he became the last person to let himself off the hook. The more he learned about the science and saw the other evidence, the more he transformed into a zealot against the use of phones behind the wheel.

“My name is Reggie Shaw.”

The cavernous auditorium at Box Elder High School in Brigham City, Utah, seemed as if it could swallow Reggie, who stood alone onstage. He held a microphone in his right hand and wore a tie. It was the spring of 2013, seven years after the wreck that killed two men. “I’m going to tell you a story,” he said.

He’s told it dozens of times, practically anytime anyone asks, to schools and groups of professional athletes, to Oprah and to policy makers and legislators. It never gets less raw or moving. He tells how he was an ordinary kid, thought himself invincible, played football and basketball, how he got up one morning to go to a painting job. He tells about the crash. He tells about going to jail, his terror among violent offenders and about how, still, he’d have lived a lifetime there to return the lives of Jim Furfaro and Keith O’Dell.

“I’m here for one reason. That’s for you guys to look at me,” Reggie choked back tears, “and say: ‘I don’t want to be that guy.’”

What largely caused Reggie to admit what he had done was science. In a pretrial hearing in December 2008, just weeks before he was to face negligent-homicide charges, Reggie listened to the expert testimony of Dr. Strayer. Reggie realized what he could no longer deny: that he’d been so distracted by his device that he’d not only wandered across the yellow divider but also had been unable to even perceive the situation accurately. He pleaded guilty to two counts of negligent homicide that were removed from his record after he fulfilled his sentence, including serving 18 days in jail and doing community service.

Technology distraction is an issue that scientists say is playing out in many aspects of life — not just behind the wheel, but also at work and at home. In an eye blink, the devices designed to become productivity

tools can, in fact, enslave us and become decidedly counterproductive, even deadly. Reggie shows the most extreme costs. But, on the other hand, he has made a remarkable transformation.

Don Linton, the prosecutor who brought the case against Reggie in Cache County, Utah, remarks: “I have never seen anybody try to redeem themselves as much as Reggie Shaw. Period. End of story.” The judge, Thomas Willmore, says, “He’s done more to effect change than anyone I’ve ever seen.”

At the same time, Reggie is, in so many respects, ordinary. Neuroscience backs that up, too. Years after the crash, he submitted to an M.R.I. exam of his brain and to other testing to see if he was more predisposed to distraction than most others. No, the neuroscientists found, his attentional networks and predisposition to distraction weren’t outliers by any stretch.

In the auditorium in Brigham City, he asked the students to pledge to put their cellphones away while driving. “Keep in mind,” he said, “me and you, we’re not different.” ■

tips for avoiding **CELL PHONE DISTRACTION**

- Keep your cell phone and any other mobile devices out of physical reach while driving.
- Silence your phone so you are not tempted to read an incoming message or answer a phone call.
- Only look at your phone or device when you are parked in a safe and legal location off the roadway.



CLAIMS

SAFETY



2014 SEMINAR

Recap

Couldn't attend this year? No worries!

Download presentations online:

protectiveinsurance.com/cs2014

In August 2014, industry partners gathered in Indianapolis for our annual Claims + Safety Seminar. During the two-day event, attendees heard from experts on a variety of topics geared toward improving their fleet operations. We also visited the IMMI Center for Advanced Product Evaluation and watched a truck crash safety demonstration.

Below is a brief recap of the sessions. You can download presentations and view footage of the truck crash online at protectiveinsurance.com/cs2014.

Our seminar continues to grow and become better every year in educational opportunities and networking. We hope to see everyone back and if you couldn't attend this year, we hope it fits your schedule next year. We're open to suggestions for topics, so please let us know at thequill@protectiveinsurance.com what you would like to learn more about so we can work on including it.

CLAIMS + SAFETY 2014 SEMINAR SESSIONS

The sanity of driver motivation programs

Dr. John Delery, with the University of Arkansas' Department of Management, explored the complexity of driver management systems and the underlying factors that contribute to turnover and profit. Dennis Whitaker, director of safety at Wheaton Worldwide Moving, provided a glimpse into the dramatic program his company implemented that is both resolving their CSA challenge and enhancing the performance of their fleet.

Telematics-based driver management

Protective is in its second year of telematics research to identify best practices that prevent losses without harming fleet performance. Dick Mahany, director of insurance technology and customer service, shared the results to date and previewed the next phase of research. Jim Ward, president and CEO of D.M. Bowman, highlighted his fleet's telematics program and discussed the challenges and benefits of implementing a telematics-based driver management system.

Accident analysis and claim prevention tools

Michael Case, vice president of claims at Protective, provided an analysis of claims costs related to different types of coverages and illustrated how a single accident or work injury can impact insurance coverages in multiple ways.



Al Daoud, loss prevention specialist at Protective, gave an overview of basic objectives of accident and injury investigation, along with guidelines of root cause analysis.

A guide to benchmarking fleet performance

Steve Bryan, founder and CEO of Vigillo LLC, showed how to make sense of public data by creating benchmark reports which measure your fleet's performance compared to your peers and competitors. He also discussed what you can do to positively deliver your message and control the way your fleet performance is perceived.

Driver behavior and the motor carrier's liability for punitive damages

David Hall and Steve Powers from Baker Donelson covered a wide variety of topics related to punitive damages, including how a driver's conduct can trigger punitive damages, what liability a motor carrier has for the conduct of its driver and more. ■



+ Truck crash safety demonstration

Seminar attendees witnessed a truck crash safety demonstration at the IMMI Center for Advanced Product Evaluation. The cab contained two dummies, one wearing a seatbelt and one unrestrained. Visit protectiveinsurance.com/cs2014 to watch footage of the crash and see the dramatically different outcomes for the two dummies.

+ OSHA General Industry Certification

New this year, attendees had the option to extend their stay and attend an **OSHA 10-hour General Industry Certification course**. This 10-hour, 1 1/2 day course covered how the provisions of the Occupational Safety & Health Act must be implemented within the transportation industry. It also provided important information on OSHA's involvement in the transportation community and how managers and employees can recognize and control common workplace hazards.

If you are interested in hosting this course on-site at your company, please contact Loss Prevention Specialist Owen McLean at omclean@protectiveinsurance.com or 317-429-2695.



The American Trucking Associations' (ATA) National Truck Safety Contest recognizes the **extraordinary safety accomplishments of motor carriers** across the United States by operation type and size. Carriers are judged on their safety records relative to others within their classes of competition. Safety records are determined from the carriers' vehicle collision rates or lost workday case rates.

Protective's parent company Baldwin & Lyons sponsored the National Driver of the Year Award, which was given to **Carl Edgar Schultz with Davis Express, Inc.**

We congratulate all of our insureds who won awards, including **FedEx Ground Manager of Regional Safety Larry Bizzell, Jr.**, who received the Meritor WABCO National Safety Professional Award of Excellence.

ATA National Truck Safety Contest

Brown Line, LLC, Mount Vernon, WA

Bill Smith, Safety Director

1st place General Commodities LTL/Local,
Up to 10 Million Miles

Central Freight Lines, Inc., Fort Worth, TX

Walt Melnychenko, Director of Safety

3rd place General Commodities LTL/Line-Haul,
Between 25 – 50 Million Miles

D.M. Bowman, Inc., Williamsport, MD

Barry Wertz, CSS, Director of Risk Management & Safety

1st place General Commodities LTL,
Up to 1,000 Employees

2nd place General Commodities LTL/Local,
Up to 10 Million Miles

2nd place Tank Truck/Line-Haul, Unlimited Mileage

2nd place General Commodities/Truckload,
Between 301 – 1,000 Employees

2nd place Tank Truck, Unlimited Employees

3rd place General Commodities Truckload/Line-Haul,
Between 20 – 50 Million Miles

3rd place Flatbed/Line-Haul, Under 10 Million Miles

FedEx Custom Critical, Uniontown, OH

Scott McCahan, Senior Manager of Safety & Contractor Relations

2nd place General Commodities Truckload/Line-Haul,
Between 50 – 100 Million Miles

FedEx Express – AGFS Division, Memphis, TN

Thomas E. Lopez, Director of Corporate Safety

2nd place Miscellaneous Fleets/Line-Haul,
Unlimited Miles

FedEx Express – USOPS, Memphis, TN

Thomas E. Lopez, Director of Corporate Safety

3rd place Miscellaneous Fleets/Line-Haul,
Unlimited Miles

FedEx Freight, Inc., Harrison, AR

Rodney Myers, Managing Director of Safety

3rd place General Commodities LTL/Line-Haul,
Over 100 Million Miles

FedEx Ground Package System, Moon Township, PA

David J. O'Neal, Managing Director of Corporate Safety

3rd place Miscellaneous Fleets, Unlimited Employees

Lester R. Summers, Inc., Ephrata, PA

Steven K. Freysz, CDS, Director of Safety

2nd place Heavy Hauler/Line-Haul,
Unlimited Mileage

2nd place Flatbed/Line-Haul, Under 10 Million Miles

2nd place Miscellaneous Fleets/Line-Haul (Dump Truck),
Unlimited Miles

Old Dominion Freight Line, Inc., Thomasville, NC

Samuel Faucette, Vice President of Safety

2nd place General Commodities LTL/Local,
Over 100 Million Miles

2nd place General Commodities LTL,
Over 5,000 Employees

Pitt Ohio Express, Inc., Pittsburgh, PA

Jeff Mercadante, CDS, Director of Safety

1st place General Commodities LTL/Line-Haul,
Between 25 – 50 Million Miles

1st Place General Commodities LTL,
Between 1,001 – 5,000 Employees

2nd place General Commodities LTL,
Over 5,000 Employees

3rd place General Commodities LTL/Local,
Between 10 – 100 Million Miles

ATA Improvement Awards

These awards are given to each carrier that reduced its collision rate or lost workdays from the preceding year. Special recognition is given to the carrier in each division that achieved the greatest reduction.

FLEET SAFETY IMPROVEMENT CERTIFICATES

Brown Line, LLC

General Commodities/LTL

FedEx Express – AGFS Division

Miscellaneous (Division Winner)

FedEx Express – USOPS

Miscellaneous

FedEx Ground Package System, Inc.

Miscellaneous

FedEx Freight, Inc.

General Commodities/LTL

INDUSTRIAL SAFETY IMPROVEMENT CERTIFICATES

D.M. Bowman

General Commodities/LTL

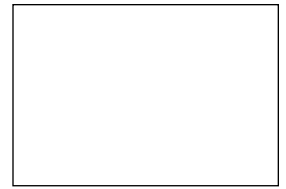
Tank Truck (Division Winner)

FedEx Express – AGFS Division

General Commodities/LTL

Old Dominion Freight Line, Inc.

General Commodities/LTL (Division Winner) ■



FedEx takes top spots in 2014 ATA Truck Driving Championship competitions

FedEx driver Paul Brandon, based in Connecticut, won the 48-foot flatbed division at the 2014 National Truck Driving Championships, sponsored by the American Trucking Associations (ATA). In his 34-year career, he has logged more than 1.1 million miles and has never had an accident.

“I keep my eyes on the road and my hands on the wheel and I pay attention,” said Brandon. “It’s a constant vigilance at all times.”

Meanwhile at ATA’s Technology & Maintenance Council SuperTech competition, FedEx Freight technician Mark McLean, Jr. was crowned grand champion for the second straight year. This competition shines a spotlight on the skills and professionalism of technicians.

“Mark exemplifies everything that the SuperTech competition and TMC were founded to highlight: professionalism, deep technical knowledge and practical application of skills,” Carl Kirk, ATA vice president of

maintenance, information technology and logistics, said in a statement.

Protective congratulates these individuals on their accomplishments and dedication to safety! ■

WORDS OF WISDOM FROM A CHAMPION

“I keep my eyes on the road and my hands on the wheel and I pay attention. It’s a constant vigilance at all times.”

Paul Brandon
2014 National Truck Driving Champion