



Thinking Ahead  
Moving Forward~

# Quarterly Newsletter

Volume: 1      Edition: 2  
Fall 2014

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## Executive Corner



Rick Pound,  
VP of Operations

When you think of ASF, what do you believe we have to offer? Do you think of running loads, of making money, or of building trucks? What drives the success of a company, of a contractor, and of employees? When you take a step back, exceptional customer service is the root of all success. We all succeed together when we service our customers.

Personally, I love to compete. I never want another trucking company to outdo ASF, especially in service. When we provide prompt service, we receive better rates, better fuel, better loads, and immense company growth. When we go to the grocery store, bank, movies, we all want good service and we pay for that service and would not expect anything less than what we have paid for. Our customers are no different than we are. When they use our services, they expect what they pay for.

From 2008 to 2012, trucking rates were down. However, since then, rates have been increasing each year. We all benefit from well-paying freight and great customer service guarantees that freight. If we lose sight of our goal of outstanding service, we become another average company, employee, or contractor. We will no longer stand out against the rest of our competition - and our customers have several choices in trucking companies to give their business.

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Friendly    Polite  
 Helpful    Efficient    Professional  
 Resolution    Knowledgeable    Honest  
 Understanding    Reliable  
 Listen    Attentive

### ASF Offices

<b>Corporate Office</b> Mobile, Alabama (251) 287-8150	<b>Chicago, Illinois</b> (815) 207-7791
<b>Atlanta, Georgia</b> (404) 592-1771	<b>Mobile, Alabama</b> (251) 287-8173
<b>Dedicated— Atlanta</b> (251) 287-8131	<b>Memphis, Tennessee</b> (901) 881-0081
<b>Dallas, Texas</b> (972) 225-0550	<b>Norfolk, Virginia</b> (757) 955-2236
<b>Houston, Texas</b> (281) 254-1589	<b>Savannah, Georgia</b> (912) 335-3894
<b>Charleston, SC</b> (843) 376-1696	



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*'President's Welcome Continued'*

## COMPANY CORNER

### Chassis Investment

ASF Intermodal has made a significant investment in its own chassis, which will be used primarily in Houston and Charleston. Company president Michael Smith states, "This is a new area for ASF, and it's one that will ensure that our contractors have excellent and safe equipment, as well as allowing us to provide even better customer service."

### Major Milestone: 300+ Trucks

ASF Intermodal now has more than 300 trucks on the road, a major milestone in the intermodal drayage industry – and one that allows us to be poised for continued growth while remaining a one-stop shop for our customers.

Customer service is the basis of everything great in a company. There are many things that we must do to stay ahead of the competition.

1. We must strive to be competitive; we must try to exceed 98% punctual delivery service performance every day and every week.
2. We must strive to communicate effectively as a company. We have some of the best people in the trucking industry to keep our competition on the sidelines; however, each person must maintain their focus.
3. Our contractors have the experience and safety records to make service happen and must communicate with us what is needed to keep their focus on service.
4. Our Managers, dispatch and CSR teams are all skilled in service, and we must communicate to our customers. This is sometimes where we fall short
5. Our customers hire people to work and they count on us to deliver. We must let them know where we are before the appointment times.

All in all, we have made tremendous strides over the brief time we have been in business and it's all because of each one of our contractors, associates and customers. We do plenty of things really well and we just need to keep building on what we do.

Remember, service, service, service!!

Regards,

Rick Pound, VP of Operations

## Contractor News

### 5 Tips for Surviving a Roadside Inspection

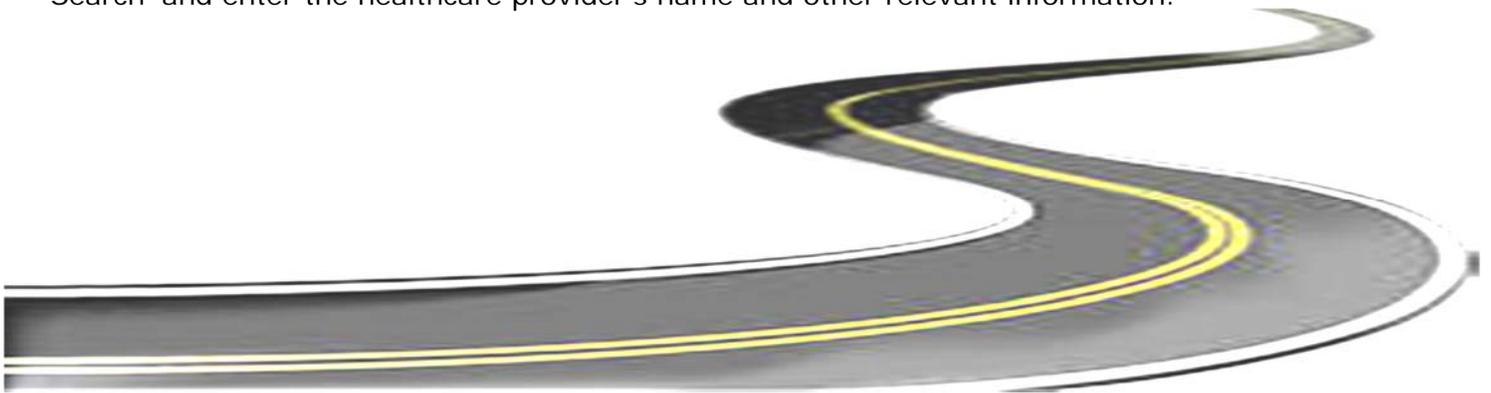
1. **Professional demeanor** – Remain professional and show courtesy throughout roadside inspections. There is no reason to be rude or disrespectful; doing so could actually lead to a more intensive inspection, possibly leading to increased violations.
2. **Communicate effectively** – Ask questions of the inspector as appropriate and share basic information as requested. Choose your words and tone of voice carefully though – some comments could be viewed as 'red flags' that might lead to further inspection.



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3. **Be prepared** – Cross-check your vehicle for 'out-of-service' criteria with every pre-trip and correct any identified issues to minimize the possibility of inspection violations. This means checking your brake system, pintle hooks, coupling devices, frame, exhaust system, fuel system, lighting, load securement, steering mechanism, suspension, tires, wheels, rims and hubs, windshield wipers, placarding, and log, as well as listening for air leaks.
4. **Maintain your log book** – Keep your log book neat and up-to-date at all times, as inspectors will thoroughly review it during a roadside inspection. It should be current to the last change of duty status and you should have at least the previous 7 days of logs in the book, but not more than 13 days.
5. **Easily accessible documentation** – Make sure that you have all other necessary documents with you at all times and that you can get to it easily upon request by an inspector. This includes your CDL, medical certificate (including any waivers) and proof of periodic inspections, as well as load-related paperwork, which includes the Bill of Lading and, if you have a Hazmat shipment, the Emergency Response Information). ME in your area. You can search by city and state, or by distance surrounding a particular zip code. If you want to find out if your doctor is in the registry, click 'Advanced Search' and enter the healthcare provider's name and other relevant information.



## 5 Most Common Roadside Inspection Violations

Be aware of the five most common roadside inspection violations and take care to avoid such problems.

1. **Brakes out of adjustment** - Note that automatic brake adjusters do not always work; be sure your brakes are properly adjusted
2. **Other brake problems** – Verify proper brake function with every pre-trip.
3. **Lights** – Just before dusk, stop and conduct a quick walk-around to be sure all lights are working properly. Remember – all lights must be in working order. If it has a bulb, it *must* illuminate. No exceptions.
4. **Tires and wheels** – Be mindful that bald tires and sidewall damage are triggers for a thorough inspection. Always check your tire tread depth!

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**Quick tips:**

- a) If using a penny, the tire has less than 2/32nds of tread if the top of Lincoln's head is visible.
- b) If using a quarter, the tire has less than 4/32nds of tread if the top of George Washington's head is visible.

5. **Container/load Securement** – Always make sure that all pins are secure. Use zipties – which are available in the terminal – to keep pins from becoming loose while you are in transit.

**Clarifying CSA**

Having a solid understanding of FMSCA's Compliance, Safety and Accountability (CSA) program is critical for all truck drivers. CSA violations are not the same as moving violations. Getting a speeding ticket is an example of a moving violation. This affects your driving record, and is certainly something that is in your best interest to avoid for many reasons. CSA violations, however, can occur as a result of problems discovered as a result of safety-based roadside inspection, crashes and investigations.

CSA violations can occur in any of seven areas, referred to as BASICs. They include:

- ⇒ Unsafe driving
- ⇒ Crash indicator
- ⇒ Hours-of-service compliance
- ⇒ Vehicle maintenance
- ⇒ Controlled substances/ alcohol
- ⇒ Hazardous materials compliance
- ⇒ Driver fitness

For details on each of the BASICs areas, see <http://csa.fmcsa.dot.gov/yourrole/drivers.aspx>.

When a driver is cited with CSA violations, both the driver and the carrier are assessed points. CSA points have serious consequences for drivers and carriers. When you accrue CSA points, they remain on your Driver SMS (Safety Measurement System) record for three years, enabling safety investigators to review driver safety history across multiple carriers, possibly leading to Notice of Violation (NOV) or Notice of Claim (NOC) actions from FMCSA. They also stays on your PSP (Pre-employment Screening Program) record for the same length of time. CSA violation points accrued by drivers also impact the safety rating of their carrier, and can have a direct, negative impact on business operations.

See <http://csa.fmcsa.dot.gov/faqs.aspx?stakeholders=3> to learn more about CSA and get answers to a variety of frequently asked questions.



**Clean Inspection Bonus!!!**

- ◆ Any contractor receiving a clean level one inspection will be rewarded with \$500 on their next settlement.
- ◆ Any contractor receiving a clean level two inspection will be rewarded with \$250, and a level three will be rewarded with \$100.

Roadside Inspection reports must be submitted to the terminal before payment will be made.



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'Contractor News Continued'

**Referral Program**

We are always looking for great contractors – and we'll reward you for referring other drivers you know who join the ASF Intermodal team. The current referral program includes:



- ⇒ Charleston - \$750 sign on and \$750 referral
- ⇒ Chicago - \$1000 sign on and \$1000 referral
- ⇒ Savannah - \$750 sign on and \$750 referral
- ⇒ Mobile - \$500 referral
- ⇒ Atlanta - \$500 referral
- ⇒ Houston - \$500 referral
- ⇒ Dedicated - \$500 referral
- ⇒ Dallas - \$500 referral
- ⇒ Memphis - \$500 referral
- ⇒ Norfolk - \$500 referral

Note: Referral program may change at any time. Referral fees are split; the first payment is made on the 1<sup>st</sup> settlement after the new driver begins driving and the second one is made 45 days later if the new driver is still contracted with ASF.



Contractors recently recognized for outstanding accomplishments include:

**May 2014**

- Atlanta, GA:* Jose Constanza
- Charleston, SC:* John Shuler
- Chicago, IL:* Daniel Rodriguez
- Dallas, TX:* Shane Barnard
- Dedicated:* Neovanis Lastre-Rivera
- Houston, TX:* Adalberto Andrade
- Memphis, TN:* Mark Rone
- Mobile, AL:* Shelley Johnson
- Norfolk, VA:* Anthony Lawrence
- Savannah, GA:* Larry McClendon

**June 2014**

- Atlanta, GA:* John Carter
- Charleston, SC:* Paten Carmichael
- Chicago, IL:* John Sturz
- Dallas, TX:* Donald Washington
- Dedicated:* Anderson Delgado
- Houston, TX:* Mario Lopez
- Memphis, TN:* Keithon Robinson
- Mobile, AL:* Ronnie Snow
- Norfolk, VA:* Gary Ernesti
- Savannah, GA:* Bernita White

**July 2014**

- Atlanta:* Raymond Hopkins
- Charleston:* Ben Basnight
- Chicago:* Stanley Strong
- Dallas:* Teklai Halie
- Dedicated:* Atlanta: Carlos Molina
- Houston:* Jose Lazo
- Memphis:* Sankeno Payne
- Mobile, AL:* Margaret Russell
- Norfolk:* Cedric Hill
- Savannah:* John Williams



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## Sleep Apnea Regulations and Testing

Sleep apnea poses a serious safety risk for drivers. Whether or not FMCSA will require sleep apnea screening for all drivers remains to be seen – but it is a fact that sleep apnea is an important safety concern for drivers and everyone else with whom they share the road. Even though sleep apnea isn't specifically addressed in FMCSA regulations, the regulations do prohibit anyone with a condition likely to interfere with their ability to drive safely – such as sleep apnea – from being medically qualified to drive a CMV in interstate commerce unless the condition is treated successfully.

Specific FMCSA regulations related to sleep apnea will likely be issued in the near future. In October of 2013, what has become known as the sleep apnea bill was passed, stating that FMCSA will have to go through its complete regulatory (rule-making) process if the organization wants to require sleep apnea screening for drivers, which will require a period of time for public comments. Before this bill was passed, there was discussion of FMCSA potentially issuing guidance – which would not require a public comment period – FMCSA that would have urged physicians to require drivers with a body mass index higher than 35 to undergo sleep apnea testing before being medically certified to drive.

FMCSA has stated that the organization will pursue a formal rule-making process once necessary research has been conducted and the resulting data analyzed.

Resources to learn more about this important topic include:

FMCSA: Driving With Apnea – <http://tinyurl.com/qz7x4ob>

Landline Magazine: Sleep Apnea Bill Signed - <http://tinyurl.com/pz2nawc>

Overdrive Online: Sleep Apnea Rulemaking - <http://tinyurl.com/oe3sd26>

FMCSA: Obstructive Sleep Apnea - <http://tinyurl.com/p6szkfa>

## Employee News

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### In The Spotlight

Meet Christina McClinton



In her role with ASF Intermodal, Christina McClinton is very involved with the process of bringing in new contractors – so even if you've never actually talked with her directly, chances are that she's had an impact on your experience as part of the ASF team. That's because one of Christina's main roles is processing contractor applications, reviewing to determine if people who are interested in driving for ASF meet the requirements.

She also communicates with terminal managers, and sometimes contractors, to maintain compliance with all contractor driving requirements. Christina wants to encourage contractors to be sure to submit their driver's license and medical card renewals, as well as their annual MVRs, in a timely manner. Her best tip to help make the process manageable for contractors is to be mindful of expiration dates and plan ahead.



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*'Employee News Continued'*

Christina is also involved in recruiting. In August, she went to Savannah to recruit contractors for the first time. Three new contractors have already signed on as a result of that trip, and a few others are in the screening process.

Christina loves growing with the company, and says that one of the best parts of working with the ASF team is that she feels like an individual – not just somebody sitting behind a computer. Her coworkers contribute to that feeling – Christina says they are awesome!

She wants to remind the contractors and employees that she is here for them if they need anything. She says, "Don't hesitate to give me a call!"



**Employee Anniversaries**

Employees celebrating anniversaries during June, July and August include:

**September 2014**

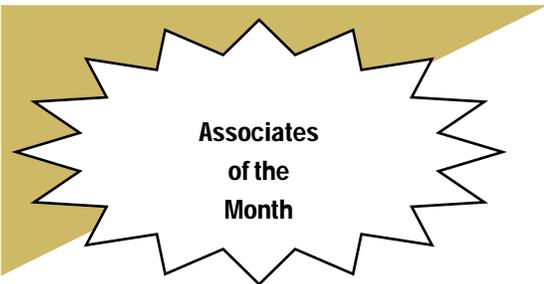
- Tina Rupe - 2 years
- Matt Tomberlin - 2 years
- Cara King - 1 year
- Valerie Anderson - 1 years
- Ron Fitzgerald - 1 year
- Ranzie Arsenaault- 1 year
- Jesse Gonzalez - 1 year

**October 2014**

- Hilner Jason - 3 years
- Glenn Wade - 2 years
- Reid Julius - 1 year

**November 2014**

- Jo Darrow - 1 year



Employees recently named Associate of the month include:

**May 2014**

Sherly Michel

**June 2014**

Matt Tomberlin

**July 2014**

Jonnie Jarrett

