



Health Insurance Renewal—No Increase!



Good News! MCA’s health insurance plan will renew September 1 with no increase in premium and no decrease in benefits.

Each year, MCA’s health insurance plan expires August 31, and MCA seeks the best renewal option for the next term. The current provider, United Healthcare, initially proposed an 11% increase. After several rounds of negotiation, we were able to reach agreement at the no increase in premium and no decrease in benefits. Based on the claims experience of the group and continued increase in healthcare costs, we believe this no premium increase renewal is a good result.

As a result of no changes, there will be no special open enrollment during the month of August in accordance with the Section 125 rules. Unless you have a qualifying event as defined by the IRS, the next window to make changes will be during MCA’s Annual Open Enrollment during the month of December for a January 1, 2011 effective date. If a qualifying event occurs (such as a birth, death, divorce, or loss of spouse’s coverage), contact the Benefits Department within 30 days of the effective date in order to make additions / changes to your coverage.

In prior months, you may have received several fliers that MCA has mailed to the homes of employees. These fliers promote better food and activity choices to improve overall wellness and health. We will continue to provide information that we hope will be helpful and informative as you make decisions about your own health.

As the health of the MCA workforce improves, so will our claims experience, which in turn should help to hold down our premiums. If you have any questions about your benefits, whether health insurance or supplemental products, feel free to contact the Benefits Department at (800) 844-6245 and ask for Loretta or Delinda.

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A WORD FROM OUR SAFETY DIRECTOR

A Message from the Safety Corner

By Bruce Wrinkle, Director of Safety



Lane Changes, One of the Driver's Most Serious Collisions!!

A simple maneuver in the trucking industry so often results in the deadliest collisions. Most of these occur in the “*blind spot*” (right front wheel and bumper area of your vehicle), most involve lane changes to the right, with the truck striking the left rear corner of the vehicle in the adjacent lane. When the front bumper area of the truck strikes a car in the left rear quarter panel, many times the car will be spun around directly in front of the truck and be pushed down the road sideways. Unfortunately, the car will sometimes come off the front bumper, strike the truck in the fuel tank or rear drive tire area and rebound into a live lane of traffic. This type of collision is far too frequent and can result in serious injuries or fatalities.

The good news: these may be avoided completely, if the driver of the truck will follow some simple practices before attempting any lane change.

- Trip *preparation*: Make sure windows are clean, dash free of clutter.
- Make sure lights/lenses are clean (*make sure they see you*).
- Mirrors adjusted to give the best possible view of the right front area of the truck.
- Avoid *unnecessary* lane changes, less changes equal less exposure.
- Eliminate *distractions* (cell phones, cb radio, etc).
- *Plan* the lane change as far in advance as possible (last minute changes increase the chance for collisions).
- *Increase* following distance before you attempt to change lanes (the greater the following distance the better your opportunity to monitor your mirror all the way through the lane change).
- Avoid lane changes near on/off ramps. There is already a lot of traffic movement in these areas, don't contribute to the problem. If you move to the left, do it prior to the off ramp and maintain that lane until well past the on ramp traffic. Pay attention to the traffic getting on, as this will allow you to ensure all are accounted for before you move back to the right lane. If you are not sure if a vehicle is in the “*blind spot*” you will see them emerge to the front corner of your vehicle.
- When making lane changes at night, look to the front right corner of your vehicle. If someone is there, you should be able to see added illumination of the right lane (usually the area is much more illuminated than it would be if you were the only vehicle on the dark roadway).
 - Be patient! Once you have signaled your intent to change lanes, continue to monitor the fender and door mirror, then move carefully into the other lane. Don't stop monitoring the mirrors until you are fully into the adjacent lane.
 - Exercise greater caution for various conditions (extremely heavy traffic, weather, etc.)



Lane change? If you don't know..... DON'T GO!!!

TERMINAL/PROJECT MANAGERS LEADING THE WAY

Our Customer's Service Expectations

By Larry Cantrell, Kansas City, Kansas, Terminal Manager



In the trucking industry, I believe service levels are the single most important factor to influence the customer in making a choice to transport their freight. When service is all we have to offer, we better 'get it right'! Our competitors are constantly searching for new opportunities to increase their revenue and volume levels. Should our company fail to require top notch service from all of our employees, **then we** invite all of our competitors to take over the market. It is imperative we protect all of our contracts by providing **outstanding service** to our customers.

As we strive to achieve **Perfect Service**, each person within the organization must fulfill a vital role in order to guarantee success. **Top Quality Service** is needed in every MCA location in the country. **Our mission of being "The Reliable Source"** is put to the test everyday. We must consistently deliver productive and service oriented results to our customers.

Set forth in last quarter's newsletter, Tommy Dobson focused on teamwork as he discussed CSA 2010. In order to continue as a successful and service-oriented organization, **TEAMWORK** is essential!

Over the last several months, **service** has been less than acceptable and our overall level of commitment to the aforementioned has been lacking. Again and as a total team effort, if we are to survive and flourish, we must strive to improve the overall delivery of **appropriate service attitudes**.

The majority of our employees recognize the importance of **Outstanding Service Levels** and how they impact each employee at MCA. Please accept the fact that **Safety, Service, and Quality** in everything we do are important to the continued success of MCA and its employees.

We invite your suggestions to help us all achieve our goals. Should you have recommendations or ideas for improvement, please share them with your supervisor, Terminal Manager and/or a company representative. We have a great group of employees and with a **TEAMWORK** approach, I am confident **MCA** will be successful in obtaining **Outstanding Service Levels** during the immediate and long-term future.

Again and always striving for **Perfect Service**, please remember you are a **TEAM PLAYER** and help **YOUR COMPANY** advance to service levels higher and greater than ever before!

REMEMBER: PERFECT SERVICE



USPS NEWS

Oldest US Postal Worker Retires in California at 95

By NARDINE SAAD, Associated Press Writer Nardine Saad, Associated Press Writer

It wasn't snow nor rain nor heat nor gloom of night that stopped Chester Arthur Reed from his appointed round. The mail handler just felt it was time to call it quits at age 95. The fork lift operator retired June 30, 2010, as the nation's oldest postal worker, ending a career without taking a single sick day. It's a feat he attributes to a healthy diet of watermelon, alkaline water and an onion sandwich with mayo every day.

"If everyone in the nation ate watermelons, they'd get rid of all the doctors," Reed said.

Despite being partially deaf and walking with a stoop, Reed has worked for more years than many of his co-workers have been alive and has accrued 3,856 hours — nearly two years — of sick leave for not missing a shift in 37 years.

Reed has been a U.S. Postal Service mail handler and forklift operator since he was hired in 1973, making \$4 an hour. He hit the \$25-an-hour ceiling about 10 years ago.

Reed said he likes his job because "one, it's a steady income and, two, they don't hassle you."



AP

But he also knows when to leave, reasoning: "The Bible says there's a time for everything. Well, it's time to retire, and that's it."

Reed works the 2:30 p.m. to 11 p.m. shift regularly and logs in more than 12 hours some days, his 55-year-old manager Mary Brunkhorst said. "We'd have to force him to go home, and he'd say there's still work to do. It takes a special person to work to age 95. Our generation would not do that."

Reed was hired to the postal service after serving in the Air Force, which he joined at age 33. Among the places where he served were Wiesbaden in Germany, Okinawa in Japan, and three Texas bases before ending up in March Field in Riverside where he currently lives.

Despite his travel during military service, Reed still has wanderlust. He and his 59-year-old son Richard visit a continent each year, recently marking their fifth. He is planning another trip that will include Moscow, Helsinki and Dublin, and a second parasailing adventure in Rio de Janeiro.

Reed was born in 1914 and grew up in St. Clairsville, Ohio, as the son of an auto mechanic and a housewife. After high school, he worked on Ford Model Ts in his dad's auto shop. In 1944, Reed met his wife Iva Katherine, a dance instructor, on the dance floor and enlisted in the Air Force three years later. He retired from active service as a sergeant in 1972. He said he heard the post office was hiring, so he went in for an interview and was hired on the spot. His military service, which included physical conditioning with pilots, is evident in the rigid discipline surrounding his health. It's his favorite topic of conversation, said Reed's co-worker Verna Ortiz, 50

He believes in drinking alkaline water, to minimize acids that can damage digestive system, and eating sandwiches made "with a lot of mayonnaise and get a big slice of onion" because the vegetable is closely related to garlic, one of the healthiest foods you can eat, he said. Reed also likes to point out that his personal hero, the fitness guru Jack LaLanne whom Reed calls "a fine physical specimen," is only one month his senior.

Reed is one of seven siblings, but has outlived all but the youngest — a 65-year-old who lives near San Diego. Reed's other son died of cancer at age 58 a few years ago, and Reed's wife died soon after.



USPS SERVICE

The Front Line Impact on Service

By Robin Garrett, Contracts Manager

MCA is “*The Reliable Source*”. It’s on the company logo and we see it daily on the trucks, in our terminals, on our paperwork, etc. What does this mean and why does it matter?

MCA has one commodity to sell: **SERVICE**. Our main customer, the USPS, has one primary need from us: **ON-TIME TRANSPORTATION**. To meet the customer’s needs, we have to run according to schedule so they can meet their customers’ service demands. MCA has consistently provided exemplary service to the USPS, but of recent our performance has slipped. It takes everyone working together to recover service to the levels the customer has come to expect from MCA. We have a minimum company goal of 99.5% on-time performance and we’ve been hovering in the 99.3% range the last few months, so we have to take measures to turn service around.

As a driver, what can you do to impact service? Because you are on the front line, you have the greatest influence. Here are some things you can do to help impact service:

- **Adhere to schedule.** This is more than just following the stops on your DGPS or guideline sheet. This is reporting to work on-time, making sure you understand your schedule, and making sure if you are unable to work due to illness, you call in timely so your trip can be covered without a delay.
- **Do a proper pre-trip inspection.** Check your equipment carefully to ensure it is roadworthy and safe. You wouldn’t operate your personal vehicle if it wasn’t up to standard, so safety and roadworthiness issues with your assigned equipment should be raised prior to hitting the road. A little extra effort at the beginning of your workday can prevent a lengthy delay en route.
- **Do a proper post-trip inspection.** A proper post-trip inspection is critical. Issues found during a post-trip can be identified and brought to the maintenance personnel’s attention for correction before the next trip. In addition, since you have been in the truck for several hours, you will have firsthand knowledge of any issues that need attention. You wouldn’t want someone to leave a problem for you, so don’t leave a problem for someone else.
- **Encourage your peers.** If you notice a co-worker doing something that could negatively impact service (lingering at a facility or relay point, skipping a post-trip, abusing equipment, etc.) encourage him or her to do it the right way and protect service.
- **Talk to your manager/supervisor.** If you are aware of something that could have an impact on service, talk to your Supervisor. If you believe you have a better way to run a trip or if you know of a potential issue, discuss it with your Supervisor. In many cases, you have a different perspective that could have a positive impact. Each month’s service chart is posted in the terminal and you get a service letter regarding your terminal’s performance for the month. If you have questions about service, talk to your manager.
- **Be proud.** You work for the second-largest mail contractor in the nation. MCA has been commended on numerous occasions for providing exemplary service and was recently named a “Key Supplier” by the USPS. We work very hard to do things “right” so be proud to be part of a team that will not sacrifice safety, compliance, or service.

Here's What's Going on with the MCA Family

Terrence Bradsher, JAX, and wife, Shenita welcome home daughter, Jayda Nicole born 4/22/10, weighing 6 lbs and 11 oz and 19 3/4" long. Congratulations!



Frank Avila, JAX, and wife, Camila, welcome home Katia Maria born 6/08/10, weighing 6 lbs and 8 oz and 19 1/2" long.

WAY TO GO TEAM HARRISBURG!!!

Congratulations to team Harrisburg! They achieved 200 safe workplace days without a lost-time injury from July 29, 2009 to February 13, 2010. The dedication and commitment shown toward a better safe work environment is well demonstrated through this outstanding achievement. Their next goal is 300 days.

In honor of this achievement, each Harrisburg employee received a specialized hat, a 200-day pin, and a Risk Management Certificate of Excellence. Job well done!



Pictured left to right:
Joe Scott
and Ken Hoy.

MILLION MILE CLUB

The Million Mile Club recognizes drivers who accomplish 1,000,000 safe driving miles with the Company. For achieving this award, each driver receives 40,000 points and a 1,000,000 mile safe driving patch.

Congratulations to these newest members for this outstanding achievement!!!!

2 MILLION MILES



Ronald Cooley—ATL

Wayne Neer—DSM

1 MILLION MILES

John Ritter—WMP

Robert Culpepper—GSO



John Jones—ATL

Mark Combs—DSM

Mr. L. D. McClain, WMP, was wed to Ms. Cheryl Huppe from Portland, Oregon on April 16, 2010. Cheryl was Ms. Long Beach 1970. L. D. is an MCA Driver in West Memphis.



In Memory of Friends We've Recently Lost

Douglas Ribakow—HBG

2010 Milestones

The following employees have reached 5 or more years of service with MCA.

APRIL 2010 — JUNE 2010

5 YEARS		9 YEARS		MARK KRAZMIEN		GSO
MICHAEL ADAMS	GSO	WILLIE BROWN	ATL	ROBERT LILES	CIN	
MARLIN ANDERSON	JAX	ALFONZA CHATMAN SR	KC	DONALD MCCLURE	GSO	
PAUL BYDALEK	GSO	GARY DOLL	KC	LARRY MCKEE	GSO	
ROMEO CANDAZA	JAX	RUSSELL GALLION	JAX	JOE NALLEY	ATL	
KIMBERLY COWLES	LIT	ANN GORDON	GSO	LEE SANDLIN	CIN	
MARIO DAVIS	ATL	HARLAN HUEY	DAL	MITCHEL TYLER	ATL	
JOE ELLIOTT	CIN	CHARLES LONG	STL	15 YEARS		
LONNIE FOLDS SR	ATL	EDDIE MCCLINTON	ATL	ELMER HOENEMAN	OMA	
ANTHONY GARDNER	GSO	JOHN MCLAUGHLIN	ATL	RICKY MCCLAIN	ATL	
DALTON GARRIS JR	GSO	PAUL SAMUELS	GSO	JOHNNY WALLING	WMP	
SCOTT HOLTkamp	DAL	DENNIS SANDERS	JAX	16 YEARS		
CURTIS HOMER	DAL	JACK SNYDER	GSO	BALINDA DEAN	JAX	
MARION JACKSON	GSO	10 YEARS		HARRY HALL	JAX	
MICHAEL KADINGER	DSM	JOHN ALGER	KC	LYNDON JONES	GSO	
DEAN LARSON	DSM	GARY CASE	CIN	ERRICK MESCHER	DSM	
ELIZABETH LEWIS	GSO	WALTER CORTEZ	HBG	17 YEARS		
MARION PANNELL	ATL	DANIEL EVANS	DSM	EDDIE FELKS	WMP	
COLEY STAFFORD III	DAL	DAVID HALL	GSO	WADE PILCHER	DSM	
DARRELL TANNER	ATL	JANICE HULL	LIT	RICHARD TILLER	ATL	
MICHAEL WANZER	GSO	DONALD JACKSON	GSO	18 YEARS		
6 YEARS		TIMOTHY JOHNS	JAX	MOSES GRIFFIN	GSO	
STANNA BALESTRI	DSM	ALLEN JONES	GSO	20 YEARS		
LINDA BRAY	LIT	MICHAEL LILLY	GSO	ALLEN BRIDGES	KC	
JESSE CASTRO	DSM	DAVID MEADOR	GSO	ROBERT CUMMINGS	GSO	
KENNETH COOPER II	HBG	GLENN RUSS	ATL	JOSEPH MAST	CIN	
DAVID CRAIG	GSO	HENRY RUSSELL	DSM	22 YEARS		
LUIS ESPINOSA	HBG	WILLIAM SCHOCH	KC	LEVAN FOLDS	ATL	
ROBERT GRUBB	GSO	TINA SCOTT	LIT	AINSLEY LINTON	HBG	
GLENN JETTON	DAL	11 YEARS		GARY WIDNER	GSO	
SCOTTY JOHNSON	GSO	KENNETH BUCKNER	GSO	23 YEARS		
RICHARD LEA	GSO	ROBERT GEESA	GSO	RICKY CLINE	GSO	
RANDY LOWE	GSO	ROBERTO GUERRA	GSO	CARL LONG	GSO	
SHEILA MCDONALD	LIT	SCOTT HART	GSO	ROY LUNDEN	SXF	
LYNNE MIDDLETON	DAL	TOMMY HIGGINS	KC	ROBERT THOMAS	CIN	
ROBERT MITCHEM	GSO	ALVIN JOHNSON	DAL	24 YEARS		
HENRY OLDS	GSO	ALVIN LASHMAN	STL	RONALD COOLEY	ATL	
CHARLES PIERRE	GSO	DEBORAH MERRYMAN	GSO	HENRY KONSHAK	SXF	
JOHN SMITH	JAX	JOSEPH MILLER	SXF	25 YEARS		
WILLIAM WOOD	ATL	MELVIN PAYNE JR	KC	WESLEY HOPSON	KC	
7 YEARS		DANNY SCOTT	GSO	ANNQUETTE MYERS	GSO	
JAMES BRIMER	GSO	DONALD STENGER SR	CIN	FELIX YATES	CIN	
DAVID CHASE SR	CIN	ABRAHAM TOE	GSO	26 YEARS		
HARRY CURTIS	GSO	PHILLIP WHISNANT	GSO	DAVID ODOM	GSO	
CHARLES CUTSINGER	CIN	12 YEARS		EDDIE WARREN	ATL	
KENNETH GRAY	CIN	HOWARD ABSHER	GSO	30 YEARS		
CLEOTIS HATCH	CIN	DOYLE BODLE JR	HBG	JOSEPH CORN	HBG	
DELBERT HURST	KC	GERARDO DIAZ	JAX	31 YEARS		
BOBBIE MCCOY	KC	BENJAMIN JOHNSON	ATL	DOUGLAS COWAN	GSO	
TERA PAYNE	WMP	ANGELIQUE MEDINA	LIN	SAMUEL GERAETS	SXF	
HERMAN POOVEY	DAL	LANCE MILLER	ATL	32 YEARS		
CONRAD RICHARDSON	GSO	TERRY MINK	CIN	KENNETH RAPE	GSO	
KEVIN SHOLTIS	GSO	JAMES PERRYMAN	GSO	34 YEARS		
MICHAEL WELLMAN	CIN	13 YEARS		JAMES RICE	DSM	
8 YEARS		JIMMIE CARROLL	GSO	39 YEARS		
ERNEST CRUTHIS	GSO	MICHAEL LOGE	CIN	JOHN WARD	CIN	
SAMUEL GLASS JR	ARL	JAMES STEWART	ATL			
GARRETT GRAY	LIT	14 YEARS				
WALTER SINKLER	JAX	ROLLIN DAVIS	DSM			
FREDDIE TOLBERT	HBG	STEPHEN GARMON	DSM			
		BECKY HOBBY	LIT			
		TIMOTHY JOHNSON	JAX			

Get the Message?

Go to mca.ideas@mcalogistics.com and answer the following three questions, along with your name and employee ID. If you answer all three questions correctly, you will be entered into a drawing to receive an MCA logo knit shirt. Deadline to enter is 8/27/10. Ten Winners will be announced in the next newsletter.

1. What is MCA's minimum service goal %?
2. What percentage health insurance increase will MCA be receiving effective 9/1/10?
3. Avoid _____ lane changes, less changes equal less exposure.

Roadcheck 2010 was conducted June 6-8, 2010, for Level 1 DOT road-side inspections. Drivers were challenged to receive clean inspections and were awarded 10,000 points for doing so. Great job goes out to:

Atlanta—James Mason
Des Moines— John Eaton
Omaha—Richard DeCarlo

In addition, the following received a clean Level 2 or 3 inspection and were awarded 5,000 points:

Jacksonville—James Potter
Kansas City—William Schoch

Congratulations and thanks for a job well done!

CSA 2010 HOTLINE: 1-800-294-7743 Ext. 11245
Email: CSA2010@mcalogistics.com