

MCA's Drivers Receive Outstanding Recognition



Mr. **Ed Felks, WMP** is pictured with his wife, Sue, receiving the **July Driver of the Month Award** from **Truckload Carriers of America**.

Ed began working with MCA in 1993, and has safely logged 1.6 million miles. Ed said his driving skills were tested when he blew a steer tire on a 23-mile bridge coming out of Louisiana. Even though he managed to get his truck under control, he says that staying alert is a key factor.

Ed says he will continue to strive for greatness in everything that he does and set the best example for his three children and grandchildren.

Mr. **Mark Coleman, KC**, has been with MCA since 1978. He is pictured with **Roger Couch** receiving his **Three Million Mile Certificate**.

Mark said MCA is a great company to work for and he is proud to haul the U.S. mail for over 33 years.

He was also named **Kansas City Top Driver for 2011**.

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**Terminals with 100% service:
June: Lincoln and Sioux Falls
July: Lincoln, Kansas City,
St. Louis and Sioux Falls
August: Lincoln**

MESSAGE FROM RICH CLAIR

Professional: *A person who is paid to undertake a specialized set of tasks and orchestrate them with uncommon skill.*

Truck Driver: *A person who earns a living as the driver of a truck, usually a semi truck, box truck, or dump truck, providing an essential service to industrialized societies by transporting finished goods and raw materials over land, typically to and from manufacturing plants, retail and distribution centers.*

CSA. Compliance, Safety Accountability. *A Federal Motor Carrier Safety Administration (FMCSA) initiative to improve large truck and bus safety and ultimately reduce crashes, injuries, and fatalities that are related to commercial motor vehicles. To achieve these goals, CSA measures the safety performance by trucking companies and professional truck drivers.*

With appropriate credit to Daniel Webster and Uncle Sam, I was struck by the connection of these three terms. When FMCSA migrated from SafeStat to CSA nearly two years ago, their intent was to measure and monitor events that were determined to be predictive of future safe driving habits. Their theory is that past activity suggests future safe performance. Also, a logical conclusion is that every Professional Truck Driver wants to be at the top level when compared with peers. Since FMCSA started publishing these statistics nearly two years ago, MCA and many drivers have shown consistent improvement in all categories, except one. Maintenance, Unsafe Driving, Controlled Substances, Fatigued Driving and the Crash Indicator have all steadily been moving in the right direction, towards zero. As MCA improves in these categories, the Company should see better insurance rates, drivers should spend less time at roadside inspections, mechanics should have fewer service road calls, and long-term job security should be even stronger.

I did, however, say “*except one*”, didn’t I? Our scores in Driver Fitness are moving the wrong way. Infractions in this area include drivers not having their logs current, or driving without their license or DOT medical card. In the case of MCA drivers, we’re being cited for drivers not having their prescriptive eye-glasses, or other medical devices required as a condition of having their licenses. To make matters an even greater concern, nearly three-quarters of MCA drivers who are cited for a Fitness issue have been pulled over for another violation, such as speeding or failure to wear a seat belt.

I point this out because these are all issues that speak to professionalism and each of these items are ultimately controlled and preventable by drivers, not the Company. As the scores for all BASICS show performance against peers, I would think that we would also want to be in the top tier of performance. Further, receiving a cite in one of these categories carries significant CSA points, which can not only affect our Company’s rating, but also that of those individual drivers who did not take the few extra moments to ensure that all of the documents and materials required to show they are, indeed, professional drivers, were available to them in the cab.

To draw again from Uncle Sam, the Navy’s submarine service has a motto, “Pride Runs Deep”. It should be no less with all of us who want to be seen as the best of our trade, and also want to be associated with those who strive to do their best. So, MCA Professional Drivers, check your documents today before you get in the truck. Remind your colleagues to do the same.

Best, Safe Regards,



A MESSAGE FROM THE SAFETY CORNER

By Bruce Wrinkle, Director of Safety

Winter Weather Driving

As winter weather approaches, new challenges will present themselves in the form of rain, ice and snow. What should drivers do to prepare for the worsening driving conditions?



Perform a thorough pre-trip with attention to all these critical areas: heater, defroster, lights, wipers, tires and windows. Carry chains if running in areas with chain laws.

If you are driving in areas that have ice or snow on the road, **adjust your driving to fit conditions** and remember these winter driving tips:

- Turn off your cruise control and increase following distance.
- Decrease your speed to fit road, weather and traffic conditions.
- If you lose traction and your vehicle feels like it's floating, gradually slow down. Do not slam on the brakes.
- Use caution when driving on bridges, concrete highways and shaded areas. These surfaces are the first to freeze and become slippery when the temperature drops.
- Do not pass snowplows or sanders, and do not follow them too closely.
- Be prepared for slow traffic and expect delays.
- Accelerate slowly, avoiding fast starts, turns or stops.
- Run the highest gear possible for the speed you are traveling.
- If using the locked in differential, avoid speeds above 25mph and do not engage for long periods of time.
- If it is unsafe to continue, find a safe place to stop and notify dispatch as soon as possible.



What else may a driver do?

National Safety Council Online Defensive Driving Course

Professional Drivers should participate in additional safety training to heighten awareness and expand sound driving principles. Some added benefits to the continued training and completion of the National Safety Council online course include: potential eligibility for discounts on personal automobile insurance premiums, and \$75 for **voluntary completion of the course**. The course is completed in approximately 3 to 3.5 hours; training may be completed in sessions (allows to complete portions of the course and come back later to finish) and the time may be logged as off duty if the driver volunteers and completes the course on his or her time. Contact your terminal management for details.

Remember, you can't control winter conditions, but you can control your actions.

HUMAN RESOURCES UPDATE



OPEN ENROLLMENT FOR BENEFITS!



The open enrollment period for changes/additions to your benefits for the 2012 Plan Year will begin November 9th and run through November 30th. Prior to the start date, you will receive a new benefit packet with all the information you need to find out what's new or changed in 2012 **and** the designated week for your terminal to contact the call center. Like 2011, we will be using a call center process for you to confirm your elections, ask questions about new benefits, or make changes.

As a reminder, an employee is permitted to make changes/enroll only during the designated annual open enrollment period or if there is a qualifying family event. It is important that you review the information and contact the call center even if you have no changes during this time period.

New Opt Out for VA Covered!

At the request of many employees, we asked our vendor and received approval to allow for an Opt Out exception to the MCA Health Coverage effective 9/1. Those employees who can show proof of medical coverage through the Veterans Administration "VA" can request to opt out of coverage during this time. If you meet this criteria, please contact Wendy Amarsi directly at 501.255.0679 for information and a form. These forms and an accompanying identification card must be received by the 30th of November in order to opt out effective 1/1/12.

Please note that even though you opt out of medical coverage, you can still take advantage of MCA's great lineup of voluntary products such as dental, vision, cancer, disability, and life insurance. If you have any questions, feel free to contact the Benefits Department at any time!



The current economic turbulence is not the time to close your eyes and hope for the best!

Your MCA 401(k) retirement plan portfolio needs to reflect what's happening in the market today, as well as what's going on in your head. When the stock market goes down, 401(k) investors are able to buy more shares at the lower price.

- ◇ You can enroll at the beginning of any quarter, after 3 months with MCA and attaining age 21.
- ◇ You make pre-tax contributions of your salary into the plan and they grow tax deferred.
- ◇ Upon eligibility, MCA gives you 30¢ for every \$1 you save for retirement up to 6% of your income.
- ◇ The plan offers a range of investment options where you can invest your money.



*To enroll in the 401(k) retirement plan contact:
Tosha Flesher (501) 255-0697
To make changes to your account contact:
www.divinvest.com or
(800)755-5801*



EMPLOYEE APPRECIATION

2011 Milestones

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

JULY 2011 — SEPTEMBER 2011

5 YEARS

DARRELL ARMSTRONG HBG
 TERRY BARNES JAX
 FREDERICK BATTISTIC JAX
 WILLIAM BELL DSM
 HENRY BUTLER JR GSO
 DAVID CORNELL GSO
 JAMES CURTIS JR JAX
 JEFFREY DILLAVOU DSM
 DAMIAN DREWS GSO
 CASEY GARRISON CIN
 AMANDA GONZALEZ KC
 JOHNNIE GREEN JAX
 ROBERT HARROWA SXF
 DANE HAYDEN GSO
 MICHAEL HILL KC
 THOMAS HILL GSO
 TIMOTHY JAVORSKY LIN
 CALVIN JOHNSON JAX
 LARRY JONES GSO
 ANDY KEARNS GSO
 RAY MCBRIDE DSM
 ROBERT MCCORD GSO
 JOE MITHCELL JR JAX
 MICHAEL MONTGOMERY ATL
 MARK MOORE DSM
 MICHAEL OSBORNE ATL
 GARY POOLE GSO
 MICHAEL ROARK GSO
 JOSEPH ROBERTSON III GSO
 KEVIN SCOTT GSO
 CHRISTOPHER SMITH GSO
 MARY SONTAG LIT
 KEITH SPOONER JAX
 THOMAS UNDERWOOD JR JAX

6 YEARS

DANIEL AUSTIN JR DAL
 IRA BROWN OMA
 DANIEL CERWIN JAX
 ULYSSES DEXTER JAX
 RICHARD FLYN JAX
 PAUL HAMILTON DSM
 RODNEY HASWELL GSO
 SCOTT HILTY JAX
 KEITH JOHNSON GSO
 CARL LEAKS ATL
 RODNEY MILLER KC
 MARIO PIZZI DAL
 PATRICK SHIELDS ATL
 ANGELO WILLIAMS JAX
 TRACY WINSTON GSO
 JAMES WIRT JAX

7 YEARS

CEFERINO AGUILAR JR. DAL
 MAURICE BROWN GSO
 GLENN CAPLAN HBG
 ERLE CHANEY ATL
 TRACEY CHILES ATL
 JAMES DEGGENDORF DSM
 THOMAS GLUMAC JAX
 THEODORE KENKEL OMA
 MUHAMMAD RASHID GSO

LAWRENCE SATTERWHITE ATL
 VICTOR SELLU GSO
 SHEDRICK SNELL ATL
 JOSEPH VALENSKY JAX
 MICHAEL WILLIAMS ATL

8 YEARS

KENT BENNETT DSM
 TONYA CALVERT GSO
 JERRY CLARK JR. LOU
 DENNIS CROWLEY WMP
 TIMOTHY DRUMMER KC
 MICHAEL FARRIES ATL
 CHARLES HARKLESS KC
 CHRISTOPHER NIENABER CIN
 LAVONNE SIMS LIT
 TYSON STEWART KC
 CARLOS TOLENTINO GSO
 MAX WILLIAMS KC

9 YEARS

JIMMY BAKER GSO
 DANNY BAUGUS GSO
 CALVIN BENNETT JAX
 RONALD BETHEA GSO
 JAMES BROWN GSO
 DARRELL CHESTNUT GSO
 ROBIN HOLLAND GSO
 JANET HUNTER GSO
 MANUEL JAMES ATL
 DOUGLAS LETT OMA
 BENNIE MENNIS ATL
 ANA MILIKIC GSO
 JOHNATHAN NATHAN WMP
 JAMES POTTER JAX
 DUANE SMITH HBG
 EARL THOMPCKINS GSO
 JOE TINSLEY GSO
 CHRIS WALTERS STL
 MICHAEL WELCH GSO
 STEFAN WIGGINS ATL

10 YEARS

MICHAEL BERTRAND GSO
 RONALD GORDON STL
 BOBBY HOLDER GSO
 JEFFERY KYLE DSM
 ISAAC MARLOWE GSO
 MICHAEL MCAFEE ATL
 GERALD MLEKUSH DSM
 RONALD SMITH STL
 THORNTON EARNEST ATL

11 YEARS

EDDIE BENNETT DSM
 EXCELL BLANCHARD WMP
 LEEALLEN BRODERS SXF
 ROBERT DIEFENBACH DSM
 DEREK PHILLIPS ATL

12 YEARS

MICHAEL JANTTI KC
 ARVIL JONES CIN
 RICKY O'MARA DSM

JOHN RITTER WMP
 STEVEN SANDS GSO
 EDWARD SMITH GSO
 WARD STAATS CIN
 ZLATKO TOPALOVIC GSO
 ANTHONY VALENTIN JAX
 KRIS WINGFIELD ATL

13 YEARS

RICK BEACHAM STL
 WILLIAM BROWN JR. ATL
 ORVILLE CUMBIE KC
 FRANK MONARDO ATL
 BLAKE NOLAN HBG
 TERRY SCHOENENBERGER DSM
 STEVEN WAGNER HBG
 DALLAS WHITESIDES ATL

14 YEARS

GARY BUHNERKEMPER JAX
 WILLIAM CARLSON ATL
 FRANCIS DIELEMAN KC
 JOHN HOWARD ATL
 LONNIE JARVIS ATL
 STANLEY JONES WMP
 JAMES LADD STL
 TERENCE LONEMAN DSM
 STEVEN PARKS ATL
 MICHAEL SCOTT KC
 MICHAEL SWAIM GSO
 DARRYL WEST GSO

15 YEARS

RAYMOND BRAMLETT HBG
 DONALD GEISEL HBG
 MARK HEMINGWAY DSM
 RICHARD JOHNSON KC
 THERESA METZGAR HBG
 DALE MILNE JR ATL
 DANIEL SCHAEFFER HBG
 WILLIAM SMITH JAX

16 YEARS

PAUL ANGEL GSO
 DAVID BACHMAN LIT
 PERRY BUSTER ATL
 ORVILLE LOEFFLER KC

17 YEARS

ROBIN GARRETT LIT
 JAMES OWENS ATL
 DENNIS REESOR JR LOU
 DAVID SUNDEEN DSM
 BETTY USHER SXF

18 YEARS

DELMAS BAGWELL GSO
 SAMMY GAITHER WMP
 BILLY GRAY GSO
 TALMADGE HORNE ATL
 ROBERT PETERSON OMA
 JAMES PULLEY STL
 LEE WALKER DSM
 LARRY ZUHLKE OMA

2011 Milestones

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

JULY 2011 — SEPTEMBER 2011

19 YEARS

LOYDE ANDERSON
CARROLL BOONE
THEODORE NORDMARK
ORVILLE THROCKMORTON

KC
GSO
JAX
KC

20 YEARS

MARCELLUS HICKS

JAX

21 YEARS

JAMES SANDLIN

CIN

22 YEARS

CHARLES STANLEY
SKIP WISDOM

GSO
KC

23 YEARS

HAROLD WILKS JR.

KC

24 YEARS

MARVIN KENDRICK JR.
WAYNE NEER
BILLY ROBERTS

GSO
DSM
KC

25 YEARS

STANSEL GOLDEN
JAMES HAYNES
EDGAR MOSS
TERRY WADE

JAX
CIN
KC
OMA

26 YEARS

JOSEPH LAKERS
JEFFERY MATHIS
RICHARD STRANG

DSM
JAX
SXF

27 YEARS

WILLIAM ANTHONY
BILLY CLUBB

ATL
GSO

28 YEARS

JOHN BROWN
LARRY LOUCKS
NORM SUNDEEN

HBG
HBG
DSM

29 YEARS

DONALD WILLIAMS

DSM

31 YEARS

CHARLES WILLIAMS

KC

32 YEARS

ROBERT MOORE
PHILIP ZAMZOW

KC
KC

33 YEARS

CHARLES JORDAN
ROBERT MOORE

GSO
OMA

35 YEARS

RILEY PEAVY
JUNIOR RIGGS

ATL
LOU

ABOVE AND BEYOND

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!!!!

3 MILLION MILES

Mark Coleman—Kansas City

2 MILLION MILES

**Joseph Lakers—Des Moines
Christopher Barclay—Greensboro**

1 MILLION MILES

**Steve Roberts—Atlanta Ronald Epperly—Greensboro
Russ Glenn—Atlanta Hank Morgan—Greensboro
Melvin Dowless—Dallas Richard DeCarlo—Omaha
Gregory Cuckler—Greensboro Alvin Lashman—St. Louis**



Natalie Peyton, LIT, and her husband, Gabe, welcome home Alexis Savannah born July 15 at 4:37 a.m. weighing 6 lbs 12 ounces and 19 inches long.

Congratulations to **Jeff Allen, JAX** and wife, Terri. Liam arrived July 16; weighing 8 lbs 7 oz and 20 1/2 inches long.



Bob Mitchell, JAX, is a grandpa! Emory Isaac Richardson was born August 16 at 8:21 p.m. weighing 8 lbs 9 ounces and 21 inches long.

Congratulations to **Mark Reed, ATL** and wife, Toni. Townes arrived August 30; weighing 7 lbs 10 oz and 22 1/2 inches long.



Riley Peavy, ATL, is a great grandpa! Hayden Chance Hudson was born September 14 at 5:38 p.m. weighing 6 lbs 14.6 ounces and 19 1/2 inches long.



Congratulations to brand new grandpa **Mark Spears, LIT**, Krestlynn Spears was born September 15.

In Memory of Friends We've Recently Lost

Victor Cuomo—Des Moines

Norm Sundeen—Des Moines

Your Recruiting Team Wants To Pay YOU A Referral Bonus!



Pictured: Recruiters Terry Hitt and Donna Taylor.

Refer a fulltime or casual employee: Receive **\$150** after employee reaches 90 days, **\$100** after employee reaches 1 year.

Refer a seasonal employee: Receive **\$100** when employee completes peak season. Note: If employee is hired fulltime – receive the full **\$250** in addition after 90 days/1 year.

Refer a new team driver: Team driver receives **\$500** after completing peak season. You receive **\$100** when employee completes peak season.

Regular drivers who wish to temporarily step down from their bid to run a seasonal team assignment can also receive the **\$500** bonus provided the driver completes peak season!

Promotions

The following employees received promotions from June 1 through September 30, 2011. Please join us in congratulating our co-workers!

Angie Morphis (GSO) Ops Supervisor

Chad Watkins (DAL) Shop Foreman

Charles Colquit (ATL) Ops Manager

David Mendez (HBG) Class B Mech

James Shipp (HBG) Terminal Manager

Paul Wrigley (JAX) Class C Mechanic

Scott Fisher (GSO) Asst. Terminal Mgr.

Open Enrollment Weekly Drawing

MCA will hold a drawing each week of Open Enrollment. Each week two winners will receive a \$50 gift card just by calling the call center (1-877-270- 1753). *See related article on page 4.*