



June 1 2018

NAGLE NEWS

Specialized Transport of Life Sustaining Commodities

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Naglecompanies.com

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Good Things Going On By: Ed Nagle

There are a lot of great things going on with our company and we are excited to share those with you. We have 18 new tractors coming in between now and the end of the year. Additionally, we have 22 new refrigerated trailers coming in during the same time. This will completely eliminate all of the older trailers and every reefer will now have ThermoKing Tracking. Tracking and recording temperatures from pre-cooling through the entire length of time the product is on our trailers is an incredibly important component of the FSMA (Food Safety Modernization Act) requirements.

FSMA Certification – by the end of June we will be certified by a third party (Iron Apple) to be in total compliance with the FSMA requirements set forth by the Federal Government and subsequently by our shippers. It is critically important that we are always aware of what is going on with a load that is under your control as it is your responsibility at all times.

And of course, the big news is the opening of a new terminal for us in Millerstown PA. As most of you know the heart of our east coast operations falls between



Harrisburg-Allentown-Philadelphia. Millerstown is the “entrance door” to that region. Matt Campbell, formerly of H.F. Campbell, will be responsible for that terminal. His primary responsibility will be recruiting drivers in that region.

Initially our goal is to have 15 additional over-the-road drivers during the next year. Our three-year goal is to have 50 OTR drivers domiciled from that location. As the need develops we will also have local drivers to facilitate the operation as well. At some point, with the hours of service it might make sense to develop some shuttle routes. As we gain a greater presence there with drivers, and equipment we will also need maintenance staff to take care of the fleet.

In addition to driver accommodations, including safe and convenient parking, self-service trailer washouts can be done here.

We are incredibly excited about everything going on this year and we look forward to continued growth that will help improve the quality and enjoyment of your job as well as solidifying relationships with our customers.

Welcome to Historic Millerstown PA By: James White

On May 18, 2018, Nagle Companies President / CEO, made a Facebook live video announcing the opening of a second Nagle terminal located at 300 West Juniata Parkway, Millerstown, PA 17062. The terminal will officially open on June 1, 2018 and will provide Nagle drivers with a driver lounge, rest room and shower, and a parking area that will initially accommodate 14 Nagle tractor / reefer units.

Millerstown is 29 miles north of Harrisburg, PA. For those of you that have been around for some time you may remember HF Campbell & Sons. They sold their company a few years ago and it is their former terminal.

Matt Campbell will be the Terminal Manager to oversee the facility. Matt will also perform the function as Nagle Recruiter. Whenever you are at the Millerstown terminal please stop in and introduce yourself to Matt.



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Nothing Happens Until Something Moves By: James White

The operations management team is our link between our customers, customer service reps, company equipment, outside carriers, sales, administration, accounting, maintenance and repair, safety, and most importantly our drivers. One of their main roles is to be accountable for the revenue growth of the company assets and the brokerage department. They recognize and respond to the needs of existing and potential customers as well as effectively assigning available drivers according to the customers' needs and the drivers' hours of service and locations.



Ops Team left to right—Frank Thomas, James White, Bruce Greenawalt, Pat Nagle

They are responsible for the daily coordination of tracking the location and movements of all shipments, and supply the CSRs with that important information to pass along to our customers. Knowing where each load is shipping from and delivering to, and coordinating trucks for each shipment is no easy task. Dedicated movements locally, and over the road movements not only for Nagle trucks, but for our carrier partners and outside carriers can be a daunting endeavor. Ever changing situations arise on a daily basis, whether it's being detained at a shipper because the product isn't ready, the truck's service light came on, or the driver ran out of hours creates mere bumps in the road for our ops team. Their motto is, "nothing happens until something moves," because that's the truth.

For the year 2017 our ops team coordinated 13,253 orders supporting 563 customers. From January 1, 2018 through May 31, 2018 our ops team has coordinated 5,345 orders supporting over 60 customers.

When you're at the terminal please take a moment to give the ops team a pat on the back for all they do. They deserve it for all the behind the scenes deeds they do for each driver individually, and for the company as a whole.



"Coming together is a beginning. Keeping together is progress. Working together is success." --Henry Ford



Left to right Chris Simmons, Chris Lindemann

Nagle's Sales Manager, Chris Simmons, attended the yearly Food Shippers of America conference in March, and met with numerous prospects and customers within the food industry. The people who attend this conference are shippers that carriers like Nagle want to do business with because they're conscious of the driver shortage, and the need to be a "shipper of choice" to their carriers. Pictured at an early morning breakfast meeting are Chris Simmons and Chris Lindemann of Polar 3PL, one of our current customers based in Mars, PA.



Maintenance Director Darrell Tarry I love trucking at the ATA's Technology & Maintenance Council 2018 Annual Meeting & Transportation Technology Exhibition held March 5, 2018 in Atlanta GA.

Customer Service Reps to the Rescue By: Sue Hertle and the CSRs

Our customer service reps face many challenges every day, and every day is an adventure. The main job description of the CSRs is data entry, which sounds like all they do is enter information into the system. Not true – they are problem solvers before there is a problem. By the time the drivers are assigned loads much goes into entering, appointing, and planning the load. The entire operations staff is involved in every load, but the load entry is the customer service reps responsibility before the load is assigned to a driver.

Each CSR is assigned a group of customers, and they are the go-to person between the customers, shippers, receivers, Nagle dispatch, and the accounting department. When a load is accepted by the load planner the CSR's job is to enter all the information that everyone needs to fulfill the orders. The customer emails, faxes, or posts on a website the load we accepted with the shipping, stop, and order information, as well as the delivery information, which is entered by the customer service rep in our system.

Appointments are then scheduled by the CSRs if the customer hasn't already scheduled them, and confirmation numbers are entered. If the load order doesn't have important information the drivers require to pick up or deliver the load, the CSRs contact the customer, shipper, or receiver to obtain that information. Basic information such as case or pallet count, weight, temperature, purchase order (PO) numbers, pickup numbers or delivery confirmation numbers have to be coordinated to provide timely shipping and delivery of our



Left to right: Brokerage CSR Amy Allen, Ops CSRs Sarah Jane Zalecki, Brittany Collier, Michelle Mohrman

customer's product.

All these details are then transmitted to the drivers, or provided to the brokerage department for outside carriers. Then the information changes; product isn't ready, driver is stuck in traffic, the shipper's pickup number doesn't match what we have, we rescheduled the delivery appointment to accommodate the changes, but the receiver never got that information – the list is endless. Detained at the shipper during loading or at the receiver during unloading? Have an unloading charge that needs approval? Yep, the CSRs handle all that as well. They are tough – they have to answer to everyone for everything, and their job involves much more than data entry.

Next time you're in the offices, please take the time to thank our superhero CSRs; I'm sure they'll appreciate a few kind words for all they do for you.

Attention is a precious commodity. *Brian Solis*

Pay Attention By: Lonnie Hoepf

Drivers need to pay attention to the time left on your daily log. Several drivers are going past the 8th hour before taking a break, and going over 11 hours of driving/14 hours on duty.

Though most of these are only a matter of minutes they are violations and will have severe repercussions should you be involved in an accident. Even if you are not at fault, if there is a pattern of non-compliance you will be held at least partially liable.

Stop stretching yourself to the last minute before taking a break or going off duty. Elog corrections, hours of service violations, and missing inspections are all part of the Quarterly Driver Performance Review process.



Regulatory Update By: Ed Nagle

Now that ELD implementation has taken place, and both soft and hard enforcement dates have passed, it looks like the industry is now somewhat organized with everyone playing by the same rules. Prior to this it was far too easy for people to skirt the hours of service rules so there was never a consistent way to monitor and detect the delays and bottlenecks that occur in our industry. Now that we are tracking all the on-duty time much more carefully we are able to provide feedback to our customers to let them know what improvements need to be made. Not only will this help with productivity it will vastly improve the quality of your job, especially in the temperature-controlled food industry that is the worst in its treatment of our employees.

We, as an industry, now have the data to support what we have been saying all along that we need a mecha-

nism to temporarily stop the 14-hour duty clock. The reality is nothing will happen in 2018. It is an election year and nothing will get done that isn't critically important to the government. If we can get both the entire trucking industry AND the shippers/receivers to lobby Congress with the same unified voice on the matter then hopefully we can get a solution in 2019. One thing that we will strongly oppose is the possibility existing to stop the 14-hour duty clock to facilitate detention. We will fight it ferociously. If there is no incentive to fix detention then it will continue.



Friend and Follow Nagle Companies on Facebook By: Kelli Martin

Social media is huge in today's society. Networking has become a major form of employers reaching out to current, prospective, and even past employees with company updates and marketing. Social media is used all throughout the world, and reaches all ages and demographics. Anyone with internet access can have a Facebook account for free. Facebook has given us a way to keep our current employees and their families informed, and also generate new prospective employees, while at the same time reaching out to people who have previously worked here. For past employees we want to show them we are still here, and remember them. Nagle's goal is

to use social media as a quick way to share information. All it takes is one share, like, or tag to be noticed by your friends on Facebook. Social media has been very helpful getting the word out about our company. Send us a Friend request and follow us on Facebook today at www.facebook.com/Nagle-Companies. Visit our website at naglecompanies.com.



Always Protect Your Cargo By: Sue Hertle

Within the past 30 days we have been hit with over \$20,000 in claims due to drivers' errors.

Both claims were due to elevated temperatures because the driver either turned off the reefer unit, or did not check and set to the proper temperature per the bills.

\$10,457.15 – temp issue – driver was delivering dairy products to a dry dock as a dropped trailer, and the receiver instructed the driver to go ahead and turn off the unit because they were going to unload the trailer right away. This was a drop trailer where the receiver may unload at their convenience.

\$11,558.52 – temp issue – shipper turned on the reefer unit, but didn't set the temp to the proper setting of -10 degrees. The driver didn't check the setting before leaving; the reefer unit was set at 29 degrees. 1266 cases of product were deemed unfit due to elevated temperatures. Because the driver assumed the shipper set the reefer unit to the temp on the bills, and told he was all set, he didn't take the basic steps before leaving the shipper's location.

In both instances the claims are considered preventable, and driver error. When dropping a temperature controlled load the driver is to ensure the reefer unit is full of fuel, and temp has been maintained at the correct setting from the bills. Decline the suggestion to turn off the unit because they're going to unload it right away, especially since it was backed into a dry dock for unloading. When picking up a temperature controlled load the driver is to ensure the reefer unit is set at the temperature noted on the bills before leaving the shipper's location, regardless of who turned on the unit. Settings of chilled, frozen or deep freeze should've been precooled prior to arriving at the shipper's location. Always protect your cargo.



Legacy Plaque – Legacy Wall By: Ed Nagle

There are several drivers who are approaching 30 years of service with our company. As such, we decided to create a Legacy Wall. It is important for us as a company to give special recognition to those drivers that are a foundation of our company.

We have two drivers with over 3 million miles driving for us, two additional drivers with over 2 million miles, and five drivers with over 1 million miles at the end of 2017. Each January, miles will be updated as well as new entrants to “The Million Mile Club”. When the new plaque is hung, the previous year’s plaque will get hung in perpetuity on the wall across from Ed’s office.

It is so important that all of these drivers who have dedicated much of their careers to our company that they be given a special tribute.

The drivers on our first Legacy Plaque are:

THREE MILLION MILE CLUB

Robert Furney – 3,472,144

Michael Rodhe – 3,090,868

TWO MILLION MILE CLUB

James Keeler – 2,185,960

Robert McCracken – 2,011,644

ONE MILLION MILE CLUB

Chad Rock – 1,275,135

Chanley Spangler – 1,239,892

John Robbins – 1,164,076

Chester Hetrick – 1,083,922

Paul Lowe – 1,049,028



We thank all of our employees but wish a special thanks to all of the drivers listed above.



Platinum Safety Award By: Ed Nagle

The Million Mile Accident Free Platinum Safety Award is the highest, most prestigious honor that our drivers can attain. We have four drivers that have achieved this great milestone. At the end of 2017 the four drivers who have earned this award are:

Bob McCracken – 1,442,627 Accident Free Miles

John Robbins – 1,164,076 Accident Free Miles

Chad Rock – 1,105,502 Accident Free Miles

Chester Hetrick – 1,083,922 Accident Free Miles

Congratulations on such a tremendous effort and keep up the great work.



Making a List and Checking it Twice By: Ed Nagle

I have met with several of our drivers over the last 4-6 weeks and would like to hear from as many of you as possible on a particular topic. We know that not every ship location or delivery location is the most driver or operations friendly place. Several drivers I spoke with I asked the simple question, "If you could wave your magic wand and make 2-3 shippers or receivers go away so you didn't have to deal with them again, who would they be?"

Currently we have a little flexibility in terms of the number of options we have. If we can concentrate on those shippers or receivers who are driver friendly then we want to focus on those. Anything we can do to make your jobs more enjoyable is a big goal on our part. We, as an industry, face challenges and stress every day, and if we can eliminate some of that we are all better off.

Please email Ed Nagle (enagle@naglecompanies.com) with both your lists of worst places and best places to load and unload so we can get changes made at those locations, or eliminate them from our operation. If you are sending from PeopleNet please add your name as they come through just by tractor number.

BONUS \$25 "I love trucking" winner from March's newsletter was Mike Rodhe. Congratulations! Who will be June's winner? Read the entire newsletter and provide Frank Thomas with the location of "I love trucking" hidden within the newsletter for a chance at \$25 cash.

Welcome Isabel Marie Nagle 5/27/18—Jeff & Mandy Nagle



Welcome John Franklin Rhodes 4/30/18—Jesse & Sara Rhodes (with big brother J.J.)



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NAGLE

**DID YOU GET YOUR
\$1,500
REFERRAL BONUS
THIS MONTH?**

Anniversaries

Mark Wilmarth 4/1/2016
Mike Simmons 5/2/2017
Mike Carpenter 5/12/2014
Mike Rodhe 5/21/1990
Bob Gingras 5/24/2016
Toby Eichman 5/26/1992 - shop
Michael Findley 5/26/16
Harry Frazier 6/26/15
Dave Pugh 6/26/15
Bob Furney 6/30/1989

Nagle Companies is offering anyone (Driver, spouse, office staff personnel, maintenance techs, etc...), who refer an Over the Road / Regional Driver a \$1,500 referral bonus. The bonus will be paid in one lump sum after the driver completes his ninety (90) days probationary period.

Any questions please contact James White, Director of Operations at 419-661-2500 x 3107.

Birthdays

Michael Findley 4/6
Alan Beck 4/9
Steve Smith 4/12
Mike Simmons 5/3
Mike Carpenter 5/10
Charles Pearson 5/10
Jeff Mastin 5/14
Mark Forbes 5/30
Joanie Rozek 5/31
Jonathan Williams 5/31
John Miller 6/3
Kathy Boineau 6/5
Bob Gingras 6/13
Harry Frazier 6/25

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The Last Best Company You'll Ever Work For

Mission Statement

Nagle is a family organization continually improving all aspects of our company thus allowing us to operate profitably as a premium full service transportation and distribution provider where our customer derives great value by our superior service. Our excellence is achieved through our intrinsic values of mutual respect, honesty, ethics, and hard work.