

IN THE

# ZONE

**"Thanks for being accommodating and helping out and a BIG THANKS for all the work your team did over the weekend. Together, we were able to put on a great event and we thank you for being a part of that."**

**- Evan, Tough Mudder Operations Manager**

**The Challenge:** Assist the nationally acclaimed Tough Mudder extreme endurance competition with efficient traffic management for their 2013 Pennsylvania event. This large scale race attracted 22,000 participants and spectators to the small rural town of Fogelsville, PA on June 1st and 2nd, 2013. Flagger Force was called on to partner 40 of our employees with 20 officers from the Upper Macungie Police Department to coordinate the constant flow of traffic in and out of 20 strategically located parking lots for the event, and onto 130 buses for the nine mile shuttle to the event's start and finish lines.

**The Plan:** Flagger Force participated in three pre-planning meetings and many more phone discussions in advance of the event to ensure things would flow smoothly on the big days. Flagger Force staged five Variable Message Signs to communicate traffic instructions to attendees and used cones to reverse traffic flow in one lane of a two-lane, two-way highway to enable three lanes to travel in one direction. Additionally, multiple contingency plans were laid out with

pre-staged equipment to create additional detours if traffic backed up to the nearby high-speed roadways.

**Problem Solving Along The Way:** Special events require unique problem solving by our team of in-field leaders. In the case of Tough Mudder, it was difficult to coordinate a shift change all at once for 20 different locations throughout the event. Also, the leads had to constantly re-evaluate their traffic pattern to ensure it was meeting best practices for the varying traffic needs. Since there was so much flow in and out of the event, the volume of vehicles was ever-changing. This led to a great deal of behind-the-scenes discussion and collaboration with local police on traffic strategy throughout the day.

**The Outcome:** Flagger Force employees were excited to participate in a job with such unique challenges and increased interaction with the public. As many of our staff realized, these events might seem fun, but they're also very hard work and involve frequently changing situations that require utter focus throughout the day.

Field Superintendent, Jenn Harmon noted, "The key to success with special events like the Tough Mudder is definitely in the pre-planning and backup or contingency strategies, especially since these events cover a much greater area than we usually work with. It's difficult to get everyone on the same page, but if you can do that before you start, and keep an eye on changes needed throughout the day, you're in good shape from a planning perspective. We know that our performance reflects on the participants' perceived experience of the event, so it's imperative that we plan for success."

**Check out page 7 for employees involved in Tough Mudder!**



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# FLAGGER FORCE FOUNDATION\*

## Employees Rally Around Coworker in Need

On Sunday, June 2nd, Flagger Force employee Maxine Swank was enjoying dinner with her coworker Lora Shellenberger, when she received a call that her apartment home was on fire. She believes the blaze began in her neighbor's garbage can, which was kept in a small alleyway between their townhomes.

The flames engulfed the entire side and roof of Maxine's apartment and damaged the second floor extensively. Firefighters doused the dwelling to put out the fire, resulting in water damage to the unit, bringing down drywall and ceiling tiles throughout the residence (and revealing black mold underneath which may have been causing unexplainable health problems for Maxine over the past year). She lost nearly all of her personal belongings to smoke and water damage, yet remained in good spirits saying, "It's just stuff. The important thing is my two dogs are okay and I'm safe. Starting over isn't easy, but it's not impossible either."

When the Harrisburg Flagger Force

Branch Staff heard about Maxine's loss, they shared the news with the Flagger Force Foundation. Members of the Foundation reached out to Maxine to find out how they could help. Her first priority was to clean out the home and haul nearly everything to a dumpster behind the house. She only had one day to accomplish this, so she needed help. The Flagger Force team put out a notice on our Facebook page calling for volunteers to give up their Saturday to help a coworker in need.

A team of ten people showed up in Hummelstown, PA on Saturday, June 8th, 2013, armed with bagels and coffee, to help clean and haul out her belongings. Half of the volunteers drove over an hour from Maryland to help, even though they had never met Maxine. Just a couple of hours of work by the crew of ten and the apartment was all but empty.

Flagger Force, along with Michele and Mike Doner, would like to extend a tremendous **THANK YOU** to all of those that volunteered to help a fellow coworker in need. We're incredibly proud of our caring and hard working team.

Maxine and her two poodles (who were rescued by a firefighter and unharmed) are now settling into a new fully-furnished home with a roommate. She has applied for and qualified for the Flagger Force Employee Hardship Fund, which is



Flagger Force volunteers helped clean out the entire house. Maxine Swank stands in the front row in a blue shirt and white hat. In the background, you can see how the heat melted the siding of her neighbor's apartment as the flames worked to destroy Maxine's home.

financed by donations from fellow Flagger Force team members, to help cover any remaining costs from the previous apartment and replace the personal effects that were lost in the fire. Also, she says she is feeling better than she has all year and her health issues are diminishing, thanks in part to her relocation out of the mold-laden walls.

Despite her incredible loss, her spirit remains strong, "God was obviously trying to tell me to get out of that apartment, but, my goodness he didn't have to go to such extremes with his message!"

**Best of luck in your new home, Maxine!**

## Mother Nature's Dangers

Summertime hazards come in all different shapes, sizes and forms. Be on the lookout and know how to protect yourself from becoming a victim of insects, snakes, and poisonous plants.

### Protecting Yourself from Insects, Spiders and Ticks

- To protect yourself from biting and stinging insects, wear long pants, socks, and long-sleeved shirts.
- Use insect repellents that contain DEET or Picaridin.
- Treat bites and stings with over-the-counter products which will relieve pain and prevent further infection.
- Avoid fire ants; their bites are painful and cause blisters. Severe reactions to fire ant bites (chest pain, nausea, sweating, loss of breath, serious swelling or slurred speech) require immediate medical treatment.



Fire Ants



Ticks

## -----Introducing:----- Close Call Recognition Program

Part of Flagger Force's mission is to share our Safety-Driven passion with others. In accord with that mission, we present the new Close Call Recognition Program, a documentation process to highlight potential dangers or unsafe situations that could result in injuries or damage on a work site. Employees who experience a "Close Call" or "Near Miss" situation, will fill out the Close Call form and turn it in to their branch with their time sheets.

Documented incidents will not result in disciplinary action, but

instead will be reviewed and shared by our branch staff and the Flagger Force Safety Committee to analyze patterns and opportunities for better safety training. Additionally, program participants will be rewarded for their contributions! More information about the Close Call Recognition Program will be available in the upcoming Summer Safety Seminars, and documentation forms will soon be available in all trucks.

**Safety • Driven®**

## Slithering Surprises!



- If you see a snake, step back and allow it to proceed
- Wear boots at least 10 inches high to prevent ankle bites
- Watch for snakes sunning on fallen trees, limbs or other debris
- A snake's striking distance is about half the total length of the snake so beware of your proximity to the animal
- Watch where you place your hands and feet when removing debris; if possible, don't place your fingers under debris you are moving and wear heavy gloves; if bitten, note the color and shape of the snake's head to help with treatment
- Keep bite victims still and calm to slow the spread of venom in case the snake is poisonous; seek medical attention as soon as possible
- Do not cut the wound or attempt to suck out the venom
- Apply first aid for snake bites: lay the person down so that the bite is below heart level, and cover the bite with a clean, dry dressing



Extensive wall damage (interior and exterior) to a storage room on the 2nd floor of the home.

\*The Flagger Force Foundation is a project of The Foundation for Enhancing Communities, fiscal sponsor



## Leaves of Three - Let it Be!



Poison Oak



Poison Ivy



Poison Sumac

Plants such as poison ivy, oak or sumac also present summertime hazards. Read on to learn how to identify poisonous plants and how to reduce your chances of getting a rash like those seen below!

**Poison Ivy** - Leaves come in sets of three and are smooth or serrated; grows as a vine along the ground or climbs up with red feeder roots

**Poison Oak** - Leaves come in sets of three with lobed edges that resemble oak leaves; grows like a bush with greenish white flowers and waxy green berries that turn white or yellow, then gray

**Poison Sumac** - A shrub that grows to 8.5 meters tall with alternating leafstalks of 7-13 leaflets; flowers are greenish-yellow and are followed by white or pale yellow berries

**The most common symptoms of the rash from poison ivy, oak, or sumac are:**

- Itching
- Red streaks or general redness where the plant brushed against the skin
- Small bumps or larger raised areas (hives)
- Blisters filled with fluid that may leak out
- In rare cases, some people develop blood-filled blisters that can turn black and become shiny dark spots

## Bad Roads are Costing Drivers Time and Money

Did you know that faulty, dilapidated, or congested roads and bridges are draining money from your pocket and time from your day? According to a report released by a Washington, D.C.-based transportation advocacy organization, **TRIP**, deficient, congested and unsafe roads and bridges in Pennsylvania cost residents who live near PA cities more than \$1,500 per year, per person, or a total of \$9.4 billion annually. These costs come in the form of higher vehicle maintenance and operating costs, crashes and congestion-related delays.

The TRIP report showed that 37 percent of the state's major locally- and state-maintained roads and highways are in poor or mediocre condition. It also noted that 42 percent of PA's bridges show significant deterioration or do not meet current safety design standards and 25 percent are structurally deficient. In fact, Pennsylvania has the highest share of structurally deficient bridges in the nation!

PA isn't the only state facing rising costs from poor roadways - TRIP published a report stating that deficient roads in Maryland cost as much as \$2,200 per driver annually. Moreover, 41 percent of MD roads need improvement, one



quarter of the state's bridges need repair or replacement and rural road fatalities are disproportionately high.

However, there is good news, too. The Federal Highway Administration estimates that each dollar spent on road, highway and bridge improvements results in an average benefit of \$5.20 in the form of reduced vehicle maintenance costs, reduced delays, reduced fuel consumption, improved safety, reduced road and bridge maintenance costs, and reduced emissions as a result of improved traffic flow.

Transportation funding is not only good for Flagger Force's business and that of our clients - a dollar invested will reap five times the benefits for all Americans. The efficiency of our nation's roads is critical to the health of our economy. Please join us in supporting transportation funding - learn more at [BetterRoads.com](http://BetterRoads.com) or [ARTBAMobilize.org](http://ARTBAMobilize.org).

## Stop/Slow Paddles: A Family Tradition

### Did You Know?...

Did you know that our Stop/Slow Paddles are part of a family tradition? When the business was first founded, Michele and Mike Doner could not afford to purchase Stop/Slow Paddles from a large manufacturer, so determined as ever, they found a way to create them in the basement of their family home using a little sweat equity. Mike recruited his son Mark, and invited other family members over to help cut, glue and attach the PVC handles to the retro-reflective faces of the Stop/Slow Paddle head. Today, these devices are still part of a family tradition, but the torch has been passed to another generation - the Doner's two teenage nephews, Grady and Charlie Barber, spend part of their summer helping to build the paddles.

### Diamond Grade, But Not Invincible!

Our Stop Slow Paddle heads are made of a tough, diamond-grade substance on the SLOW Side. However, the STOP side is made of a softer material, which means it is more easily scratched and damaged. Believe it or not, our StopSlow Paddles cost around \$110 per paddle to create, making them one of the most expensive tools in our trucks!

We need your help in caring for them, so please follow the below guidelines to avoid breakage and abuse of your paddle, which could result in deductions from your paycheck for repairs.

- Always stack your cones and signs in the truck first, on the bottom, leaving the stop slow paddle safely on top
- PLACE your paddle GENTLY into your vehicle, instead of tossing it in carelessly
- Whenever setting your paddle down, on the ground or in a vehicle, place it with the SLOW side facing down (HINT: That means the tough diamond-grade side goes down, easily remembered because there is a diamond shape surrounding the word SLOW)
- Be aware that paddle handles are made of PVC plastic and are therefore more brittle in the winter and more pliable in the summer, please treat them accordingly with care







Crew leader, **Kevin Furman**, did a phenomenal job taking the lead and setting up with his crew in a dangerous high speed setting. Kevin impressed both the foreman and the state inspector on the jobsite. - Conewago Enterprises

Honored for his great attitude and knowledge on the jobsite was **Joseph Vandegrift**. Also, **Megan Buccheri** and **Kim Abbott** worked well together during the night portion of this job. All were requested back for the next upcoming job. - Shawn Blanchard, Brubacher Excavating

**Jon Fairbanks**, **Randall Miller** and **Brandon Rode** “did a great job in a very busy area, and stopped traffic as needed to help work vehicles in and out of the work zone. There were no issues.” - Rich Hillbert, UGI Supervisor

Continuing her outstanding service, **Melissa Stark** received praise for her “willingness to help and unconditional kindness” while working with clients. - Tim Coppenhaver

The crew who worked for the **Celebration Event for Berwyn** did a fantastic job keeping traffic moving, and were ready to work in a timely manner. If there is ever an event of this size again, they would love for Flagger Force to be of assistance. - Kim Billingsley, Supervisor for PECO

The crew of **Chelsea Brown**, **Kevin Furman** and **David Barrick** worked efficiently on the Kerr Avenue jobsite. “This crew had all the necessary signage placed clearly, as well as safe control of traffic.” - John Bentley, Project Manager for Columbia Gas

Arriving quickly for an emergency job, **Alex Toney** and **Jose Matta** “did an amazing job, and did exactly what I needed!” - Jason Sharp, Henkles & McCoy

**Sue Conner** and **Stephany Baver** consistently impressed us by always setting up the jobsite safely. - Jason Herr, PPL Lancaster

**John Rommel** hit a homerun on a lane closure on Dorsey Road near Highway 97. “It was the best setup I've ever seen” - MD SHA Inspector, Ahktar

Performing well on the jobsite was **Tracy Lopez**. “She is great at her job, and there need to be more people like her.” - Chris Crouse, Foreman for UGI

**Robin Crawford** showed tremendous kindness, and was very polite when speaking with a local driver in regard to an accident. “I am very happy and impressed with him, and commend him for stepping up to help me.” - Mary Gould, Resident of Washington, D.C.

The extremely hard working team of **Eugene Denlinger**, **Lonnie Lehman**, **Greg Miller** and **Thomas Doratt** provided great service on a long day with harsh heat for Harlan Electric in Lititz, PA. “Those men and women are working their butts off to keep traffic flowing, and not block the intersection or light.” - Cherrill Behm, local resident

**Roland Mack** received high compliments for his “outstanding performance on the jobsite.” - Mike Coneen, Verizon Gaithersburg

“**Samantha Reyes** and **Kimberly Day** had an exceptional set up! It was very neat in appearance.” - Owen Crouse, Foreman for BG&E

“**Eddie Wagner** is a great teacher and helped me on my first days on the job site. Eddie really knows what he is doing out there and is a great worker.” - Jesse Mendiola II, Crew Member

“I'd like to personally thank **Darryl Lucas** and **Justin Weese** for assisting me with a flat tire today. I wish I could send you guys something to thank you for having such great people out on the road.” - Jean Jones, motorist

Providing outstanding service were **Jordan Washington** and **Rahmir Pettiford**. “Their lane closure was set up properly, and both were on their game in regards to answering questions about safety standards.” - Bill Unrath, Safety Professional for PECO

Staying alert on the road was **Vickie Smith**. She noticed Flagger Force cones at an unattended jobsite, and proceeded to take the cones in her truck and return them to the warehouse. Great job Vickie! - Jordan Hodge, Warehouse Coordinator for Flagger Force

# KUDOS from the Gettysburg 150 event

Dear Mike Doner and everyone at Flagger Force,

I wanted to pass along my utmost appreciation for all the employees from Flagger Force who worked so hard for the Borough of Gettysburg for the 150th. It was a big relief for me, as manager, and my Police Chief to have the assistance from the Flagger Force Team. This event was unprecedented and no one knew what to expect. Your staff worked so very hard and really aimed to please at every stage of the game. The individual flaggers in the field were very patient and helped the many tourists with safe crossing, restroom locations, cooling station locations, directions, etc. The communication of the Team Leaders was fantastic. I have received many compliments from tourists, emergency management, Convention and Visitor's Bureau, and the Park Service on how controlled the traffic was considering the high volumes, resulting in very little irritation and crazy driving from the tourists.

Please let all who worked for the 150th know what a great job they did for us.

Kind Regards,  
*Florence Ford*  
Gettysburg Borough Manager

## BOROUGH OF GETTYSBURG JOB

**Lead: Nathan Kershner,**  
**Assistant Leads: Randy Stanley,**  
**Kevin Furman, Brian Andrew**

Anthony Abney	Dayon Gibson	Allen Minnick
Dominic Anderson	Michael Grozalis	Benjamin Moore
Ariel Arroyo	Amy Hambright	Jennifer Orndorf
Charles Beck	Deborah Harrison	Carlos Ozaeta
Ernest Beck	Vale Hawkins	Cory Plank
Alec Borigo	Wendy Hoover	John Robison
Cassandra Bowers	Malachi Kahler	Brandon Savercool
Virginia Bretzman	Robert Kripaitis	Randy Stanley
Charles Deckman	Eleanor Lavelle	Sean Trepanier
Jason Dippner	Adrian Lease	Johnny Vieira
Thomas Edmonston	Ada Lee	Carmen Wade
Richard Espigh III	Melissa Lentz	Katrina Watson
Donna Fields	Dale Mateer	Justin Weese
Luke Furman	George Mateer	Stephan Williams
Paul Fury	David Mayo	Jacob Wolfe

## GETTYSBURG BLUE GREY JOB

**Leads: Brandon Smith, Johnny Vieira**  
**Assistant Leads: Kevin Furman, Brian Andrew**

Stephen Abel	Michael Grozalis	Allison Smeltzer
Ariel Arroyo	Amy Hambright	Sam Stoner
Rodney Barthalow	David Hankewycz	Nathan Terry
Ernest Beck	Deborah Harrison	James Thompson
Jon Brunner	Andrew Huntley	Carmen Wade
Ryan Chapman	Natalie Kane	Katrina Watson
Herberto Cortes	Robert Kripaitis	Tristin Weyman
Jason Dippner	Adrian Lease	Phillip Wolfe Jr.
Donna Fields	Elvin Myers	
Rene Gonzalez Jr.	Scott Richwine	

## Gettysburg Foundation Job

**Lead: Carlos Castellanos**

David Barrick	James Dougherty	John Robison
Charles Beck	Luke Furman	Samuel Smith
David Bewley	Tracy Heiges	Randy Stanley
Wallace Butler	George Mateer	Carmen Wade
Jon Brunner	Scott Richwine	

**Thank you to the Tough Mudder Team for their outstanding work, featured on the front page**

**Tough Mudder Job Leads: Glenn Stitt, Kim Abbott, Tyler Bird, Yusuf Stafford, Jose Matta, Philip Samuels, Jenn Harmon**

Sonia Antrim	Megan Buccheri	Jennifer Hall	Sandy King	David Mayo	Josh Truett
Ariel Arroyo	Rachel Conboy	Jeff Hanyon	Sara Kohl	Jeff Motter	Keith Walter
Jennifer Bezts	Keith Cunningham	Kevin Hargrove	Kevin Kramer	Heather Moyer	Karen Wamsher
Herman Black	Jeff Evans	Stephen Heckler	Andrew Le	Sarah Rodenizer	Traci Webber
Virgil Braun	Jamie Fought	Robert Hersch	Melissa Lentz	Mike Ruth	Jason Weir
Dustin Brill	Thomas George	Derek Kadlec	Ken Linsinbigler	John Snyder	Beth Wilson
Jon Brunner	Rene Gonzalez	Dexter Keel	Tracy Lopez	Amanda Sutter	David Wright



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## AMERICAN IDLING

### WHAT is IDLING?

The running of a vehicle's engine when in park.



#### DID YOU KNOW?

For every 2 minutes of idling your car uses the same amount of gas as driving 1 mile down the road

For every 1 gallon of fuel burned by a car, an estimated 19.6 lbs of CO<sub>2</sub> is released into the air we breathe!



#### 13 STATES...

in the nation have passed laws to limit vehicle idling

#### EXCESSIVE IDLING LEADS TO COSTLY REPAIRS INCLUDING:

- Cooling problems
- Engine lubrication problems
- Cylinder, spark plugs, & exhaust replacements



#### RULE OF THUMB

No more than 10 seconds of idling!

1 Hour of idling = 1/2 gallon of gas burned  
x 500 trucks  
x \$3.45 per gallon = <sup>nearly</sup> **\$1,000 per day!!!**



We're proud to honor the latest inductees for our elite group of employees that have been with Flagger Force for 5 years or more! In honor of their years of service, they have received a special "5 Year Jacket" from Flagger Force. Thank you for your many years of hard work and dedication that have brought us to where we are today - we couldn't have done it without you!

**Allen Hamm**  
**Lorne Koons**  
**Richard McKenna**  
**Michael Miller**  
**Paul Newman**