

IN THE

ZONE

Wheelchair Rescue

"Your team were angels, I could not even find more appropriate words to express! They were a bunch of awesome guys that were at the right place at the right time!"

Dan Schweitzer, from Sinking Spring PA was driving home along Route 724 on September 19, when the hydraulics on his trailer suddenly burst. An alarming situation for anyone, but for Dan, an amputee, it was a critical emergency. His 300lb motorized wheelchair was now unsecure on the trailer platform of his car due to the hydraulic failure and within seconds, it fell directly onto the road. Without it, Dan is limited to minimal movement, able to move only a few feet with the assistance of crutches. How was he going to retrieve it?

As multiple vehicles drove by without stopping, Robert Cairns and David Parker, an experienced Flagger Force crew, came upon the situation and noticed Schweitzer's growing distress. They immediately responded by safely and expeditiously stopping traffic in order to move the wheelchair to the side of the road and out of harm's way.

Cairns and Parker then moved Dan's vehicle over to the safety of a less busy location to perform a makeshift repair to Dan's trailer. Once the wheelchair was again secure, the team followed Schweitzer back to his home.



Pictured from left to right: Bill Elton - Branch Manager Eastern PA, David Parker - Eastern PA Branch, Dan Schweitzer, and Robert Cairns - Eastern PA Branch.

Schweitzer's family contacted Flagger Force to ensure the efforts and kindness of our crew were appropriately recognized. To highlight their excellent response and prompt assistance, Parker and Cairns were presented with our **Safety-Driven. SPIRIT** award. It is moments like this that highlight our employees that align themselves with Flagger Force's **Safety-Driven** values.



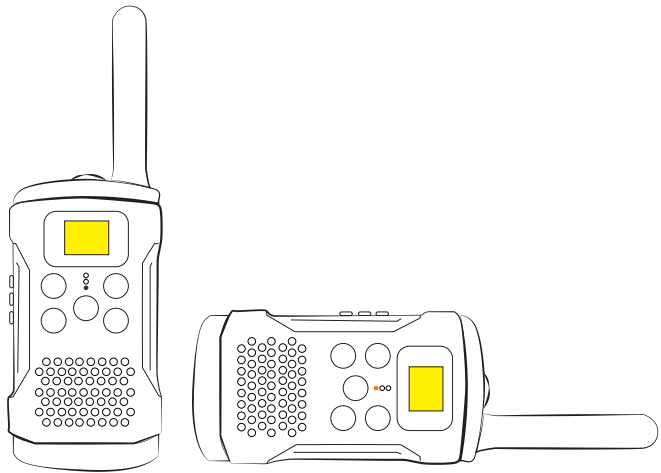
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Radio Communication

Hand held radios are an essential tool for traffic control and a required piece of equipment for all field employees. Radios are your best means of communication regardless of sight lines of your partner because the radio allows you to keep your eyes fixed on the traffic.

Here are a few best practices to keep in mind to use your radio effectively.

1. Keep spare batteries on you at all times! If your radio has no power, it's of no use.
2. Practice the three-way communication "handshake" when communicating with your partner. It's simple but must be done correctly:
 - a. Say it.
 - b. Repeat it back.
 - c. Confirm or correct.
3. Do not release the traffic on your end of the pattern until you receive the proper three way communication from your flagging partner.
4. Operate your radio correctly.
 - ✓ Push and hold the transmit button before starting to talk.
 - ✓ Wait a few seconds before you start talking.
 - ✓ Hold the radio 3-4 inches away from your mouth.
 - ✓ Do not yell into the radio.
 - ✓ Speak slowly and clearly.
 - ✓ Only one person can talk at a time.
 - ✓ Simultaneous communication will cancel each other out, leaving both talkers unaware that their messages did not go through.
5. Avoid using jargon and codes - you may confuse a partner placing everyone's safety at risk.
6. Establish and use a set of protocols for identification, communication, and signoff.
7. Keep the radio with you at all times as you move around the work zone.
8. Only transmit relevant information. Do not have personal or casual conversations on the radio.
9. Brevity is important, but messages must be relayed and confirmed verbatim.
10. Efficiency is more important than politeness. You do not have to say "please" and "thank you" but DO NOT swear or shout.
11. If needed, provide the client with a radio to relay critical communication.



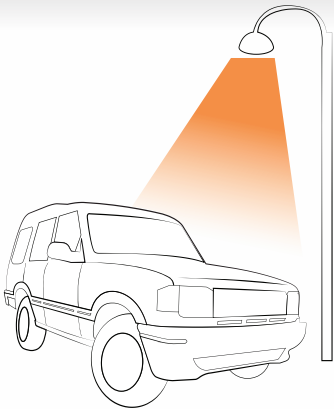
Examples of good radio exchanges:

Tina: "HEY FRED, IT'S TINA."
<When establishing contact or when you are changing positions, identify yourself by saying the receiver's name first, then yours>

Fred: Confirm introduction: "GO AHEAD, TINA."
Tina: "I AM HOLDING TRAFFIC."
Fred: "COPY THAT, HOLDING TRAFFIC."
Tina: "COPY."
Fred: "SENDING TRAFFIC."
Tina: "COPY THAT, SENDING TRAFFIC."
Fred: "COPY."
Fred: "LAST VEHICLE IS A RED DUMP TRUCK."
Tina: "COPY THAT, LAST VEHICLE IS A RED DUMP TRUCK."
Fred: "CORRECT."
<Last vehicle (the red dump truck) passes Tina>
Tina: "SENDING TRAFFIC."
Fred: "WAIT! I HAD ONE RUN MY STOP SIGN" or "WAIT! THE CLIENT IS PULLING OUT INTO THE LIVE LANE."
Tina: "COPY, HOLDING TRAFFIC."
Fred: "OKAY YOU ARE CLEAR TO SEND TRAFFIC."
Tina: "COPY THAT, SENDING TRAFFIC."
Fred: "COPY."
Tina: "LAST VEHICLE IS A BLUE CONVERTIBLE."
Fred: "COPY THAT, LAST VEHICLE IS A BLUE CONVERTIBLE."
Tina: "CORRECT."

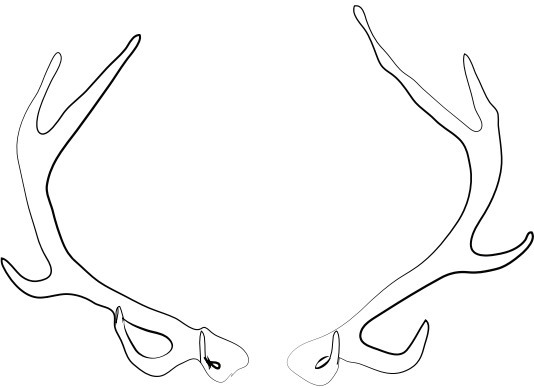
* It's important to note that while you are required to keep a mobile phone on you to maintain contact with your field office it is NOT to be used for communication between your team within the work zone.

Stay Safe in the Dark



As the clocks changed on November 2nd, the daylight continues to retreat into the winter's long nights. Operating in the dark is part and parcel of the winter work zone. Hazards multiply in the darkness from tripping dangers, motorists not using their lights, and even increased criminal activity. Thieves have always been creatures of the night so don't make yourself an easy target. When you are alone at your jobsite in the dark, stay in your vehicle with the windows up and doors locked. Try to park under street lamps and choose meet-up locations with your crews and clients that offer good visibility and safety. Staying safe is always about staying alert, so make sure you don't let your guard down during winter's long nights.

Deer Strike



Crisp mornings, early darkness, and falling leaves are some tell-tale signs that deer season is upon us. This is the season when the whitetail deer are on the move and crossing the roads. The mid-Atlantic region has one of the largest deer populations in the country and Pennsylvania is ranked #2 in the US for deer-related crashes. Deer-vehicle collisions are three times more likely to occur on a day in November than between February 1 and August 31. An adult male deer usually weighs up to 300 pounds. As a result, a front end collision with a deer can cause serious damage to a vehicle and injuries or death to driver and passengers.

Tips to Reduce the Odds of a Deer Collision

- Keep in mind that deer generally travel in herds - if you see one, there is a strong possibility others are nearby. Slow Down!
- Be aware of posted deer crossing signs. These are placed in active deer crossing areas.
- Remember deer are most active in the early morning and late evening.
- Use high beam headlamps when there are no vehicles in front of you at night to illuminate the areas from which deer will enter roadways.
- Scan the road ahead as well as either side of the road as you travel through rural areas.
- If a deer collision seems inevitable, attempting to swerve out of the way could cause you to lose control of your vehicle or place you in the path of an oncoming vehicle. Always do your best to remain in control.

Safe practices for everyone especially during the upcoming busy holiday season.

Did you know that the average driver operates a vehicle in reverse for only about one mile annually, yet statistics show that 25-30% of all accidents occur while vehicles are backing up? Consider that drivers looking for parking spaces are distracted; people backing out of parking spaces are concerned with avoiding collision with the vehicles on either side. Drivers also may have difficulty seeing vehicles traveling in the lane due to limited visibility created by the vehicles on either side.

Flagger Force's number one guideline for parking is **First Move Forward**. This practice for parking is designed to reduce the risk of accidents by parking your vehicle so that the first move you make is forward not backwards. This applies in both lined parking lots and when parallel parking - your vehicle should be positioned so that the very first move is forward.

A

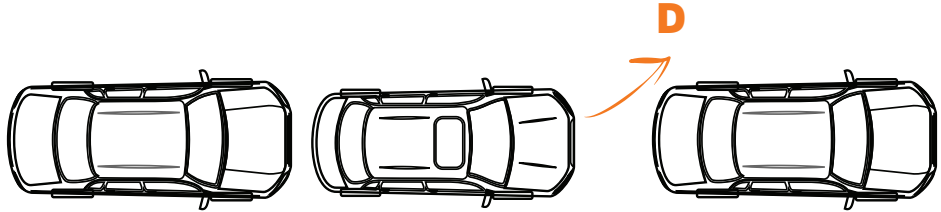
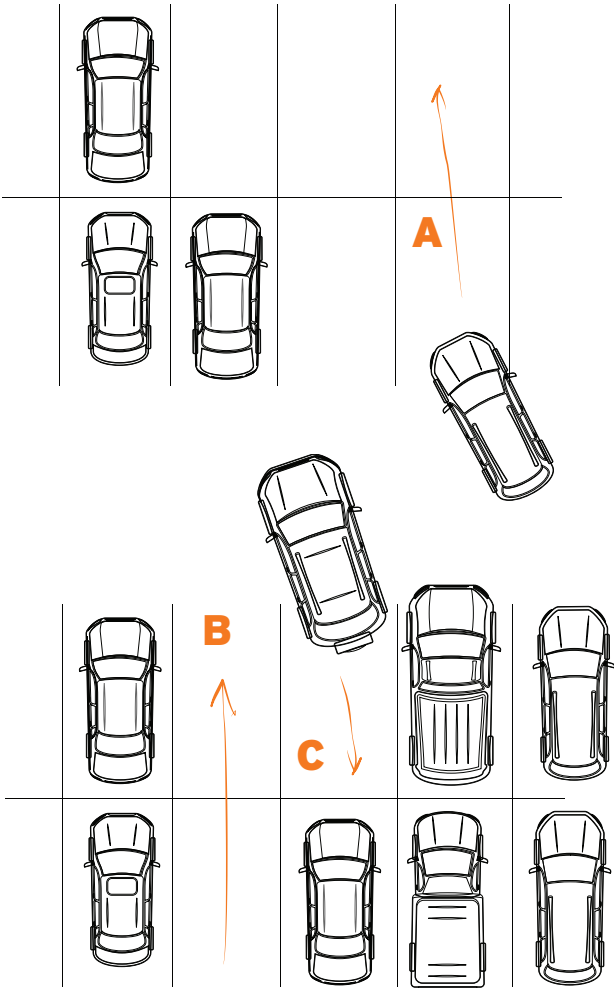
When selecting a spot in a parking lot, choose spaces that are in the least congested and busy area, which increases the possibility of finding a pull-through spot. Also, always try to park so that the driver side is towards the busiest part of the parking lot to increase your visibility of vehicles and pedestrians when exiting your vehicle.

B & C

If the opportunity of a pull-through space in a parking lot presents itself, take it. When you cannot pull through a parking space, back into the space whenever possible and legal. In both cases, when you exit the space, you are able to drive forward. Take extra care to look around you when you leave for pedestrians and other vehicles. Always give your horn a quick beep to get the attention of other drivers and pedestrians before you move out of your spot.

D

When parallel parking, always try to leave enough space in front of your vehicle to so that your first move when exiting is forward, not backward. On narrow streets, try not to park directly across from other cars to prevent constricting the flow of traffic.



Flagger Force feels so strongly about the safety of First Move Forward parking practices that all office and field employees are required to park with First Move Forward at all Flagger Force facilities.

How to Manage A Pre-Job Briefing Process

Every jobsite requires proper planning and preparation. You can never fully prepare for a jobsite until you have your boots on the ground. You and your crew must become familiar with your work environment including the people working around you. Establishing a clear understanding of the terrain and what to expect from the client's work will enable you to keep everyone safe.

Read The Landscape As You Approach The Jobsite

- ☐ Arrive at least 15 minutes prior to the job start time.
- ☐ Note the road type and condition.
- ☐ Note the traffic patterns and volume.
- ☐ Note the speed of the road.
- ☐ Consider the weather condition and forecast for the day - how might that impact the jobsite?
- ☐ What hazards exist for this jobsite?
 - Change in pavement elevation.
 - Pot holes.
 - Objects on or in the ground.
 - Open Trenches.
 - Pedestrians in the work zone.
- ☐ Note any nearby restroom facilities that can be used for relief breaks.

Check Your Team

- ☐ All Flagger Force crew members must be in attendance at the pre-job brief.
- ☐ As a Crew Leader, introduce yourself to the client and introduce yourself to your fellow Flagger Force crew members. Acknowledgment of everyone's name is not only proper courtesy but is the start of continuous communication for the day - good communication will save lives.
- ☐ Peer Check all crew members on site to ensure all required PPE is being worn by you and your partner(s).

Apply What You Know

- ☐ Reference appropriate work zone typical and consider the jobsite conditions.
- ☐ If you are not properly equipped to set the job up to standards based on the current site condition, contact your branch for additional equipment and support.

Talk To The Client

- ☐ Determine exactly where the client's work will take place.
- ☐ Find out if the work area will be changing while you are onsite (switching sides of the road, etc.).
- ☐ Will there be any work or obstructions over the live travel lanes? If so, traffic must be stopped.
- ☐ What is the relief schedule?

Relief Schedule - Questions to Ask:

- Who will provide relief?
 - Client (find out who to contact and get their phone number or provide them with a radio)
 - Flagger Force (may need to contact supervisor to get another person onsite)
- Will we be taking a lunch break?
 - Will equipment be moved off roadway during lunch break?
 - How much time will we have?



Truck Contest

The results are in for the truck bed beauty contest included in our Sept/Oct Newsletter. Both our winning entries are models of tidy efficiency and innovation. Congratulations and \$50 dollar Flagger Force Gear Cards will go to Gary Flemming, CL and Beth Wilson, CL!



Truck # 1077 Gary Fleming, CL - has the "Swiss Army" load with everything you need, even a custom load divider. Water cooler, extra water bottles, trash can, and step stool for easy and safe access to the truck bed.



Truck # 13024 Beth Wilson, CL - innovation through load division. Beth installed custom load dividers to keep her load stable and materials easily accessible.



TO:

SUBJECT:

We are making it easy to show your appreciation! Email your acknowledgements to Flagger Force at **kudos@flaggerforce.com**

Flagger Force employees **Randall Miller**, **John Pasko**, **Michael Galante**, and **Raymond Heil** have been doing an "excellent job!" I am very pleased with the team Flagger Force sent to our jobsite and thankful we had them for the duration of the project. -Mike Kenia, Harlan Electric Company Foreman

I appreciate the promptness of **Jenn Harmon** when handling issues. She is very responsive and works to correct such situations immediately. -Robert J. Moore, Henkel & McCoy East Region Vice President of Operations

Austin Moran gave great service today. I was asked to help one of our estimating teams get some last minute pricing for a bid due the next day. Austin took my call at 3:50 pm and had a price to me at 5:07 pm! I told him I had until tomorrow end of day! Austin made sure I knew that only through the quick assistance of Safety & Quality Manager **Matt Craley** was he able to provide the fast turnaround - a credit to Flagger Force's broad capabilities. He also informed me that the preferred method was to do a site visit and preconstruction meeting. Thanks to your team for responding to another one of my last minute requests. -Patrick Kinsley, President, IB Abel

Glenn Stitt, **Deborah Warner**, **Tina Zotynia**, **Tracey Rosencrance**, **Louis Spolsky**, **Crystal Horvath**, **Gino Tomaino**, **Jennifer Graham** and **Stephen Heckler** did an outstanding job in controlling traffic for our annual Peach Festival. Your crews were very professional and worked extremely well under pressure when I-81 was shut down and had to be re-routed twice in the same day! Thank you for the excellent work! - Sam Pavlick, Live Nation

Despite all the congestion and traffic through Oxford, PA, Flagger Force employees **Deatrice Macintire** and **Dawn Miles** did an outstanding job at keeping traffic flowing smoothly and safely. Thank you Flagger Force! -A random passerby

I was extremely happy with **Randall Cutler**, **Crisshea Queen** and **Stephen Andrezeywski**. I want to have that same crew at every jobsite I am working on! -Donald Wykle, BGE Foreman

David Wallace, **Dillon Reynolds**, and **Stephanie Robinson** are doing a phenomenal job! I want them back again tomorrow! -Steve Rettew, Utility Services Group Foreman

I just wanted to extend praise to our awesome crew, **Ralph Thompson** and **Page Cundazi**, for doing a great job and for keeping everyone safe. -Blaine Buchheit, HRI Inc. Foreman

Kym Lawson is once again early to the jobsite! I appreciate her consistently being early to the jobsite and her eagerness and readiness to work. She is a great asset to your company! -Jeremy Barlow, Progressive Pipeline Management Foreman

My crew today was AWESOME! Thanks to the efforts and efficiency of **William Craven**, **David Wright**, and **Dexter Keel**, we were able to finish our job early. -Dean Diehl, Shriener Tree Care Foreman

Chesare Walls might be new to the Crew Leader position, but she has shown outstanding work ethic and uncommon knowledge of her job. She is extremely effective and efficient when establishing the workzone. She is definitely one to consider for the ACL position. -Tyler Bird, KOP Field Supervisor

John Sidor did such an excellent job that the foreman requested to have him back the next day. I observed him working perfectly per our policies and best practices when tearing down the work-zone. -John Diaz, KOP Field Supervisor

George Parker, **Steven Hunter**, and **Derrick Cooper** were a great team today! I wanted to especially recognize **George Parker** for being incredibly professional. George set up the work zone quickly and properly, and was very aware of the needs of the Brubacher crew. -Donnie Hoffert, Brubacher Excavating Foreman

Lawrence Bart and **Ronald Brooks** were the "best crew we have ever had." -Mark Spielman, Henkels & McCoy Foreman

I was very impressed with the crew, **Steven Grauel** and **Robert Harris**, that we had. They were very professional and productive. I just wanted to let Flagger Force know the quality of work they provide and extend a huge thank you. -Jack Yost, Clearwater Construction Foreman

I want to give a shout out to Field Supervisor **Ben Johnson**! I appreciated that Ben dropped by our site and while he was there he did an excellent job helping everyone out. -Hue Darlington, John B Ward Foreman

Gene Pettit did a wonderful job managing an extended flagging operation (.75 miles) with a limited number of people. The communication between Gene, **Samantha Reyes**, **Isaiah Harvey**, **Jesse Helmick** and **Courtney**

Pointer was outstanding. There were a number of driveways and side streets and the crew covered them well and traffic flowed smoothly all day." -Tom Frye, BAL Field Supervisor

Everyone involved did a great job. The rolling stop was executed to perfection. Thank you to **Rodger Keaveney**, **Walter Thomas**, **James Fredericks**, **Andrew Zehner**, **Tristin Weyman**, **Colleen Pennington**, **Keith Cunningham**, **Michael Pickett**, **Terri Rode**, **Andrew Conway**, and **Andrew Strouse** for making this possible. -Ed Gill, UGI Foreman

Steven Salas did an amazing job on his first day. He asked lots of questions and was eager to learn new setups during downtime. I think he would make a great Crew Leader or Advanced Crew Leader and I would be happy to work with him anytime. -Theodore Kosin, ACL - KOP

Thank you **Edward Minnick** and **Warren Berstler** for quickly responding to the change in our workzone and helping us to avoid a possible catastrophe. -Eric Gruber, PPL Foreman

I would like to commend **Nikia Davis** for going above and beyond discussing the scope of work to ensure we had the safest set-up possible. -Michael Bush, Asplundh Construction Foreman

David Wallace does an amazing job and should be recognized by the Flagger Force for his efforts. He is very enthusiastic about his job and works very well with others. -Steve Rettew, Utility Services Group Foreman

Warren Berstler is the kind of person we need as a supervisor. He was very helpful and thoughtful. -Ralph Thompson, ACL - KOP



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Timesheets on Time

The end of the year is coming up quickly and holidays will start to impact the workweek. Please remember to get your timesheets submitted on time. Take a moment to make sure your paystubs have the correct mailing address, tax-withholding rate, and Paid Time Off balance. We want to be sure to get you a W2 at the end of the year that is accurate.

Go to the Inova Payroll website www.inovapayroll.com to make sure all your information is accurate and up to date.

Flagger Force Will Observe These Upcoming Holidays:

Thanksgiving Day: Thursday, November 27, 2014

Christmas Day: Thursday, December 25, 2014

New Years Day: Thursday, January 1, 2015

If you have any questions please contact your POC at the branch.

Thank you for your hard work and service this year! Now let's get ready for fresh start to a great 2015!