



IN THE ZONE

CAUTION: Student Crossing

Ding ding ding, school is back in session! With each new school year, we need to be reminded of the safety concerns that arise from the presence of both children and buses on the roads again. Take a moment to remind yourself, and your family, of the following:

Reminders for Drivers:

- Slow down and be especially alert in residential neighborhoods and school zones
- Take extra time to look for students at intersections, on medians and on curbs, and anticipate that they may walk out in front of you
- Enter and exit driveways and alleys slowly and carefully
- Watch for children on and near the

road in the morning and after school hours

- Reduce any distractions inside your car so you can concentrate on the road and your surroundings; put down your phone and don't talk or text while driving; turn down the radio
- Maintain a safe following distance using the "4 Second Rule"
- Remember, according to state law, when a school bus is stopped with red lights flashing, you may not pass or go around it

Reminders for Kids:

- Cross the street with an adult until you are at least 10 years old (or until your parents say it is okay for you to cross alone)
- Cross the street at corners, using traffic signals and crosswalks
- Never run out into the streets or cross in between parked cars
- When crossing a street, make eye contact with any oncoming driver to make sure the driver sees you and is slowing down or stopped

- When boarding a bus, always walk in front of the bus where the driver can see you
- Never walk or ride your bike through a construction work zone; don't enter into any area surrounded by cones



- **Dig Up Some Fall Fun on page 4**
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NEW

Flagger Force Gear!

Check out our brand new t-shirts and polos! Stop by your nearest branch office to purchase any of these items. T-shirts are \$7, Polos are \$15 for S-XL, \$17 for 2X, \$20 for 3X. Purchases can be made with cash, check, payroll deductions or gear card credit.



Flagger Force Foundation UPDATE

There was a huge amount of interest in our new Flagger Force Foundation committee! Thanks to everyone who signed up. We will be establishing branch committees in each geographic region to enable charitable donations that matter most to your group. We will hold our first Foundation meetings in late September/early October - if you signed up for this at the safety meetings, you will be contacted directly. If you are still interested in joining the steering committee (to decide how we'll raise money and what organizations will receive the donation), contact **Katy Halter at Katy.Halter@FlaggerForce.com or 717-944-8440.**

POLICY REMINDER - Overhead Load Line of Fire

Due to a recent incident with an item dropped from a boom truck onto a vehicle passing under an overhead work basket, we want to remind you of our policy regarding overhead loads:

It is the policy of Flagger Force - Traffic Control Services, LLC that at any time when either a boom or a load is being transported aloft, that no vehicles (construction or public), personnel, crew members or pedestrians may be in the line of fire directly beneath the operation. During the pre-job brief if at any time it is anticipated that loads or booms will be lifted above the

open travel lane, a communication procedure shall be in place to alert the flagging crew to stop all traffic while the load, boom or other device is over the travel lane.

In no instance shall a traffic pattern be developed where the motoring public is permitted to travel under a boom, or a working operation. If the operation cannot be performed safely by working in the lane closest to the work area, allowing traffic to proceed in an open lane(s), then additional lanes shall be closed to allow the operation to be performed safely. In the event of a two-lane roadway, where the work must be performed from the far lane, a detour operation must be established.

Questions or comments regarding this Safety Alert shall be directed to Matt Craley - Safety Manager - 717-944-8440.

The Incredible Aftermath of Hurricane Irene!

In the early hours of Sunday, August 28th, 2011, Hurricane Irene brought major rain and severe winds to the East Coast, causing significant damage, flooding and downed power lines across our service area. In the wake of this storm, both PECO and PP&L called on Flagger Force to supplement their emergency needs to help ensure public safety and return service to the area. Around 12:30am Sunday morning, our team received the call from PECO that they needed nearly 100 of our team members to undergo a two-hour emergency certification in Wire Watching (protecting the public from downed live power lines - a very serious and dangerous task), followed by 16-hour work shifts, with minimal breaks. In addition, PECO utilized several Flagger Force teams for additional traffic control purposes during the weekend, and PP&L called on many of our teams for emergency traffic needs as well. Although we had planned for emergency response teams to be available, this demand was nearly overwhelming!

Nonetheless, our dispatch staff in the King of Prussia office began right at 12:30am making phone calls to the field to fill PECO and PP&L's needs on extremely short notice and provide backups for them when it came time for shift switches. The calls continued all day Sunday, through Sunday night and Monday all day as well. Amanda Eshelman, Lindsey Sokolski, Tina Chasnov, Giana Martin, Michelle Rice, Alyson Baker

and Heather Gunzelmann worked an incredible number of hours non-stop, throughout the night during this time ensuring we had enough hands on deck for PECO and PP&L. In addition, Beckie Given, Krista Ashby, Jennifer Griffin and Lindsey Louthian provided support from the Harrisburg office as we began to respond to BG&E and Verizon emergencies throughout Sunday night, and into Monday, too.

Meanwhile, out in the field, our Flagger Force team members powered through not only long hours, but intense weather and little sleep. Quality Assurance Supervisor Jenn Harmon, and Quality Assurance Inspectors Ben Johnson, Gerry Wisenewski, Arlette Creekmur and Phillip Samuels took the lead with the client and the newly trained Wire Watchers, ensuring everything ran smoothly among PECO and Flagger Force teams. The eye of the storm had passed across the region before our teams went out to help protect the public from the live wires, but there were still severe storm conditions trailing behind the eye, dumping heavy rains and strong winds throughout the day on Sunday. Some Flagger Force field members noted that they had no power at their home, downed trees in their yard or on their house, and basements full of water, yet they were still there for us when we needed them. What incredible commitment! Additionally, the demands of Wire Watching included few breaks for food, water, or bathroom use because a certified Wire

Watcher was needed as replacement in order to provide on-site relief. And as you can imagine, our Flagger Force Wire Watchers were also approached over and over again by the public wanting to know details about when their power would be back - a major thanks to everyone for maintaining a very professional demeanor on behalf of our clients.

To summarize, you guys rocked it!

The manager responsible for the Wire Watching operation reached out to us on Sunday night with his sincere gratitude and praise for an extremely smooth and professional job from all of our team members. He stated that he, "could not have had a better experience" and that "you have done a great job developing a team that you can send into any situation knowing they will succeed!"

There are not enough words to describe how proud and grateful we are. It is situations like these that cement our relationship with a major client like PECO and we are indebted to those of you who answered your phones in the middle of the night and woke up to work long, hard, even dangerous days and nights for us, whether it was on the phone or in the field. You guys knocked it out of the park. Even in a rainstorm hurricane.



Have you seen this license plate?

These plates are more than just a friendly reminder to slow down - they support a very important cause. The American Road and Transportation Builders Association sells these plates for \$10 each to benefit the children of highway

workers that have been injured or killed on the job. Clearly, this cause hits very close to home for us given the nature of our business. That's why we have purchased over 1000 plates for our entire fleet and for industry promotions, tradeshow and events.

If you drive a company truck and

don't already have one of these license plates attached to your front bumper, stop by your nearest branch office to pick one up. If you would like to purchase one for your personal use, the cost is normally \$10, but Mike and Michele Doner have agreed to pay for half of that donation, so your cost is only \$5. Pick one up at your branch office today!

Wishing You A Safe and Healthy Fall

By Maresa McNeill -
Communications Intern

Although we may be ridding ourselves of extreme summer heat, we will be facing new health challenges that accompany the cooler weather of the fall.

Combat the Common Cold!

Fall, a favorite season for many, is quickly approaching, but for others this means cold and allergy season is creeping near. Whatever your take on the season there are some surefire ways to ensure your immune system is prepared. Fall brings about pollen, fallen leaves and the all famous common cold, but by making simple changes to your lifestyle you can combat cold and allergy and still have fun with your family.

Maintaining a diet rich in nutrients helps to boost your immune system. Eating foods such as apples and nuts not only provides high fiber and protein, but these foods are low in calories and make for a yummy treat. Participating in such activities as "pumpkin picking" and raking leaves can also help to boost your body's immune system. Other ways of avoiding colds and staying healthy include regular hand washing as well as keeping flu shots up to date. By staying active and getting plenty of rest this coming fall season, your body can fight off the common cold, not to mention help you to perform better on the job.

Beware of These Fall Safety Concerns

- Fallen leaves can cover potholes and obscure curbs. Wet leaves can also become a slipping hazard - be careful where you step.
- Allergies and colds can make any day miserable, but you can be prepared with the proper medication. But beware of those that can cause drowsiness or impede your ability to think clearly!
- Cooler temperatures mean dressing in layers will soon become necessary. Consider packing a lightweight jacket to be prepared for unexpected drops in temperature.
- Earlier nightfall makes reflective or bright colored clothing even more important - have your Class 3 vest handy to make sure you can easily be seen by motorists!

Dig Up Some Fall Fun!

Consider these fun-filled activities to keep your family active this fall!

- Take a trip to your local orchard and cider mill and pick your own produce.
- Visit your local pumpkin patch, corn maze or haunted house.
- Take crayons on your next nature walk and make leaf rubbings along the way.
- Make homemade cider and applesauce.



Do you have a FlaggerForce.com account yet?

Your FlaggerForce.com account is going to become an important tool in the near future. According to our IT department, many of you have not yet created your account. Refer to the previous newsletter for instructions on how to set up your account, or call the office for

assistance. If you have created an account and have forgotten your login name or password, please contact our IT Manager, Glenn Lehman for assistance at Webmaster@FlaggerForce.com or 717-944-8440.



Want to qualify for more health benefits?

Here's how!

You can become eligible for health benefits with Flagger Force after you have been employed with us for at least 90 days through the American Worker Plan. However, once you work for us for a year and maintain an average of 30 hours a week over a 9-month period, you have the opportunity to upgrade to more comprehensive health coverage with Capital Blue Cross. Check out the following tips to maximize your qualifying hours in order to upgrade your benefits.

- **Call in early EVERY DAY for your assignment.** Beat our dispatch staff to the punch and call in first thing in the morning to let them know you are ready to go on any assignment available.

- **Don't call off unless absolutely necessary.** Take care of your body to avoid illness and be prepared for unexpected car trouble by considering a backup transportation option.

- **Be flexible in working a variety of shifts.** Do you have the gear needed for a night job? Are you able and willing to work early mornings, late evenings, and everything in between? Tell your branch office!

- **Be flexible with locations and travel.** We know sometimes your work site commutes are long, but as we continue to grow our client base, we value people willing to go the distance to meet our clients needs.

- **Getting lower hours during the week? Offer to work weekend hours and on emergency response teams!** Call on Friday mornings and inform us of your availability - our on-call staff LOVES to have more people willing to work!

- **If you are on a job that cancels in the morning or releases early, let**

us know - sometimes we can reroute you and provide more hours.

- **Limit requests for time off during peak working hours!** Schedule appointments for Saturdays or Fridays (our slowest days of the week) to avoid conflicting with assignments; take vacation during slower months like January, February, June, July and December or around holidays and hunting season.

- **Do a job worthy of client praise!** Make them feel so safe with you around that they request you back! When clients love you - they tell us about it, so be alert for ways you can go above and beyond in professionalism and on-site leadership.

- **Look for opportunities for promotion.** Gain more skills and responsibilities as a Crew Leader or Advanced Crew Leader - it's a great way to ensure you'll get more hours and continue your growth within the company!

Warm Up with Hot Cranberry Tea

This recipe for hot cranberry tea is a fantastic way of getting much needed nutrients to help boost your immune system. The vitamins and nutrients, paired with the warmth of this tea are sure to make for a great night's sleep.

Hot Cranberry Tea
From <http://www.allrecipes.com>.
Original Recipe Yield 14 (8 ounce) servings

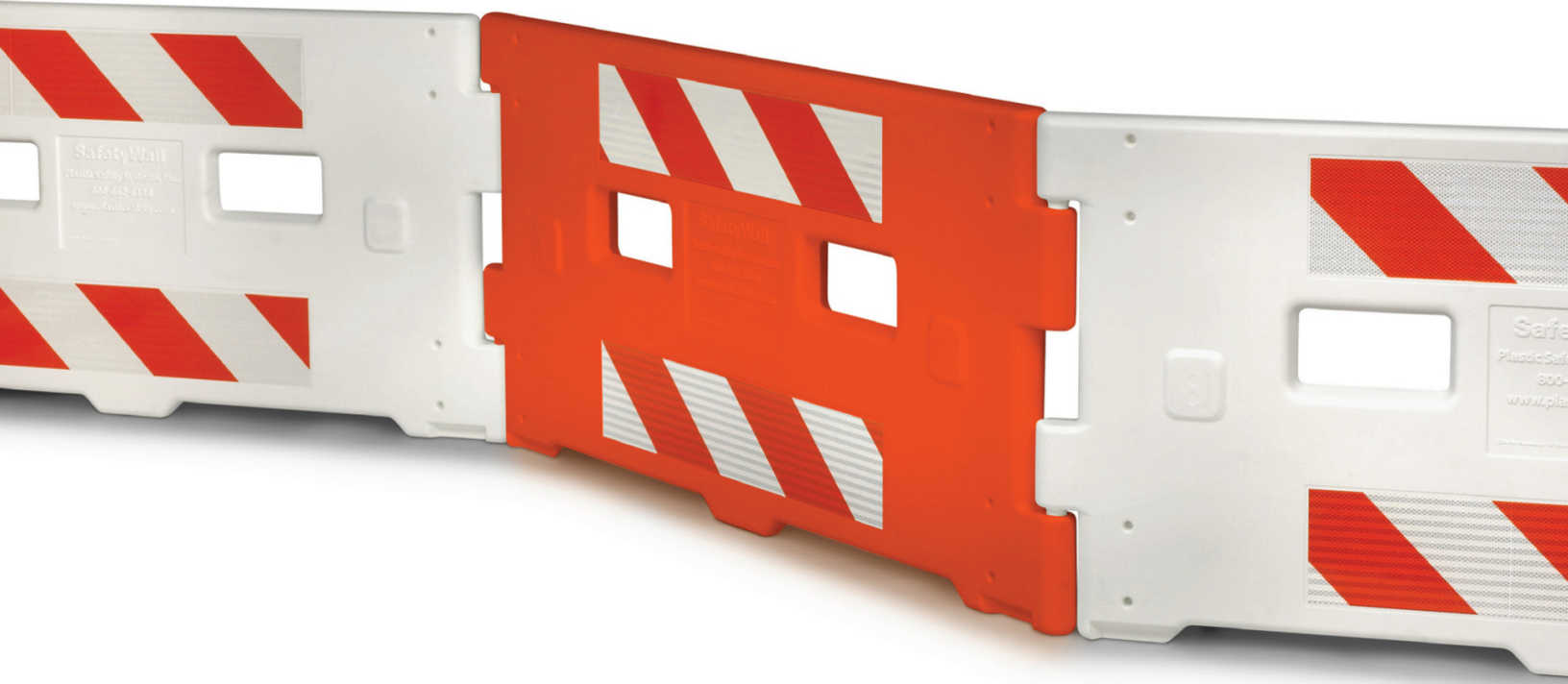
Ingredients

3 1/2 quarts water
1 (12 ounce) package cranberries
2 cups white sugar
2 oranges, juiced
2 lemons, juiced

12 whole cloves
2 cinnamon sticks

Directions

In a large pot, combine water and cranberries. Bring to a boil, reduce heat, and simmer for 30 minutes. Add sugar, orange juice, lemon juice, cloves and cinnamon sticks. Cover, and steep for 1 hour.



The Latest in Pedestrian Protection

At Flagger Force we spend a lot of time thinking about motorists. But drivers and their passengers are not the only members of the travelling public that we're concerned about. Controlling pedestrian traffic is just as important to our Safety Driven® jobs as is controlling vehicular traffic. In order to help guide pedestrian movement through our work zones, we are investing in a new type of barricade called a SafetyWall™.

This ADA-compliant pedestrian barricade provides continuous, safe, obstacle-free guidance to show pedestrians a safe alternative route around a workzone.

It is an interlocking high-density plastic device that assembles quickly and easily without any tools or hardware, is lightweight and stacks neatly for ease of transport and storage. An entire SafetyWall sidewalk can be installed by a single person in minutes, and the wall has a rounded top to act as a handrail and also extends fully to the ground to eliminate the risk of trapped cane tips used by the visually impaired.

We're excited to add this top-of-the-line safety-designed piece to our warehouse of tools. Stop by the office if you need it for an upcoming job and we'll show you how easy it is to set up!

FIRST FRIDAYS AT FLAGGER FORCE

Starting in the month of October, we'll be offering an exciting new social series called First Fridays at Flagger Force. We want a chance to get to know each of you better and see your friendly faces more often, so we'll be offering special treats in each of our offices (Harrisburg, Baltimore, and King of Prussia) on the first Friday of every month. Stop in anytime from 12pm-5pm on that day for a sweet surprise, and take a moment to say hello to the office staff too! Our inaugural First Friday will be on **October 7th, 2011** with some fun fall goodies, so mark your calendars!

Coming Soon: Field Coaches

We've realized as we've grown that many of our team members, especially those who are newer, would benefit from additional mentorship in the field. So we've decided to create a new position to do just that - mentor our team members, assist in bridging the gaps between our

training programs and challenging in-field situations, and provide on-site support to our field staff. These individuals will be equipped with the necessary skills and knowledge to achieve the highest safety standards to meet any client's traffic needs. But perhaps more importantly, the Field Coaches will be trained and provided with additional leadership and communication skills in order to effectively nurture and support other

field employees. A Field Coach will be responsible for helping to ensure all Crew Members, Crew Leaders and Advanced Crew Leaders are effectively acting as Safety Driven employees.

If you are an Advanced Crew Leader and are interested in this type of mentorship position, please contact your local branch office to request a job description and to be considered for this role.

Warning: Deer Season Ahead

The term "deer in headlights" exists for a reason. Although they may look like harmless animals, deer are erratic, unpredictable and big enough to cause massive vehicle damage if struck. According to the Insurance Institute for Highway Safety (IIHS), deer-related accidents cause over \$1 billion in vehicle damage every year. Driving on rural roads can often seem like a game of "chicken", but if armed with a little knowledge (no, we didn't say armed with a shotgun), you can more easily avoid hitting a furry friend.

Understanding deer behavior is one way to avoid accidents. Deer are social animals and generally travel in groups - if you see one, there are almost always more nearby. They tend to play "follow the leader" and if one crosses the road, the others most likely will too, often in a split-second decision.

Deer are most active from dusk until dawn, when temperatures are cooler and predators are less of a threat - in other words, during low light times when your eyes are least likely to spot them. Thankfully, their eyes have a special naturally-reflective layer of tissue, making them easy to spot at night. Scan the darkness constantly for two shiny greenish-yellow dots looking your direction. When safe to do so, use your high-beam headlights to see them more easily.

Understanding deer behavior is one way to avoid accidents.

Like all animals, deer need water to survive, so if you're driving past a stream or pond, it could be a likely deer crossing. Take caution in these areas. They also like to hang out in high grass, shrubs, fields and forests where they are less likely to be found by predators. Unfortunately that comprises most of our regional rural landscape, so if you're in a rural or even semi-rural area, keep an eye out.

If you spot a deer in the road, slow down immediately and blow your horn with one long blast to frighten it away. If an encounter with a deer is inevitable, you should hit the brakes until the very last second of impact and then release. This will send the deer propelling into the roadway instead

of your windshield. Most motorist deaths and injuries occur when drivers swerve to avoid hitting the deer and strike another object, such as a tree or another vehicle. If you do hit an animal, do your best to move your vehicle off the road, if possible, and call 911 and the office to report the incident. Do not touch the animal - in its frightened state it could attempt to move, hurting you or itself further.

The best defense for avoiding deer starts with you, the driver, constantly scanning along the road. When in doubt, slow down, play it safe and anticipate a visit from Bambi, assuming he may wander into your path at the worst possible time.



Congratulations are in order!

- **Stan Norris** has been promoted to Quality Assurance Supervisor for the Harrisburg and Baltimore regions.
- **Josh Foltz, Mike Henry, Joanne Regan** and **Arlette Creekmur** have been promoted to Instructors and are currently undergoing training for their certifications.

- **Shannon Rode** has been promoted to Senior Accounting Specialist.
- **Brian Smathers** has been promoted to Quality Assurance Inspector.
- Please help welcome our new Harrisburg Operations Specialists: **Jordan Smith** and **Edisa Kostjerevac**
- Please help welcome our new Accounting Coordinator: **Joseph D'Arcy**

- A special thanks goes out to **Trail Linton** and **Dan Matter** for their service in the accounting department. They will be moving on to new ventures or pursuing higher education and we wish them both well!

YOU'RE MAKING US BLUSH!

"Thanks for getting people out to me so quickly for an emergency job. **John Scott, William Featherston** and **Louise Lambert** were three of the best employees you've ever sent to me. They did exactly what I wanted and did not complain about being there so late." - **Dave, PECO West Chester Electric**

"I want you to know how impressed I am with the crew led by **Brandon Schrieber**, including **Dale Mateer** and **Kevin Sweger**. They are courteous, efficient and easy to work with (even after ten hour days!)." - **Sean, Pennoni Associates Inc.**

"I'm a Career Counselor and I was so struck by the enthusiasm, professionalism and positive attitude of one of your employees (**Osman Mehmadagic**), that I felt he should be recognized." - **Catherine, Motorist**

"Earlier today I worked a project that has received a lot of attention from BGE management, including multiple

managers visiting the site. They requested a safety specialist be appointed to the site and while safety specialists tend to criticize most details without acknowledging the positive behaviors, he stated that he has been pleased with the projects that he has come across involving Flagger Force thus far and he was pleased with the performance of your team today (**Tim Baker, Robert Jordan** and **Peter Stojak**). I sometimes get caught up in the minor details and forget to give credit where it is due. Please thank your crew for exemplifying a positive safety culture today when additional eyes were upon them." - **Douglas, Baltimore Gas & Electric**

"You guys did such a fantastic job for us last year. We're more than happy to call you back in. **Sue Kirby** worked with us last year, she deserves a medal, she was absolutely the best." - **Tom, Pennsylvania Geological Survey**

"**David Lake, Jake Marston** and **Larry Bend** did a magnificent job and I would take them to all Danella job sites if I was able to." - **Greg, Danella Fort Washington Site**

"**Jarrett Kauffman** did an excellent job for us. We were working a busy

roadway and we had multiple cars pull over to tell me how great Jarrett was." - **Randy, Great Western working for UGI**

"One of your crews worked in our neighborhood today. I was a department safety representative for nearly 34 years for my employer and wanted to tell you that your crew was clearly following the safety instruction they were no doubt taught by your company. Crew Leader **Nate Kershner** and **Reuban Donton** were two of several men on the crew I spoke to. All worked hard and most important worked safely. Their entire group is a credit to your corporation." - **Gregg, resident of Allentown**

"**Jeff Ostberg** did a magnificent job of watching out for our guys safely, as well as for his own crew. He orchestrated traffic around our needs very well and maintained his crew in a professional manner at all times. I was most pleased with his ability to take control and make decisions regarding his line of work. He is not a passive individual and I like that. I would be pleased to have Jeff back." - **Randy, Aldridge Electric for PPL**

"I absolutely love your email confirmations from your **dispatch staff**. You guys (sorry...ladies) have been great! Keep up the great work! Thank you!" - **Mike, Pikes Creek Site Contractors**

