

IN THE

ZONE

**Special Anniversary Edition Newsletter****Happy 10<sup>th</sup>  
Anniversary  
Flagger  
Force!**

September 2012 marks ten years since Michele and Mike Doner filed the original paperwork to establish Traffic Control Services, Inc. as an official business entity. What began as simply a good idea for a temporary staffing company niche has blossomed into a multi-million dollar company providing career

opportunities for thousands of people since 2006 when the first full-time employee was hired.

Since that time, the company has experienced an average growth rate of 30% each year, demonstrating that Flagger Force indeed fills a need for clients unlike anyone else in the industry. Michele and Mike Doner attribute the company's success to the many hard-working individuals that live out our company values, vision and mission everyday in the office and in the field. We'll be celebrating our 10th Anniversary with a Party in the Park for our employees and their families on October 13th.

**A special thank you to all of our clients, partners and employees who have helped guide us to where we are today. Here's to the next 10 years!**



Michele and Mike Doner with the company's first fleet vehicle, Truck 401.



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**See the back  
cover for Party  
in the Park  
information!**

# What's It To YOU?

## INTEGRITY

By: Erin Dubs, Marketing & Communications Intern

In the eyes of Flagger Force, integrity is seen as speaking and living the truth in an authentic manner. This holds true in all areas of the company whether out in the field, warehouse or in the office. As in the last newsletter, we are continuing our series on our core values called, "What's It to You?" This month we are focusing on our second core value: integrity. We interviewed three different employees who each told us a little about how they feel integrity is present at Flagger Force, as well as in their personal lives.

**Shannon Rode**, Senior Accounting Coordinator, based in the Harrisburg Branch, shared how her experience working in Flagger Force's payroll department has at times tested her

**"Flagger Force has a stronger foundation due to its values and the company is always improving itself."**

**- Kevin Houck, Advanced Crew Leader**

integrity. Shannon's view of this value includes honesty, accepting and admitting mistakes and, in turn, learning from them. Going back to the definition of integrity, Shannon noted that speaking up when she knows something is incorrect is extremely important in her role to ensure that everything can run smoothly with as little error as possible. She stated, "My personality is not typically to speak out, but I know that it's okay to do so here at Flagger Force because of how we value integrity, and I can encourage others to do so as well, while letting

Quality Assurance Supervisor, **Brian Smathers**, noted, "Integrity has everything to do with safety in my mind. I am very focused on that aspect of the company and I strive to remain true to the Safety Driven mission every day." This frame of mind helps him to make his daily decisions with integrity. "I have to decide, will my actions make the situation better or worse, safer or less safe, and will it be following all of the standards necessary?" Brian likes to look at every angle before the decision is finalized, since he feels it is important to consider the



them know that it's okay to ask for help." In the accounting department, it is vital that all paperwork is checked and double-checked. She feels responsible to hold herself, as well as others, accountable. Recently, an employee called in to let the team know that they had incorrectly received a paycheck during a leave of absence. This was a moment when Shannon had to own up to the mistake, accept it and take care of it. Occurrences like this are always good for grounding yourself and realizing that not everything is going to run according to plan, and that sometimes mistakes are needed to bring you back to those values.

point of view of everyone involved. Brian is the type of person who likes to "Walk the walk, and talk the talk."

Advanced Crew Leader, **Kevin Houck**, from the King of Prussia area, defined integrity as "Taking pride in his work." When asked if his integrity had ever been challenged, Kevin cited how his confidence in standing up for what is right has evolved over the years. "Three years ago I was put under peer pressure by a client, demanding that we take shortcuts to get them on the road quicker. Back then, I felt that I couldn't speak up. Clients always want to rush out to the road, that hasn't changed, but now I am able to calm them down, tell them to relax and that we are going to get out there safely. I say what I need to say now because I take pride in doing things right." When asked about how our values affect our business as a whole, Kevin stated, "Flagger Force has a stronger foundation due to its values and the company is always improving itself."

As usual, our team members brought integrity to life with wonderful examples from their daily work. We couldn't agree more that integrity has everything to do with safety, taking pride in our work and holding each other to a higher standard. Thank you Shannon, Brian and Kevin, as well as all of our other 800+ employees for continuing to live up to our definition of integrity: **"Speaking and living the truth in an authentic manner."**

## HR News

### Better Benefits for Less Money!

Thanks to extensive negotiation, we have managed to obtain several more features for our Capital Blue Cross health plan, while reducing the weekly cost for those enrolled in health, vision and dental. New program highlights include a new low-cost vision plan, "a la carte" enrollment options (sign up for any combination of the three: health,

vision, or dental), and employees can now qualify for benefits after just SEVEN MONTHS of employment with an average of 30 hours per week (previous eligibility required at least twelve months of service).

Open enrollment for those who qualified occurred in August 2012. New qualifiers will be given an opportunity to enroll on a monthly basis. Please call the Harrisburg office if you have any questions about our latest benefits offering.



### Reminder for MARYLAND EMPLOYEES

All Maryland employees should now be calling the Baltimore Branch at 410.766.1094 or 888.202.2444 for their daily job assignments and any other work-related needs.

### New Jersey & Warehouse Training Facility

We recently signed a lease for a New Jersey Flagger Force facility at 12 Minneakoning Road in Flemington, New Jersey. This facility will stage equipment and vehicles to allow for rapid response to our Central and Northern New Jersey customers, including JCPL. It also provides an interview room and the option of housing training courses for our New Jersey based employees.





# Behind the Scenes: Dispatching

Have you ever wondered how our unique dispatch system works? Are you curious about how daily jobs are distributed among our field employees?

Currently, all dispatching of employees is handled out of our three primary facilities. These operation teams take hundreds of client orders a day, and have to solve the incredible daily puzzle of assigning our 850+ field staff members to the best-fit job based on what the job requires, where it is located, and who has worked on it before (if consistent crews have been requested). Additionally, they must also factor in the other aspects of our business including in-field training, classroom training, Field Coaches and Quality Assurance Inspectors, while striving to give every employee the opportunity to qualify for benefits by averaging 30 hours a week or more.

Take a moment to imagine what it's like to solve this riddle EVERY SINGLE DAY.

The good news? We've created our own custom software system to help, better known as computer-assisted dispatch. For every job entered into the system, the computer recommends a set of employees that are trained for the job roles needed and that live closest to the job starting location. These two criteria are at the core of every job.

But as we all know, there can be many other factors that determine a job assignment such as requests

for consistent crews, in-field training needs, and emergency assignments. We also try to balance out job assignments among all field staff to allow everyone a chance to work each week. We've built special features into our software to help with each of these factors.

For specialty jobs, if the client requests consistent crews (Note: Clients MUST CALL to request consistency!) the software will help us maintain the same team throughout the job. It's important to



know that consistency or requests for specific employees can never be 100% guaranteed. Sometimes the same employee is requested on two jobs at the same time, an employee that was working a night shift needs to take time for rest before being reassigned, or our internal staffing needs may require us to send more employees to a certain geographic region for the day.

In-field training is a significant part of our Flagger Force Academy experience. Our newest job role, Field Coach, is a position dedicated specifically to developing our new hires and any other employees in need of additional on-the-job training. Our software specifically identifies new hires to help us assign them to a job with an experienced crew leader or Field Coach within just a few days following their orientation, and, ideally, for at least five days worth of work. These five days are an extension of their Flagger

Force Academy training, so they can put their learning into practice right away and become comfortable in their new responsibilities.

One of our greatest challenges is spreading out job assignments evenly, while also sending the best-fit crew to the job site nearest their home. Unfortunately, we have no control over the number of hours

that a client chooses to utilize our crews, and in fact, our dispatch team has no way of knowing how many hours each employee has worked in a given week until payroll completes the processing of timecards on the following week. However, we can see how many days an employee has been assigned to a job in a given week, and we have a feature in our software that helps identify those with fewer daily assignments in a geographic area so that we can place these employees at the top of our priority list for available jobs that day. That being said, we do have slow periods and occasional lulls in our business when our clients are not working as often, therefore it is advisable to budget accordingly.

Overall, our custom dispatch software helps greatly in our job assignment process; however the final decision of “who to assign to what job” is still human approved.

## Safer with Solar

Working around the clock requires special equipment to be visible at all hours of the day. Night jobs necessitate adequate lighting to ensure motorists will see a flagger, or other workers. We recently found a better, greener solution for light towers, thanks to solar power. Instead of purchasing diesel light towers, we are moving toward cutting edge Portable Solar Light Towers! These solar units have many benefits:

- Highly cost efficient
- Use LED bulbs (52 Watts per fixture) instead of incandescent bulbs
- Able to run for 5 consecutive days
- Silent operation

### So, what can you do to ensure you get more daily job assignments?

- Volunteer to work nights and weekends - tell your Field Support Specialist you're available to work these hours
- Answer your phone for job assignments, especially if you are on call
- Consider career advancement to a Crew Leader or Advanced Crew Leader position; making you eligible for more types of jobs
- Stay in constant communication with your assigned Field Support Specialist - they may need you for an emergency order
- Demonstrate a strong, safety-driven work ethic and positive attitude on site - clients, QA's, Field Coaches and coworkers will take notice
- Call us or speak up if you believe there is an issue with your number of daily assignments - sometimes we don't know there is a problem until you tell us about it

- No exhaust
- No worry of running out of fuel, no need for fuel truck visits every three days
- Include portable generator in case of emergency
- Tilttable panels for best source of radiant energy

Not only are these new light towers greener, they're also safer. No noise means employees can more easily hear their partners over the radio, as well as pay better attention to oncoming traffic. In the case of Solar Light Towers, we're helping the Earth, improving our bottom line AND better protecting our people!



# SEPTEMBER: Child Safety Month

## Precious Cargo

September is National Child Passenger Safety Month. With school getting under way, children will be riding in vehicles much more frequently. One way to ensure your child’s safety is to follow the recommended seat suggestions until your child reaches a certain age or weight requirement. Although each state sets their own child safety seat laws, the following guidelines are highly recommended.

WEIGHT/AGE	TYPE OF SEAT	BACK SEAT	FACING FORWARD	FACING BACKWARD
0-20 lbs or 0-3 yrs	Infant	X		X
20-40 lbs or 4-7 yrs	Toddler	X	X	
40-80 lbs or 8-12 yrs	Belted Booster	X	X	

Starting at age 12, if a child weighs over 80 pounds, he or she may sit in the front seat using only a standard seatbelt. When a child is wearing only a seat belt, it should fit snugly over their thighs, and against their chest.

According to the National Highway Traffic Safety Administration (NHTSA), seven out of ten child seats are improperly installed. Do not let your child’s seat be part of

this statistic; common mistakes that parents make while installing car seats are not having them in the correct spot in the vehicle, having the wrong size for their child and not double checking if the seat is appropriately latched.

Have your child’s car seat checked by a local car dealership to ensure it is properly protecting your precious cargo.

# SCHOOL is in SESSION!

Here are some safety tips to remember when approaching a school zone and or coming into contact with a school vehicle.

- Slow down when lights in a school zone are flashing.
- Stop for school buses on the road with flashing red lights (at least 20 feet away from bus).
- Stop well before the crosswalk to give children adequate room to cross.
- Watch for children traveling in groups.
- Be aware of children using bikes, scooters and skateboards, especially on the shoulders of roadways.
- Minimize driving distractions in school zones: turn down the radio, put down your cell phone, pay close attention!
- **Be patient and alert!** A child’s life is worth more than any momentary distraction or any rush you may be in.



## September: Child Safety Month



# OCTOBER: Fire Safety Month

## The Fire Triangle

To help prevent fires, everyone should know about the Fire Triangle: Heat, Oxygen and Fuel. Without these three, there is no way a fire can occur, and by eliminating one of the three you can put a fire out! Heat that ignites a fire could come from a space heater, a cigarette, an iron or any other source of high heat. Oxygen is fairly self-explanatory, as it is found all around us, and fuel can be anything

that is combustible such as furniture, wood, paper or even clothing. If you encounter a fire, you can stop it in its tracks by eliminating any one of the three elements of the Fire Triangle:

- **Heat:** Water will help put a damper on a fire’s heat source
- **Oxygen:** Dirt, sand or a blanket can be useful covers to limit oxygen
- **Fuel:** Try to move any flammable materials away from the existing fire to ensure that it does not continue to grow.



# PASS the Fire Extinguisher Test

Knowing how to operate a fire extinguisher is another key component to safety. Here is a four step process called PASS, which is necessary for putting out a fire using a fire extinguisher:

- P** - Pull the pin
- A** - Aim the extinguisher low
- S** - Squeeze the lever
- S** - Sweep nozzle from side to side

## Get Out Safely

When a fire extinguisher doesn’t do the job or isn’t available, an escape plan is a necessity. First and foremost, call 911. Remain calm while speaking to the 911 dispatcher, listen carefully to their questions and answer them as clearly as possible. People who try to give all the information they can think of, all at once, often prevent 911 dispatchers from asking their most vital questions.

If you have to navigate through a burning house to find an exit, it is extremely important to touch the

door (not the doorknob which could burn your hand) to see if it is hot. If the door feels like there is heat coming from the other side, do not open the door and find another way out of the room such as a window. Opening the door to an open flame could feed the fire with oxygen, causing it to flare toward you. If the room begins to fill with smoke, your best bet is to get low to the ground, and crawl to the nearest safe escape.

The rest of your escape plan should include considering multiple exit options, such as windows, and a

designated meeting spot outside of your home, like your neighbor’s house. Practice this escape plan with your family a couple times per year to make sure they’ll easily know what to do in case of a fire.

When all else fails and none of these possibilities are probable, hang a sheet or some kind of material out of the window to let the firefighters know that you are in that particular room so they will be able to come to your rescue as quickly as possible.



YOU'RE MAKING US BLUSH!

The team of Maxine Swank, Willie Hicks and Keith Cunningham impressed the Larson Design Group this past August. "The crew had a few obstacles to overcome. There was a utility company working in the same area, but they had no problem, and were able to work with the company and adjust like nothing happened." Richard Palmer Sr., Project Designer from Larson Design Group

Kevin Houck was commended for doing, "An awesome job, and ensuring that everything ran smoothly every day." Donnie from Danella Corporation

Beth Wilson was requested again on a job site for, "Being a good worker and working well with her crew." Chris Crouse from UGI Corporation

Ryan Dixon, Philip Wenger, Leerick Solomon and Jerry Butler received an abundant amount of compliments from their July 31st job for BG&E. "Their set up was compliant, they were walking around monitoring the job site, everyone had on proper PPE, and they have just been awesome overall." Mike Hall, Foreman from BG&E

Leslie Brooks-Thompson was requested again for, "Her excellent work and ability to keep everything under control on site." Foreman, Conshohocken & Penhurst, Lower Merion Township site

"I lost a lot of sleep over this assignment, and was unsure how it would go. It could have been a real

disaster, but Charles Matthews and Hedy Sturgis made everything run smoothly." Tim Vaughn, McFadden Group

Raoul Mahoney and Courtney Santiago were recognized for doing an excellent job on their work site. "I just wanted to call in to say that they were amazing employees!" Foreman from JCP&L Highstown

"We are pleased with how your people are making it easy for us to get around the neighborhood. The gentleman working on the corner, John Ellison, has been particularly helpful and is very pleasant to speak to when we walk or drive by. Thank you for hiring individuals who take their job seriously, and are friendly, too!" Marion Childs, resident of Wayne, PA

Marie Wannamaker impressed with her work zone knowledge and the way she handled a busy intersection during her ULS job in Malvern, PA. "She is a leader out there and really stood out to me. Thank you, Marie, for doing an excellent job and for keeping us safe every day." Gary, Safety Representative, ULS

Jenn Harmon was recognized for assisting a survey on Route 202 in King of Prussia. "Her hands-on assistance was instrumental in expediting our project and meeting our deadline. It was our pleasure to work with Jenn and her crew." Jack from Nave Newell

Brad Andrea did a "bang-up job" when working with American Paving Fabrics earlier this month. "I will be calling to request Brad on upcoming jobs." Joe Sokolis, SHA inspector

"Ephraim Rodriguez and Gina Cosenza did a great job today. Workers like them are hard to come by." Foreman from Danella Construction

Making a positive impression with OSHA was Advanced Crew Leader Scott Evans and his crew. "I am impressed with their work. I have driven through the site several times and wanted to stop to tell the folks that they are doing a great job, and I noticed that they consistently have the work zone set up correctly. Keep up the good work." OSHA Inspector, Livengood site in Kutztown, PA

Doug Goode did an amazing job while working with Verizon in Maryland. "The job wouldn't have gone as well as it did without him, and he should be commended." Paul Cimonetti, Verizon Maryland

Team members Kevin Houck and Tracy Vannoy received a shout out while working with Brubacher Excavating. "They worked on my job for the past couple of weeks where they were very professional and hardworking. They did a great job setting up and breaking down, and I would have them back anytime." Donnie from Brubacher Excavating

Eager to contribute on the job site was Jessica Hagen. "She was the best worker I have ever had, and really knew what she was doing. She jumped right out of the truck to help and never complained." He also stated that Jessica was a pleasure to work with, and that she should be considered for a promotion! Paul Sweitzer

STILL BLUSHING... see next page!



Introducing the Ford X-Plan

In the market for a new vehicle? Thanks to our Fleet Department, and our relationship with Ford, we have been invited into the Ford X-Plan, which provides significant discounts on Ford and Lincoln vehicles to all of our employees and members of their household. X-Plan vehicle prices are usually at or below dealer invoice prices (in addition to most other public offers) and require no negotiation. Follow these simple steps to X-Plan savings:

Ford Partner Recognition X-Plan Vehicle Pricing

- 1. Visit [www.fordpartner.com](http://www.fordpartner.com) and enter your Partner Code - NY557 Insurance) Number and your PIN to confirm eligibility
- 2. Select the "PINs" tab from the top navigation
- 3. Enter the last four digits of your Social Security (or Social Insurance) Number; and your name, address, city, state (or province) and ZIP (or postal) code to obtain your PIN
- 4. Print your PIN Certificate and bring it along when visit a participating dealer
- 5. Identify yourself as a X-Plan Partner Recognition participant, and provide the last four digits of your Social Security (or Social
- 6. Provide proof of employment or organization membership with a recent organization I.D. card, pay stub, W-2 (or T4) form or health care card
- 7. Select an X-Plan eligible vehicle and ask for a copy of the invoice to confirm X-Plan pricing
- 8. Complete the purchase or lease agreement and arrange for delivery
- 9. Sign the AXZD-Plans Pricing Agreement and Customer Cash Payment Authorization form

Stanley Amey  
Dennis Beck  
Domenic DeSantis  
Joshua Foltz  
Bradley Frederick  
Christopher Freeman  
Robert Gessler  
Benjamin Gotwalt  
Allen Hamm  
Willie Hicks  
Seth Hipple  
Brian Humes  
Natalie Kane  
Nathan Kershner  
Susan Kirby  
Sarah Mackey  
Hayden Meck  
Jeffrey Motter  
Anthony Polito  
Robin Potter  
Michael "Mickey" Reho  
Scott Richwine

John Robinson  
Robert Schofell  
Robert Shultz  
Brandon Smith  
Sally Sturgeon  
Maxine Swank  
Kevin Sweger  
Derrick Terry  
Johnny Vieira  
Ricky Weller

Our crew working in Duncannon and New Bloomfield in August was thanked for "Working with complete professionalism making the delivery of the PPL transformer a success." Howard Dempsey, Sr. Logistics Manager, George Young Company



**Project Spotlight:**



**Flagger Force  
Shuts Down Route  
11/15, 46 Miles of  
Detours for PPL  
Transformer Move**



A team of over 30 Flagger Force employees gathered in the wee hours of the morning on August 13th and 14th to assist George Young Company in the successful transport of a 310-ton PPL power transformer. The “Super Load” was delivered by rail to Duncannon, PA, and although it needed to travel just 13 miles to its final destination, the move required a complete shut down of Routes 11/15 for two days (a major transportation artery in this part of the state), and over 46 miles of detours for motorists to travel around the transformer’s route. The load traveled slowly over bridges and maneuvered under power and phone

lines on its journey. Flagger Force’s extensive pre-planning ensured that both the equipment and the many employees overseeing the move, were protected throughout the project.

George Young, owner of the George Young Company said he appreciated the “well-coordinated services” provided by Flagger Force. “Flagger Force is exceedingly professional and they are low maintenance. They know what they’re doing. They make it safer for the travelling public and easier for us. Their well-trained personnel allow us to concentrate on what we do best.”

SPECIAL NOTE: This project will be featured in an upcoming edition of **Engineering News Record Magazine.**



photography by Kevin Sweger

**In The  
News**

**Flagger Force was recently recognized in the following print publications**

- **Inc. 5000** - #2140 of Fastest Growing Private Businesses in the Nation
- **Central Penn Business Journal** - #72 in the Top 100 Private Companies in Central PA
- **Central Penn Business Journal** - #5 Top 50 Fastest Growing Companies in Central PA
- **Central Penn Business Journal** - “Out In Force” Front Page Article on August 17th, 2012
- **ENR Magazine Mid-Atlantic Project Spotlights** - Larson Design Group Sign Inspections and George Young Company Duncannon PPL Transformer Move



- **HR Manager Jen Strobel** named Forty Under 40 Award Recipient by Central Penn Business Journal

**You’ve Got Mail!**

Would you like to receive this newsletter in your email inbox? You can now read *In The Zone* electronically and easily forward the digital version to family and friends! To sign up for electronic subscriptions, send us an email with **SUBSCRIBE** in the subject line and your full name in the body of the email to [subscribe@FlaggerForce.com](mailto:subscribe@FlaggerForce.com).





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Help us celebrate 10 years with a  
**PARTY IN THE PARK!**

**BBQ, Cake, Games for All Ages,  
Caricatures, Bounce House, Music, & Fall Fun!**

**Saturday, Oct. 13th, 2012, 11am-3pm  
for employees and their immediate family**

**Long's Park, Pavilion 1, 1441 Harrisburg Pike, Lancaster, PA 17602**

You may drive your company truck, but per PA law, all passengers must be over 80 lbs and wearing a seatbelt.

This is a family-friendly event, please no alcohol before or during the event.

**Turn in this RSVP card by October 3rd, 2012 with your weekly timesheet.**

☐ Yes, I'll be there!    ☐ Sorry, I'll be missing out.

Employee Name: \_\_\_\_\_

Names of Family Members Attending: (If you are bringing children, please note their ages next to their names.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_