

BEHIND THE WHEEL

Spring 2016



Welcome Aboard!

Drivers

Brent Baltezege-WIL
David Brazier-WIL
Ken Dotson-CHS
Ryan Hamrick-CHS
Stanford Johnson-CHS
William Moultrie-CHS
Kevin O'Keefe-WIL
Daniel Powers-SAV
Danny Pressley-WIL
Bill Shirley-NOR
Chris Shuler-WIL
Gerelle Washington-CHS
Ronnie Williams-WIL

Office

Kyle McGinnis-Savannah
Terminal Manager

Welcome BACK!

Mark Bailey-WIL

Behind the Wheel is available on our website at www.mcotransport.com

Suggestions or Ideas? Email:

info@mcotransport.com

or call Laurie King at 800-626-3290, ext. 6020

Follow us!



Drive For Gold Survey Results Are Here!

We'd like to thank the drivers who completed this past year's annual Driver Satisfaction Survey, which began in October 2015. 79 MCO drivers completed the survey, and we sincerely thank you for taking the time to give us such valuable feedback.

We also want to share with you the results of our survey analysis, and let you know of our plans for the coming year and beyond.

StayMetrics, the organization that runs the Drive for Gold Program, was VERY impressed with our survey results. We saw three major areas of improvement: Pay/Benefits, Dispatch Teams, and Company Culture. In pay/benefits, it appears the changes we implemented in May 2015 were well-received, and satisfaction levels are on par with the StayMetrics community average. We're not resting on this information however, we are still

Have you visited our new company store?

On the new MCO Transport website, there's a link under the Employee Corner where you can shop for MCO logo gear, including hats, polo and button down shirts, and accessories. All products are made by Queensboro Shirt Company, a local Wilmington business. They regularly offer deals and specials on your order as well, so check it out!

Visit:

mcotransport.qbstores.com

constantly seeking to make improvements wherever we can in this area to keep you happy! Next, we are very proud of our Operations Teams, who were very highly rated for their responsiveness, competence, and relationship with drivers. Major kudos to

our Dispatchers and Terminal Managers! As for Company Culture, we were thrilled with the results. When it comes to respect & support among fellow drivers, MCO ranked highest in this area among all

carriers in our comparison group.

Of course, we learned there are some things we can improve on also. Equipment quality and maintenance were cited as needing improvement (see page 2 of this newsletter for some of our efforts in that area), and we are seeking ways to make our driver recruiting efforts more accurately portray what it's like to work for MCO.

thank you!



Did we miss something? Share your good news with us by calling Laurie King at 910-398-6020 or by emailing her at lking@mcotransport.com

Equipment Damage: It Adds Up

There's a reason you hear so much talk about tire and equipment damage around here. In 2015, MCO recorded \$140,500 in casualty losses, \$41,000 of which could be attributed to tire repairs and replacements alone. Casualty losses are not considered part of standard maintenance costs, and can primarily be attributed to preventable incidents. These costs do not include the additional expense of time lost in breakdowns and waiting on repairs.

There are many better ways we can think of for these resources and energy to be used. We don't emphasize pre- and post-trip inspections, or tire damage out of a desire to be punitive. Rather, we want to help you keep rolling, and we want to maintain the best possible equipment for your comfort and safety. If we work together—pre & post trips are a very important part—to reduce these damages, we can spend more time focusing on what's more important: making MCO the best workplace around.



MCO Plans to Upgrade In-Cab Technology

MCO's partner for in-cab technology, Omnitrac, announced in February their plans to introduce a new platform to their units for improved function and reliability. Intelligent Vehicle Gateway (IVG) integrates cutting-edge technology



into the handheld units, such as

hands-free voice command, larger display, and fast installation. These units are designed to reduce downtime through their increased reliability and software updates to improve connectivity.

We're working on gradually getting more of these units in our trucks, so be on the

lookout for them as they become available!

Celebrations!

March Birthdays

- Matt Blocker March 9
- Melvin Nick March 10
- Donald Corbett March 11
- Chris Hillis March 12
- Tammy Brunner March 12
- Jean Deloe March 13
- Penny Tertzagian March 15
- Darrell DeMary March 17
- Silas Frasier March 20
- David Eaddy March 22
- Tom Brooks March 25
- Matt Williams March 27

- Tommy Chester April 19
- Terrence Campbell April 19
- Bobby Askew April 22
- Alfredo Camacho April 22
- Candice Corbett April 24
- Brian Roman April 25
- Mark Bailey April 26
- Andy Newbern April 29

MCO Anniversaries— March

- Chris Alexander SAV 1 year
- Bobby Askew WIL 22 years
- Christopher Hillis WIL 2 years
- Tyrone Fields NOR 1 year
- John Holmes CHS 4 years
- Linda Johnson WIL 20 years
- Stephen O'Harte CHS 4 years
- Layfield Reddick NOR 2 years
- George Robinson NOR 2 years
- Luck Sackett NOR 4 years
- Walter Thomas NOR 2 years
- Richard Widejko BEN 1 year
- Joseph Williams SAV 7 years
- Charlie Wuori NOR 2 years

MCO Anniversaries— April

- Mary Phillips NOR 3 years
- Nic Nichols NOR 4 years
- Alan Hubbard WIL 2 years
- Charles Clinard WIL 13 years
- Harry Johnson SAV 12 years
- Dwain Murphy NOR 5 years
- Randy McIntyre WIL 30 years
- Sheldon Mekler WIL 8 years
- Mark Thorndike WIL 12 years
- Andy Newbern NOR 1 year
- Stefan Fink WIL 8 years
- Jewel Hamme WIL 11 years

May Birthdays

- Rob Winner May 5
- William Moultrie May 23
- Jim Prince May 23
- Travis Midgette May 24
- Walter Thomas May 25
- Ronald Hollis May 25
- Danny McComas May 26
- Michael Jackson May 26
- Charles Clinard May 27

April Birthdays

- Elias Gibbs April 1
- Vince Sawyer April 6
- Steve Hill April 8
- Marvin Williams April 12
- Luck Sackett April 13
- Randy Hawthorne April 14

MCO Anniversaries-May

- David Haldeman WIL 11 years
- Melvin Lucas NOR 2 years
- Craig Labrozzi NOR 2 years
- Marvin Hansley WIL 31 years
- Julius Shaw NOR 3 years

HR & Benefits Corner: Want to Save \$\$ on Doctor Visits? See Your Dentist!

Did you know that poor oral care can result in more than just cavities? Bacteria from gingivitis and periodontal disease can enter your bloodstream and lead to serious health problems, such as heart disease, stroke, respiratory infections, dementia, and diabetic complications. Your group dental plan offers two free check-ups and cleanings each year. So take advantage of this great benefit and protect your health, as well as your teeth!