

FLEETPRO[®] INSIDER News



Fall/Winter 2012

A quarterly publication to educate and update fleet professionals

MIPS Program Celebrates 25 years

Fleetpro's technicians, mechanics and foreman are all trained under a rigorous training system that has been developed over the last 30 years to ensure excellent service. Between 1994 and 1997, Fleetpro worked in conjunction with three University of Maryland Instructional Course Development professors under a grant from Maryland Industrial Partnerships (MIPS) to develop this training program. Between 2007 and 2010, Matt Farcosky, Fleetpro Operations Manager, and a team of Fleetpro Training Program administrators developed and implemented a third set of major revisions to the series that reflected upcoming industry and regulatory changes.



This fall, Fleetpro will be participating in the celebration of MIPS 25th Anniversary gala.

The Maryland Industrial Partnerships (MIPS) program accelerates the commercialization of technology in Maryland by jointly funding collaborative R&D projects between companies and University System of Maryland faculty. MIPS provides funding, matched by participating companies, for university-based research projects that help companies develop new products. MIPS projects help companies find solutions to technical challenges, as well as develop products, processes or training materials. MIPS projects are conducted by university faculty and graduate students in conjunction with company researchers. With more than 400 Maryland companies participating in project awards since 1987, worth over \$160 million—MIPS projects create results.

Hurricane Sandy Aftermath

NEW YORK (AP) — Millions of people from Maine to the Carolinas waited wearily for the power to come back on Tuesday, and New Yorkers found themselves all but cut off from the modern world as the U.S. death toll from Superstorm Sandy climbed to 40, many of the victims killed by falling trees.

The extent of the damage in New Jersey, where the storm roared ashore Monday night with hurricane-force winds of 80 mph, began coming into focus: homes knocked off their foundations, boardwalks wrecked and amusement pier rides cast into the sea.

As the storm steamed inland, still delivering punishing wind and rain, more than 8.2 million people across the East were without power. Airlines canceled more than 15,000 flights around the world, and it could be days before the mess is untangled and passengers can get where they're going.

Sandy will end up causing about \$20 billion in property damage and \$10 billion to \$30 billion more in lost business, making it one of the costliest natural disasters on record in the U.S., according to IHS Global Insight, a forecasting firm.

In a measure of the storm's immense size and power, waves on southern Lake Michigan rose to a record-tying 20.3 feet. High winds spinning off Sandy's edges clobbered the Cleveland area early Tuesday, uprooting trees, cutting power to hundreds of thousands, closing schools and flooding major roads along Lake Erie.

Sandy also brought blizzard conditions to parts of West Virginia and neighboring Appalachian states, with more than 2 feet of snow expected in some places. A snowstorm in western Maryland caused a pileup of tractor-trailers that blocked part of Interstate 68 on slippery Big Savage Mountain.



November 2012

November 4, Daylight Savings Time
November 6, Election Day
November 11, Veteran's Day
November 22, Thanksgiving

December 2012

December 8, Hanukkah begins
December 24, Christmas Eve
December 25, Christmas Day
December 26, Kwanzaa begins
December 31, New Year's Eve



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Fleetpro is Doing Our Part in the Technician Shortage

Officials from the trucking and maintenance industries are facing a technician shortage in the coming years. Companies are being urged to work closely with educators as one way to attract new talent. Bonne Karim, chairman of the Technology & Maintenance Council's Professional Technician Development Committee says, "It's not a problem, it's an impending crisis."

The core of the problem is based on the aging workforce. As current technicians are beginning to reach retirement, there just aren't the number of new technicians entering the workforce. Detroit Diesel Corp. estimated in 2010 that more than half of the company's mechanics would retire by 2015. Manpower Inc. found the largest worker shortage in the United States was in skilled trades such as mechanics and welders in several industries, including trucking.

In a recent report from Daimler Trucks North America, they anticipate the need to acquire an additional 6,400 technicians by 2020.

At Fleetpro, we take our training programs and continuing tech education seriously. We pride ourselves in being able to offer this training to our staff. All of our staff, from technicians to management, all go through our training program to become certified in state and federal regulations and out of service criteria. By offering this training, Fleetpro attracts people to the industry by providing extensive an extensive training program, allowing new skilled technicians to gain real world experience and be able to turn fleet maintenance into a lifelong career.

Ongoing Construction on the Baltimore Beltway

If you frequently drive the Baltimore Beltway, you are probably already familiar with the ongoing road construction at Quarantine Road. The bridge deck resurfacing project is estimated to be completed by December 2012. The work, which includes five-month lane closures from August to December, will remove and replace the existing concrete deck surface, roadway joints and concrete barrier walls. The project also will improve roadway drainage and provide cleaning and repainting the structural steel on the bridge that crosses over I-695.



What can drivers expect? According to the Maryland Transportation Authority, driver should be prepared for continuous delays in and around the work zone lasting until December 2012. Travel lanes on the Quarantine Road bridge will be reduced from two 11-foot lanes to one 13-foot lane in each direction until December 2012. No trucks over 11 feet wide will be permitted on the Quarantine Road bridge. Bridge construction will result in shifts in traffic patterns throughout the project duration. For more information regarding this project, you can visit the Maryland Transportation Authority's website: mdta.maryland.gov.

Fleetpro Certification & Training Program

Below are the Fleetpro employees who have successfully completed components in our training program within the last 90 days. Congratulations!

Starli Mostafa	FHWA Appendix G
Leonard Wheatley	COMAR 11.22
Sheila O'Neal	FHWA 396, CVSA
Bryan Terry	FHWA Appendix G
Telion Johnson	FHWA Appendix G
Marc Bowlby	FHWA Appendix G
Domingo Tolentino	CVSA
Edner Hernandez	CVSA
Zewdu Alemu	CVSA
Ahmed Adem Ali	CVSA
Teklemariam Ogbagabir	CVSA, Appendix G
Eric Henry	Appendix G
Baltazar Gonzalez	Appendix G
Cleveland Marby	Appendix G
Ernest Ngonga	Appendix G
Marquette Coleman	Appendix G
Michelle Tobias	Appendix G
Slavko Lojanica	FHWA 396
Rolando Manalo	FHWA 396
Mailin Diaz	FHWA 396, CVSA
Hassan Becxy	FHWA 396
Donnie Hamilton	FHWA 396
Zein Hamed	FHWA 396
Tom Hill	COMAR 11.22
Rolando Gonzalez	FHWA 396
Jorge Quijano	CVSA, FHWA 396

"You Gotta Have Friends!"

Fleetpro has joined the social media revolution! Friend us on Facebook to get regular posts about our business, customers, as well as interesting articles and useful information about the fleet industry. You can also connect with Fleetpro by following us on LinkedIn.

LinkedIn 



Visit our website www.fleetpro.com for links to our social media pages.

Fleetpro Team Birthdays

OCTOBER

Marquette Coleman	October 22
Roland Manalo	October 23
Sylvester Farmer	October 26

NOVEMBER

Tesfaye Tenagne	November 1
Kathy Reich	November 2
Jonathan Epps	November 11
Angel Ulanday	November 20
Ali Ahmed	November 21
Edner Hernandez	November 21

DECEMBER

David Burt	December 1
Jorge Meyzen	December 9
William Neely	December 20
Don Eaton	December 27



Fall Car Care

Fall is the perfect time of year to get your car ready for the challenges of colder weather and winter weather that are months ahead of us.



Whether you do it yourself or take your car to a professional service technician, the Car Care Council recommends 10 basic maintenance procedures to keep your car operating at its best:

1. Check all fluids, including engine oil, power steering, brake and transmission as well as windshield washer solvent and antifreeze/coolant.
2. Check the hoses and belts to make sure they are not cracked, brittle, frayed, loose or showing signs of excessive wear.
3. Check the battery and replace if necessary. Make sure that the connections are clean, tight, and corrosion-free.
4. Check the brake system annually and have the brake linings, rotors, and drums inspected at each oil change.
5. Inspect the exhaust system for leaks, damage and broken supports or hangers if there is an unusual noise. Exhaust leaks can be dangerous and must be corrected without delay.
6. Schedule a tune-up to help the engine deliver the best balance of power and fuel economy and produce the lowest level of emissions.
7. Check the HVAC system as proper heating and cooling performance is critical for interior comfort and for safety reasons such as defrosting.
8. Inspect the steering and suspension system annually including shock absorbers, struts, and chassis parts such as ball joints, tie rod ends and other related components.
9. Check the tires, including tire pressure and tread. Uneven wear indicates a need for wheel alignment. Tires should also be checked for bulges and bald spots.
10. Check the wipers and lighting so that you can see and be seen. Check that all exterior and interior lighting is working properly and replace worn wiper blades so you can see clearly when driving during precipitation.

For more tips and information, please visit www.carcare.org.

The Fleetpro Family Continues to Grow

Since 1982, Fleetpro has been continuously growing, adding more and more businesses and organizations to our list of customers. We are also fortunate to welcome and recognize some new members to our staff as well.

Sheila O'Neal

Originally from the Bay Area, California, Sheila moved to Maryland to attend Goucher College, where she graduated in 2011 with a BA in Women's Studies and Sociology. Sheila began an internship with Fleetpro's Human Resources Department in February 2012 and in July was hired full time. Sheila's responsibilities include: recruiting and staffing, training, benefits enrollment, and employee relations. She is currently working toward her Professional Human Resources Certification (PHR). Even though she is a Steelers fan, she has been welcomed by our Baltimore office staff. Sheila loves international travel, and lists Japan and Greece as some of her favorite places she has traveled to.



Roadcheck 2012 Results

In June 2012, the Commercial Vehicle Safety Alliance (CVSA) member jurisdictions conducted a record 74,072 truck and bus inspections during the 25th Annual Roadcheck, a commercial vehicle safety enforcement and outreach event. Of those inspections, 48,815 were North American Standard Level 1 inspections - the most comprehensive roadside inspection, of which 22.4% of vehicles and 3.9% of drivers were placed out of service. These vehicle and driver Out of Service rates for Level 1 inspections represent the second lowest achieved in 25 years, continuing its successful historic trend downward.



Roadcheck 2012 emphasized special attention toward brake systems and hours-of-service, the top ranking violation categories for vehicles and drivers, respectively.

CVSA Press Release: Proper Brake Maintenance is the Best Defense Against Brake Violations

Year after year, inadequate or improper brake maintenance is the leading reason for vehicles to be placed out of service during Brake Safety Week, CVSA's annual safety enforcement and education campaign focused on commercial truck and bus braking systems. Representing approximately half of all out of service violations, brake-related maintenance issues are predominantly a result of lack of awareness or proper training for maintenance personnel, drivers and motor carrier fleet personnel in general.

During this year's Brake Safety Week September 9-15—particular attention was paid to braking systems, and inspectors across North America participate to enforce the safety regulations and educate drivers, maintenance personnel, and other fleet personnel through numerous efforts coordinated by federal, state and local agencies and industry.

A few jurisdictions are equipped with enforcement technologies, such as infrared imaging cameras and performance-based brake testers (PBBTs), to assist them with identifying less obvious brake issues on vehicles. Infrared cameras can be used to spot individual wheel ends that are especially hot or especially cold, in comparison to the rest of the vehicle, suggesting the possibility that a brake at one wheel is working too hard or not hard enough. PBBTs, meanwhile, are used to directly measure brake force available on the vehicle. They are useful tools inspectors can use to quickly identify a poorly braked vehicle or even single wheel end.

CVSA is an international not-for-profit organization comprised of local, state, provincial, territorial and federal motor carrier safety officials and industry representatives from the United States, Canada and Mexico. Their mission is to promote commercial motor vehicle safety and security by providing leadership to enforcement, industry and policy makers. The Alliance actively monitors, evaluates, and identifies solutions to potentially unsafe transportation processes and procedures related to driver and vehicle safety requirements most often associated with commercial motor vehicle crashes. In addition, CVSA has several hundred associate members who are committed to helping the Alliance achieve its goals; uniformity, compatibility and reciprocity of commercial vehicle inspections, and enforcement activities throughout North America by individuals dedicated to highway safety and security. **For more on CVSA, visit www.cvsa.org.**



Fleetpro technician performs a brake measurement.

CVSA Safety Tips



What is Out-Of-Service Criteria? A vehicle is given an out-of-service status if there is a safety violation that represents an imminent hazard. The vehicle cannot continue to operate until necessary repairs are made and the condition is fixed. Out-Of-Service criteria can be driver, vehicle or load specific. In North America, Out-Of-Service criteria is created based on a time-tested process which includes case law and legislation.

The most common critical vehicle inspection items include:

Brake systems | Coupling devices | Exhaust systems | Frames | Windshield wipers | Fuel systems | Lights
Securement of cargo | Steering mechanisms | Suspensions | Tires, wheels, rims and hubs | Van & open-top trailer bodies

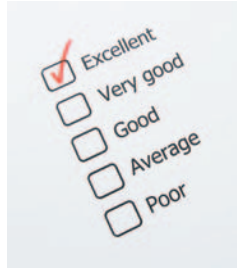
CVSA offers the following safety tips:

Pre-inspect the condition of your vehicle before you drive and check for load securement • Obey speed limits and traffic signs
Buckle Up • Slow down in bad weather and in construction zones • Maintain a safe following distance • Check your mirrors
Make only safe and necessary lane changes • Focus on your driving and avoid or minimize in-truck distractions
Never drive under the influence • Always get enough sleep.

For a complete driver's checklist or for more information about the Commercial Vehicle Safety Alliance, visit www.cvsa.org.

Customer Satisfaction Survey

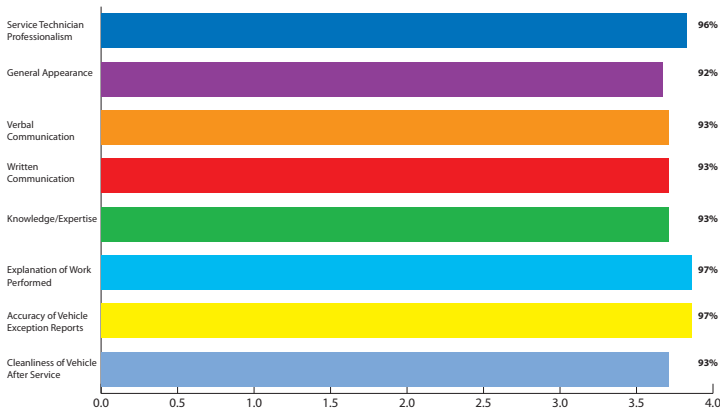
In August, Fleetpro sent out our Customer Satisfaction Survey. To our customers who have completed this survey, thank you for your feedback! It is important for us to check in with our customers and get information on how we can improve your service experience with us. If you haven't taken our survey yet, you can find the link on our website, www.fleetpro.com. The survey takes about 10 minutes to complete. We appreciate your feedback and input.



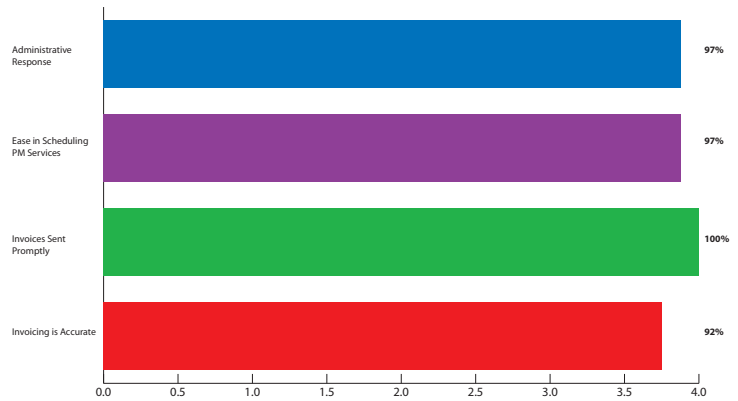
Current Survey Results

Our customer satisfaction survey asks customers to rate Fleetpro in three categories: Service Technician Satisfaction, Administrative Responsiveness, and Account Management and Customer Service. We asked customers to rate Fleetpro on a scale of 1 - 4, where 1 was "satisfaction completely below expectation" and 4 was "satisfaction completely exceeds expectation." Our technicians received an average rating of 94% in overall customer satisfaction. Our administrative team received an average rating of 97% in overall customer satisfaction, and our customer service / account management received an average rating of 95% in overall customer satisfaction. The graphs that follow show the breakdown of those ratings. The fourth graph shows how current customers rate their overall satisfaction with the value of Fleetpro's services.

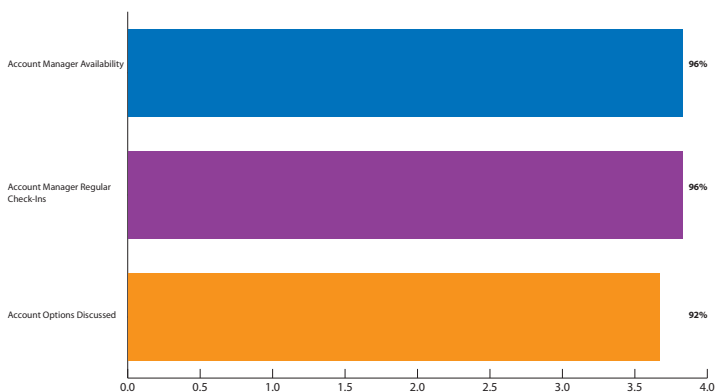
Service Technician Satisfaction



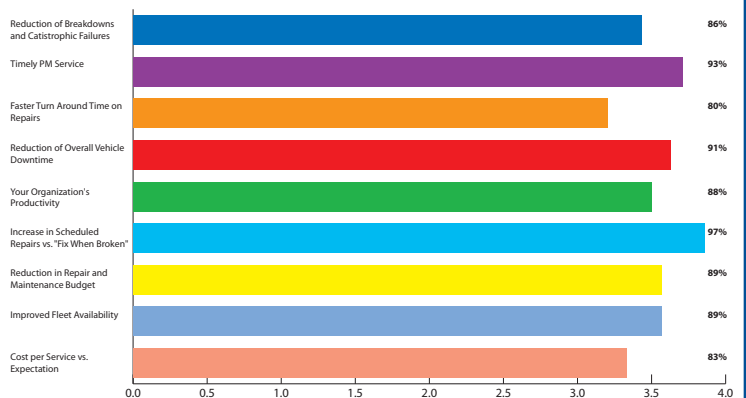
Administrative Responsiveness



Account Management / Customer Service



Overall Satisfaction Based on Value



Fleetpro Welcomes Our Newest Customers!



Devere Insulation, Liberty Insulation



Since 1987, DeVere Insulation has become Maryland's Largest Independent Insulation Contractor, serving Maryland, parts of Pennsylvania, West Virginia and the lower Eastern Shore. The Devere team specializes in insulation -

residential, commercial, and retrofit applications. Fleetpro is happy to welcome DeVere's York, PA and Delaware locations to our growing list of customers!

PCM Services

Since 1992, PCM has provided a full spectrum of high quality facilities maintenance services to commercial properties in the Washington-Baltimore region. PCM has skill and experience in asphalt, concrete, painting/flooring, masonry restoration and electrical work.



Utility Construction Services



Utility Lines Construction Services is the primary contractor for a national transmission company, specializing in operating and maintaining all electrical transmission assets. Their work

includes substation operation, maintenance, and construction, relay operations and testing, steel tower inspections, emergency restoration, and more.

American Red Cross

The American Red Cross exists to provide compassionate care to those in need. The Red Cross has a mission of preventing and relieving suffering around the world through disaster relief, supporting the America's military families, blood donations, health and safety services and international services.



Bradco Supply

Ranked as one of the nation's largest distributors of building materials, Bradco Supply is committed to providing contractors and builders with quality products, competitive prices and the best customer service in the industry. Today, Bradco has annual sales in excess of \$1.7 Billion and serves both the commercial and residential building sectors from more than 130 locations throughout 29 states.

