

November 2003

A monthly publication for all Saia employees

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**Eight Houston Region Drivers Have Driven 26 Million Miles Combined Without An Accident**

Can you answer this question? Who has driven safely (no accidents) in combined miles equivalent to:

- > 54 trips to the moon — AND BACK
- > 1,045 trips around the world
- > 6,875 trips across the United States

The answer: Eight Saia drivers have driven 26,125,000 miles collectively without an accident.

But another amazing part of this phenomenon is, they are all from the same region — the Houston region (four of them from LAF, and three from the HST terminal, and one from LKC.)

The eight multi-million safe mile drivers are:

Region	Terminal	Classification	Name	Years	Safe Miles
HST	HST	Line	Ambrose Bolton	29	3,625,000
HST	HST	City	Royce D. Johnson	29	3,625,000
HST	LAF	Line	Wonest Decuir Sr.	28	3,500,000
HST	HST	Line	Paul Roland	27	3,375,000
HST	LAF	Line	Larry R. Smith	25	3,125,000
HST	LKC	City	Clifford A. Sullivan	25	3,125,000
HST	LAF	Line	Kirk Guillotte	24	3,000,000
HST	LAF	City	Joseph G. Doucet	22	2,750,000

The eight drivers have a combined total of 209 years of working with Saia. And, as you can see in the chart, seven of the eight have driven more than 3 million miles without an accident.

“I think this is a remarkable achievement and each one of these drivers are to be congratulated for what they have accomplished during their tenure with the company,” said Saia President and CEO Rick O’Dell. “I am proud to be associated with this distinguished group.”

As a part of Saia’s new safety initiative, rings with up to three diamonds, jackets, pins and certificates are presented to drivers depending on their level of achievement.

Saia has 446 drivers who have exceeded the million mile mark with no accidents. A total of 66 terminals have at least one driver who has driven a million miles safely.

Terminals leading the company with the most drivers having met the million-mile mark are:

- NOL – 43 SPT – 22 HST – 16 TUL – 14
- ATL – 29 DLS – 21 JKX – 16 TPA – 12
- MPS – 23 BHM – 19 LAF – 15 MON, OKC, and TUP each had 11

Saia Director of Safety Phil Jennings believes these results are quite an achievement on the part of Saia drivers. “Many of these drivers have 25 years or more of service with the company.”



Ambrose Bolton



Royce Johnson



Wonest Decuir



Paul Roland



Larry R. Smith



Clifford Sullivan



Kirk Guillotte



Joseph Douce

**Yandle, Hebert, Ferguson Attend Loss Prevention Conference Meet**



Sonny Yandle and Kristi Hebert are shown at the LPC meeting in Atlanta

A. R. “Sonny” Yandle, director of loss claim prevention for Saia, and Kristi Hebert, manager of claims, and Saia Insurance Director John Ferguson, all of the Houma General Office, (HGO) were in Atlanta, GA late last month participating in the Loss Prevention Conference (LPC) fall meeting.

Yandle is president of the organization, and presided over the meeting. Kristi is program chair. Ferguson was a scheduled guest speaker for the meeting, which is sponsored by Southern Motor Carriers (SMC3).

Transportation professionals from throughout North America attend LPC meetings, which are held twice each year. LPC has provided freight loss and damage training sessions for more than 50 years. The sessions are designed for shippers, carriers and the general public

The meeting in Atlanta featured 13 hours of educational presentations, discussions and networking opportunities with the nation’s leading professionals. “We are confident that you won’t find a better environment to improve your transportation and lost claim prevention knowledge than at an LPC meeting,” said Yandle.

# Benefits Corner



## Health Plan Update

By John Ferguson – Director of Insurance

*By the time you read this our employee quarterly meetings will have been completed and everyone will be aware of the new PPO health plan.*

We are very excited about the plan enhancements which include a 24-hour Nurse Line and an EAP (Employee Assistance Program). Our TPA (third party administrator) for claim processing will be UnitedHealthcare and we will utilize their network of providers, hospitals and pharmacy formulary called the "Preferred Drug List" on January 1, 2004.

Here are a few highlights:

- ID cards should arrive before the end of December
- Log on to [www.uhc.com](http://www.uhc.com) to see if your current provider is a member of the UHC network. Click on "Find a Physician" and select the product "UHC Choice Plus."
- Transition Care – If you are currently under treatment for a serious health condition and your physician is not a UHC network provider, it may be possible to continue treatment with that provider. Call UHC at 1-866-873-3903 for details.
- After January 1, 2004, you can sign up for the personalized website at [www.myuhc.com](http://www.myuhc.com) which brings important health information directly to you.
- The final 2004 Preferred Drug List is not available at this time but a preliminary PDL is viewable on [www.365wellstreet.com](http://www.365wellstreet.com)

Beginning 1 Jan. 2004, the final PDL will be listed on [www.myuhc.com/pharmacy](http://www.myuhc.com/pharmacy). If you are currently taking medications, it would be a good idea to check the PDL and see if it is listed. If not you can speak with your physician regarding a change and don't forget to explore the possibility of saving money by using generic substitutes.

If you have questions please use the UHC hotline number in your enrollment packet, or call the HGO insurance department for assistance.

## Wireless Project Implemented At A Total Of 20 Saia Terminals

*The wireless pickup and delivery dispatch system using Nextel phones/radios is continuing to be implemented at locations around the company.*

Director of Process Development, Safety and Training Phil Jennings said a total of 20 terminals now have the capabilities to provide "real time" shipment status information, and a total of 60 percent of the company is expected to be on the system by the end of this year. The project will be implemented company wide by this time next year.

Two large terminals, Dallas and Houston, TX will be added in January bringing to 70 percent the number of city drivers that will be using the system.

The twenty terminals currently using the system are: Athens, Atlanta, Charlotte, Chattanooga, Denver, Fontana, Greensboro, Huntsville, Jacksonville, Los Angeles, Memphis, New Orleans, Nashville, Oklahoma City, Orlando, Portland, Phoenix, Seattle, Tampa and Tulsa. This represents approximately 40 percent of the company's city drivers.

Features of the new system will allow drivers to record information, input delivery signatures and input pickup information such as pro-number, the number of pieces, weight and destination of freight.

"When fully executed, the system will provide cost-effective technology that provides tremendous benefits to our employees and customers," said Saia President and CEO Rick O'Dell.

## Have You Been Wanting A Shirt With A Saia Logo On It?

Saia is proud to announce a new logo merchandise program, offered under a partnership program with the Springboard Company of Tampa, FL.

Springboard is offering Saia employees the opportunity to purchase items with the Saia logo embroidered, according to Vice President of Marketing and Customer Service Sally Buchholz.

"Springboard, like Saia, maintains a reputation for high quality products and services, timely delivery and creative assistance, while adhering to high professional standards," said Buchholz.

Each terminal location has a printed booklet of logo merchandise, along with order forms. These booklets can be found in break room areas. Or, employees may visit the Saia company

store at <http://saia.promoshop.com>.

Upon accessing the site, you will see the variety of shirts, sweaters and hats available for purchase. There are a variety of wearable items offered to you.

Also available online and in the booklet are prices, sizes and colors that are offered for each item.

For general information regarding the store, contact the marketing department at the Atlanta Corporate Office, extension 4074. Or

## Flags and Banners Presented To Charlotte, Knoxville and Dothan

During the Saia annual conference in January, three terminal locations from each company terminal group: the large, medium and small, were presented flags and banners in recognition for leading the company in field revenue growth.

President and CEO Rick O'Dell announced that terminals that led the company in field revenue during the year would receive the flags and banners to be proudly displayed at those terminals. The flags and banners move from terminal to terminal based on the best percentages of field growth.

The first three terminals to receive the honors (presented during the annual conference) were Los Angeles, Roanoke and Jonesboro. Next, the banners and flags were presented to Atlanta, Roanoke (for the second time) and Tupelo.

During the second quarter, the flags and banners went to Fontana, Victoria and Jonesboro (for the second time.)

Third quarter winners announced recently and receiving honors were Charlotte, Knoxville and Dothan.

Flags and banners will be sent to the winning terminals for the fourth quarter. Each terminal vies for the honor to win. Will your terminal be next?



### Proud To Have Saia Flag

Knoxville terminal employees stand in front of the Saia flag presented to them earlier this month for field revenue growth. Shown in the photo are, from left, Terminal Manager Al Jackson, Ernie Joyce, David Davidson, Vicki Howland, Joe Bailey, Arthur Clayton, (back row), Neil Denton, Mickey Campbell, Roy Allen, David McDonald, Rick Lee and Chris Howard.

## Employee Meetings Are Held

*Fourth quarter employee meetings were held throughout the Saia system in early November, as employees were given updates on company news and information.*

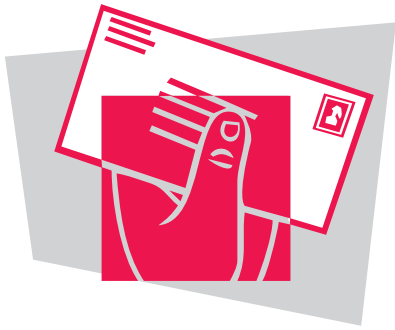
Employees heard updates on Customer Service Indicator comparisons from third quarter of last year to third quarter of this year and goal; a financial update on third quarter comparisons; how we are doing in productivity and safety and the announcement of the selection of our new health care provider.

If you missed the meeting or have questions about the presentation, please check with your office or terminal manager for an update.

### Our Mission Statement

**Provide the best in class regional service defined by our Customer Service Indicators with cost-effective processes in an environment that respects employees and recognizes excellence.**

# Letters



Tom George  
BHM Terminal Manager

I would like to express my appreciation for all the help that I have received from **Mike Sanders**, operations clerk, at your Birmingham, AL terminal. Mike has represented your company with the utmost integrity and customer service that I find rare.

Mike has always gone that extra mile to help our company with any problems that might arise. I hope that Saia realizes what you have in this "five-star" customer service representative.

I am sure that I'm not the only customer that feels this way about Mike. I write you this simply because I believe in making sure that a tremendous job does not go unnoticed.

Sincerely,  
Billy Vaughn  
Miller Wire Works, Inc.

*(Editor's Note: The following information was relayed to us from the safety department who received this telephone call.)*

E.J. Ratford, New York, was driving close to a Saia truck around 5:30 a.m. in Albany, GA. Mr. Ratford said that a car pulled out in front of the Saia truck, which was pulling two pup trailers. The caller said he didn't know how our driver was able to avoid an accident and not turn over. But the driver did a great job and kept it under control. Mr. Ratford wanted to commend the Saia driver, **Bobby Hill**, Tifton, line haul, for his excellent skills behind the wheel. Mr. Ratford commented that we must hire good drivers. When Mr. Hill was contacted, he was modest and said other drivers around him did a good job, too.

Scott Ware  
Manager, Capacity  
Utilization, ACO

Mr. Ware:

I own a business and I always compliment people when I think they are deserving of recognition. I want to let you know that your driver, (DLS City Driver **Michael Hicks**) who handles the Datar Corporation account, is so pleasant when he comes here. He goes the extra mile, and it is always nice to have a person visit our office that is as pleasant as Michael.

Thank you.

Faith Saratt  
Datar Corporation  
Heath, TX

Ralph Moore  
ATL Terminal Manager

Recently one of your employees, **Frankie Partin**, ATL OS&D, provided service to us beyond what we expected. Her ability to be organized warrants your attention. Additionally, during a recent period, she was pro-active in providing updates and information.



Frankie Partin

You should be aware of the exemplary work attitude and spirit on behalf of Frankie Partin.

Eldridge Suggs  
President/CEO  
Global DME, Inc.

Carol Surano  
Guaranteed Select Manager

**Lola Murrow**, Saia Select representative, is wonderful. I do not know what I would do without her. I need her in there pitching for us every day of the week. She is a great person with a great personality and I love dealing with her.

Tom Callahan  
National Starch

Rohn Flanders  
Director Information Technology

I wanted to pass along my appreciation for a job well done by

**Richard Henry** (programmer at the ACO) on a recent project. He provided exemplary customer service skills. Thank you very much, Richard.



Richard Henry

Don Fiessinger  
Project Leader  
The Eureka Company

Carla Lebben  
ATL Sales Representative

Your Atlanta City Driver, **John Tucker**, is the best. John always has a great attitude and is willing to help out in any way he can. He displays professionalism and obviously takes pride in his work.

Thank you, John

Bill Harrison  
Warehouse Manager  
Lintech International

*(Editor's Note — Shannon Smith, BGO Customer Service supervisor, received a phone call last month from a customer who wanted to make the following comment):*

Sal Catanese, sales manager at ATD American, a company that ships worldwide, said Saia's website is superior to others he has seen. He commented that Saia's Web site is "tremendous" and he was highly impressed.

Catanese delivered freight to Seattle and was able to see all the details of the shipment. He said seeing the CSIs at the bottom was equally as impressive.

## Letters Are Edited

Letters to Saia Directions are edited for length and clarity. The editor strives to preserve the writers' points of view.

## October Customer Service Indicators

Indicator	Goal	Actual
Pick-Up Performance	99.90%	99.30%
On-Time Delivery	97.25%	96.80%
Claims-Free Shipment	99.60%	99.60%
Claims Settled In 30 Days	100.00%	100.00%
POD Turn-Around	99.60%	99.80%
Invoice Accuracy	99.00%	99.30%



## Employee Service Anniversaries, November 2003

### 30 Years

NOL: William Schultz

### 25 Years

HGO: Sandra Zeringue

### 20 Years

FTS: Jody Franks

LRK: Douglas Tosh

PHX: Kenneth Ball

### 15 Years

ATL: Wilmar Green

HGO: Amy Richtersberg

MPS: Carla Irbash

Kimberly Flowers

SPT: Pernell Carter

TUL: Robert Clark

### 10 Years

AQE: Fitzgerald Begay

ATL: Kenneth Brockman

Donald Stevens

GVL: Kenneth Greenfield

HNT: Charles McNary

Gerry Manley

TAL: James Miller

### 5 Years

ACO: Kelly Maddox

ATL: Keith Collins

AUG: Robert Gibbs

BHM: Gregory Brashier

CLT: Kevin Williams

Gary Clark

Scott Hollenbeck

### 5 Years

DLS: Reginald Findlay

Reginald Thompson

HGO: Dian Williams

Debbie Bourg

Connie Durocher

HRL: Roberto Rubalcava

MPS: Latoya Hawkins

NOL: Michael Gilliam

NSH: Kenneth Eldridge

James Rhea

PHX: Michael Evans

SEA: Robert Dohms

WPB: William Brow

# News Briefs



## Madison Named SAC Terminal Manager

Derek Madison has been named Saia Sacramento, CA (SAC) terminal manager, according to Regional Operations and Sales Manager Butch Breneman.

Derek, who has more than six years of industry experience, has served as assistant terminal manager of other major transportation companies.

He graduated from Grambling State University with a degree in history.

Derek and his wife, Shahn, have three sons, Myles, age 6, Ian, age 4 and Travis, age 3.



Derek Madison

## Acosta Named LVS Terminal Manager

Cecil Acosta has been named Las Vegas terminal manager effective immediately, according to California Regional Operations and Sales Manager Butch Breneman.

Cecil, who has more than 30 years of industry experience, has served as operations manager, traffic manager, project manager and terminal manager with other companies.

Cecil, who attended the University of New Mexico, has two sons, Jason, age 27 and Vincent, age 18.



Cecil Acosta

## Steve Harmon Named W&R Coordinator

Saia has a new Weigh and Research (W&R) Coordinator at the Jacksonville, FL terminal, according to W&R Manager Lloyd Rawson.

The new coordinator, Steve Harmon, recently attended training in Atlanta. He began with Smalley in December 1992. Harmon most recently was a dock employee at the Jacksonville terminal. He also has been a city driver and a dock lead man, according to Rawson.

Harmon lives in Jacksonville with his wife, Lisa.



Steve Harmon

## Hawkins Promoted To BND TM/SR

Wayd Hawkins has been promoted to terminal manager/sales representative of the Bend, OR terminal, according to Portland Regional Operations and Sales Manager Trey Mauldin.

Wayd has eight years of industry experience and previously was Saia sales representative and also worked in operations at the Portland, OR terminal.

Wayd and his wife, Tiffany, have two children, Emily, who is five-years-old, and Easton, who is one-year-old. The family will be relocating to Bend in the near future.



Kevin Ehrenberger, left, and Randy Parker, both of the Dallas maintenance shop, show the fifth wheel stands they constructed

## Dallas Maintenance Employees Build Fifth Wheel Stands To Assist Training

Two Dallas maintenance shop employees recently put an idea into action, and the result has been a valuable asset to training employees on the important aspects of the fifth wheel on company tractors.

Randy Parker and Kevin Ehrenberger built four demonstration stands to be used for training. "These two employees provided valuable assistance to training by constructing two sets of stands that hold a full-size fifth wheel," said Phil Jennings, director of process development, safety and training.

Jennings said the two even color-coded the parts to show the working models and how the parts interact. All parts are in working order and can be hooked and unhooked using the demonstration king pin mounted on a handle. "You can even turn the fifth wheels upside down on the stands so we can see how the underside parts work," said Jennings. "These are remarkable items that have been tremendously useful in our training process."

Jennings said that the stands have been used at several terminals to demonstrate the proper hooking procedures. "We are showing our employees what to look for to assure the fifth wheel works, how it is hooked, and how it locks and unlocks.

"A very important aspect we can demonstrate is when the fifth wheel is properly hooked, it cannot come unhooked," said Jennings.

"I very much appreciate the work by Randy and Kevin in putting these stands together. This is a team effort that has been very beneficial to our company," Jennings said.

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