

Ace Relocation  
Systems, Inc.

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### First Quarter convention year quality scores (incomplete)

	PVO Rating	Would you Atlas Again? Y/N
8	4.17	62.07
15	4.51	76.92
25	4.7	94.74
43	4	100
62	4.46	82.61
64	4.64	90.91
66	4.67	100
75	4.45	84.38
96	4.33	66.67

Congratulations to 25, 64  
and 66 so far.

## Heroes in the Field: Crystal McAllister and Crew



Crystal and Erica McAllister

On the morning of Tuesday September 16, a crew left the Ace 43 office in Kent, WA and went to the shipper's residence to begin the pack job. After completing the walk through and bringing all the material in the house, the shipper, Mr. Jacobson, collapsed and hit his head on the coffee table and quit breathing. Crystal McAllister (Atlas Driver 15067) began CPR while the crew – Erica McAllister and David MacKitchan – called 911. Crystal kept doing CPR until medics and sheriff arrived.

Once the shipment was loaded for transport, GM Mike McHugh had the crew secure the residence for Mrs. Jacobson, and transport her in her vehicle to the hospital. At that point he pulled our crew from the job awaiting further direction.

On the following Tuesday, September 23, while Crystal & Erica were packing another customer, the customer mentioned to them that a coworker friend of his was moving recently; while the movers were there he had had a heart attack and they saved him. Our crew informed the customer that they were indeed the ones who had done that.

The next day, while the crew was at the residence, Mr. Jacobson showed up to thank them for what they had done. He said he wouldn't be around if it weren't for them.

Major kudos to Crystal, Erica and David for going above and beyond the call of duty, and for their impeccable representation of Ace Relocation Systems.

*Thank you!*

## Main Street ~ Marketing Director, Craig Morreale

We had an excellent, high-volume summer and are still thankfully very busy as we head into the fall.

Our online reputation coming out of the summer is very good with 4+ stars across the board on both Yelp and Google. That reflects ongoing fantastic work from Opera-

tions in the office and you all on the ground. Thank you for your consistent quality.

These consumer-generated scores are extremely important and have a bearing on almost every single decision that people make to use us or not. So PLEASE keep up the good work out there!

## Frontage Road ~ Mike McHugh and the team at Ace 43



Greetings from the Pacific Northwest and Ace 43, home of the Super Bowl Champion Seattle Seahawks. Like the Seahawks, Ace 43 has strived to win in every adventure we have been faced with and continue to meet any and all challenges head on. This has been evident by receiving the Milt Hill Award this past convention year. As with every branch, we have been truly tested this past summer. I commend all parties involved staff, drivers, crew and warehouse in their dedication to getting the job done.

Ace 43 continues to be the mover of choice by JPPSO North-

west Transportation Office for all their General Staff Officers, DOD Civilian Management and high ranking enlisted members, locally, intrastate and interstate. All of Ace contributes to this success from the PVOs and crew to the CSRs.

Bravo Week was a couple weeks ago and Ace 43 provided all PVOs with meals, Ace logo apparel and the many thanks they deserve for the job they do.

Here at 43 we have been understaffed all summer and plan on filling the open positions this fall to better prepare for next summer and beyond. If you should know of anyone; we are looking for Sales and a Dispatcher.

In closing I want to share with everyone a quote that truly defines Ace Relocations Systems.

While writing this I asked the staff at 43 to provide me input: "Mike, I don't know if this pertains to your article but my comment is that I am amazed how cooperative the Ace van operators are as far as them assisting us when we are over booked. I know for a fact that doesn't happen with other van lines regardless if they are jointly owned or not. It redefines TEAM WORK."

Till next time safe travels, happy holidays and GO HAWKS

## Check Point ~ Speed & Space Management

There are four factors involved in stopping a vehicle:

- \* perception distance;
- \* reaction distance;
- \* brake lag distance; and
- \* braking distance.

Perception distance. Perception distance is the distance a vehicle travels from the time the driver's eyes see a hazard until his/her brain recognizes it. The perception time for an alert driver is 3/4 of a second. At 55 mph this accounts for 60 feet traveled.

Reaction distance. Reaction distance is the distance traveled from the time the driver's brain tells his/her foot to move from the accelerator until his/her foot hits the brake pedal. The average driver has a reaction time of 3/4 of a second. That accounts for 60 feet traveled if the vehicle is going 55 mph.

Brake lag distance. When operating a vehicle with air brakes, it takes about 1/2 second for the mechanical operation to take place.

Braking distance. Braking distance is the distance it takes to stop once the brakes are applied. Braking distance is affected by weight, length, and speed of the vehicle as well as road condition. Remember, a heavy vehicle's components (brakes, tires, springs, etc.) are designed to work best when a vehicle is fully loaded. At 55 mph a heavy vehicle can stop in about 250 to 300 feet. An empty vehicle traveling at the same speed can stop in between 300 and 400 feet.

High speeds increase stopping distances. By slowing down, breaking and stopping distances are reduced. Also, the heavier the vehicle, the more work brakes must do to stop.

**REMINDER FROM KATHY: MOLD ISSUES** If you are delivering or packing a shipment which contains any kind of mold, please call your office immediately and stop your process. We will need pictures as well. DO NOT deliver or pack anything containing Mold. Any questions, please call me directly at: 858-410-2424 — Kathy Fleming

## Check Point ~ Speed & Space Management (cont.)

Safe driving includes managing all space surrounding the vehicle. This includes the space ahead, behind, above, below, and around the vehicle.

Space ahead: The amount of space needed depends on the speed of the vehicle and road conditions. One rule of thumb to follow (in good driving conditions) is to allow one second for each 10 feet of vehicle length at speeds below 40 mph. At greater speeds add an additional second. In poor driving conditions (rain, ice, snow) allow for a greater stopping distance.

Space behind: It is impossible to keep other drivers from following too closely, but there are some things that can be done to make it safer. Stay to the right, slow down, and give the tailgater plenty of chances to pass.

Space to the sides: Commercial motor vehicles often take up most of a lane. There are several things a driver should try to avoid:

- \* don't hug the center line (it becomes very easy to drift across the line into another lane of oncoming traffic);
- \* don't hug the right side of the road (a soft shoulder can cause control problems); and
- \* don't travel alongside other vehicles.

There are two dangers in traveling alongside other vehicles:

- \* another driver may change lanes suddenly turning into the commercial motor vehicle; or
- \* the commercial motor vehicle may be trapped, unable to change lanes.

Drivers also need to keep an eye out for strong winds, especially cross winds. The problem is most prevalent for empty or light trucks. Drivers should try to avoid driving alongside others in this situation.

Space above: Hitting overhead objects is also a danger. Never assume the heights posted on bridges and overpasses are correct. Repaving or packed snow may reduce the clearances since the heights were posted.

The weight of a vehicle's cargo can also change its height. An empty vehicle is higher than a loaded one.

Be aware of how a road is graded. Road grade can cause a high vehicle to tilt, which can be a clearance problem.

If a driver has doubts about whether there is enough overhead space to proceed he/she should take another route.

Space below: It's very easy for a driver to forget the space under his/her vehicle. That space can be very small when the vehicle is heavily loaded. Railroad tracks, dirt roads, and unpaved lots can be a challenge. Slow and steady is the rule in these cases.

### Turning space.

Correct procedures are important when making turns. Because of wide turning and off-tracking, commercial motor vehicles run the risk of hitting other vehicles or objects during turns.

Right turns: When making a right turn, the driver must proceed slowly, giving himself/herself and others time to avoid trouble. The driver needs to keep an eye on the right side of the vehicle assuming that smaller vehicles may try to pass on the right.

Left turns: When executing a left turn the driver needs to make sure the vehicle has reached the center of the intersection before starting the turn. Starting it too soon can lead to off-tracking, causing the left side of the rig to hit another vehicle.

### Speed and road conditions.

Traction is necessary for vehicle control. Certain road conditions reduce traction and lower speeds are necessary.

Ice, snow, rain: A slippery road can increase a vehicle's stopping distance and make turning difficult. In order to stop safely, reduce speed by 1/3 on wet roads and 1/2 on snow covered roads. If the surface is ice, get off the road as soon and as safely possible.

Shady roads: Shady portions of the road can remain slippery for a long time after ice on sunny areas of the road has melted and the pavement is dry.

Bridges: When the temperature drops, bridges can freeze before the road does. If slippery conditions are likely, avoid any change (acceleration or braking) in driving habits while crossing the bridge.

Traffic flow: When in heavy, constantly moving traffic, the safest speed is usually the speed other vehicles are traveling. Vehicles going in the same direction at the same speed are less likely to run into one another.

Curves: Remember that posted speed limits on curves are designed with cars in mind. Hitting a curve with a commercial motor vehicle at the posted speed limit can cause several problems including skidding off the road or vehicle roll over.

# Ace Relocation Systems, Inc.

To earn and maintain customer loyalty by consistently delivering the highest quality experience at every level and every interaction. We will accomplish this with a companywide commitment to top tier service, systems and products.

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Ace Repair: 858-455-5505 — [www.acerelocation.com](http://www.acerelocation.com)

## FROM UNCLE CHUCK'S CORNER

### TOP NEWS:

#### Smooth Operator Award

Mike Smith (Ace-08) 1<sup>st</sup> driver to submit his **60 day Inspection**

#### Driver Highlights: Safe Driving Awards

Rod Knott (Ace-25) **1,350,000 Miles**

Dwight Edwards (Ace-62) **850,000 Miles**

Josh Keihl (Ace-15) **250,000 Miles**

**Congratulations!** Keep up the Safe Driving!

#### Driver Highlights: Gift Awards

Matt Anderson (Ace-08) **300,000 Miles** and a **Watch**

**Congratulations!** Enjoy your Award!

#### Driver Highlights: Diamond Awards

Mike Huchro (Ace-08) **600,000 Miles** and one **Diamond to his Ring**

**Congratulations!** Wear with Pride!

#### Driver Information Updates

Atlas is now sending log corrections by e-mail, in most cases a new log

will need to be submitted, some can be corrected by e-mail such as missing

unit numbers. Send **ALL** corrections to me or Ace Safety for updating

### ROOM FOR IMPROVEMENT NEWS:

#### Rule 4 Administration Fees

Lights-**\$40.00**

Brakes-**\$80.00**

Log Book with OOS-**\$1000.00**

Speeding with Log Book Violation-**\$1000.00**

Last issue I warned about not having any

Late Log Charges, here is for the last 3 months

Delinquent Log Charges-**\$2535.00**

#### **REMINDER**

Rule 4 Revisions

2<sup>nd</sup> Log Book violation in a 24 month period is a **15 day Suspension**

Follow Dan Lammers on Twitter @AceReloPVO

And follow Ace Relocation on Twitter and Facebook



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