



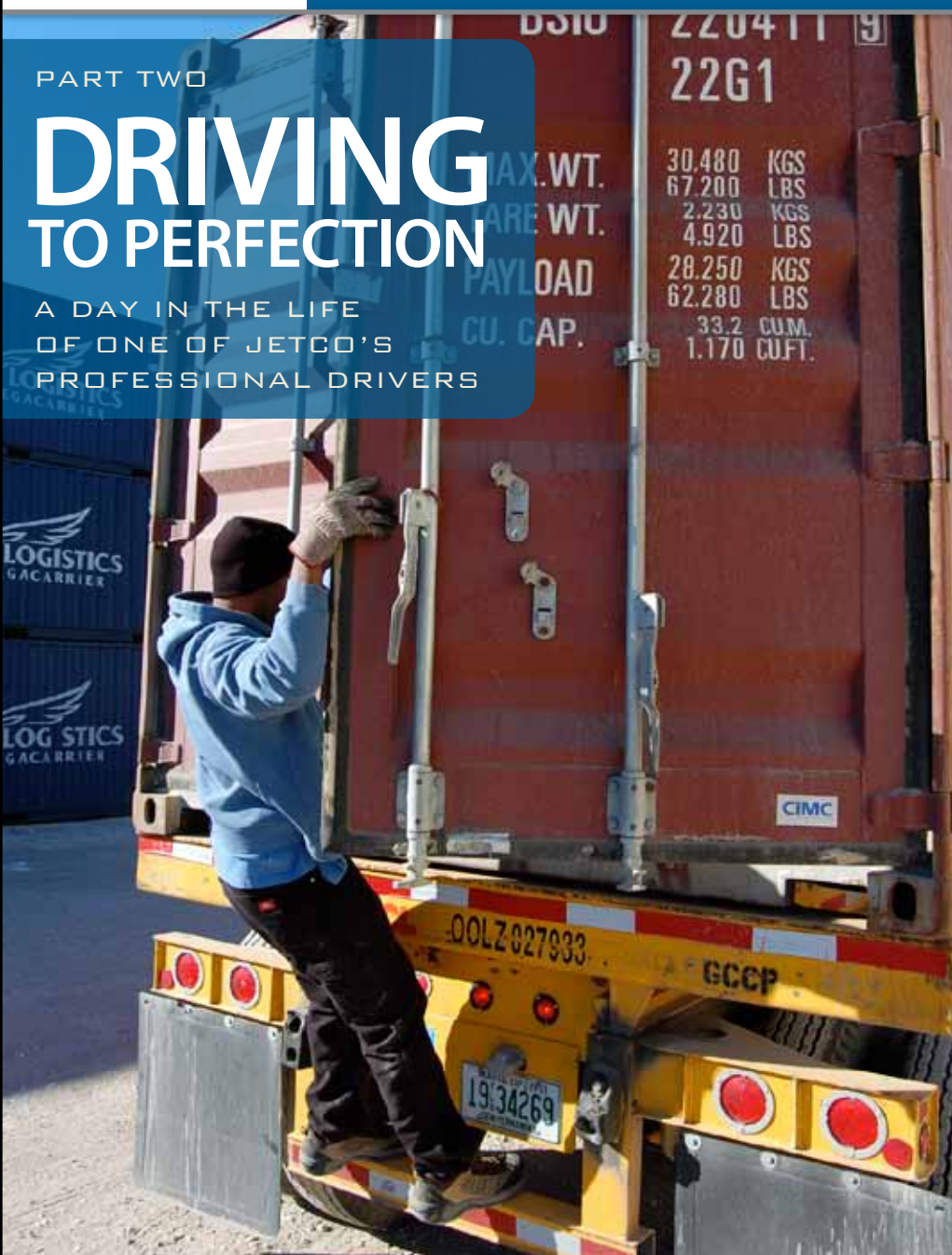
# The Extra Mile

SERVICE. DEPENDABILITY. TRUCKING.

PART TWO

## DRIVING TO PERFECTION

A DAY IN THE LIFE  
OF ONE OF JETCO'S  
PROFESSIONAL DRIVERS



## DRIVING TO PERFECTION EVERY TIME

To ensure that all of our drivers deliver every load safely and on time, here is a checklist that we follow every time:

- 1. Verify weights and dimensions of cargo.
- 2. Ensure cargo is released and ready.
- 3. Detailed pre-trip of truck and trailer.
- 4. Ensure all paperwork is complete (billing references, dock receipts, etc). Special attention required for hazmat
- 5. Review all special handling instructions, i.e., straps only - chains
- 6. Ensure permits, escorts, bucket trucks are in place as needed for out-of-gauge loads.
- 7. Verify piece count.
- 8. Verify cargo for visible damage.
- 9. Ensure "all clear" when pulling in and out of loading facility. Coordinate signals with warehouse and field crews.
- 10. Detailed post-trip of truck and trailer. DO NOT OPERATE until identified problems have been corrected.
- 11. Communicate appointments, cut-offs and shipper/consignee contacts.

By Stephen Hadley

From the earliest time he can recall, Jasson Murray had wanted to be a truck driver.

"When a lot of my friends were playing with little toy cars and trains, I was given toy 18-wheelers, and I imagined what it would be like to drive on the road every day," he recalls.

Trucking has been in Jasson's family for as long as he can remember, and many of his family members are either current or retired truck drivers. Today,

he is one of 3.5 million professional truck drivers working in the U.S., according to the American Trucking Association. In fact, the industry as a whole employs more than 8.7 million people in this country, meaning that one out of every 15 people working in the U.S. is employed by a trucking company.

Riding along with Jasson on a cool, crisp morning late last year, it wasn't hard to see the appeal of a life driven between the lines. While constantly

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Jasson hooks up the tractor to a chassis in the Jetco yard.



Jetco driver Jasson Murray hooks up a chassis to the trailer, at left, and completes paperwork, below.



## Driver

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focused on the activities on the road - paying special attention to passenger cars driven by drivers distracted by phone conversations, text messages and all manner of other behaviors - Jasson recounted his love for trucking and working with customers.

"There is nothing like the freedom that comes with truck driving," he says. "This is a job that constantly keeps me on the move but also allows me to interact with people on a regular basis. It's the only thing I can imagine doing, and I plan to be driving until I can't anymore."

Jasson began working as a truck driver in 1999, and for Jetco in 2008. He primarily is responsible for delivering intermodal shipments, specifically the cargo that arrives either through the Port of Houston terminals or by rail in containers. He says intermodal trucking is an ideal fit for him because it enables him to work as a truck driver close to home and keep normal working hours so he can spend more time with his family, a luxury many long-haul truck drivers don't have.

Still, the work is full of challenges. On this particular day, Jasson navigates his way from one point to the next non-stop for several hours, either picking up a chassis, loading an empty container or transporting it to one of Jetco's clients where it will be filled before it's ready to be picked up again and taken to its next destination.

The only break comes when one of his truck's tires is punctured by a large piece of steel protruding from the ground at a

loading dock. Despite the setback, Jasson is calm under pressure, skillfully fielding calls on his cell phone between the tire repair technician and Jetco's headquarters to ensure that all deliveries remain on schedule.

On-time delivery is increasingly important as the demand for intermodal transport grows throughout the U.S. and the world. According to the Intermodal Association of North America, total domestic volume of intermodal shipments were the highest ever recorded in the fourth quarter of 2010, exceeding 1.6 million loads. As the world slowly recovers from a global economic downturn, the demand for intermodal shipping is expected to increase even more in 2011.

For Jasson, this increased pressure for

intermodal transportation will require him to do his job as efficiently as possible. But his top priority - and the No. 1 concern for every Jetco driver - is to do his job safely. "That's our focus in everything we do," he says. "It doesn't matter how quickly you can go from point to point if you're not doing it safely."

That "Safety First" mantra was evident through the day with Jasson. As he'd enter each facility - whether to pick up or drop off a container comes with years of driving experience. He'd note obstacles I never even saw.

On the region's highways, he was always attentive, so much so that I'd wait to ask questions until we were stopped at a red light or waiting for our next pickup or delivery.

Jasson says that because many passenger car drivers aren't paying attention, it's up to professional truck drivers to be extra cautious to ensure that everyone on the road is protected and that the cargo being hauled arrives unscathed. He takes both responsibilities serious but seems happy for the opportunity.

"I love what I do," Jasson says as we pull into Jetco's headquarters to fuel up his truck. "This is the only job I ever wanted, and I can't see myself doing anything else."

*Stephen Hadley, a former newspaper editor and reporter, is the owner of Houston-based Inkspot Creative.*



**Photo at left:** Jasson and every member of the Jetco team signed this jersey to commit - ZERO is the only measure when it comes to injuries, accidents and preventable service failures.