



A Monthly Newsletter for Saia Employees

May 2004

A monthly publication for all Saia employees

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Kansas City Driver Interviewed By TV, Newspaper At Safety Demo

Four local television stations and The Kansas City Star newspaper interviewed Saia Kansas City City Driver Steve Gercone last month in an American Truck Associations (ATA) safety demonstration at the terminal.

Gercone provided information to reporters on a drivers' "blind spot" as well as emphasizing life-saving highway driving tips as part of the national tour by the ATA's "Share the Road" program. Representatives of the ATA and the Safety and Health Council of Western Missouri, along with SCS Transportation officials, joined the group during the demonstration.

Members of the media were provided with information on safe driving around large trucks, and they were given the opportunity to sit inside of a tractor cab to see what drivers experience. Some also were driven on the highway to demonstrate safety measures.

"It is helpful if motorists will come around the tractor and trailer rather than just riding in one spot beside the trailer," said Gercone. "A



Gercone and SCS Vice President John Burton (center) are shown being interviewed by one of the TV reporters



Gercone (back to camera) helps TV reporter down from Saia tractor during television news interview

motorist should avoid riding for a long length of time in a truck's blind spot. The blind spot on the right runs the length of the trailer and can extend out three lanes. If the motorist is following a truck, and they can't see the driver's face in the truck's side mirrors, then the truck driver can't see the motorist. The motorist should try to leave a 10-car length safety cushion in front of a truck and stay back 20-25 car lengths. Following a truck too closely obscures the driver's view."

Gercone added, "Most drivers were never taught how to share the road safely with trucks. This demonstration will help reduce accidents and we are very appreciative of the local media's concern and coming out to see these important safety measures."

Also featured during the program were Herb MacArthur, Werner Enterprises, who is a member of the ATA's American's Road Team and Kathy Zents, president of the Safety & Health Council of Western Missouri and Kansas, chapter of the National Safety Council.

ATA National Field Director Ellen Serrano coordinated the meeting.

Two Saia Employees Give An Auto To Worker On Their Delivery Route

Saia City Driver Rick Hamm makes more than deliveries when he goes to the Ft. Pierce, FL Tribune. He makes friends, too. And he does it in a big way.

During the past three years as city driver of the West Palm Beach, FL terminal, Hamm has made deliveries to the Tribune two to three times a week. And with each delivery, he almost always talks with the dock manager and chief forklift operator, Mary Elizabeth Thomas.

Eventually the conversation turned to why Ms. Thomas rode a bicycle to work each day. She told Hamm that she had been riding a bicycle to and from work for the past four years. "My old car needed frequent repairs and rarely ran for long, she said, "a reliable car was not in my budget, so I began riding my bike to work." And while she said she enjoyed riding a bicycle, making the trip to work along a very busy stretch of US 1, "is not exactly a pleasure cruise."

So, Hamm had an idea, and just a few weeks ago, Ms. Thomas walked out on the dock to find an incredible surprise waiting for her. Hamm and co-worker William "Fever" Brow showed her to her new transportation — a 1990 Pontiac LeMans LE, five speed. "I was so astounded I could barely speak," she said.

Hamm had decided that a car that belonged to his dad would be a perfect gift for Ms. Thomas. Although it had been damaged in an accident, Hamm and Brow got to work. Brow volunteered to do the work on the car and make repairs. He replaced all the damaged parts and painted them to match the original color.

Ms. Thomas was so thankful for the car, she wrote a letter to Saia President and CEO Rick O'Dell, as a way of thanking Hamm and Brow for their gift. In her letter, she said:



'Fever' Brow, at left, and Rick Hamm, right, with Mary Thomas and the car she now drives

"Rick and Fever would not accept any payment. I know both invested a lot of time and energy in this and wish there was a way to truly thank them. The car runs great and is fun to drive — and all my coworkers say I got the deal of the century. And to me, it is! Just being able to go anywhere I want, bring groceries home from the store or drive to work without worrying about rain or wind or being run over, is a luxury I haven't enjoyed for a long time. Their kindness means the world to me and I wanted to share it with you."

Jacksonville Regional Operations and Sales Manager Paul Peck received a letter as well. When he called the Atlanta Corporate Office to read a portion of the letter Ms. Thomas sent him and responded with, "This is incredible."

From those in the company who have heard this story, they agree.

Chairman's Award Winners Honored By Bert Trucksess

Saia Chairman's Award Winners and their guests were honored during the annual SCS Transportation shareholders meeting in Kansas City, MO last month. Each winner received a trophy, a \$1,000 check and dinner with SCS officials.

The group, which consisted of DLS clerk Wendy Bullock and her husband Burton; JCY City Driver Charles Cowan and fiancé Angela Casteel; ORG City Driver Rob Elmquist and his wife Lori; SPF City Driver Bob Page and his wife Barbara and OCA City Driver Chris Samuel and his wife Kathleen, also toured Kansas City museums and the SCS Transportation office before returning to their homes.

SCS Transportation Chairman, President and CEO Bert Trucksess, members of the SCS Transportation board of directors, Saia President and CEO Rick O'Dell, Jevic President and CEO Paul Kavoris and staff members from SCS Transportation paid tribute to the winners during the annual shareholders meeting. Trucksess introduced each and reviewed the reasons why they were chosen (see last month's Saia Directions.)

The group and their guests toured parts of the city, the town's central shopping area called The Plaza, the Truman Presidential Museum and Library, the Negro League Baseball Museum and the Jazz Museum.

"Each Saia employee was very deserving of their recognition and represented Saia with professionalism," said President Rick O'Dell. "I am proud of the accomplishments of each of our winners," he said.



From left to right, Charles Cowan, Bob Page, Wendy Bullock, Rob Elmquist and Chris Samuel in front of Kansas City museums

Saia Employees Have The Ingredients For Success

Henry Ford knew what it took to be successful. So much so that one of his famous quotes is remembered today. It says: "Coming together is a beginning, staying together is progress, and working together is success."

A number of Saia employees know this saying to be true. And they wanted to share the following stories as examples:

At Boise and Seattle

Chris Knowles, sales representative in the Saia Albuquerque, NM terminal, issued a personal thank you to **Tim Gillespie**, Seattle terminal dock supervisor, and **Flint Waller**, Boise terminal dock supervisor, for their "exceptional service" recently.

Knowles said the two provided valuable assistance to him and a customer in delivering two shipments on a Saturday. "Because of their commitment to our customer and the willingness to go the extra mile, Saia is now the primary freight carrier for MRC," said Knowles. "What this means is that we can expect to see daily shipments from MRC to the Seattle area."

Knowles added, "The single most important



Tim Gillespie



Flint Waller



Shayne Labove



Brad Wilkey



Corey Johns



Todd Pomerence



Pat Michel

shipping need for MRC is on-time delivery. We have done very well with this. Thanks to everyone in these areas for providing assistance in securing this business."

At Yakima

Yakima Terminal Manager Randy Matthews

"**Brad Wilkey**, city driver, jumped in a truck and took an empty to Biggs Junction where he met our line driver. They hooked up his set and went to Hermiston and pulled our other trailer back to Yakima, arriving around noon. Brad then turned around and loaded another trailer and left "for the valley" at 3 p.m.

Corey Johns, Todd Pomerence and Pat Michel were waiting patiently for the return of the trailer from Hermiston and they had all trailers unloaded and loaded and out the door in no time. "I would like for the entire company to know how proud I am of my crew here," he added.

At Lake Charles

Lake Charles Terminal Manager Russell Hanks said City Driver Shayne Labove worked back-to-back weeks in San Antonio, TX. "Shayne drove there on Sunday evening, returning home on Friday. This is a personal sacrifice for him because he is married and has a family. I really appreciate his enthusiasm and dedication. He makes a difference in our efforts to service our customers," Hanks added.

received a call at 4:30 in the morning from one of his line drivers that the driver was out of hours. With two trailers sitting in two different locations that needed delivering, Matthews turned to other members of his terminal team. He relays the following story:

Five Employees Receive President's Recognition Honors

Frank Jackson, CLT leadman, was nominated by CLT Terminal Manager Rod Prevatt. On January 26th, the terminal was closed due to snow, but Frank showed up to see if there was anything he could do to help. He shoveled the sidewalk and secured trailers before he left. On February 6, the city dispatcher resigned and the operations manager worked dispatch, so during February, Frank assumed some of the duties of the supervisor on the 5:00 p.m. to 8:00 p.m. shift. Also, on Feb. 23rd, the first shift switcher called in sick and Frank did the switching. Frank always displays a willing attitude and eagerly completes any assignment or tasks he is given.

Curtis L. Jordan, GRN city driver and leadman, was nominated by GRN operations

manager Patti Ford. On Good Friday the facility was working with a reduced staff. Curtis made his last pick up and was ready to go home when Birmingham Terminal Manager Tom George called to say he had a critical shipment that needed to be delivered 47 miles away. The shipment was for a hospital that was running out of supplies. Without hesitation, Curtis said he would have the supplies delivered to them as soon as possible. He came back to the terminal, called his family, cancelled his plans and delivered the shipment as promised. Curtis is passionate about his work, about his fellow employees and about serving Saia customers.

Erin Stapp, FON clerk, was nominated by FON Terminal manager John Wright. Erin joined

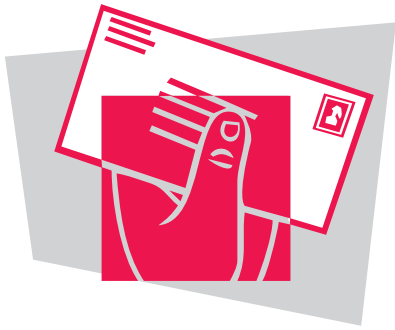
Saia in October 2002, as a part time clerk. She was hired primarily as a driver check-in person, but has taken it upon herself to learn other functions. She assists the dispatcher with late dispatches and fills in wherever needed. Erin has always been willing to come in early, or stay late when the need arises. She is regularly asking if there are additional things she can do to help, or learn. Erin is the type of employee that every manager would like to have on his or her team. And most important, she admits mistakes when they are made, and even leaves notes to let everyone know what happened so that we can recover.

Richard Sykes CLT dock employee was nominated by CLT Terminal Manager Rod Prevatt. Richard also helped out on the outbound

dock during February when the operations manager had to work in city dispatch. Richard kept the dock going without a supervisor for a two-hour period each night. He would assign loads, track hot freight, and answer the phone until the supervisors came in at 8:00 p.m.

Lester Towns Jr., ORG city driver, nominated by ORG Terminal Manager David McNichols. Towns, who has been a city driver with Saia since February 2000, has a great attitude, work ethic and performance and was awarded the extreme performance award at the ORG terminal in March. His bills per hour were 3.18 for the quarter and his stops were 2.23 per hour. He is an individual that has the expertise and intuitiveness for this position, and has shown that he cares about his own performance and those of others at the terminal.

Letters



Rik Crowder
Director, Special Services ACO

I decided to inform you how wonderful it is to work with **Linda Bonanno**, customized service representative for Harte-Hanks. Linda and I have been working together since January 1 of this year, tracking the freight that Harte-Hanks tenders to Saia and resolving any issues regarding freight.

Linda is extremely professional, detailed oriented and relentless in regards to tracking and resolving any issues regarding our freight. We make an excellent team and therefore, both our jobs seem effortless at times and rewarding all of the time. I dread the day when Linda announces she has been promoted to a higher position within Saia and she will have to train her replacement, because in my eyes she can't be replaced.

Until that day comes, I look forward to working with Linda for years to come.

Thank you,

Eugene Thomas
Harte-Hanks

Bob Canty
Regional Manager
LAX Region

On behalf of Rain Bird's Community Involvement Committee, we wish to extend our appreciation to Saia for participating in our 2004 Spring Clothing Drive. The clothing we collected was donated to the Bargain Box in Covina, a thrift store that benefits Citrus Valley Health Partners Hospital and the San Gabriel Valley YWCA's WINGS program.

It's nice to know that you share Rain Bird's commitment to serving our local communities. We particularly want to thank the driver assigned to us, **Frank Navarro**, LAX city driver, who greatly simplified and expedited the job of picking up and delivering the bags and boxes of clothing.

Once again, thanks for your support.

Chris Yancey
Contractor Division
Rain Bird Corporation
Azusa, California

Jim Cox
National Account Executive

After using Saia's Web site for the past two years, I will have to say it is one of the best LTL carrier sites around. When comparing it to other carrier's Web sites, it is way ahead with user-friendly features. I also appreciate

the way the rater screen shows the origin and destination service centers with contact information.

Another key thing is the freight bill review option, which is a great way to correct bills online. I have also had some dealings with **Ginger McElhannon**, marketing coordinator at the ACO, and she has been most helpful on several occasions.

Russell E. Means
Halliburton Energy Services
Group Logistics
Houston, TX

Mark Hamblin
DLS RSM

Just an informal note to let you know how wonderful Dallas Sales Rep. **Amber Pillsbury** is. I feel certain you have employed the right representative to take care of Ecolab. Not only is she very attentive to our needs, she is professional, yet personal, at the same time.



Amber Pillsbury



Sherri Wilkin

Amber is quite a joy to work with. She is definitely an asset to your company as far as

Ecolab is concerned. **Sherri Wilkin** is an excellent assistant as well. Thank you for hiring both of them.

Respectfully and sincerely,

Shannon Rhodes
Ecolab Miller Park
Garland, TX

Russ Boullion
HST Sales Rep

Saia should be very proud to have HST driver **John Willis** representing them. In all the years I have dealt with various company representatives, John goes to the top of that list.

John is always pleasant and concerned regarding drop offs as well as pickups. He makes an extra special effort to keep in touch regarding the timeliness of this drops.

I consider him a major contributor to our continuing success. Please let Saia executives know that we consider "John Willis our Driver of the Year" and that we felt since you always hear when things go wrong, it is nice to know when someone is doing a fabulous job for his company.

Thanks and have a great day.

Maureen Byrnes
DP Electronics, Inc
Katy, TX

To Cindi Bohn
NSH Sales Rep.

I was glad you stopped by yesterday. It really means a lot when you have met the people your doing business with. We have been very happy with the service we have been receiving from Saia. Your driver (city driver **Ben Wade**)

has been very good to work with and the ladies in the office have always taken care of my requests.

Thank you,

Michael G. Gregory
Lowes Millworks 972
White House, TN.

Jennifer Arnold
OKC Sales Rep.

Dave Helmer is Saia terminal manager in Eugene, OR. He recently went out of his way to satisfy a customer with two shipments that had initially been scheduled for return. Dave helped me get one moving and the other one stopped. I know he only did what you would do for me. I want to make certain his boss knows that you and he rock.



Dave Helmer

Thank you for your assistance.

The Stamp Store
Oklahoma City, OK.

Letters Are Edited

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

April Customer Service Indicators

Indicator	Goal	Actual
Pick-Up Performance	99.90%	99.50%
On-Time Delivery	97.50%	96.50%
Claims-Free Shipment	99.60%	99.70%
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, May 2004

25 Years

LAF: Harold Wiltz
Sara Jones

OMA: Jackie Cordell

20 Years

GRI: Donald Van Asperen
NOL: Rickey Andre'
Clark Mareter

15 Years

ACO: Keith Ledford
BIO: Mark Wells
DEN: Jerry Hopkins
JKS: Dick Grannan
LAF: Ronnie Sarrazin
LRK: Ronald Warbington
MBL: George Busbee
MPS: Gary Reed
Michael McLemore
SSX: Kelly Conolly
TUL: Robert Higeons

10 Years

ATL: Michael Hudson
Justin Elliott
DLS: Steven Dougan
Robert Crittenden
EUG: Norman Woods
FTS: Rick Stinebaugh
HAT: Dennis Windham
HGO: Rosie Bergeron
Sandra Harwell
Tammy Piazza
HST: Don Langford
Brenda James
KCY: Randall Thomas
LRK: Danny Hayes
MPS: James Bowles
Steve Harrison
NOL: Alfred Norris
OKC: Donald Dillingham
PDX: Peter Wargo
PHX: Thomas Hodges

10 Years

SDO: Diana Edwards
SPO: Steve Sebert
TUL: Tim Rudrow
YAK: Randy Matthews
5 Years
ACO: Donnie Dean
ATL: Pamela Clark
O'Dell Dalton
Dung Giang
James Waters
Antonio Lea
AUS: Candelario Martinez
DLS: Leontyne Locke
Chad Sports
Charles Mason
Ramiro Ramirez
Patrick Woods
Bobby Hilborn
FAY: Michael Watkins
FON: Felipe Chavira

5 Years

GBO: William Thomas
GVL: Craig Childress
HGO: Wilbert Thomas
HST: Rolando Rodriguez
LAX: Jose Molina
Douglas Arnold
Larry Gonzalez
Carlos Marquez
LCN: Kim Brown
MPS: Kevin Holtham
OMA: Robert Adams
James Clark
Myron Byrd
ORG: Mario Lopez
ORL: Jill Moss
RCM: Roney Thompson
K.T. Treat
SAN: Gilbert Felan
SEA: Alayna Anderson
TAL: Gary Robinson

Benefits Corner



Helpful Hints From Benefits Online

By John Ferguson – Director of Insurance

In this day and age of instant communication and Web sites for almost everything, it is easy to overlook one of the best sources of information for your benefits — the health plan Web site. A key component of Saia's bid process for benefit services is whether a Web site is available for our employees and how "user friendly" it is.

We have made a special effort to insure that our third party administrator (TPA) has a Web site that employees feel at ease when they are using it. Below are some features the site has that I'd like to share with you:

- > myuhc.com is the Web site address of United Healthcare. It has a variety of tabs and "go to" sites that provide a multitude of useful information. You can check on claim submission status, payment made to providers, obtain explanation of benefits (EOBs), find a physician, order and print new ID cards, see a complete list of preferred drugs, and do online mail order for prescription service. A unique cost comparison section is available featuring hospitals, doctors and pharmacies. Health topics and a symptom check page also is provided. Please take advantage of the system, and use the site to become an informed user of your health benefits.
- > Aetna Navigator (aetnnavigator.com) is our old health plan TPA, however, for a limited time you still have access to their Web site and can retrieve EOBs and other claim payment data, provided you were originally registered online .
- > 401k.com is your gateway for Fidelity, which administers Saia's 401k Plan. Not only can you see your account balance, but the quarterly statement can be obtained online if desired. A special section labeled "tools" is particularly helpful in determining your retirement needs. The latest edition of the Stages magazine also is viewable on the site. It contains a wealth of timely retirement planning information.
- > Morgan Keegan (MK) manages the Employee Stock Purchase Plan or ESPP. Their Web address is morgankeegan.com. Once an account number is assigned then MK will send a "Welcome Packet" which contains a client number and a temporary password. Employees can view their account, retrieve a transaction history, receive on-line statements and there is a question section that sends an e-mail to the appropriate MK party to answer an inquiry.

If you have access problems with any of the sites, the contact numbers are: Fidelity – 1-800-835-5095; UHC – 1-888-556-4047 and Morgan Keegan – 1-800-366-7426 ext 5323.

The Saia Corporate Communications Department publishes *Saia Directions* monthly for all Saia employees. Questions about information in this publication may be directed to Eddie Stowe at 770-232-4069. You may also call 1-877-770-SAIA (7242) with story ideas of questions, or fax to 770-232-4064. You also may send your information to EDDSTO on the AS/400 or e-mail to Estowe@saia.com



Reuben Gegenheimer Honored

Saia Vice President of Human Resources Reuben Gegenheimer, left, shown with Saia President and CEO Rick O'Dell, was recognized by SCS President, Chairman and CEO Bert Trucksess during the annual shareholders meeting April 22 in Kansas City, MO. O'Dell and Trucksess presented Gegenheimer with a gift in honor of Gegenheimer's 26 years of service with Saia. Gegenheimer began his career as personnel director with Saia in 1978. From 1986 until 1995, he was director of operations and in 1995, he was named vice president of the Saia Human Resources Department, a position he has held since. Gegenheimer said it was an honor for him to attend the board meeting and be recognized by O'Dell and Trucksess.

News Briefs



Chris Branch Named MON Terminal Manager

Chris Branch, who has been a sales representative with Saia for the past year, has been promoted to terminal manager at the Monroe, LA terminal, according to New Orleans Regional Operations and Sales Manager Murray Parker.

Branch, originally from Minden, LA, graduated from Louisiana Tech University with a degree in Marketing. He has worked in sales for Xerox Corporation for five years, receiving a number of awards.

Branch and his wife, Krissi, have a son, Jack, who is two years old.

Lackey Promoted To Tyler Terminal Manager

Glen Lackey, who has been with Saia for the past year, serving in OS&D and new employee training in Dallas, has been promoted to the Saia Tyler, TX terminal manager effective immediately.

Lackey, who has worked for other transportation companies in the Texas area, serving as an assistant terminal manager, in line haul and as safety manager, has a bachelor of arts degree in business from the University of Texas at Arlington.

He has his wife, Juanita, have four children and the family will be relocating to Tyler in the near future.



Glen Lackey