
TITLE: <u>Weather</u>	DEPT.: <u>Operations</u>
WI#: <u>WI-OPS-042</u>	Author: <u>Chad Hygema</u>
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JOB TITLES: **Operations Manager, Regional Manager, Operations Coordinator, Driver Manager, Customer Service Manager, Customer Service Coordinator, Customer Service Representative**

1. Operations staff monitors weather forecast for our operating area.
2. When bad weather is in the forecast a fleet message is sent to all drivers notifying them of impending inclement weather asking them for extra availability.
3. Suppliers in affected areas are contacted via e-mail and asked to pull loads ahead.
4. GEOTAB is used to monitor the progress of our drivers, identify road closures and delays, and to find alternate routes for our drivers as necessary.
5. STARS is closely monitored for need times and we update STARS with changing ETAs as needed.
6. In addition to updating STARS, a spreadsheet tracking the progress of affected lanes is prepared so that it can be sent periodically, with updates, to FCA analysts at affected plants.
7. As always safety is emphasized with the JTLC driver group during bad weather.

Revision History:
