

April 6, 2010

# Priority News

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## Cleveland DC Now Using ETA Mobile Software Contributors – John Detling & Dan Walter

### Upcoming:

#### April – Anniversary Month

- 30 in 30 Campaign
- All it takes is 30 secs.

#### 2010 AHA Mini-Heart Marathon Volunteers & Contributors (More on this ....4/9/10)

- Geri Rouse
- Arlen Smith
- Jeff Miller
- Jamie Wisman
- Shawn Leighton
- Nathan Reed
- Vickey Gaskins (Greg)
- Julie Thomas
- Jake Thomas
- Mick Thomas
- Debbie Valitutto

### Top of Mind:

#### Service – Superior

Customer Service will be best achieved when we stay committed to two priorities: High Quality Performance & Personal Commitment.

**Efficiency** – We will continually strengthen our performance to ensure better execution.

**Growth** -- We will maintain steady, sustainable, profitable growth for our Customers & our Company.

Below left: Driver #42360, Jeff Hebert along with Dan Walter, General Manager



Above right: John Detling & Mike Smith demo, CLE Omni Wadsworth Drivers

Below left: Driver #4619, Maria Elkins gathers a few pointers from John and Dave



Above right: Dave Castator assists Driver #40359, Don Bolyard

**“Congratulations to the Cleveland Delivery Center -- they have successfully launched the Event Tracking Assistant (ETA) mobile technology to over 190 Independent Contractors, Associates, and Customer Representatives in March and April 2010! This was only possible thanks to the hard, collaborative work of the Cleveland Delivery Center, the Corporate IT Department, 24/7 Customer Support, Cleveland’s Independent Contractor Coordinator (Tonie Willoughby), and the Cleveland Regional Sales Rep (Dan Nutaitis). Special thanks, too, to Cincinnati’s GM, Dave Castator, who volunteered his time and expertise during multiple trips to Cleveland.**

**“The deployment of ETA is a ‘promise kept’ to our customers in that it fits our guiding principles of value creation, superior customer service, continuous improvement, as well as providing a competitive advantage that strengthens our brand in the Midwest market. Watch for more deployments in the near future as we expand the use of ETA into the Columbus and Toledo Delivery Centers.” – John Detling, IT Manager**

**During the transition, Dan Walter, CLE GM, wrote these words of gratitude to 24/7 Customer Support: “I just wanted to say thank you to 24/7 Customer Support for the excellent job in covering the 147 stats Wadsworth set up last night (3/29/10). I know that was a challenge finding the resources and organizing the IC’s to cover the late line haul stats. We appreciate what you do to service this account.”**

**Priority**