

THE ON RAMP

A Monthly Newsletter for Herc Rentals Professional Drivers

Branch Banks on Bestwick's Consistency and Reliability



Whether on 18-wheels or just two, Howard Bestwick lives life on the road.

Driving and riding are just part of what makes Howard Bestwick tick.

When Bestwick's not hauling equipment to or from a jobsite or at the branch, the tractor trailer driver is still bound to the road, usually taming California's twists and turns on his Harley-Davidson Fat Boy, explained Josh Reynolds, the manager at our Indio, CA, branch.

"Howard is one of the most reliable and consistent guys I've come across," Reynolds said. "We've been lucky to have him for over 27 years."

During his near three-decade career as a Herc Rentals driver, Bestwick has not only earned a reputation for being reliable and consistent but also friendly and courteous, Reynolds said.

"He is always willing to answer questions and help new team members. He helps anywhere he can, from new dispatchers learning what will fit on a truck and how long a run will take to new drivers learning how we load. He even offers help finding where some of our agricultural customers more unique drop locations are."

When faced with a challenge, Bestwick takes it head-on, Reynolds explained. "He greets it with a smile and gets to work. His willingness to help makes him a great ambassador to the Herc Rentals brand."

Curb to Curb Coverage

That's what we want to do with this newsletter. Our aim is to highlight our professional drivers, who make our company successful, to share your everyday challenges, and document your accomplishments while reinforcing safety and building a stronger Herc driver community.

But to do all that, we need your input. Do you have a cool tale from the field? If you have items to share, email us at fieldsupportcommunications@hercrentals.com. And please add your name and phone number in case we need to follow up with you.

Las Vegas Driver Mike Johnson Aces Weekend Work

While many people in Las Vegas are busy navigating their way to their favorite card table or slot machine, tractor trailer driver Mike Johnson relies on 14 years of experience to get around traffic and deliver needed equipment to the area's convention centers, mega casinos and jobsites.



It's not the luck of the draw that helps professional driver Mike Johnson navigate the busy streets of Las Vegas. It's experience, knowing the roads and traffic patterns.

"Mike works Saturdays and Sundays," explained Brendan Florian, district manager for Central California and Las Vegas. "He routinely handles requests that come in from the sales reps and management."

Johnson has an innate ability to deftly move around the congested city and tight service alleys on time and with a smile. "He's able to think creatively, prioritize incoming requests versus pre-planned runs, and does a great job communicating with all parties."

Driver Spotlight: Felipe Gutierrez, Carson, CA

What do you drive? Tractor trailer

How long have you been driving for Herc Rentals? Nearly 14 years

What's Your Favorite Part of the Job: "Meeting new customers, the variety of customers and learning about and delivering equipment."

What's a Fun Fact About You: "I love to travel, especially to Mexico."

What's Your Biggest Driving Biggest Pet Peeve: "Running late due to traffic."

What's on Your Radio When You're Driving: "Either a sporting events, a sports program or talk radio."

Felipe Gutierrez became a Class 'A' Driver for Herc Rentals Carson, CA, branch in July 2006 and has been in the equipment hauling industry since 1992. He mentors all the new hires at the Carson branch.

"When there's a situation that requires absolute expertise and someone needs advice on how to handle it, Felipe Gutierrez is the 'go-to' guy for dispatch and other drivers. He's also outstanding at customer service and gets to know the everyday customer as well as our long-term customers. He appreciates the fast-paced daily activity driving offers and is always safe while conducting his business on the road and at the jobsite." – M. Mark Krause, branch manager, Carson, CA.



Professional Driver, Felipe Gutierrez

Driver Offers Helping Hand for Safe Operation of Boom *A Few Extra Minutes Leads to More Rentals*



The extra attention professional driver Clemente Brewer recently gave to a boom lift operator led to the jobsite's foreman ordering two additional booms.

From delivering equipment to California's mountains to jobsites near the beaches of San Diego, tractor trailer driver Clemente Brewer has seen it all in his 21 years at Herc Rentals.

But for Jose Carlos Ceseña, branch manager of our San Diego location, one stands out among all others.

Back when Ceseña was in sales, Clemente was given an assignment to deliver a 125-foot boom to a demolition company in a tactical weapons complex in Campo, CA. As Clemente was unloading the equipment off his truck, the boom lift's operator approached.

"He asked Clemente if he could go over the operation of the equipment," Ceseña said. "The operator was unfamiliar with extending the axles, so Clemente took the extra time to ensure safe customer operation."

The next day, Ceseña received a call from the boom lift operator's boss, the jobsite foreman.

"He told me about all the extra work Clemente put in to make sure the operator was comfortable with the equipment," Ceseña recalled. "After telling me how impressed he was by Clemente, the foreman then ordered two additional 125-foot boom lifts for the same demolition project."

This is a prime example of how a little extra effort and a little more time with our customers can have a long-term beneficial impact for our company, Ceseña said. "I attribute Clemente's excellent customer service to helping us capture the additional rentals and revenue. Great representation of our company and its core belief of servicing the customer to the fullest extent."

Safety Tip:



CMV Driving Tips — Following Too Closely

Following too closely may be defined as, "situations in which one vehicle is following another vehicle so closely that even if the following driver is attentive to the actions of the vehicle ahead, he/she could not avoid a collision in the circumstance when the driver in front brakes suddenly."

In addition to providing enough stopping time, proper following distance allows for more time to make good, well-planned decisions and affords other drivers the opportunity to scan the sides, look far enough ahead, and view the vehicle immediately in front.

TIP #1: Maintain a Safe Following Distance

Large trucks need additional space between vehicles to allow for safe braking and unexpected actions. In crashes, large trucks most often hit the vehicle in front of them.

FACT: If you are driving below 40 mph, you should leave at least one second for every 10 feet of vehicle length. For a typical tractor-trailer, this results in 4 seconds between you and the leading vehicle and 5 seconds for speeds over 40 mph.

TIP #2: Double Your Following Distance in Adverse Conditions

Adjust your following distance to appropriately match weather conditions, road conditions, visibility, and traffic. In emergency conditions, maintaining a safe distance from the vehicle in front of you will allow you to stop safely and/or to take necessary evasive action.

FACT: The average stopping distance for a loaded tractor-trailer traveling at 55 mph (in ideal conditions) is 196 feet, compared with 133 feet for a passenger vehicle.

FACT: Braking distance can be greatly affected by road surfaces, weather conditions such as rain, ice, and snow, or debris.

Paap Proves There's Much More to the Job than Rockin' a Route

Rocklin Paap, affectionately known as "Rocci" by colleagues and customers of the Roseville, CA, branch, continues to inspire all those around him, explained District Manager Jerry Sclater.

"Rocci goes above and beyond to get the job done and exceed customer expectations every day. He's been a great team member in the Sacramento Valley district over the past year by filling in for branches that were short drivers."

Rocci, a tractor trailer driver, is a great brand ambassador when delivering or picking up equipment for our customers.

"We have had numerous calls from customers telling us how much they appreciate his helpfulness and overall pleasantness," adding that Rocci has also been a great help to new drivers in the district. "He lets new drivers job shadow him and drive while he observes and advises."

Paap's also been a big help back at the branch, Sclater said. "He often offers himself up as a sounding board for newer drivers and answers their questions whenever they arise. We are extremely lucky to have Rocci on Team Herc!"



Whether it's filling in for other drivers, spending extra time with customers or helping young drivers become more comfortable in their job duties, professional driver Rocci Paap does it all.

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Bonita Springs, FL 34134

APRIL²⁰²⁰ DRIVER NEWSLETTER

Featuring Our
Professional Drivers
from the West Region

We're always looking for good people and good drivers like you.
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Herc Rentals Tractor Trailer Driver Open Positions:

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POSITION TITLE	LOCATION	RECRUITER
Tractor Trailer Driver	Albuquerque, NM	Brittanie Phelan: 206-247-4484
Tractor Trailer Driver	Augusta, GA	Maya Mungo: 470-498-4820
Tractor Trailer Driver	Austin, TX	Aldo Rodriguez: 832-319-5655
Tractor Trailer Driver	Beaumont, TX	Aldo Rodriguez: 832-319-5655
Tractor Trailer Driver- Night Driver	Burbank, CA	Joshua McEwen: 916-330-6509
Tractor Trailer Driver	Chico, CA	Joshua McEwen: 916-330-6509
Tractor Trailer Driver	Commerce City, CO	Aldo Rodriguez: 832-319-5655
Tractor Trailer Driver	East Point, GA	Maya Mungo: 470-498-4820
Tractor Trailer Driver	Ft. McMurray, AB	Gabrielle Grimblat: 780-400-0946
Tractor Trailer Driver	Greer, SC	Maya Mungo: 470-498-4820

POSITION TITLE	LOCATION	RECRUITER
Tractor Trailer Driver	Henderson, CO	Aldo Rodriguez: 832-319-5655
Tractor Trailer Driver	Henderson, CO	Aldo Rodriguez: 832-319-5655
Tractor Trailer Driver	Norcross, GA	Maya Mungo: 470-498-4820
Tractor Trailer Driver	Oklahoma City, OK	Brittanie Phelan: 206-247-4484
Tractor Trailer Driver	Peoria, AZ	Brittanie Phelan: 206-247-4484
Tractor Trailer Driver	Reading, OH	Tara O'Connor: 973-575-2424
Tractor Trailer Driver	Riviera Beach, FL	Samantha Hall: 239-286-2894
Tractor Trailer Driver- Container	Rohnert Park, CA	Joshua McEwen: 916-330-6509
Tractor Trailer Driver	Santa Maria, CA	Joshua McEwen: 916-330-6509
Tractor Trailer Driver	Westlake, LA	Aldo Rodriguez: 832-319-5655

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