

TRAFFIC PLAN'S OFFICIAL EMPLOYEE PUBLICATION

UNITED



VOL. 16

SPRING INTO ACTION!

As the weather warms and we shake off winter's chill, let's all make a plan to proactively jump in and help others, both on the job and at home.

PARTNERING TO IMPROVE

Spring is the time of warm sun — and with it, increased traffic. Plus, as air temperatures rise, drivers' attentions sometimes wander, music gets turned up louder, and safety in work zones can become more challenging. Add in occasional spring rainstorms, and it's quickly apparent that we need to be extra vigilant to help drivers and pedestrians be more cautious.

Together, let's be ready to spring into action, lending a helping hand when needed, offering support, and being a reliable partner. This includes things like being on time and ready to roll when scheduled, small acts of kindness like offering each other water or snacks, even being a good listener when a coworker wants to talk — it all goes a long way toward building trust and understanding between us.

In our interactions with the public, it should be much the same: Offer information as they ask, be polite, and remember, you're in their neighborhood and should remain, as always, a courteous guest. Drivers may not always be in a great mood as they wait in slowed traffic, but let's make sure we always stay positive and helpful.

SERVE THE COMMUNITY

At home, let's continue our culture of proactivity to help our families, our neighbors, the elderly, and kids to navigate this often fast-paced and stressful world. We encourage you to volunteer, join community organizations, and be a valued neighbor. The Traffic Plan family should always strive to make the world better with safe, trusted, and reliable service, both on the job and at home.

Let's all do our part to spread a little sunshine!

*Carolyn Kiely, President & Executive Director
& Mary Kiely, CEO*



SUPPORTING ONE ANOTHER

We all come to Traffic Plan from different walks of life, with different upbringings and different backgrounds. We have our own life experiences, perspectives, and unique beliefs. And while that may at first seem like it would make for a confusing and chaotic workplace, the opposite is true: It makes us more adaptable, more powerful, and it creates an overall stronger community within our company.

March was Women's History Month. As a women-owned business, we're aware at all times of the contributions our female employees make to Traffic Plan, and of the courageous women who led the way to our modern lifestyle and workforce. From the pioneers who helped tame the frontier to the immigrants who worked in perilous factory conditions, we're standing on the shoulders of those whose strength and tenacity opened doors for the next generations — the women who built the machines that won World War II, the enterprising executives who made inroads into the corporate world, and the leaders around the world who have spoken, and continue to speak, for millions that don't have a voice.

When we acknowledge the incredible contributions women have made to society, we lift each other up. At Traffic Plan, a strong female presence on our field crews, in supervisory positions, and in administrative work brings an energy that creates a more diverse, more welcoming community. Let's remember to support one another and to make our jobs, our lives, and our world a better place — the women who came before us, those who are with us now, and our daughters who will lead in the future deserve nothing less.

Have ideas for how to promote diversity and inclusion at Traffic Plan?
Contact Jessica Carriero at jcarriero@trafficplan.com

NWZAW

BEST PICTURE CONTEST

In honor of National Work Zone Awareness Week (April 15–19, 2024), Traffic Plan is hosting a Best Picture contest. Submit your best job site image spotlighting safety and awareness, and you could win a gift card!

CONTEST RULES & CRITERIA

- ◆ Contest is open to all Traffic Plan employees.
- ◆ Entries must be a job site photo with a caption, and/or any other creative design, highlighting the theme of safety and awareness.
- ◆ Entries must be work appropriate.
- ◆ Entries must be in PDF form (no JPGs or other file formats).
- ◆ Entries will be displayed on Traffic Plan's social media outlets.
- ◆ Only 1 entry per employee, please.

1ST PLACE: \$200

2ND PLACE: \$150

3RD PLACE: \$100

Please email your entry to Maria at mkatsoufis@trafficplan.com by end of day **Monday, April 8, 2024.**



PROGRESS INSTITUTE

UPDATES FROM TRAFFIC PLAN TRAINERS

Keeping all of us as knowledgeable and up-to-date as possible in traffic control matters is of utmost importance here at Traffic Plan. When we're trained in best practices for safety and procedure, we not only understand how to keep our coworkers and the public out of harm's way, but we also provide a better service to our customers and heighten our individual career advancement opportunities.

With spring in full swing and road projects on the rise, there's no better time to take refresher courses and additional training classes, no matter if you're a newer employee or a veteran of Traffic Plan. Talk to your supervisor to learn more!

ADVANCED CREW CHIEF TRAINING

Over the months of November 2023 through January 2024, five classes were held to give 29 employees advanced training in the role of Crew Chief. We will continue to schedule two classes per month.

ADVANCED HIGHWAY TRAINING

We had a hiatus in our Advanced Highway Training over the winter, but moving forward, we will schedule a two-day class every month, beginning in March 2024.

ATSSA 4-YEAR FLAGGER RECERTIFICATION

The American Traffic Safety Services Association requires flaggers to be recertified every four years. This winter, 32 Traffic Plan employees were recertified, ensuring they remain compliant with safety standards.

TRUCK-MOUNTED ATTENUATOR CLASSES

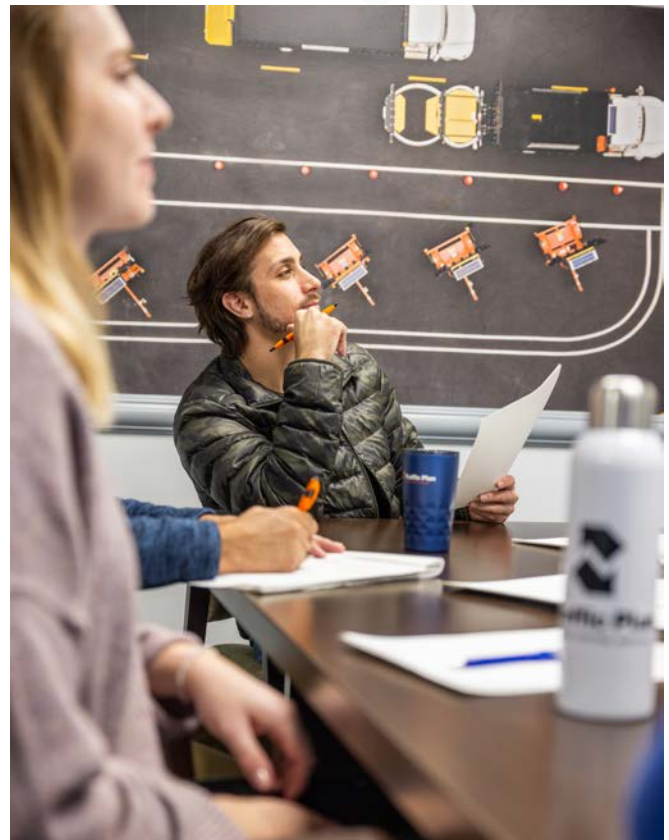
Truck-mounted attenuator classes will begin again this spring, with at least one TMA class scheduled each month.

NEW EMPLOYEE TRAINING

Traffic Plan welcomed 79 new employees this winter, training them over the course of 19 classes. We're always excited to see our team grow, and we're confident this group has a bright future!

CLIENT TRAINING CLASSES

The Progress Institute hosted two client training classes between November and January, training 32 clients of New Jersey American Water. We will continue to schedule future classes as requested by our clients.



STAND & TAKE A BOW

Traffic Plan understands that without our people, we're nothing. We'd like to congratulate the employees who celebrated promotions and work anniversaries in the last quarter of 2023 — let's give them all a round of applause!

1-YEAR ANNIVERSARIES | 2022

ALEXANDER ARBONA
RONALD BELL
MAURICE CARRERO
JOEL CASTRO
DANIEL CHIN
DANIEL FITZPATRICK
TRAVIS FLOWERS
BRIAN FULLERTON
DESIREE GALLAGHER
THOMAS GIMBOR
JEFFREY GOGLAS
TERRENCE GRIFFIN
SHANNON HOTLEN

SAMMY JACKSON
JONATHAN JENKINS
JASMINE LEIGH
DYLAND MAHER
ROBERT MALLOY
KENNETH MANNS
DAVID MICKLE
NICHOLAS MIECZKOWSKI
JESSICA MIRANDA
AHMOD ORE
DEVON PATTERSON
DAMIEN PONDER
GEORGE ROBBINS

JOSHUA SCHANLEY
WAYNE SCOTT
PAUL SMITH
CHRISTIAN TATASCIORE
JAJUAN TAYLOR
MAURICE TERRY
WESLEY TIMMRECK
CROCCIFIXIO TRESON-SMITH
ERIC VENEY
YADIRA VILLANUEVA
PRISCILLA WATFORD
DETRUS WILLIAMS
TATAYIANA YOUNG

5-YEAR ANNIVERSARIES | 2018

RAHAT BEALE
JESSICA BERGIN
CARLOS CARTAGENA LABOY
STEPHEN CITTADINI
LEA HAFNER
JAMES MATHES
CRISTINA MONTANEZ
KEVIN MOON

DANIEL MOYER
MICHAEL MULRAIN JR.
MICHAEL ORANGE
TARA SAMUELS
FERDINAND SEETHALER
KEITH THORNTON
JOSEPH YOUNG

PROMOTIONS

STEPHEN ALBANESE.....DIRECTOR OF BUSINESS DEVELOPMENT & TRAINING
KRISTINA AVILES.....CREW CHIEF
JESSICA CARRIERO.....DIRECTOR OF HUMAN RESOURCES
THOMAS HALL.....REGIONAL SUPERVISOR & TRAINER
LIZBETH HAUGHT.....CREW CHIEF
ROBERT JUNIOR.....CREW CHIEF
ROBERT MALLOY.....CREW CHIEF
CHARLES MORRIS.....CREW CHIEF
JAMES MOUNTCASTLE.....SCHEDULING COORDINATOR
JOHN SUMMONS.....CREW CHIEF
REBECCA WOODSON.....CREW CHIEF



10-YEAR ANNIVERSARY

GREG RADIAN

In 2013, Greg started his career with Traffic Plan as a Technician and moved up to Crew Chief just six months later. The countless friends and memories he's made here since then are a big reason he loves his job, but his favorite part? Helping people and making a positive impact on their lives every day. As Greg looks ahead to the next 10 years, he hopes to continue doing just that — but making an *even bigger and more positive* impact!



YOUR TRAFFIC PLAN 401(K):

INVEST IN YOUR FUTURE!

HELLO, LAUREN. CAN YOU EXPLAIN YOUR FIRM'S SERVICES AND WHAT THEY COST?

My firm serves as the investment advisor to Traffic Plan's 401(k) plan, which means we serve both management and team members as corporate financial advisors. Traffic Plan pays for our services, so team members can engage my firm as often as they like at no cost to them.

On the management side, we work with the 401(k) committee to maintain a healthy 401(k) plan. We ensure its investment options are priced appropriately and its performance aligns with expectations. We also plan how to engage with team members in group meetings.

For all team members, we offer advice and education related not only to using the 401(k) to its maximum potential, but also to improving the rest of their financial lives. We call this financial wellness, and it's a combination of managing both short-term and long-term finances.

THAT'S GREAT. HOW DO YOU ENGAGE WITH OUR TEAM MEMBERS?

We meet with people in groups and individually. Group meetings are offered throughout the year and give us the opportunity to speak broadly about important topics related to the 401(k) and financial wellness.

Individual meetings take many forms: by phone, in Traffic Plan's offices, in our office, or sometimes virtually. Generally, they take about 20–30 minutes, and at the end, we can usually offer concrete advice to enhance a person's financial position. We begin by asking a series of personal finance questions about emergency savings, debt, other retirement savings, long- and short-term goals, and risk tolerance. The information we gather is completely confidential, and it's essential for us to obtain before we can offer good, tailored advice.

WHAT ARE SOME COMMON QUESTIONS PEOPLE ASK?

Some people are afraid to ask questions, but there are no bad questions! We have hosted "all the questions you're afraid to ask" seminars and get a lot of great feedback. Some common ones are:

1. I'm not sure I make enough to contribute. How do I know if and when I should start?

We encourage people to start contributing as soon as they're eligible — assuming they're managing bills, do not have any bad debt, and have adequate emergency savings. You can contribute a percentage or a dollar amount. We recommend a percentage of your salary, as that generally increases over time, but some people prefer to contribute a dollar amount. Also, you can adjust your savings rate throughout the year, unlike semiannual enrollment, which is only offered each January and July.

2. What's a beneficiary? Why is it important?

A beneficiary is the person who receives your 401(k) balance if you die. Adding a beneficiary is one of the most important things you can do, because if you don't have one designated, the state decides what happens to your money after your death. It's easy to designate your beneficiary. All you need is that person's name, Social Security number, and date of birth.

3. What's a Roth 401(k)? Is it a good idea?

A Roth 401(k) is another way to save for retirement and is an option in Traffic Plan's 401(k). The "traditional" approach to saving in a 401(k) is with pre-tax dollars. The money is taxed when you take it out in retirement. Roth contributions are taxed before they go into the 401(k), making them post-tax dollars. The money grows inside of the 401(k) and will never be taxed

Jessica Carriero, Traffic Plan's Director of Human Resources, recently sat down with Lauren Siewert, a CPA and Partner at Mountain Hill Investment Partners, to discuss the services they offer to Traffic Plan team members.

again! It's generally an easy decision for younger people to take advantage of the Roth, because for this strategy, the money needs time to grow, and younger people have plenty of time. For those that are closer to retirement, it could make sense, but it depends on your personal circumstances, and you should call us to help you decide.

4. What happens to my 401(k) if I leave Traffic Plan?

The 401(k) is portable, meaning you can take it with you if you ever leave Traffic Plan. Any contributions you make toward the 401(k) will always be yours and vested 100%.

IS THERE ANYTHING ELSE OUR TEAM MEMBERS SHOULD KNOW?

Individual meetings with Mountain Hill Investment Partners are completely confidential. Also, we are NOT a call center — you will engage with me or another partner of the firm when you reach out. Other employers use the advisory services of a

recordkeeper, which means employees must call an 800 number and speak with someone new each time. This is not the experience you'll have with us.

HOW CAN YOU BE REACHED?

Call me, Lauren Siewert, or any of us at Mountain Hill Investment Partners, using the information below. We are happy to help.

MOUNTAIN HILL INVESTMENT PARTNERS



Mike Meyers

732-291-3338

mikemeyers@mhipartners.com



Lauren Siewert

732-554-1146

laurensiewert@mhipartners.com



Andy Kaiser

732-291-3188

andykaiser@mhipartners.com



FOCUS ON VICTOR CICCOLELLO

HOW LONG HAVE YOU BEEN WITH TRAFFIC PLAN, AND WHAT'S YOUR ROLE?

I have been with Traffic Plan since December of 2019, and I'm now a Crew Chief.

WHAT IS YOUR FAVORITE PART OF YOUR JOB?

I enjoy traveling and seeing all the different areas of the state.

WHAT IS THE MOST CHALLENGING PART?

Following proper procedures while also trying to do exactly what the client's foreman asks of you.

WHAT HAS YOUR CAREER PROGRESSION AT TRAFFIC PLAN LOOKED LIKE SO FAR?

I have made it to Crew Chief and hope to go farther.

WHERE DO YOU SEE YOURSELF AT TRAFFIC PLAN IN THE FUTURE?

I would like to move up into a supervisor position.

ANY ADVICE FOR SOMEONE WHO IS NEW TO THE COMPANY?

I tell all new people to just stick it out. Work hard. Do everything as proper as possible. If you have any questions, don't be afraid to ask. Everybody is here to help you to the best of their abilities.

WHAT DO YOU LIKE TO DO IN YOUR FREE TIME?

I have an autistic son, and I spend all of my free time with him. We like going to amusement parks, zoos, and anything that is science related. When we get a chance, my wife and I will go to Jets games, or Yankees games — whatever we can get tickets for.

WHAT IS A FUN FACT PEOPLE MIGHT BE SURPRISED TO LEARN ABOUT YOU?

I always seem really serious, but I have a warped sense of humor and find a lot of stuff funny.



HOW WOULD YOUR FRIENDS OR FAMILY DESCRIBE YOU?

They've described me as a loving father, a loving husband, and a family man.

WHAT'S A FAVORITE QUOTE OR MOTTO YOU LIVE BY?

I always tell everybody, "Work smarter, not harder."

**IF YOU HAVE ANY QUESTIONS,
DON'T BE AFRAID TO ASK.
EVERYBODY IS HERE TO HELP YOU
TO THE BEST OF THEIR ABILITIES.**



FRANKLY SPEAKING

The phrase “the customer is always right” is one that we’ve all heard before. Mostly, it exists within the service and hospitality industries when unhappy patrons make complaints regarding service, quality, or what may be perceived as unfair treatment. The person receiving the complaint is advised to relent to the customer’s wishes to maintain their satisfaction.

In a way, this submissive behavior relates somewhat to a **de-escalation scenario**. A tense or uncomfortable situation is squelched, and any increase in possible hostility is averted.

How does this align with us as Traffic Plan employees? Well, are we not providing a service to the public? We routinely interact with motorists and pedestrians as we divert their travel pathway for the purpose of protection. And, at times when providing this service, we, too, find ourselves in the unenviable position of dealing with a discontented person.

As traffic control specialists, everything we do is by design. We correctly place and set up the devices implemented for protection, plus effectively alert vehicles and pedestrians to act or maneuver a certain way by communicating with proper visibility, hand signals, eye contact, and possibly even verbal commands.

But doing everything right may not be enough for prevention, especially when a person is hell-bent on getting into a work zone. Our barriers, signs, cones, and more importantly **YOU** will not and cannot stop a rogue vehicle.

However, putting oneself in danger is not a safety mechanism. **Pull back, de-escalate** with that contact or situation. **Attempt to alert downstream personnel** verbally or with whistle or air horn. **But do not physically engage at any point.**

In these instances, it may be difficult not to think that our priority for safety has been compromised. But it has not! We have committed the safety resources necessary, and all options have been exhausted. Job over.

Stay Safe,
Frank Emmons
Traffic Plan Vice President of Operations

If you have any questions or topics you would like to see discussed here, please email me:
FRANKLYSPEAKING@TRAFFICPLAN.COM

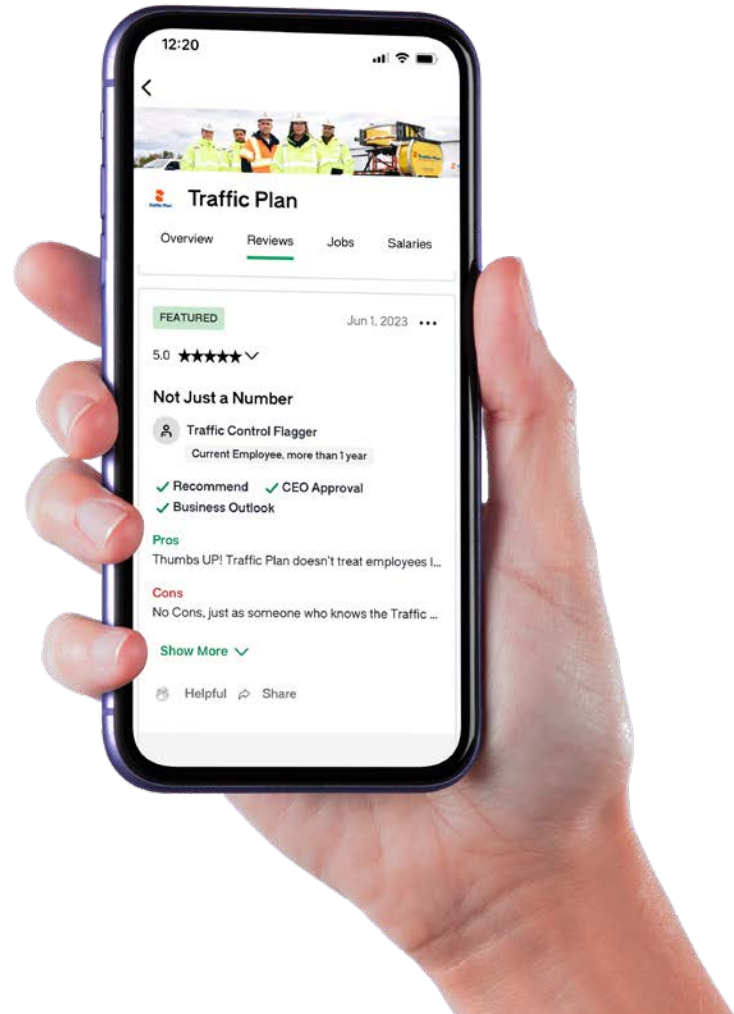
The popular website Glassdoor.com lets employees speak freely and anonymously about their employers — and we're all for it.

As part of the Traffic Plan family, we value your opinion and want you to share it with the world. Your insights into our culture help potential employees get a sense of what it's like to work here, and help us create a better work environment for us all.

Get started by going to Glassdoor.com and creating an account. From there, you'll be able to make your voice heard about Traffic Plan — anonymously. You'll also be able to see what others in our industry are talking about: from benefits and salaries to job security, promotions, and more.

And, you can read reviews from current and former employees, some nice, some...let's call them "passionate." But hey, we're all human, and we know Traffic Plan isn't always the right fit for everyone. Still, every review can be helpful for job seekers thinking of joining us.

If you have advice or insight about your life here at Traffic Plan, be sure to leave a review. You might just inspire your next coworker to apply and join the team!



YES, WE WANT YOU TO LEAVE A GLASSDOOR REVIEW!



TOOLBOX

TALK

DE-ESCALATING WORK ZONE CONFLICT

Proper interpersonal communication with the public is a key component of managing a safe work zone. By doing our jobs controlling traffic, we often alter the path of pedestrians and motorists trying to get from point A to point B. For most, this is just an inconvenience. But others may become irate and create a conflict.

During these rare instances, it is imperative that we manage ourselves professionally, free from anger, annoyance, and irritation. We must avoid escalating the situation — and instead, defuse it before it reaches a point of physical aggression or violence.

Here are five techniques to de-escalate conflict within the work zone:

- 1. Communicate effectively.** Look. Listen. Observe whether your message is being received. Do not agitate the other person by being overly forceful.
- 2. Reduce the intensity.** Calm yourself. Reacting angrily may increase hostility. Understand that you may be dealing with someone in distress.
- 3. Be nonjudgmental.** Recognize cultural differences. Adopt an attitude of empathy. Maintain positive body language.
- 4. NEVER try to physically stop a pedestrian or motor vehicle.** Do not physically attempt to stop by force. Per ATSSA, communicate the hazard by using a certified safety whistle or horn. Develop an escape route. Alert authorities ASAP.
- 5. Contact your supervisor.** If all else fails, pull back. Remove yourself from the situation, and contact your supervisor.



STAY SAFE IN THE WORK ZONE

As traffic control specialists, we are protectors of safety! Installing traffic control devices, early warning signage, and various forms of equipment are at the forefront of our job responsibilities. But, protection cannot be forgotten once these items are installed and the job at hand continues. It is equally as critical to monitor the work zone, traffic patterns, pedestrian traffic, and potential hazards.

Company policy mandates that work site employees position themselves at both ends of the work zone for clear visibility. Once there, remember the following:

- 1. Maintain situational awareness.** Stay focused on your surroundings. Do not become complacent or too comfortable, thinking that nothing out of the norm won't happen. Traffic is unpredictable!
- 2. Stay out of the line of fire.** Do not position yourself in the path of moving vehicles, equipment, or any object under tension.
- 3. Remain visible.** Be seen, but plan an escape route. Maintain proper PPE, including a safety vest and pants, hard hat, protective eyewear, and proper footwear.
- 4. Avoid the actual work area.** Stay away from dig sites, exposed holes, and contractor equipment. Do not position yourself over/under electrical wires.
- 5. Maintain professional conduct.** Attempt to defuse volatile situations. Retreat when possible, and contact your supervisor or proper authorities.

TMA RULES TO LIVE BY

TMA's / shadow vehicles are protection devices. Here are six rules to live by to use them accordingly!

- 1.** Deploy the crash cushion.
- 2.** Illuminate the arrow board with proper signaling.
- 3.** Position the vehicle according to proper RAD (roll ahead distance) specifications.
- 4.** Place the vehicle in the workspace in advance of workers or equipment.
- 5.** Remember your training. Do not expose yourself!
- 6.** Protection, protection, protection. Do not find yourself behind the protection.





TRAFFIC CONTROL SERVICES

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STAY IN THE LOOP ON SOCIAL

FACEBOOK



Follow Traffic Plan on **Facebook** and **Instagram** to see our latest updates, behind-the-scenes photos, and exciting announcements. You may even recognize some familiar faces!

INSTAGRAM

