



Motor Carrier Attachment – AGL Carrier Officials Interview February 6, 2023

Louisville, NY

HWY23FH005

(44 pages)

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of:

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FATAL CRASH OF A FREIGHTLINER BOX
TRUCK & BUS IN LOUISVILLE,
NEW YORK ON JANUARY 28, 2023

Accident No.: HWY23FH005

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Interview of: TONY RAMDASS, Vice President of Operations
Aero Global Logistics

JAKE SHADOAN, Regional Manager,
Mid-Atlantic Operations,
Aero Global Logistics

THOMAS BAGAGLIO, Manager,
New England Network,
Aero Global Logistics

Aero Global Logistics
2983 South Pleasant Valley Road
Winchester, Virginia

Monday,
February 6, 2023

APPEARANCES:

MICHAEL FOX, Senior Highway Accident Investigator
National Transportation Safety Board

RAFAEL MARSHALL, Ph.D., Human Performance Investigator
National Transportation Safety Board

TROOPER BOBBY DAUN
Virginia State Police

DON ORYE, Special Agent
United States Department of Transportation

MARK OESTERLE, President
Motor Carrier Safety Firm (MCSF)
(On behalf of Aero Global Logistics)

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I N T E R V I E W

1
2 MR. FOX: Good morning, everyone. This is Michael Fox,
3 investigator for the National Transportation Safety Board out of
4 Washington, D.C. Today is February the 6th, 2023. We're located
5 at Aero Global Logistics at 2983 South Pleasant Valley Road in
6 Winchester, Virginia. We're investigating a crash that took
7 place in Louisville, New York.

8 And we have the motor carrier and quite a few folks in the
9 room. We're going to go around the room and identify each person.
10 And what I will be asking is that you'll state your name, your
11 title, and spell your last name so that -- and speak loudly so
12 that the microphone can pick you up. So we'll go ahead and we'll
13 start off with Dr. Marshall.

14 DR. MARSHALL: This is Rafael Marshall, M-a-r-s-h-a-l-l. I
15 am the human performance investigator for the National
16 Transportation Safety Board.

17 TROOPER DAUN: Trooper Bobby Daun (ph.) with Virginia State
18 Police, working alongside Federal Motor Carrier Safety
19 Administration compliance investigation.

20 MR. ORYE: Don Orye, special agent, United States Department
21 of Transportation. O-r-y-e.

22 MR. SHADOAN: Jake Shadoan, S-h-a-d-o-a-n, regional manager,
23 Mid-Atlantic operations for Aero Global Logistics.

24 MR. BAGAGLIO: Thomas Bagaglio, B-a-g-a-g-l-i-o, manager for
25 the New England network, Aero Global Logistics.

1 MR. OESTERLE: Mark Oesterle, president of MCSF, LLC,
2 O-e-s-t-e-r-l-e, on retainer to Aero.

3 MR. RAMDASS: Tony Ramdass, VPO for Aero Global Logistics,
4 R-a-m-d-a-s-s.

5 MR. FOX: So, again, good morning. Thank you all for hosting
6 us today. And we're going to be going over a series of questions
7 about your operations. I want to make sure that I say it up front
8 that, you know, on behalf of the National Transportation Safety
9 Board, we're sorry we're here under such circumstances. We have a
10 disaster assistance office that provides counseling services and
11 is a point of contact for grief, you know, remedies and
12 countermeasures. So we can offer that to you upon conclusion of
13 our visit here today.

14 INTERVIEW OF TONY RAMDASS, JAKE SHADOAN, AND THOMAS BAGAGLIO

15 MR. FOX: So can you describe -- I guess, Tony, you'll be the
16 main person to talk about -- describe the history of your company,
17 how you began.

18 MR. RAMDASS: So Aero Global Logistics began October 2013.
19 We started off with two accounts in Boston -- one in Boston and
20 one in New York. Shawn started it, Shawn Shariff, that is.

21 MR. FOX: And who is Shawn?

22 MR. RAMDASS: The owner of Aero Global Logistics.

23 MR. FOX: Does he have a title besides owner?

24 MR. RAMDASS: CEO.

25 MR. FOX: CEO? Okay.

1 MR. RAMDASS: Yeah.

2 MR. FOX: And you had two accounts?

3 MR. RAMDASS: We had two accounts, one in New York, Chrysler,
4 and one in Boston. And these are contracts or routes, so -- I
5 mean, accounts. So every couple of years they go up on bid and
6 you rebid for the accounts, and it depends on who will have the
7 best price and routing are awarded the contracts for X amount of
8 years.

9 MR. FOX: And when you say contracts, what does the contract
10 involve?

11 MR. RAMDASS: Servicing, depending on the customer that we're
12 dealing with. In this case we're dealing with Ford, Chrysler,
13 Barnes & Noble, H&M, a company called Madrax, so --

14 MR. FOX: Okay. And you're delivering goods to them, retail
15 product or parts?

16 MR. RAMDASS: Yes. So our primary function is parts, auto
17 parts. We do unattended deliveries at nights. Night, we service
18 roughly about 500 dealers unattended at night. And then during
19 the day, while our trucks are sitting, we also service Barnes &
20 Noble, H&M, and Madrax -- well, not Madrax; we just do a
21 linehaul -- during the day, you know, to maximize our revenue on
22 these trucks that are just sitting.

23 MR. FOX: Okay. Now I noticed on your first MCS-150, I think
24 you started off with like 40 trucks. That's kind of a big
25 operation to begin as a new company. How did that come about?

1 MR. RAMDASS: So prior to AGL, for Aero Global Logistics,
2 Shawn and I used to work for a company called Travel Logistics,
3 which basically does the same thing, and we were the IT guys. And
4 they were servicing over 5,000 dealers per night and that company
5 went bankrupt. Shawn was fortunate enough to have a family member
6 with money that helped him start up this company. Being that we
7 were IT guys and we knew a lot of people in the industry, we had
8 meetings with them and then they gave us a break, per se.

9 MR. FOX: Okay.

10 MR. RAMDASS: Because they were needing help as well because,
11 you know, with the company Travel Logistics that went out of
12 business, they're servicing almost 5,000 dealers. You know, these
13 dealers were left stranded because it was just a blink of an eye,
14 Tuesday evening the owner of the company -- that was also
15 privately held -- came in and said we're locking our doors. The
16 drivers that were in their trucks drove back to wherever they came
17 from, wherever they started, parked the trucks and everybody went
18 home. Now these dealers now were stuck without getting their
19 parts for their customers for days, weeks. You know, they had
20 FedEx, UPS, other people that -- logistic company that's doing the
21 same thing we're doing now, helping out.

22 So everybody got into a group and they start bidding for this
23 work. And being that we had some good inside contacts, we were
24 fortunate enough to get those two contracts that I mentioned, New
25 York and Chrysler -- Boston.

1 MR. FOX: Okay. How many distribution centers or facilities
2 do you have? We're here in Winchester. This looks like a fairly
3 large complex with -- you have straight trucks here and it looks
4 like tractor-trailers. Do you have other brick and mortar
5 facilities that you have?

6 MR. RAMDASS: Yes. We have three warehouses, one here in --
7 actually, two here in Winchester -- the other one is right up the
8 street about a mile and a half; we do Chrysler out of there -- and
9 then Tom's facility is in Boston.

10 UNIDENTIFIED SPEAKER: Is that the Admiral Byrd address?

11 MR. RAMDASS: Yes. 220 Admiral Byrd.

12 MR. FOX: Okay.

13 MR. RAMDASS: Yeah, he keeps going in and out from
14 (indiscernible).

15 MR. FOX: You're not going to keep him on there?

16 MR. RAMDASS: Yeah.

17 MR. FOX: What are the addresses then for these three
18 warehouses?

19 MR. RAMDASS: The one here in Winchester is 220 Admiral,
20 A-d-m-i-r-a-l, Byrd, B-y-r-d, Drive, Winchester, and the zip code
21 is different, so -- is that 22602?

22 UNIDENTIFIED SPEAKER: Yes.

23 MR. FOX: Okay. And the other two?

24 MR. RAMDASS: And the other one is 35 Panas Road, Foxborough,
25 Massachusetts.

1 MR. FOX: Where we're here, is this also a distribution
2 center?

3 MR. RAMDASS: Well, it's not really a distribution center.
4 It's just warehouses that we get the freight in from our customer,
5 which is right down the street. We sort the freight, we load our
6 trucks, and then we deliver it into -- to the dealerships. So we
7 don't really distribute anything out of here, per se, right? It's
8 just a house to get the freight. It doesn't sit for more than a
9 day. It goes right back out that same night.

10 MR. FOX: Okay. Just cross-dock operations?

11 MR. RAMDASS: Basically, yes.

12 MR. FOX: Okay. All right. In total, how many trucks do you
13 have? And can you break it down by straight truck and tractor-
14 trailer?

15 MR. SHADOAN: So all in equipment including trailers is 150.

16 MR. FOX: 150 trailers?

17 MR. SHADOAN: That includes tractors, box trucks, and
18 trailers.

19 MR. FOX: Okay. Can you break it down by category? How many
20 truck tractors do you have? And that is Jack who's -- right?
21 Isn't it Jack?

22 MR. SHADOAN: Jake.

23 MR. FOX: Jake. I'm sorry. Jake.

24 MR. RAMDASS: J-a-k-e. You wrote Jack?

25 MR. FOX: I did. I didn't mean to though. It's J-a-k-e.

1 MR. SHADOAN: Twenty-eight tractors, 58 straight trucks, 64
2 trailers.

3 MR. FOX: And can you give me a breakdown of where all this
4 equipment is located approximately? You know, like, for example,
5 how many -- it looks like you have quite a few straight trucks
6 here.

7 MR. RAMDASS: Yeah, that's going to be kind of difficult to
8 break down exactly where all the units are because we do have some
9 domiciled places where trucks are. But overall it's, for here --

10 MR. FOX: Approximately.

11 MR. SHADOAN: Hold on.

12 MR. FOX: You can tell me later. It's not --

13 MR. SHADOAN: Okay. We can get you approximate numbers.

14 MR. FOX: Yeah. It's not critical. And what -- give me a
15 handle on your reach. How -- what is your delivery area?

16 MR. RAMDASS: We go all the way up to the Canadian border, as
17 you guys know; New York to Buffalo; down to -- I think we have a
18 stop in Georgia or no?

19 MR. SHADOAN: No.

20 MR. RAMDASS: Just in --

21 MR. SHADOAN: No, furthest south is North Carolina.

22 MR. RAMDASS: North Carolina. So up and down the East Coast,
23 all the way to North Carolina to the Canadian border.

24 MR. FOX: But you don't go into Canada?

25 MR. RAMDASS: No.

1 MR. FOX: Okay. And can you go over your staff's
2 responsibilities? So Shawn, he's the CEO?

3 MR. RAMDASS: Shawn is the CEO. I'm the VPO that oversees
4 all the operations. Jake is the regional manager for this Mid-
5 Atlantic Region, manages the retail that we run out of here along
6 with this Ford building and the Chrysler building. Tom Bagaglio
7 is the manager for the Boston unit that handles all the retail
8 that we have throughout the day and then the operation happens at
9 night.

10 MR. FOX: Okay. And is there any other staff?

11 MR. RAMDASS: We do have admins in the buildings that take
12 phone calls, customer -- basically customer service people.

13 MR. FOX: Okay. All right.

14 MR. BAGAGLIO: There's supervisory staff as well.

15 MR. RAMDASS: Yeah, supervisory.

16 MR. BAGAGLIO: In all facilities.

17 MR. FOX: Okay. Is there a person that's responsible for
18 safety?

19 MR. RAMDASS: Yes. That'll be Chris Mitchell.

20 MR. FOX: Chris Mitchell. And what is his title?

21 MR. RAMDASS: He's the director of safety.

22 MR. FOX: Where is he located?

23 MR. RAMDASS: New Jersey. We also have John Seidl and Mark
24 that helps with our -- they're basically consultants who help
25 review our FMCSA score and see where we're lacking. Like you

1 mentioned safety-wise, you know, they'll review those scores.

2 MR. FOX: Okay.

3 MR. RAMDASS: Get on a monthly call with all our drivers,
4 review those scores with the drivers and let them know where we
5 stand as a whole as a company.

6 MR. FOX: Okay. Can you describe your hiring process?

7 MR. RAMDASS: So we use an outside company, PEI, who's our
8 PEO. They're located in Ohio.

9 MR. FOX: What's the name of the -- is that PEI?

10 MR. RAMDASS: PEI, yeah.

11 MR. FOX: It's a --

12 MR. RAMDASS: It's a payroll company.

13 MR. FOX: Payroll company?

14 MR. RAMDASS: Yeah. Also our PEO who's in charge of our
15 hiring. So we'll do the initial interview. You know, we'll do
16 the -- Carrie Claudy, who is our HR manager, C-a-r-r-i-e; Claudy
17 is -- C-l-a-u-d-y?

18 MR. SHADOAN: Yeah.

19 MR. RAMDASS: She'll do all the -- she'll open up the app,
20 Indeed or whoever, she'll open up the app, do initial interview
21 with the driver or associate. And if she deemed that they're
22 capable to work for us, we'll send to PEI their application. PEI
23 does the background check, the drug testing, and then send us
24 approval. It depends on the driver MVR or the employee, right,
25 MVR. Send it back to us for approval. We'll look at it, send it

1 over to our insurance company, which is Prime. They'll give us
2 the final approval of what it would be -- there's a type of
3 surcharge. Once everybody's okay with it, we bring that driver on
4 board, go through a 5-day training with a driver trainer if it's a
5 driver.

6 There's a checklist that you guys could chime in on, help me
7 out with. There's a checklist that, you know, the driver trainer
8 goes out with and check off certain things that's on this
9 checklist to make sure that the driver is capable of driving. We
10 also do the road testing. What else? Help me out here. These
11 guys are more familiar with it.

12 MR. FOX: Yeah. Sure.

13 MR. BAGAGLIO: Yeah. PEI, just to step back for a half a
14 second, manages and vets the DQ file. We gather, obviously, the
15 information, you know, the application, go through that process.
16 They pull the MVRs, you know vet the, you know, the medical card,
17 registry, all of that, and put together the DQ file for approval,
18 MVR, and that sort of thing.

19 Once that particular aspect is done and we get the thumbs up
20 that everything looks okay, our insurance company approves, you
21 know, the qualification for the driver as well, that driver would
22 obviously be extended an offer and -- you know, after drug
23 testing, of course; we go through that regularly, too -- would be
24 extended an offer, a start date, and then, depending on the
25 geography or the location and what the individual's duties are

1 going to be, would be put with a trainer, which is a senior member
2 of the team, typically a Class A driver. Whether it's a non-CDL
3 person or not, it would be a Class A driver that would be involved
4 in the training, which consists of, you know, in-person ride-
5 alongs for a period of a week, give or take.

6 At which time there would be an evaluation performed. There
7 would be feedback given to management on the driver's abilities.
8 Because there's a lot of processes. It's not just driving the
9 truck and how that person handles the truck. It's the processes
10 for the deliveries, the paperwork, the -- you know, all of those
11 different things that our customers require of us for delivery
12 aspect and pickup. And they are on a 90-day probationary period
13 regardless of how good or how bad they may be performing upon
14 their orientation.

15 MR. FOX: Okay. You got a little ahead of me on the
16 training, so thank you for adding that.

17 Going back to advertising. So you use Indeed or other
18 services?

19 MR. RAMDASS: Indeed. Sometimes we use the local newspaper,
20 Facebook. We haven't used Facebook in a while though, right?

21 MR. SHADOAN: No. It's been strictly Indeed for a while.

22 MR. RAMDASS: Yeah, majority is going to be on Indeed.

23 MR. FOX: And do you have a minimum qualification standard
24 for what a driver -- what you're looking for in a driver?

25 MR. RAMDASS: Yeah.

1 MR. BAGAGLIO: Minimum 23 years old, and they have to have a
2 minimum of 18 months, is it, of verifiable --

3 UNIDENTIFIED SPEAKER: Yeah.

4 MR. BAGAGLIO: -- commercial driving experience, minimum.

5 MR. RAMDASS: Straight truck I think is a year, right?

6 MR. SHADOAN: It was. It was.

7 MR. BAGAGLIO: We kind of keep it all (indiscernible).

8 MR. SHADOAN: It's 18 months (indiscernible).

9 MR. RAMDASS: Yeah. Okay. Okay.

10 MR. FOX: All right. So 23 years of age, at least 1 year or
11 18 months of experience, and then anything else?

12 MR. BAGAGLIO: Obviously -- I forgot what the actual criteria
13 is, but a certain amount -- the MVR has to be vetted for a certain
14 amount of moving violations and that sort of thing. So there
15 could be automatic denials right off the bat. I'm not entirely
16 sure what that whole criteria is.

17 MR. FOX: Do you have this as a written -- is this is a
18 company policy? Do you have a policy that states that this is
19 your minimum qualification? Do you have a safety manual, SOP?

20 MR. SHADOAN: Is that in the -- let me double check. I don't
21 believe that the PEI policy for onboarding is on --

22 MR. BAGAGLIO: I know PEI has the criteria.

23 MR. RAMDASS: PEI. Yeah, PEI have that.

24 MR. BAGAGLIO: We can --

25 MR. FOX: And is that their criteria or that's the criteria

1 that you set up with them?

2 MR. BAGAGLIO: It's the criteria we set up with them and in
3 conjunction with our insurance organization.

4 MR. FOX: Okay. If there's any record of that, maybe you
5 could share that?

6 MR. RAMDASS: Yeah. I think there's an email that Shawn had
7 sent to PEI with the credentials, so we'll pull that up for you.

8 MR. FOX: Okay. And so who interviewed our accident driver?
9 Did anyone interview --

10 MR. BAGAGLIO: Harley Diaz?

11 MR. FOX: Yes.

12 MR. BAGAGLIO: Yes. I did.

13 MR. FOX: You did?

14 MR. BAGAGLIO: Um-hum.

15 MR. FOX: Okay. And let me see, where is the DQ file? Do we
16 have an official start date for that driver, when he started?

17 MR. BAGAGLIO: It should be on the driver's list. If you
18 look for the driver's list, we always ask for a hire date.

19 MR. FOX: Yeah. That's what I'm asking for right now. Can
20 you guys tell me when he started?

21 MR. SHADOAN: Yeah, one second. I'm pulling it up.

22 UNIDENTIFIED SPEAKER: Jake's got it.

23 MR. RAMDASS: Something's telling me 1/9.

24 MR. SHADOAN: 1/9/23.

25 MR. FOX: Do you have his -- you have it right here. 1/9?

1 MR. SHADOAN: Correct.

2 MR. FOX: Okay. And did he have prior driving experience and
3 where?

4 MR. BAGAGLIO: Yes, he did. It was for some -- it was for a
5 division of FedEx that was involved in battery deliveries, as I
6 recall. A division -- it was apparently like a subcontractor that
7 was defunct or went out of business.

8 MR. FOX: Maybe you could help me out. I'm just trying to
9 look on his application or wherever, his previous employment
10 history. I'm trying to see what --

11 MR. BAGAGLIO: So it was like Battery Delivery Corporation.

12 MR. RAMDASS: Yeah, this is kind of -- you ran out of ink?

13 UNIDENTIFIED SPEAKER: Really?

14 MR. FOX: Yeah, I was just I didn't see some of the -- his
15 prior record.

16 MR. RAMDASS: It says Battery Delivery Corp.

17 MR. SHADOAN: From 10/15/18 to 12/24/22.

18 MR. RAMDASS: For Borden Ave., Queens, New York.

19 MR. FOX: Are the -- is his work dates in there?

20 MR. SHADOAN: Yes.

21 MR. RAMDASS: Yeah, from 10/15/2018 to 10 -- I mean,
22 12/24/2022, Battery Delivery Corp. That's how long he worked
23 there for.

24 MR. FOX: Okay.

25 MR. RAMDASS: Is there another sheet that lists -- that's

1 all -- I only see one.

2 MR. FOX: Yeah, I -- I wasn't sure if that was complete or
3 not.

4 MR. BAGAGLIO: Yeah, there was --

5 MR. RAMDASS: Jake, you see anything else on there?

6 MR. SHADOAN: I'm looking right now.

7 MR. FOX: Hey, does the -- does your third-party group, do
8 they give you a report back?

9 MR. BAGAGLIO: Yeah, it should be --

10 MR. FOX: That's what that is.

11 MR. BAGAGLIO: -- it should be in there.

12 MR. RAMDASS: Yeah, this is what it is. I mean --

13 MR. FOX: That's from PEI.

14 MR. BAGAGLIO: There should be the employment verification in
15 there. They were unable to actually contact someone physically at
16 the location.

17 MR. FOX: Previous company?

18 MR. BAGAGLIO: At the previous company, but we did verify it
19 through --

20 MR. RAMDASS: Ah, here's what --

21 MR. BAGAGLIO: -- through payroll records that the employee
22 had.

23 MR. FOX: Yeah. Because he did tell us he worked for some
24 kind of FedEx, UPS -- I mean, that's kind of what he was saying,
25 battery delivery.

1 MR. BAGAGLIO: And there's his payroll.

2 MR. RAMDASS: Oh, that's his payroll? Okay.

3 MR. FOX: Okay.

4 MR. RAMDASS: They go back 3 years?

5 MR. SHADOAN: Three, yes.

6 MR. RAMDASS: Okay. So that's probably why there's only --

7 UNIDENTIFIED SPEAKER: Three for a non-CDL. For a CDL A
8 driver, it would be 10.

9 MR. RAMDASS: Right. So that's why there's only one on here,
10 because he --

11 MR. FOX: Okay.

12 MR. RAMDASS: -- he was with this battery company for a
13 couple of years.

14 MR. FOX: Okay. I didn't, I didn't -- just looking at that
15 one. I hadn't seen that one.

16 MR. RAMDASS: Yeah.

17 MR. FOX: Okay.

18 MR. RAMDASS: This may not be in the same order.

19 MR. FOX: That's all right. We'll go through it. Like I
20 said, I was just --

21 MR. BAGAGLIO: I just peeled it apart.

22 MR. FOX: Yeah, I was just peeling it apart, too. I was like
23 where did this guy work before? Because he did mention that he
24 had worked for like a FedEx company. He was -- yeah, he couldn't
25 describe it and, you know, he doesn't speak English, so -- we had

1 an interpreter.

2 MR. RAMDASS: I believe he speaks a little bit of English.

3 MR. FOX: Yeah, he -- some words he knows, like his address
4 and --

5 MR. RAMDASS: Yeah. He's probably more comfortable in --

6 MR. FOX: Of course.

7 MR. RAMDASS: -- the Latin.

8 MR. FOX: Yeah. He did get a medical card. Do you have a
9 company doctor that you send your guys to?

10 MR. BAGAGLIO: Uh-uh.

11 MR. FOX: Just his family physician or any DOT medical
12 examiner?

13 MR. BAGAGLIO: Yes, sir.

14 MR. FOX: And how about -- did you mention that you do have a
15 safety manual or safety book? I'll need to get a copy of that.

16 Do you have any type of incentive program for your drivers?
17 Like a rewards program? I noticed there was a board when I walked
18 in.

19 MR. RAMDASS: We do. We have a weekly incentives for our
20 drivers if they hit certain criteria. And those are basically our
21 ePOD, no accidents, on-time delivery -- because our deliveries are
22 based on scheduled ETAs and the driver's got to have a certain
23 window. What else is in that category?

24 MR. SHADOAN: For the weekly?

25 MR. RAMDASS: Yeah. No callouts.

1 MR. SHADOAN: Right. It's basic operational. The biggest,
2 the biggest piece of it is obviously safety, right, as far as
3 citations given, obviously no accidents, things of that nature.
4 But then, yes, to his point is, you know, basic operational
5 functions, making sure you're signing all the paperwork, all
6 deliveries are made, no damages reported, anything like that. And
7 then we also do a monthly one.

8 In one of those folders it kind of gives a breakdown. There
9 should be a paper for the weekly program and then a paper for the
10 driver of the month program. It's the same thing, just monthly
11 versus weekly, right? We're looking at, number one, safety,
12 following safe practices, we're not getting any alerts about you
13 speeding, you know, again, no citations given, things of that
14 nature.

15 MR. FOX: And if they are successful, what is the incentive?

16 MR. SHADOAN: So for the weekly, if you are successful, it's
17 an extra \$50 a week. And then for the monthly, basically what we
18 do is, between all three sites so it's separate -- this site, the
19 other site down the road, and then the site up in Boston. We get
20 a list of drivers who are eligible that, you know, basically
21 worked perfect throughout the whole month, and then those drivers
22 are entered into a drawing. We draw one driver per site, and they
23 receive a \$1,000 bonus.

24 MR. FOX: Wow. Very good.

25 Is there a driver handbook that you guys put out?

1 MR. SHADOAN: Yeah. It should be in one of those folders as
2 well. It should be -- I think I labeled the folders. One of the
3 folders should say "Driver Handbook" and then there should be some
4 additional policies that's in one of those folders along with it.

5 MR. FOX: Okay. Is there any policy about the distance a
6 driver can live and commute to his work report location?

7 MR. RAMDASS: I don't think there's a policy for that, but
8 when we're doing the hiring we look at where the driver lives
9 compared to -- what would -- probably 45 minutes is max.

10 MR. SHADOAN: Right. Yeah, we do --

11 MR. RAMDASS: We try not to --

12 MR. SHADOAN: We don't have a set policy, if you will. But
13 yes, to his point, if we look at it and go, wow, you live an hour
14 away from where you're supposed to report to --

15 MR. FOX: Right.

16 MR. SHADOAN: -- we wouldn't hire someone like that.

17 MR. FOX: Okay.

18 MR. RAMDASS: And that's based on basically, you know, our --
19 our function is, you know, a night, right? And you have all these
20 adverse weather, and if a guy lives an hour away, is he going to
21 make it to work? Probably not.

22 MR. SHADOAN: Well, and you're essentially adding 2 hours to
23 his trip --

24 MR. RAMDASS: Right.

25 MR. SHADOAN: -- right? So we want to avoid that as well.

1 MR. RAMDASS: Here's the folder with the driver handbook, our
2 policy, our weekly program, monthly driver program that we just
3 talked about.

4 MR. FOX: Earlier you were mentioning that you did a -- you
5 do a training program for about a week with a senior driver; is
6 that the way I understand it?

7 MR. RAMDASS: Correct.

8 MR. FOX: Is that memorialized or, say, formalized? Do you
9 have a curriculum of what needs to be accomplished, a checklist?
10 Documentation?

11 MR. BAGAGLIO: We do have a driver evaluation form that is --
12 consists of actual onboard reviewing of driver performance, how
13 the individual handles drives once we reach that point where it's
14 time to drive or that we can drive. There isn't anything truly
15 formalized as to the training aspect. There are a lot of
16 different components, not only from the driving side of it. The
17 operation of things like the lift gate of the vehicle, a lot of
18 drivers, you know, may not --

19 MR. FOX: It's new, right.

20 MR. BAGAGLIO: -- have full experience with the lift gate
21 because every delivery we do -- well, I shouldn't say every, but
22 probably 99.99 percent require the use of the lift gate. So there
23 is some equipment operation that is gone over and as well as the
24 route itself and all the, you know, all the different things that
25 are required at the particular delivery.

1 MR. FOX: Okay. When they first come on board, do they go
2 through a classroom training at all, videos, or any kind of thing
3 like that?

4 MR. BAGAGLIO: There is some -- there is a meet. Now the
5 tough part about it is locally within our facilities, yes, they're
6 here, they're face to face meeting with a member of the team,
7 going through not only the interview process and all of the
8 various paperwork and things like that. Some of our remote
9 operation is done in conjunction with a senior member of the team
10 up there in the domiciled area. For instance, the Utica area
11 where we've had this incident.

12 MR. FOX: Um-hum.

13 MR. BAGAGLIO: Harold Crouch, who is the other -- who is the
14 driver that actually trained Harley Diaz was the face-to-face
15 liaison for the company in terms of all his training at that
16 point. The interviews were conducted over the phone. Harold met
17 Harley and began the training process with Harley at that time.

18 MR. FOX: So that's more hands-on training with the lift gate
19 and the delivery area and whatever your procedures are.

20 MR. BAGAGLIO: And --

21 MR. FOX: But prior to him going -- I didn't mean to step on
22 you. But before he got on the road, though, was there any
23 classroom training about, you know, safe driving practices? You
24 know, there's all kinds of videos or classroom -- there was none
25 of that?

1 MR. BAGAGLIO: No.

2 MR. FOX: Okay. Okay.

3 MR. RAMDASS: But just to give you a background on Harold
4 Crouch, Harold Crouch -- the company I mentioned before that we
5 took over from after they went bankrupt was Travel Logistics.
6 Harold Crouch worked for them for many, many years.

7 MR. FOX: Sure.

8 MR. RAMDASS: And then when we took over that account up in
9 Boston, which we still retain, he came on board with us. So he's
10 been with us since day 1, from 2013 to current.

11 MR. FOX: Okay. Very good.

12 MR. RAMDASS: So he's a well-seasoned driver. He knows --
13 and he's a Class A driver, if I'm not mistaken.

14 UNIDENTIFIED SPEAKER: He is.

15 MR. FOX: Okay. Do you have --

16 UNIDENTIFIED SPEAKER: I got one. Just a follow-up with
17 Mr. Crouch and the training, did he physically go with Harley to
18 run this route to make sure he understood the route --

19 MR. BAGAGLIO: Yes.

20 UNIDENTIFIED SPEAKER: -- what was required and all that?

21 MR. BAGAGLIO: Yes, sir.

22 UNIDENTIFIED SPEAKER: How long was that process?

23 MR. BAGAGLIO: That process was a week.

24 UNIDENTIFIED SPEAKER: A week?

25 MR. BAGAGLIO: Yes, sir.

1 MR. FOX: Okay. I know Harley was not a CDL driver, but you
2 do do -- the company does drug testing? Who handles that for you
3 guys?

4 MR. RAMDASS: NTS. I think I wrote it down.

5 MR. BAGAGLIO: That's COC, the actual -- it should be on
6 there. Yeah, NTS.

7 MR. FOX: NTS. Where are they at?

8 MR. RAMDASS: Every time I put NTS, it comes up with him.

9 UNIDENTIFIED SPEAKER: Nashville, Tennessee. National
10 Toxicology Specialists, Nashville, Tennessee.

11 MR. FOX: Okay. Did Harley get a preemployment drug test? I
12 know it's not required.

13 MR. BAGAGLIO: Yes.

14 MR. RAMDASS: No, it is for us required. Any driver, Class A
15 or a straight truck driver we go -- we do a drug testing.

16 MR. FOX: Okay.

17 MR. RAMDASS: They're also in a random pool.

18 MR. FOX: They are?

19 MR. RAMDASS: Yes.

20 MR. FOX: So who's -- all your drivers are in a random pool?

21 MR. RAMDASS: Yes.

22 MR. FOX: The CDL drivers, they're separated?

23 MR. BAGAGLIO: They're separated.

24 MR. FOX: The CDL and the non-CDL. The driver that had
25 the -- I mean, Diaz, he had a non-CDL preemployment drug test from

1 what I can see. Is that correct?

2 MR. BAGAGLIO: Correct.

3 MR. RAMDASS: That's correct.

4 MR. FOX: Okay.

5 MR. BAGAGLIO: And then they're placed in a separate random
6 pool. So those are separated.

7 MR. RAMDASS: I'm trying to get you the random pulled up
8 right now.

9 MR. FOX: Yeah, yeah. We can get it later, but, yeah, I'll
10 need a copy of those testing. Does he have -- well, he's only
11 been here 3 weeks. Is that the only drug test he had gotten?

12 MR. RAMDASS: Yeah.

13 MR. FOX: He didn't -- he was not -- your company did not
14 give Harley a post-accident drug test --

15 MR. RAMDASS: No.

16 MR. FOX: -- is that correct?

17 MR. RAMDASS: That's correct.

18 MR. FOX: Okay. Are the drivers trained on your drug testing
19 policy?

20 MR. BAGAGLIO: Yes.

21 MR. RAMDASS: They are made aware that it's -- we do randoms
22 as well.

23 MR. FOX: Okay. It appears the driver's on a continuous set
24 route; is that correct?

25 MR. BAGAGLIO: Yes.

1 MR. FOX: So he's not dispatched? He just has the same
2 pickup and deliveries?

3 MR. BAGAGLIO: Correct. It's a dedicated system. It
4 encompasses the same --

5 MR. FOX: Well, let -- so step by step, describe how the
6 freight moves from Point A to Point B, and then how Harley
7 received that truck.

8 MR. BAGAGLIO: In that particular operation there is a -- two
9 individuals that would exist in that location. It so happens that
10 one of them is Harold Crouch and one of them is Harley Diaz.
11 Harley Diaz is the delivery driver. Harold Crouch was the
12 linehaul driver. They both emanate from the Whitesboro/Utica, New
13 York area.

14 Crouch would drive down to Foxborough, Mass., where he would
15 be loaded and then drive back; his day is done. He would slip
16 seat with the other driver, Harley, and Harley would go out and
17 run the eight or nine stops that are on that particular route
18 every day, every morning starting roughly somewhere around 1 a.m.

19 MR. FOX: So the other driver would deadhead back? Or it
20 would be -- he would have it empty?

21 MR. RAMDASS: No.

22 MR. BAGAGLIO: No.

23 MR. RAMDASS: He starts in Utica.

24 MR. FOX: Oh, okay.

25 UNIDENTIFIED SPEAKER: He'd deadhead --

1 MR. FOX: I gotcha.

2 UNIDENTIFIED SPEAKER: -- deadheads down, loads up --

3 MR. FOX: Okay. I understand.

4 UNIDENTIFIED SPEAKER: -- and comes back.

5 MR. FOX: Okay. All right. Is there a -- I ran some of the
6 route. I visited some of the facilities where Harley was going
7 to. Can you describe that process? From what I can understand
8 it's an unmanned dock. I mean, he has keys, I think, or
9 something, from what I understood?

10 MR. BAGAGLIO: Right. We -- basically our location is not a
11 brick and motor facility up there in Whitesboro. It's just rented
12 space in another company's lot where we park.

13 MR. FOX: Right.

14 MR. BAGAGLIO: So that is the start and endpoint every day.
15 Once the linehaul would arrive, there would be some, you know,
16 closeout of the one driver who did the linehaul and obviously the
17 startup of the delivery driver. And at that point the delivery
18 driver would go out and, after he'd done his inspection of the
19 vehicle, and start performing his route.

20 The route is the same route every day, in the same order
21 every day, no deviation. The only deviation that exists in any
22 route that we run is if a particular location did not order any
23 freight, so we obviously wouldn't be performing a delivery there;
24 it would be bypassed and we'd move on to the next stop. And then
25 he would return in the same fashion to the Whitesboro location.

1 MR. RAMDASS: So to add a little bit more. When he gets to
2 his first stop, obviously based on his paperwork, his trip sheet,
3 his BOL tells him what he's got freight type to delivery to that
4 first stop. He'll remove those parts, would do a scan system for
5 our ePOD for our customer requirement, and then pick up any
6 returns that that dealership may have, load it up, and go to the
7 next stop and do the same thing. Look at his trip sheet BOL -- I
8 have five pieces, one cage; that's what he was delivering. If
9 that dealer has any returns, picks it up again. And it's the same
10 cycle every single night for each stop.

11 MR. FOX: Yeah.

12 MR. RAMDASS: Average stop is about 15 minutes. That's what
13 we allocate, depending on the volume, the size of the dealer.
14 Obviously drivers, they don't take 15 minutes the majority of the
15 time to deliver, especially a light route like that one.

16 MR. FOX: Right.

17 MR. RAMDASS: He's probably in and out maybe 5 minutes.

18 MR. FOX: Right. I saw the cages in several of the --

19 MR. RAMDASS: Right.

20 MR. FOX: -- facilities. It had a bar -- it had a hanging
21 tag on it with a barcode. Are those barcodes scanned?

22 MR. RAMDASS: Those barcodes are scanned.

23 MR. FOX: Do you have a scanner or something or app or
24 something?

25 MR. RAMDASS: Yeah, we have an in-house app that we built for

1 ourself. It's called iTrack. It's based on an iPhone. Driver
2 will sign in in a night, and then it'll load all the stops that's
3 he got delivered. And based on what they scan in the warehouse
4 for that particular night dictates -- it'll show them how many
5 pieces they have for that particular stop per night. And as the
6 driver scans it, it kind of like checks it off and show them,
7 okay, this bar is scanned. If they miss anything, it won't be
8 highlighted in green. Okay, you missed this piece, you need to
9 find where it is because it's loaded on the truck. Fifty percent
10 of the time they can't find it because it was either misloaded by
11 the dock crew or it got shift around, you know, driving. So --

12 MR. FOX: Maybe after we can take a look at that a little
13 closer. You can -- you know, I can see it.

14 MR. RAMDASS: Yeah.

15 MR. FOX: How that process works. So there's no dispatching,
16 he's on a set route. Does he have basically set hours then, when
17 he starts and stops approximately each day?

18 MR. BAGAGLIO: Yes.

19 MR. FOX: And what are those hours and days?

20 MR. BAGAGLIO: It's Tuesday through Saturday from 1 a.m.,
21 give or take, to approximately 10:30 in the morning.

22 MR. RAMDASS: Our operation date would be that Monday,
23 though, because that's when it starts. So technically it's -- for
24 us it's Monday through Friday, but for this particular driver --

25 MR. FOX: Because it's going on to 1 a.m. the next day?

1 MR. RAMDASS: Right. So it's like Tuesday to Saturday.

2 MR. FOX: I understand.

3 MR. SHADOAN: So it's a continuation of the original trip.

4 Crouch takes the truck up. That's when the freight's loaded.

5 Truck comes back here. Next driver jumps in, continues on.

6 MR. RAMDASS: Right.

7 MR. FOX: Okay. Is anyone -- does anyone monitor the
8 driver's hours? You know, does anyone tabulate it, look at it?
9 Or is there any person that's monitoring hours of service
10 compliance or anything like that?

11 MR. RAMDASS: Yeah. We do look at their trip sheets when
12 they come back. Before they get filed, we look at it. But, you
13 know, I would say every single route that we have, again, it's all
14 dedicated the same -- the start time may vary, right, based on
15 weather out there.

16 MR. FOX: Right.

17 MR. RAMDASS: What time, if the -- depending on if the PDC,
18 the parts distribution center, is running late.

19 MR. FOX: Right.

20 MR. RAMDASS: It all dictates. So start time is basically an
21 estimated time.

22 MR. FOX: I see.

23 MR. RAMDASS: But there's a lot of variables that happens
24 throughout, you know, throughout the day. And we keep in contact
25 with the drivers. Okay. So if the linehaul is running an hour

1 late, right, you don't need to be there at 1 a.m. He's going to
2 be there at 2 a.m. And that's between the two drivers. They
3 normally communicate with each other. It depends on what's
4 happening out on the real world.

5 MR. FOX: So is there someone in operations that's monitoring
6 all the drivers' routing?

7 MR. RAMDASS: Yeah. At night -- we have a night dispatcher
8 that monitors all the routes. That's who they call if they have a
9 problem with a dealership or a breakdown.

10 MR. FOX: And who is that?

11 MR. RAMDASS: Her name is Amy J.

12 MR. FOX: Amy Jake?

13 MR. RAMDASS: J. I don't know. I call her Amy J. because I
14 can hardly pronounce her last name.

15 MR. SHADOAN: Juratavoc was my best guess.

16 UNIDENTIFIED SPEAKER: Can you spell it?

17 MR. SHADOAN: Yeah, I can spell it. It's J-u-r-a-t-a-v-o-c.

18 MR. FOX: And where is she located?

19 MR. RAMDASS: She's remote as well because she can work from
20 anywhere. All she needs is a computer and log on to our website.

21 MR. FOX: Okay.

22 MR. RAMDASS: We have a program call Keep Track and it
23 monitors the routes.

24 MR. FOX: Okay. Very good. And does the driver do a time
25 card? Do you guys have ELDs? What's your procedure?

1 MR. RAMDASS: Trip sheets. A driver -- we have our driver
2 fill out trip sheets. The ones that are required ELD are using
3 ELDs, but the majority of the routes are all trip sheet.

4 MR. FOX: He's 150-mile radius driver, then?

5 MR. BAGAGLIO: Yes.

6 MR. RAMDASS: Yeah. Under 150.

7 MR. FOX: Yeah. Okay.

8 MR. RAMDASS: Yeah. I thought you said 150?

9 MR. FOX: He's under, right?

10 MR. RAMDASS: Yeah, he's under.

11 MR. FOX: Um-hum. We had talked about an incentive program.
12 Do you have a disciplinary program as well? Do you have
13 disciplinary procedures?

14 MR. RAMDASS: We do.

15 MR. FOX: And what are they?

16 MR. RAMDASS: Tardiness, accidents, violations. What else do
17 you -- will we write up drivers for?

18 MR. SHADOAN: Just if he's -- you know, delivery procedures.

19 MR. RAMDASS: Oh. Paperwork.

20 MR. FOX: And what are the consequences?

21 MR. RAMDASS: First writeup -- well, first, we have a formal
22 conversation. And depending on the next scenario, it could be
23 immediate termination or just a written warning. We go usually
24 three.

25 MR. SHADOAN: Yeah, it's just a basic progressive

1 disciplinary action process where it's three written warnings.
2 Fourth one would be fourth and final, termination.

3 MR. FOX: Okay.

4 MR. SHADOAN: And then obviously, to his point is, depending
5 upon the severity of what we're discussing, right? You know,
6 generally speaking if there's an accident involved, you know, we
7 don't really go with a verbal communication on an accident, right?
8 We go right to documentation.

9 MR. FOX: Sure.

10 MR. SHADOAN: And again, severity, possibly go to a second
11 written depending on, you know, what happened. Generally
12 speaking, from an accident standpoint, no driver's going to be
13 with us if they have two accidents. Like there's no way we can
14 keep somebody on if that's the case.

15 MR. FOX: Okay.

16 MR. RAMDASS: Some cases one accident.

17 MR. SHADOAN: Correct. Again, depending on, you know, who we
18 deem at fault, things of that nature, investigation and all that
19 stuff. So --

20 MR. FOX: What is Harley's status right now? Is he still
21 on --

22 MR. RAMDASS: He's on worker's comp right now.

23 MR. FOX: Okay.

24 MR. RAMDASS: Because of the -- you know, his injuries, so --

25 MR. FOX: Of course.

1 MR. RAMDASS: So we have our worker's comp taking care of
2 him.

3 MR. FOX: Okay.

4 MR. RAMDASS: I mean, as far as we know that night, you know,
5 we could be wrong, that he's not at fault, but that's our opinion.
6 So we can't fire a guy for something that, you know --

7 MR. FOX: Sure. I just didn't know what your internal policy
8 was.

9 MR. RAMDASS: Yeah.

10 MR. FOX: And again, does the driver write down any type of a
11 start time/end time, or is it done just through the phone?

12 MR. BAGAGLIO: Yes. He has a hard copy trip sheet and also
13 there's a -- which we do have his trip sheets in his -- it's not
14 in that file.

15 MR. RAMDASS: It's not in this one?

16 MR. BAGAGLIO: No.

17 MR. FOX: Can I just see a copy of that real --

18 MR. SHADOAN: So there's -- to answer your question, he fills
19 out paper copies and it's also tracked in the system over the
20 phone as well.

21 MR. FOX: He does both?

22 MR. SHADOAN: Correct.

23 MR. RAMDASS: So that's his trip sheet. It'll --

24 MR. FOX: Okay.

25 MR. RAMDASS: -- night.

1 MR. FOX: I'm sorry. I'm just beginning -- I'm just looking
2 at this for the first time.

3 MR. RAMDASS: No problem.

4 MR. FOX: Is there an entry for when he actually gets in the
5 truck, starts it?

6 MR. RAMDASS: Well, that would be --

7 MR. FOX: It just says -- looks like his first delivery.
8 Or I don't know. Show me where it starts.

9 MR. RAMDASS: Normally he'll write it in here, time. Yeah --

10 UNIDENTIFIED SPEAKER: Yeah. You can see he wrote it in on
11 that one.

12 MR. RAMDASS: See, like here's one that he wrote down at 2
13 o'clock.

14 MR. FOX: That's his -- that's when he first began?

15 MR. RAMDASS: Yeah. When he first gets --

16 MR. FOX: Started that -- first gets to the truck?

17 MR. RAMDASS: Right. Most of these are 1 a.m.

18 MR. FOX: Okay. And so there's no, there's no ELDs. Is
19 there any type of drive cam system, inward/outward facing cameras
20 or any kind of technology like that equipped on your fleet?

21 MR. RAMDASS: We have a couple of Samsaras that we've been
22 piloting because the company's been talking -- in November?

23 MR. SHADOAN: Um-hum.

24 MR. BAGAGLIO: Not on that particular vehicle though.

25 MR. RAMDASS: Yeah, but not in that particular vehicle. But

1 we do have a couple of our vehicles that we're actually
2 piloting --

3 MR. FOX: Okay.

4 MR. RAMDASS: -- for Samsara to -- ELDs, monitor the drivers,
5 and our scanning. Because right now we're paying for our trucks
6 to have ELDs in it, we're paying a separate for that. We also pay
7 for separate phone. So we're looking for a way to combine
8 everything and help monitor these drivers' behaviors as well. So
9 we've been -- since November, we're doing that.

10 MR. FOX: Is there any GPS tracking on your fleet?

11 MR. RAMDASS: I would say it's just the trucks with the ELDs
12 is the only GPS tracking.

13 MR. FOX: Okay. The phone, that's a company-issued phone?

14 MR. RAMDASS: Company-issued phone.

15 MR. FOX: Okay. Well, we'll want to get some more
16 information about that. Do you have a cell phone policy about use
17 for your drivers?

18 MR. RAMDASS: That would be in the driver handbook. Correct?

19 MR. SHADOAN: It should be, yeah.

20 MR. FOX: Okay. Are the drivers assigned a truck as his?

21 MR. RAMDASS: We try to keep drivers in the same truck, but,
22 you know, you have -- they may have a breakdown, they end up in a
23 different truck. So, but we try to keep -- so this way you can
24 hold them accountable for any damage and all that, so --

25 MR. FOX: The truck that the driver was driving at the time

1 of the crash, how long had he had that truck?

2 MR. RAMDASS: I think the same --

3 MR. BAGAGLIO: That was the first day he had been in that
4 truck. We literally had picked that truck up out of the Penske
5 shop in Whitesboro 12 hours, maybe even -- 12 to 14 hours prior to
6 that.

7 MR. FOX: And before that, he had had the same vehicle
8 since --

9 MR. BAGAGLIO: Yes.

10 MR. FOX: -- since his start date, I'm guessing?

11 MR. BAGAGLIO: Correct.

12 MR. FOX: Okay.

13 UNIDENTIFIED SPEAKER: Did Mr. Crouch drive that truck to
14 Foxborough as well?

15 MR. SHADOAN: Yes. He picked it up at the Penske location
16 and did perform a trip to Foxborough in that same unit.

17 UNIDENTIFIED SPEAKER: Okay.

18 MR. FOX: Do they -- are they required to do a pre-trip
19 inspection on the vehicles? Post-trip --

20 MR. SHADOAN: Yeah, they all do a pre-trip and a post-trip
21 and note any exceptions if there was an exception.

22 MR. FOX: Okay. I don't know -- I haven't looked at all the
23 files, so forgive me. I don't -- if you have any DVIRs, as we
24 call them, driver vehicle inspection reports, or maintenance
25 records, I'll need to get them. Annual inspection as well.

1 MR. SHADOAN: The maintenance records for that particular
2 vehicle that we did pick up are in that combination of files
3 there.

4 MR. FOX: Okay.

5 MR. BAGAGLIO: And it has the annual in there.

6 MR. RAMDASS: The annual is in there as well.

7 MR. BAGAGLIO: And I don't think there are any DVIRs though.

8 MR. RAMDASS: Our drivers are not required to fill out a DVIR
9 unless there is an issue that --

10 MR. FOX: A deficiency, yeah.

11 MR. RAMDASS: Yeah, they'll note it.

12 UNIDENTIFIED SPEAKER: But there could be something at Penske
13 that we could check if prior for that trip.

14 UNIDENTIFIED SPEAKER: Is Penske the only rental company you
15 go with? I mean, are you solely dedicated to them or is it just
16 based on availability of trucks and when you need one?

17 MR. RAMDASS: Penske is the majority of our units. We have,
18 I think, seven units now through Idealease that's power. And our
19 trailers are all through Boston Trailers.

20 MR. FOX: And maintenance procedures if there is an issue
21 with the vehicle, it's written up on a DVIR; is that correct?

22 MR. RAMDASS: Correct.

23 MR. FOX: And then what is the procedure from there?

24 MR. RAMDASS: So this site here -- I don't know if you guys
25 noticed earlier when we were in here before, a little Penske truck

1 drove by. They're here 5 days a week or 4 days?

2 UNIDENTIFIED SPEAKER: Four.

3 MR. RAMDASS: Four days that they service all our trucks on
4 site here for both location. They'll sign off on the DVIR when
5 something is repaired. Sometimes we have a Penske DVIR is if a
6 driver remotely drop a truck off at Penske to get repaired, he'll
7 fill out a DVIR as well at the Penske location and let them know
8 what the issue is.

9 MR. FOX: Okay. Where is that? It's a local Penske shop or
10 whatever --

11 MR. RAMDASS: This one here particularly is in Hagerstown,
12 Maryland.

13 MR. FOX: Really?

14 UNIDENTIFIED SPEAKER: Which is about 40.

15 MR. RAMDASS: Yeah, which is about 40 miles. It sounds far,
16 but it's not far.

17 MR. FOX: Really? It's only 40 miles?

18 MR. RAMDASS: Yes. And it's part of our contract where
19 they --

20 UNIDENTIFIED SPEAKER: It's right up in here.

21 MR. FOX: Really?

22 MR. RAMDASS: Yeah. Because the amount of, the amount of
23 equipment we have with Penske in this region here is -- we have an
24 agreement with them. It's not a written agreement, but we have a
25 verbal agreement from our -- where they come out on site and

1 service our trucks. Because it makes it easier for them and makes
2 it easier for us.

3 MR. FOX: I've done a lot of talking.

4 Dr. Marshall, do you have any questions, follow-up?

5 DR. MARSHALL: Not really. I guess maybe just two quick
6 ones.

7 So I just wanted to be sure, there's no disciplinary record
8 on this guy so far, correct?

9 MR. RAMDASS: No. No, sir.

10 DR. MARSHALL: Okay. Health insurance. I was just wondering
11 if since he's on probation is he still provided with health
12 insurance?

13 MR. RAMDASS: No, he's not.

14 DR. MARSHALL: Okay.

15 MR. FOX: I'm sure we'll have other questions when we start
16 to --

17 MR. RAMDASS: Oh, absolutely.

18 MR. FOX: -- get into the paperwork, but I thank you all for
19 your answers and your attentiveness. And at this point we're
20 going to go ahead and conclude the interview. Time now is 10:06
21 a.m.

22 (Whereupon, at 10:06 a.m., the interview was completed.)
23
24
25

CERTIFICATE

This is to certify that the attached proceeding before the
NATIONAL TRANSPORTATION SAFETY BOARD

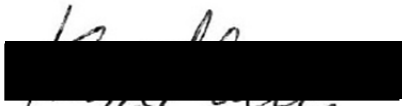
IN THE MATTER OF: FATAL CRASH OF A FREIGHTLINER BOX
TRUCK & BUS IN LOUISVILLE, NEW YORK
ON JANUARY 28, 2023
Interview of Tony Ramdass,
Jake Shadoan & Thomas Bagaglio

ACCIDENT NO.: HWY23FH005

PLACE: Winchester, Virginia

DATE: January 30, 2023

was held according to the record, and that this is the original,
complete, true and accurate transcript which has been transcribed
to the best of my skill and ability.



Kay Maurer
Transcriber