



Transcript of Interview

Matt Crispo

Mt. Pleasant, Pennsylvania

HWY20MH002

(29 pages)

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of: *

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PENNSYLVANIA TURNPIKE CRASH *

IN MT. PLEASANT, PENNSYLVANIA * Accident No.: HWY20MH002

ON JANUARY 5, 2020 *

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Interview of: MATT CRISPO, On-Road Supervisor
United Parcel Service

Via Videoconference

Wednesday,
May 26, 2021

APPEARANCES:

SHAWN CURRIE, Investigator
National Transportation Safety Board

MATT CRISPO, On Road Supervisor
United Parcel Service

TODD WACHTER, Global Director of Safety
United Parcel Service

DENNIS ELFORD, Director of Maintenance and Engineering
United Parcel Service

RYAN CORKERY, Attorney
Ansa Law Firm

I N T E R V I E W

(11:10 a.m.)

1
2
3 MR. CURRIE: It's Wednesday, May 26th, at 11:10 a.m. and
4 we're at the UPS hub in Harrisburg, Pennsylvania. My name is
5 Shawn, S-H-A-W-N, Currie, C-U-R-R-I-E, and I'm a motor carrier
6 investigator with the National Transportation Safety Board, and
7 we're here to talk about a Mt. Pleasant, Pennsylvania crash. Case
8 number is HWY20MH002. With me is Matt Crispo, M-A-T-T
9 C-R-I-S-P-O.

10 Is that correct, Matt?

11 MR. CRISPO: That's correct.

12 MR. CURRIE: And you're the on-road supervisor for the
13 Harrisburg hub?

14 MR. CRISPO: That's correct.

15 MR. CURRIE: And Ryan Corkery. Can you spell your name for
16 me, Ryan?

17 MR. CORKERY: Yes. Ryan Corkery, last name is spelled
18 C-O-R-K-E-R-Y, and I'm with the Ansa firm as outside counsel for
19 UPS.

20 MR. CURRIE: And joined via Zoom is Todd Wachter.

21 How do you pronounce your last name, Todd? I always kill it.

22 MR. WACHTER: No, you did fine. It's Todd Wachter, W-A-C-H-
23 T-E-R, and I'm the global director of fleet safety for UPS.

24 MR. CURRIE: Thank you.

25 And Dennis Elford? Dennis, can you spell your last name for

1 me?

2 MR. ELFORD: Yes, sir. That is E-L-F-O-R-D.

3 MR. CURRIE: And you're the director of maintenance and
4 engineer for class 8 fleet for UPS.

5 MR. ELFORD: Yes, sir.

6 MR. CURRIE: Okay.

7 MR. CURRIE: Matt, can you explain what your job is here and
8 what you do?

9 MR. CRISPO: In a nutshell, we train new drivers coming in to
10 drive a class A combined vehicles safely down the road. Once
11 they're trained, then my job is to oversee a group of those
12 drivers. We have roughly 400 drivers in the mid-Atlantic, or
13 central Pennsylvania, region, so we're overseeing -- there's seven
14 other on-road supes that do what I do, and we oversee the HR
15 aspects, payroll, and the various jobs that come up, scheduling
16 and that sort of thing.

17 MR. CURRIE: So, roughly, each of you have about 50?

18 MR. CRISPO: Roughly, yeah. That's about right.

19 MR. CURRIE: Was the driver in this crash one of yours?

20 MR. CRISPO: Yes. Dennis Kehler and Mr. Kepner. Yep, they
21 were both my drivers.

22 MR. CURRIE: Were you part of their training and hiring, or
23 were they before you?

24 MR. CRISPO: They were before my time here.

25 MR. CURRIE: I probably should've asked this question first.

1 How long have you been doing this job?

2 MR. CRISPO: I've been an on-road supervisor for four years
3 now.

4 MR. CURRIE: And what'd you do before?

5 MR. CRISPO: I worked in dispatch with UPS for one year.

6 MR. CURRIE: So you've been with UPS for --

7 MR. CRISPO: Five years.

8 MR. CURRIE: -- five years?

9 MR. CRISPO: Yeah.

10 MR. CURRIE: What other life experience do you have for work?

11 MR. CRISPO: I used to work for Harley Davidson down in York,
12 the final assembly plant down there. I was there for 12 years.
13 And I worked for a brick manufacturing company for five years.

14 MR. CURRIE: So commercial driving experience --

15 MR. CRISPO: For the four years, I was with Harley Davidson
16 as a manufacturing aspect.

17 MR. CURRIE: And do you have any additional training or --

18 MR. CRISPO: College, Penn State.

19 MR. CURRIE: Penn State?

20 MR. CRISPO: Yep. Associates in Penn State, just business
21 administration.

22 MR. CURRIE: Okay. I would hazard to guess that UPS has put
23 you through a lot of additional training?

24 MR. CRISPO: That's correct.

25 MR. CURRIE: Can you give me, like, a snapshot of it?

1 MR. CRISPO: Sure. To be an on-road supervisor, we need to
2 go through an intense pre-course of -- it's five weeks of official
3 training, learning how to drive a tractor, build a set, two 28-
4 foot trailers, drive them safely down the road, all the different
5 turning, backing techniques, getting our CDL. And then after that
6 five-week pre-course, then we go out to South Holland, south of
7 Chicago, where we all go through an intensive three-week training
8 to become on-road supervisors, where it's more of the same.

9 MR. CURRIE: Is that similar to the driver training?

10 MR. CRISPO: That's it.

11 MR. CURRIE: Or driver trainer training?

12 MR. CRISPO: Yeah. DTS for short. That's --

13 MR. CURRIE: Yeah. Sorry, too many acronyms.

14 MR. CRISPO: Yeah. UPS, we live with acronyms.

15 MR. CURRIE: Unfortunately, with this crash, with UPS and
16 FedEx, they both have an equal amount of acronyms --

17 MR. CRISPO: I'm sure.

18 MR. CURRIE: -- (indiscernible).

19 So can you go over how it works when the drivers come to
20 work?

21 MR. CRISPO: So basically, on the sleeper side of it, they
22 start their day, they bring their stuff in for the week, usually,
23 because they are in the truck a whole week. They have food and
24 supplies for the week. They load them up in the tractor and then,
25 at that point -- they're usually here an hour or so before their

1 actual departure time. At that point, then one of the drivers --
2 usually, when I see them, one guy does the pre-trip of the unit.
3 It's usually the guy that does the driving for the first leg. So
4 I'll -- I see them going over everything that we talk about on
5 space and visibility.

6 At that point, they get -- they talk to dispatch, they get
7 their load, and then they depart by their gate time, depending on
8 whatever that is.

9 MR. CURRIE: So you interact with the driver?

10 MR. CRISPO: Sometimes. A lot of times, it's not me
11 personally. We have on-road supervisors around the clock that do
12 interact with the drivers. Usually, dispatch has eyes on them
13 most of the time, for the most part.

14 MR. CURRIE: And that's usually whoever the first-leg driver
15 is?

16 MR. CRISPO: Usually, yeah.

17 MR. CURRIE: (Indiscernible) is off-duty and --

18 MR. CRISPO: Yeah.

19 MR. CURRIE: -- (indiscernible) hours of service?

20 MR. CRISPO: Exactly.

21 MR. CURRIE: Any issues with this team before?

22 MR. CRISPO: Nothing off-hand. Dennis Kehler was the senior
23 driver, the A driver as you call it. He's the one that picks the
24 B driver, Dan Kepner. And he's been doing it -- I'd have to look
25 back, but he'd been doing it for quite a few years. He was a

1 veteran and really haven't had any issues with them. They were
2 one of my less -- or easier teams to deal with, let's put it that
3 way.

4 MR. CURRIE: So let's back up a little bit.

5 MR. CRISPO: Sure.

6 MR. CURRIE: During their pre-trip inspection, they check
7 everything that's required to be checked by UPS policy obviously.

8 MR. CRISPO: Sure.

9 MR. CURRIE: What happens if they find something?

10 MR. CRISPO: So if they find something, what they'll -- what
11 they usually do is they send me a text, they give me a call, hey,
12 this has a flat tire, and then their next call is to Penske.
13 Penske Harrisburg is maybe 15 minutes away. They're write up the
14 tractor and they'll call Penske and -- if the tractor is drivable,
15 they'll drive the tractor up to Penske and they'll get a swap.
16 Usually, Penske has something ready to roll. If it's not an
17 issue, they'll just -- if it's something Penske says, go ahead and
18 go with it, then they'll just go. Penske will say, yeah, we're
19 aware of it, we'll order the parts, and bring it in at the end of
20 your week. Usually, on a weekend, is when Penske likes to work on
21 stuff.

22 MR. CURRIE: So when you say they write it up?

23 MR. CRISPO: Write it up. So they have a DVIR book.

24 Actually, I've brought one just to show you. This is actually
25 Penske's DVIR book and it has everything in there that they would

1 -- unit number, issues, everything's there. They would write it
2 up. We also have an IVIS unit with the tractor, but that unit
3 doesn't talk to Penske's system, so they use the paper system.
4 Penske also has a kiosk when you check in that you can type in the
5 tractor number and type in the issue.

6 MR. CURRIE: Here?

7 MR. CRISPO: It's actually in -- at Penske's. So if they go
8 up there, they would do it that way as well.

9 MR. CURRIE: Okay. So I'm a driver, I come in, I'm walking
10 around. I find I've got -- I need to make it something simple,
11 but not too complicated.

12 MR. CRISPO: Sure.

13 MR. CURRIE: Say I've got a headlight out -- I'll make it
14 even better, my headlight's broken. So I text or call you?

15 MR. CRISPO: Something minor like that, no.

16 MR. CURRIE: See, I knew I should've tried something harder.
17 I've got an audible air leak, but I can hold air. How's that?
18 That's a good one.

19 MR. CRISPO: Yeah. Then they would definitely text or call
20 me, and I would say, yeah, get up to Penske, get it fixed.

21 MR. CURRIE: And then they fill that out?

22 MR. CRISPO: They fill out a DVIR, and if they can get it --
23 if they think they can get it up, they'll do that. Usually, the
24 guys, they'll just call Penske, and Penske will send a truck down.

25 MR. CURRIE: So where does the DVIR go if it's something that

1 isn't that needs to be fixed right now; say, my air conditioner's
2 not working?

3 MR. CRISPO: So --

4 MR. CURRIE: Which probably would be (indiscernible).

5 MR. CRISPO: So what they would do is they would fill out the
6 DVIR. It's in an air conditioner thing, they would probably just
7 deal with it because they would rather be with their own truck.
8 At the end of the week, they would fill out the DVIR, they would
9 call Penske saying, hey, we're going to be in Harrisburg at 1600.
10 They'll leave one copy of the DVIR on the seat, or if the team
11 feels like it, they will drop the tractor actually off at Penske,
12 and then they can -- the other guy would give them a ride home.

13 MR. CURRIE: Is that just driver preference or is there --

14 MR. CRISPO: It's usually what's easier that works for them.
15 Penske usually will make a call saying, we don't have anybody that
16 can run right now. If you could drop the tractor off at our lot,
17 it just makes it easier for them. So it's a give and take that we
18 usually work with Penske.

19 MR. CURRIE: And do you forward the DVIRs from here or do you
20 keep them on file here?

21 MR. CRISPO: We do keep a file of the DVIRs as well.

22 MR. CURRIE: And, to this truck -- I don't -- you've got the
23 UPS number, because I don't.

24 MR. CRISPO: 759233759.

25 MR. CURRIE: Okay. So we had -- were you aware of any

1 outstanding issues or items for that truck?

2 MR. CRISPO: Nothing outstanding, no.

3 MR. CURRIE: Did it have any previous issues? I know it had
4 been involved in an accident in Ohio, but --

5 MR. CRISPO: In the past, yeah. Usually, Penske cleans up
6 any issues, and the drivers are really particular about their
7 trucks because they -- it's like their office, it's their home.
8 So usually any issues, they're really meticulous about getting
9 them fixed and getting it road-worthy.

10 MR. CURRIE: what kind of maintenance -- do you perform any
11 in-house maintenance?

12 MR. CRISPO: Yeah. There's nothing that we do on our side.
13 I'm trying to think if there's anything we really mess with. The
14 IFTA sticker is about the extent of what our shop would do with
15 them. Everything else is -- chains, safety chains, snow chains.
16 That's about it.

17 MR. CURRIE: When I pulled in, I saw a tire truck out there.
18 Is that --

19 MR. CRISPO: That -- we have an outside fleet service that
20 comes in to help our shop fix trailers, so they're just there for
21 that.

22 MR. CURRIE: So you own the trailers but you lease the
23 trucks?

24 MR. CRISPO: Just the sleeper trucks, yeah.

25 MR. CURRIE: Just sleeper trucks?

1 MR. CRISPO: Yeah, that's right.

2 MR. CURRIE: So I think I covered this already, but I want to
3 circle back on it, who decides what goes and doesn't go to Penske?

4 MR. CRISPO: Usually, Penske. Depending on the issue,
5 really, Penske is going to make the call of what is going to get
6 fixed and when, because they're the experts in that section of it.
7 It's just our job -- or our drivers' job, and we would train them,
8 to make them aware of it. It's basically the same way we work in
9 our in-house shop. We let our in-house shop know what the issue
10 is and let them make the decision on how and when to fix it based
11 on the schedule.

12 MR. CURRIE: Is there anything -- so Penske decides that your
13 driver -- sorry, let's start this from the beginning. Bear with
14 me here.

15 MR. CRISPO: Sure.

16 MR. CURRIE: So your driver discovers an issue and brings it
17 to Penske, Penske says we'll order the part, they rotate it back
18 into service. Is there any go, no-go for you as the boss to say,
19 no, we're not taking that back, it needs to go back on the street
20 -- I mean, go back to Penske?

21 MR. CRISPO: Like I said, usually, we defer to Penske based
22 on -- because they're the experts in that field. If the driver
23 felt that they were unsafe in any way, they would definitely tell
24 me they had a problem and I would definitely pull it, but usually
25 that -- I defer to the driver if they don't feel safe in any

1 situation that we're going to go that route.

2 MR. CURRIE: And back about four questions ago, you said
3 drivers -- sorry, that's how my mind works.

4 MR. CRISPO: No worries.

5 MR. CURRIE: So you said drivers, like -- I mean, it's their
6 assigned truck, right?

7 MR. CRISPO: That's correct.

8 MR. CURRIE: So it's their house. They're pretty
9 comfortable. They know what squeaks it makes and the sweet spot
10 and everything else and so they're pretty partial so they would be
11 more likely than not to want their truck?

12 MR. CRISPO: Absolutely.

13 MR. CURRIE: How big a fleet of sleeper trucks do you run out
14 of here?

15 MR. CRISPO: Out of here, we have 11.

16 MR. CURRIE: Eleven?

17 MR. CRISPO: Eleven with 22 drivers.

18 MR. WACHTER: Hey, Matt. This is Todd. Is that for the, is
19 that for the entire district or just Harrisburg, or is that the
20 entire district?

21 MR. CRISPO: Yeah, that's just for Harrisburg. I'm not sure
22 district-wide how many they're running.

23 MR. WACHTER: Okay. I just wanted to clarify. I didn't
24 think the -- I don't think the number's that big, and I know the
25 bigger group is based out of there and everything -- bigger group

1 in perspective, but I just wanted to clarify. Thank you.

2 MR. CRISPO: Sure.

3 MR. CURRIE: Thank you, Todd.

4 And you had 22 drivers you said?

5 MR. CRISPO: That's right.

6 MR. CURRIE: Now, where these are leased, you obviously
7 probably don't have just spare Penske sleeper trucks sitting on
8 site, do you?

9 MR. CRISPO: We actually did have one that was involved in
10 another accident that's on litigation hold, and we would actually
11 use that if there was a tractor issue, if that makes sense. We
12 used to have one on -- we used to have a spare one that we would
13 use if one of ours was -- needed red tag for any reason, if that
14 makes sense.

15 MR. CURRIE: At the time, you had one spare one here?

16 MR. CRISPO: That's correct.

17 MR. CURRIE: Was it on hold from --

18 MR. CRISPO: No, sorry. Yeah, I --

19 MR. CURRIE: That's what got me there. I --

20 MR. CRISPO: I did too much there.

21 MR. CURRIE: That's okay. So at the time you did have one,
22 so if there was -- if they discovered something, and --

23 MR. CRISPO: Yeah.

24 MR. CURRIE: -- they could say -- okay.

25 MR. CRISPO: Absolutely.

1 MR. CURRIE: Thank you for providing me with the new driver
2 feeder record of safety -- or feeder driver record of safety ride.
3 You're familiar with the form?

4 MR. CRISPO: Oh, yeah.

5 MR. CURRIE: So I noticed -- thank you for providing that,
6 Todd, also.

7 MR. WACHTER: No problem.

8 MR. CURRIE: I noticed in the pre-trip inspection of the
9 vehicle, it says, okay. The second bullet is -- okay -- or,
10 excuse me, check. That's what I get for not having my glasses on.
11 All sensors, CMS, lane departure and wingman.

12 MR. CRISPO: That's right.

13 MR. CURRIE: Sorry.

14 MR. CRISPO: No worries, I got it.

15 MR. CURRIE: You got it?

16 MR. CRISPO: Yeah.

17 MR. CURRIE: So what's that mean to you?

18 MR. CRISPO: So what we're doing it we're having them check
19 all the external sensors, right? We have the Collision Mitigation
20 on the front, the radar, as well as the camera, up in the dash,
21 making sure that they're free and clear of any dirt, debris,
22 cracks or damage, they're securely mounted, there's no issues
23 there; there's no obstructions in front of the camera that may
24 prevent it from seeing, because we know they work in tandem
25 together to get an accurate picture of what's in front of them.

1 And then they also have a blind spot detector on the passenger
2 side, and basically we're doing the same thing; dirt, debris,
3 cracks or damage, no mud, nothing in front of it, and securely
4 mounted and it's working properly, to the best of your ability --
5 their ability.

6 MR. CURRIE: Are the drivers provided any training on that
7 system as -- other than cracks, dirt, debris?

8 MR. CRISPO: Not really, no. They're just -- they're trained
9 on spotting the issues and then deferring to the shop for the --

10 MR. CURRIE: Right. Have you been trained on them?

11 MR. CRISPO: Not in really any extensive way, no.

12 MR. CURRIE: Okay. Are you familiar with what happens if
13 there's a fault in the system?

14 MR. CRISPO: I've seen faults where there -- it didn't --
15 there's different ones for different tractors. Every manufacturer
16 has something different. There will be something on -- there's a
17 Bendix system that we have, and it will say on -- right on the
18 screen, radar fault, or something to that extent. On the sleeper
19 side of it, I have not seen anything to that extent.

20 MR. CURRIE: Okay. If there was a dashboard warning light on
21 the visual display system, is that something that would normally
22 be attended to in a pre-trip?

23 MR. CRISPO: Yes, definitely.

24 MR. CURRIE: And do you know which box it would be checked?

25 MR. CRISPO: That would probably fall -- in our -- in here,

1 it would probably fall under that same category, that there was an
2 issue on number 2, under the Collision Mitigation.

3 MR. CURRIE: You're -- are you a driver trainer also? Is
4 that part of --

5 MR. CRISPO: Yeah, that's correct.

6 MR. CURRIE: Do you know -- it's kind of nice to actually
7 talk to one. I've read a lot about them. It's -- what training
8 did the drivers get about what a collision -- the Collision
9 Mitigation System -- I guess, we'll use -- yeah, let's just use
10 that, Collision Mitigation System and how they function and what
11 they're designed to do, if you could?

12 MR. CRISPO: The training basically is what we've talked
13 about, especially when they come on a new hires, or when we do one
14 of these annual rides, talking about what's going on. We're more
15 -- we're concerned about teaching them about how the -- to address
16 or to understand the different bells and whistles, so to speak,
17 and what it's doing and what it's trying to tell them so they can
18 adjust their driving based on driving safely, if that answers your
19 question.

20 MR. CURRIE: It does. So older drivers, not older as in age,
21 but older as in they've been doing it a long time, how receptive
22 are they to this new technology?

23 MR. CRISPO: At first, they didn't like it. So especially
24 the -- we call them the (indiscernible), the 25-year guys. They
25 want the old-school tractors that didn't tell them anything; they

1 hit the road and do what they've got to do. What I've seen over
2 time is that they've come to adopt them and love them because they
3 kind of -- I don't know if it takes the -- it takes a level of
4 concern away from it, so over time they learn to love them, and,
5 really, there really is no choice because everything is going that
6 way so they -- it's either you retire or you get with the program,
7 so to speak.

8 MR. CURRIE: I'm just -- is there a specific -- other than
9 the DVIR, is there a form that they use for pre-trip inspections
10 or --

11 MR. CRISPO: They -- there is a DVIR on the IVIS unit that --
12 it's more for the Brown side of it.

13 MR. CURRIE: I've seen that, but you said they don't use it
14 on the feeder truck -- or the sleeper trucks?

15 MR. CRISPO: Sleeper trucks, yeah. This is their direct
16 communication.

17 MR. CURRIE: Can I see that?

18 MR. CRISPO: Sure.

19 MR. CURRIE: I just -- I have a digital copy, but -- this is
20 the same one I've seen.

21 MR. CRISPO: Mm-hm.

22 MR. CURRIE: What's a passenger emergency buzzer?

23 MR. CRISPO: It's --

24 MR. CURRIE: It's just a curiosity question.

25 MR. CRISPO: Offhand -- I'd have to look. I'm not 100

1 percent sure.

2 MR. CURRIE: I'll ask Penske.

3 MR. CRISPO: Maybe the passenger seatbelt, making sure they
4 have a seatbelt on. That's my guess.

5 MR. CURRIE: Okay. So the feeder driver record of safety
6 ride, the last one that Mr. Kepner had, is in June 2019?

7 MR. CRISPO: It looks like -- yeah, August 16th.

8 MR. CURRIE: Were you the copilot for that or someone --

9 MR. CRISPO: I was not. It was Cory Schwam (ph.).

10 MR. CURRIE: I just want to look at it real quick.

11 MR. CRISPO: Sure.

12 MR. CURRIE: I've seen it, but I've seen a lot of -- so if I
13 understand this correctly, there's a lot of yeses and other --
14 yeses and nos, and yeses are 100 percent every time, and nos could
15 be just as easy as observed it 100 times and one time didn't --

16 MR. CRISPO: Exactly.

17 MR. CURRIE: -- do it to the way that the trainer thought.
18 It may be acceptable, but it's not to what the trainer thought the
19 driver should be doing; is that correct?

20 MR. CRISPO: Right.

21 MR. CURRIE: So and --

22 MR. CRISPO: There is also a review, REV, on that of things
23 that they didn't handle.

24 MR. CURRIE: Okay. And what they do is they -- it's
25 basically the narrative to go with the yeses and nos?

1 MR. CRISPO: For the most, yeah, unless they didn't handle a
2 type of equipment or whatever it is in that training.

3 MR. CURRIE: We're going to pause for a minute at 11:32.

4 (Off the record.)

5 (On the record.)

6 MR. CURRIE: And we're still in Harrisburg and it's 11:37.
7 We're back on. We just took a timeout and reviewed the feeder
8 driver of record safety ride. I just wanted to confirm some
9 things for the report, and very helpful (indiscernible).

10 So have you had a chance to review the maintenance file for
11 this truck?

12 MR. CRISPO: I did look at this, yes.

13 MR. CURRIE: Okay, not just this one paper. Do you guys keep
14 a file -- you said you kept a file here with DVIRs and that --

15 MR. CRISPO: We have them with DVIRs. We don't have Penske
16 paperwork though. They don't send those to us.

17 MR. CURRIE: So this is the general question for whoever can
18 answer it. When Penske does service on one of your vehicles, do
19 they sent a report back to UPS saying what was completed or what
20 needs to be completed at a future date?

21 MR. WACHTER: Dennis, that might be suited for you. Are you
22 able to address that?

23 MR. ELFORD: Yeah. We -- Penske does all the maintenance and
24 maintains all their records. They do not transfer or send us any
25 information. I don't know if they give the driver any feedback,

1 but we do not get any in the --

2 MR. WACHTER: And then so one thing I'll clarify, Shawn, is
3 that -- and, again, (indiscernible) thing, but you said when
4 Penske does service on your vehicles, but again I would --

5 MR. CURRIE: Well, yes.

6 MR. WACHTER: I'm with you, I just wanted to clarify.

7 MR. CURRIE: You're stealing Ryan's thunder. So, yes, the
8 vehicles you lease from Penske, sorry.

9 Thank you for the correction.

10 MR. WACHTER: You're good, you're good.

11 MR. CURRIE: So, Dennis, just to confirm, you said -- if you
12 -- if y'all, meaning UPS, sends one of the vehicles that you've
13 leased back to Penske, saying we want X fixed on it, obviously,
14 you would trust them as a good corporate partner to do that, but
15 there's no paperwork trail coming back saying, hey, we fixed this,
16 or we didn't fix this, or this is something we need to fix later
17 but we just don't have the time or the parts to do it now?
18 There's nothing like that?

19 MR. ELFORD: You are correct, and for the most part, the
20 motor department, when there is an issue with a sleeper and they
21 do send it back, I mean, we have no knowledge of that because,
22 generally, as they stated earlier in the conversation, the drivers
23 contact Penske directly and they arrange everything from there.
24 So we're -- even though we do some of the same things, we're left
25 out of the loop on these.

1 MR. CURRIE: Okay. I would have to assume that all
2 maintenance is covered under the contract with Penske so they
3 don't bill you for any services other than just the vehicles,
4 rights? Question mark.

5 MR. ELFORD: That would be whatever is tied up in their
6 agreement. I do not see any bills or any rental agreements or any
7 of the paperwork to indicate anything like that.

8 MR. CURRIE: Does that sound right, Todd?

9 MR. WACHTER: Yep. I was on mute there, sorry. Yeah, that
10 sounds right to me from that perspective. Again, I'm not aware of
11 anything that we get charged back to us or anything. I think that
12 that was just all being built into the overall service agreement,
13 but I will say I'm surely not an expert on that, and I don't look
14 at those regularly. I don't -- I have not looked at anything like
15 that, I'm just -- I'm kind of making an educated assumption there.

16 MR. CURRIE: Okay. Would it be a heavy lift to -- just to
17 get that question answered? Is that --

18 MR. WACHTER: I don't think so. Again, specifically, you're
19 just looking to find out if anything --

20 MR. CURRIE: So if --

21 MR. WACHTER: -- if any maintenance stuff would be billed
22 back to us?

23 MR. CURRIE: Right. So if part of your service agreement is
24 -- if maintenance is covered under your service agreement. So
25 that would explain the whole them not having to send you anything

1 because, obviously, they're not billing you for it, or are they
2 billing you for it.

3 MR. WACHTER: Yeah, I could check into that. That's not a
4 problem.

5 MR. CURRIE: Okay. Sorry to give you a homework assignment.
6 I haven't given you one in a long time.

7 MR. WACHTER: You've been nice, yep.

8 MR. CRISPO: Just to jump in real quick, the only time I've
9 ever seen one of these and a bill is actually when we need to
10 approve some sort of repair. Like, if one of our guys hits a
11 deer, we need to approve -- they give us an estimate and then we
12 approve a certain -- above a certain amount of money, because
13 that's when UPS would be paying for damages, like outside damages,
14 if that makes sense.

15 MR. CURRIE: I think it does. So -- by one of these, you're
16 talking about the vehicle work summary from Penske --

17 MR. CRISPO: Right.

18 MR. CURRIE: -- and if you incur some damage, and it is
19 Pennsylvania so we'll use the deer, that's kind of outside the
20 normal wear and tear --

21 MR. CRISPO: Right.

22 MR. CURRIE: -- I would think, so --

23 Yeah, if you could get that, Todd, and maybe what that magic
24 number is that -- above, I promise I won't give you any more
25 today.

1 MR. WACHTER: No, that's all right. Yep, I'm with you.

2 MR. CURRIE: So with 11 vehicles out this, this is a fairly
3 sizeable hub, yes?

4 MR. CRISPO: It is. They're getting bigger, so -- but it is
5 a good size.

6 MR. CURRIE: Is 11 a normal fleet size for this --

7 MR. CRISPO: For this area? I think it's the most in
8 Pennsylvania if I'm correct.

9 MR. WACHTER: Yeah, Shawn, those are -- again, not
10 (indiscernible) specific numbers, you know --

11 MR. CURRIE: Yeah.

12 MR. WACHTER: -- there is different pockets around the
13 country that they've got, you know, bigger units. You know, we've
14 got a very huge sleeper operation out of Louisville. You know, up
15 in Ohio, for example, we've got a couple here and there. There's
16 just not as many. So it really varies by location --

17 MR. CURRIE: Okay.

18 MR. WACHTER: -- varies by geography for the overall network
19 efficiency.

20 MR. CURRIE: Okay. Back to my original list of questions.
21 So just to hit the CMS stuff one more time.

22 MR. CRISPO: Sure.

23 MR. CURRIE: The drivers have an awareness of what it's
24 supposed to do --

25 MR. CRISPO: That's right.

1 MR. CURRIE: -- if I understand that correctly. They've had,
2 like, a basic overview training of what -- to determine if the
3 sensor is broke or, what'd you call it, cracked, dirty, obscured.

4 MR. CRISPO: Or damaged, yeah.

5 MR. CURRIE: They're not required to know other than what
6 it's supposed to do and how to determine if it's visibly broken,
7 but it's -- in their training, does it talk about warning lamps?

8 MR. CRISPO: I don't think there's anything written in the
9 packet. Over the course of training, things pop up on the dash
10 that we talk to them about, but specifically, no, there is nothing
11 that says, if you have a light -- if this light comes on on the
12 dash -- because there are so many different things on a tractor at
13 this point, there's -- we don't cover every single light, if that
14 answers it.

15 MR. CURRIE: What lights do you cover?

16 MR. CRISPO: Definitely, check engine. The general stuff,
17 the ones that pop up frequently. On the Mack, there's a lightning
18 bolt. It usually means there's some -- something that needs
19 attention. Go to the shop, get it checked out. Making sure that
20 they understand the difference between a check engine light and an
21 engine brake, because they look similar on certain tractors and
22 drivers will red tag tractors because they see -- they think it's
23 an engine, but it's actually the engine brake is on. Little
24 things like that that we run into on a daily basis with drivers.

25 MR. CURRIE: Have you seen or heard of any collision -- what

1 do you call them, CMS, Collision Mitigation System, warning lamps
2 or anything?

3 MR. CRISPO: I have not, no.

4 MR. CURRIE: Would you recognize it if there was one?

5 MR. CRISPO: Immediately, not right away. I don't -- I'd
6 have to look at it to see if -- but there is usually instructions
7 with the Collision Mitigation Systems in the tractors that we
8 can --

9 MR. CURRIE: You mean the book?

10 MR. CRISPO: The book, yeah. That we can refer to, but to be
11 honest, no, we like to defer everything to the shop for issues.

12 MR. CURRIE: Would it be -- do you have any of these trucks
13 here today?

14 MR. CRISPO: The sleeper trucks? There should be a team back
15 now.

16 MR. CURRIE: Okay. Could we go look at the Collision
17 Mitigation System?

18 MR. CRISPO: Sure. Yep, absolutely.

19 MR. CURRIE: Because I haven't seen one in a whole truck.
20 Does anybody have any questions or issues? Todd?

21 MR. WACHTER: Nah, I'm good. You know, again, we want to
22 make sure we (indiscernible) and get what you need and everything.
23 So I can't think of anything. You know, I knew the route that
24 we're going down on this question. You know, I did have a
25 question to add. I don't know if you can share. Have you, have

1 you met with Penske?

2 MR. CURRIE: Can -- we'll -- yeah, we're still recording the
3 interview, so I'm just asking that kind of questions, and we'll
4 get to those offline after if that's okay?

5 MR. WACHTER: Sure. Understood.

6 MR. CURRIE: Dennis, did you --

7 MR. WACHTER: Other than that, I'm good Shawn.

8 MR. CURRIE: Okay. Dennis, do you have anything?

9 MR. ELFORD: No, I'm good.

10 MR. CURRIE: Okay.

11 MR. ELFORD: Thank you.

12 MR. CURRIE: Thank you for your time, Dennis. Enjoy your
13 tour of the factory.

14 MR. ELFORD: Thank you.

15 MR. CURRIE: And Ryan?

16 MR. CORKERY: (No audible response.)

17 MR. CURRIE: All right. We're going --
18 Do you have any questions?

19 MR. CORKERY: I don't have any questions, no.

20 MR. CURRIE: Matt?

21 MR. CRISPO: Nope. Thank you.

22 MR. CURRIE: Okay. We're going to stop at 11:47.

23 (Whereupon, the interview was concluded.)

24

25

CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD


IN THE MATTER OF: PENNSYLVANIA TURNPIKE CRASH
IN MT. PLEASANT, PENNSYLVANIA
ON JANUARY 5, 2020
Interview of Matt Crispo

ACCIDENT NO.: HWY20MH002

PLACE: Via Videoconference

DATE: May 26, 2021

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.



Shelby Shover
Transcriber