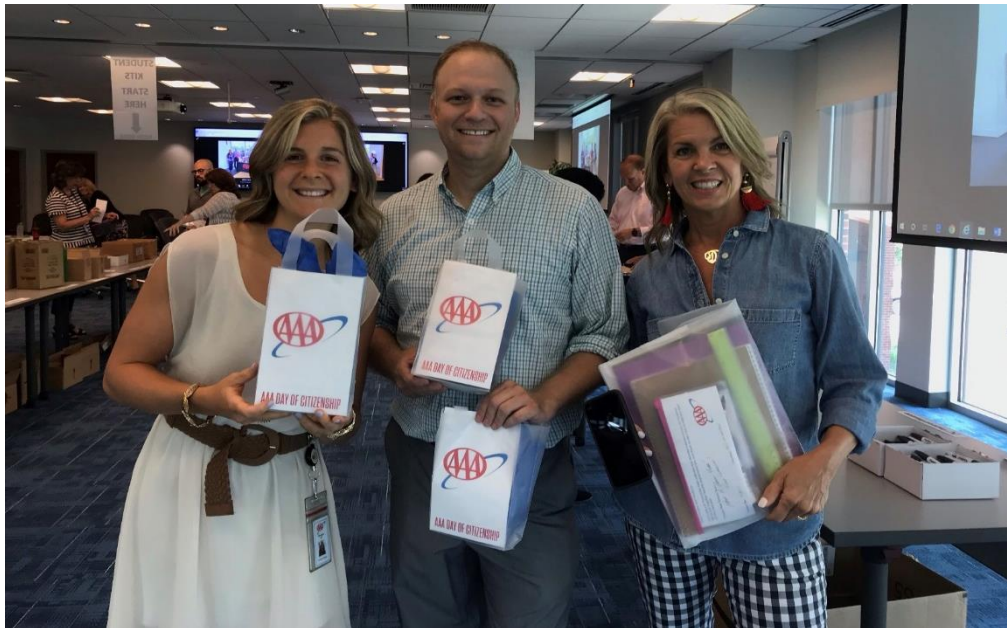




# November 2019

## August 8th: AAA Day of Citizenship!

August 8th was the first AAA Day of Citizenship, the culmination of this year's Education Campaign. Volunteers gathered to pack school supplies and teacher appreciation kits at numerous locations, including all Stores, Contact Centers, Fleet locations, and Administrative locations! Volunteers then gathered to coordinate the delivery of collections to their local designated schools. We are proud to have participating in this group effort to show teachers and students alike just how much we appreciate them!



## Russel Jeffrey and his timeline story.

**When did you start working here at AAA?**

I started in March of 2000. I had been frustrated with my previous employer and was looking for something new. I started out in AAA's Road Service field when I applied to be a service driver. The interview hadn't even completed before they determined I was cut out to be a tow truck driver, so we went from there!

**Tell me about what your AAA journey has looked like, have you had multiple positions?**

I was a tow driver for 8 years, then I moved up to lead driver in 2008, and finally in 2011 I was promoted to a supervisor.



### **What are some of the biggest changes you've seen in your time here?**

Definitely the equipment and the overall technology. Back in the day all we really had were radios for dispatch calls, then a little information box with very little information. Now we have touch pads with everything we could ever need at our fingertips. It certainly makes the job a lot easier and more efficient!

### **What have some of the highlights of your career been?**

Definitely the process of working my way up the ladder to a supervisor. I worked in safety services for Virginia prior to working with AAA, and missed the process of leading and helping people. In my current role, I'm able to gain a deep sense of fulfillment.



### **Are there any new initiatives or programs you wish were around when you first started with AAA? How have they impacted your ability to thrive in the workplace?**

It's been unbelievably helpful to have GPS tracking these days. We can now operate without roadmaps and can have the most up to date direction right in front of us. Technology also helps us stay aware of where our Drivers are at and how they're doing since we have cameras in the trucks.

### **Where do you foresee AAA going in the future?**

I can definitely see us integrating services for the new electric vehicles. I'd love to see us go into the electric servicing role since so many drivers out there now have them. We could give chargers to our truck drivers to ensure we could charge Associates with electric vehicles. I think if we move in a direction where we accommodate these hybrid cars and continue following trends, we will always move in a relevant direction.

### **What keeps you here?**

I stay because of the people, the family atmosphere, and the fact that we have a good sized fleet. These days we have plenty of drivers but we are all like family. You can't beat that!

### **Join in on the 7th Inning Stretch!**

Beginning in September, we launched a new Initiative called the 7th Inning Stretch with a goal of encouraging more movement in the workplace. There are immeasurable benefits to regular stretching, including stress relief, physical health, and creating a more positive work environment. Associates are encouraged to get together twice per day for a quick stretch session! Have fun with it and take this opportunity to motivate your team members. You too can join in on the initiative! Use it as a personal challenge to get up, move more, and stretch! Here's how it works:

- Start Stretching! Determine a regular time at least twice per day to get up and stretch!
- Read the Health Advocate study for ideas
- Even if you do not work a desk job, make it a goal to add more flexibility into your day.

Your body will thank you!



### ACA Launches Distracted Driving Campaign: Take the Pledge

AAA Club Alliance Inc. launched a multi-year Distracted Driving Safety Campaign—“Don’t Drive Intoxicated, Don’t Drive Intexticated”—to engage Members, Associates, and the driving public in curbing dangerous distracted driving habits.

The campaign targets drivers who would never consider drinking a beer behind the wheel, and yet, regularly engage with mobile devices that dangerously take their eyes, hands and minds off the road. The goal is to create awareness and change behavior—particularly with adults in a position to influence children and teens since they learn many of their driving habits by watching their parents.

This is the first time ACA has launched an internal and external safety campaign to address a problem that is all-too-pervasive on our roads.

Join us by learning more and taking the pledge at [AAA.com/DontDriveDistracted](http://AAA.com/DontDriveDistracted)



Distracted driving kills an average of 8 people and injures over 1,000 every day in America! Put down your phone. Lives depend on it.

AAA.com  
Tell us why you #DontDriveDistracted

