



Wanda Wiggins

Wes Pace

Steve Bailey

**“Would we recommend J. J. Keller to other hazmat professionals?
In a heartbeat!”**

Landstar System, Inc., a Jacksonville, Florida-based provider of transportation services through its operating subsidiaries, uses a network of over 8,000 owner/operators to deliver loads to customers. Helping keep them in compliance with the regs is no easy task. It requires knowledge, teamwork ... and the trusted products that Hazmat Compliance Manager Wes Pace and his team at Landstar subsidiary, Landstar Carrier Services, Inc. (Landstar) get from J. J. Keller.

Landstar owner-operators are known as Business Capacity Owners (BCOs). Wes and the hazmat compliance team rely on a variety of J. J. Keller products

to help BCOs understand and satisfy complicated and ever-changing hazmat regulations. *“Our BCOs are very oriented towards safety and really want to be compliant,”* Wes says. *“Over the years, the DOT has focused more on hazmat and increased their inspections of trucks displaying placards. J. J. Keller’s easy-to-understand material helps the BCOs stay prepared.”*

“Our rep assesses our needs for every order. She goes the extra mile to make sure our expectations are always met.”

Wes Pace, Hazmat Compliance Mgr. Landstar

“We start new BCOs out right by giving them a packet of J. J. Keller handbooks,” says Wes. *“Each BCO also gets a Hazmat Load & Segregation Chart and Hazmat Placard Chart With Regs. Our BCOs like the charts because they’re colorful, simple to read, and easy to access ... a huge benefit to those who need to use them every day.”*

In addition to helping prepare new independent contractor owner-operators with the necessary materials, Wes is also involved with operator recertification and ongoing training. To help keep the BCOs up-to-date with changing regs, he gives them the handy Hazmat Compliance Pocketbook. And he mails out new versions of the pocketbook to the operators to replace the outdated ones.

“J. J. Keller updates some products every month, like the pocketbook, so they reflect the newest reg changes. We want our BCOs to hit the road with confidence knowing that they have access to the latest information every time they get behind the wheel.”



Hazmat Compliance Rep Steve Bailey is equally enthusiastic, saying *“We’re very pleased with J. J. Keller’s reprint of the 49 CFR Parts 100–185. It’s a great resource for educating BCOs about the special demands of hauling hazmat. We use it extensively ... it’s basically our bible.”*

Operator Compliance Rep Wanda Wiggins has been with Landstar for over 20 years. She helps BCOs stay within the guidelines for operating trucks and stay qualified to transport hazmat. One J. J. Keller product Wanda especially recommends is the Emergency Response Guidebook because *“the information inside it should be literally within arm’s reach every time truck operators hit the road – the regulations require it.”* Wanda also likes the FMCSR Pocketbook that includes the safety regs in a simple-to-follow format for BCOs.

“We’ve received even more benefit from J. J. Keller products by getting our own custom versions,” Wes

“Our BCOs buy their flip-file placards, and we always recommend they use J. J. Keller for the competitive pricing and fantastic customer service.”

Steve Bailey, Hazmat Compliance Rep Landstar

notes. *“Ordering custom products from J. J. Keller has been an excellent experience. We get fantastic products with our own company-specific information added, like Landstar procedures and phone numbers. They’ve gone over really well with our BCOs, who appreciate having the necessary information that accessible.”*

“I’ve trusted J. J. Keller products since I started and never used anything else. Other safety and compliance materials don’t measure up to J. J. Keller quality.”

Wanda Wiggins, Operator Compliance Rep Landstar

Safe operations are so important to Landstar that the company’s philosophy is “safety before service”. An ambitious objective, but

one that the company is meeting through extensive BCO training, teamwork on the part of associates like Wes, Wanda and Steve, and the help they get from J. J. Keller products.



Each Landstar BCO is given a packet of J. J. Keller products by the hazmat team.

J. J. Keller products used by Landstar:

- ERG
- FMCSR Pocketbook
- Charts
- Hazmat Compliance Pocketbook
- Custom Printed Products

