

**Doug Voss, Ph.D.**  
**Biographical Information**

Dr. Voss serves as Professor of Logistics and Supply Chain Management at the University of Central Arkansas and holds the Scott E. Bennett Arkansas Highway Commission Endowed Chair of Motor Carrier Management. Doug received his Ph.D. in Logistics from Michigan State University and an M.S. and B.S. in Transportation and Logistics Management from the University of Arkansas. Before beginning his position at the University of Central Arkansas, Doug served as a post-doctoral research associate at Michigan State University and worked in the motor carrier industry. His research has appeared in numerous publications and received best paper awards from the Journal of Operations Management, Midwest Decision Sciences Institute, and The Council of Supply Chain Management Professionals.

July 20, 2020

Joseph L. Petrelli, President  
Demotech, Inc.  
2715 Tuller Parkway  
Dublin, OH 43017-2310

Dear Mr. Petrelli,

The trucking industry is faced with a crisis of insurability in the commercial automobile liability market. To a great degree, this crisis results from nuclear verdicts coupled with fewer insurance underwriters. Furthermore, while the trucking industry pursues various remedies to address nuclear verdicts, Congress is seriously considering an increase in truck liability insurance.

A provision in the Moving Forward Act, passed by the US House of Representatives on July 1, 2020, would raise the minimum coverage level for general freight from \$750,000 per accident to \$2,000,000 per accident. This is occurring despite the need for more underwriters willing and able to insure trucking companies.

Many insurance rating agencies exist but AM Best is likely most utilized. However, AM Best primarily tends to rate larger underwriters rather than smaller, more regional providers. Smaller trucking companies may particularly benefit from the ability to procure insurance from the smaller, regional providers typically reviewed and rated by Demotech.

To evaluate the efficacy of Demotech, I have completed my review of Cole et al. (2011) as well as Barth and Klein (2018). Evidence presented in these works points to the similarity of AM Best and Demotech ratings. Further, comparable AM Best and Demotech rated insurers had nearly equivalent impairment rates. Based on findings contained in the aforementioned articles, I believe utilizing Demotech's ratings as a supplement to the exclusive use of AM Best would provide a valuable and reliable service to the trucking industry.

Accompanying this letter you will find a review of the referenced research and an appendix that integrates Barth and Klein (2018) with AM Best's published impairment rate data.

Thank you for the opportunity to review these works and I hope you will contact me with any questions or concerns.

Sincerely,



Doug Voss, Ph.D.  
Professor of Logistics and Supply Chain Management  
University of Central Arkansas

## **M. Douglas Voss, Ph.D.**

University of Central Arkansas  
Department of Marketing and Management  
312 Business Administration Building  
Conway, AR 72035  
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### **POSITIONS**

- 2019 – **UNIVERSITY OF CENTRAL ARKANSAS (Conway, AR)**  
**Professor of Logistics and Supply Chain Management**  
Department of Marketing and Management
- 2015 – **UNIVERSITY OF CENTRAL ARKANSAS (Conway, AR)**  
**Scott E. Bennett Arkansas Highway Commission Chair of Motor  
Carrier Management**
- 2013 – 2019 **UNIVERSITY OF CENTRAL ARKANSAS (Conway, AR)**  
**Associate Professor of Logistics and Supply Chain Management**  
Department of Marketing and Management
- 2007 – 2013 **UNIVERSITY OF CENTRAL ARKANSAS (Conway, AR)**  
**Assistant Professor of Logistics and Supply Chain Management**  
Department of Marketing and Management
- 2006 – 2007 **MICHIGAN STATE UNIVERSITY (East Lansing, MI)**  
**Post-doctoral fellowship for the study of supply chain security**  
Funded by the U.S. Department of Homeland Security and the National  
Center for Food Protection and Defense

### **EDUCATION**

- 2002 – 2006 **MICHIGAN STATE UNIVERSITY (East Lansing, MI)**  
**Doctor of Philosophy in Business Administration**  
Major: Logistics, Minor: Marketing
- 2001 – 2002 **UNIVERSITY OF ARKANSAS (Fayetteville, AR)**  
**Master of Science, Transportation and Logistics Management**

1994 – 1999 **UNIVERSITY OF ARKANSAS (Fayetteville, AR)**  
**Bachelor of Science, Transportation and Logistics**

## **CERTIFICATIONS**

2017 – **Commercial Driver’s License (AR Class A)**

## **BUSINESS EXPERIENCE**

2015 – Present **Arkansas Trucking Association, Board of Directors**

2013 – Present **PHM Family Farms (Lonoke, AR), Partner/Manager,**

2008 – 2010 **Supply Chain Sustainability, LLC (East Lansing, MI)**  
Partner – Develop, implement, and market supply chain auditing software for research and commercial use.

2000 – 2001 **Pro Transportation (Little Rock, AR)**  
Risk Management Supervisor – part of safety department and handled the insurance and drug testing for a fleet of 400 trucks.  
Load Coordinator – Coordinated and scheduled freight for trucks delivering to the Midwest U.S.  
Sales Manager – Contacted existing and potential customers to solicit freight.  
Fleet Manager – Managed the activities of 40 – 50 drivers.

1999 – 2000 **Atlas Carriers (Searcy, AR)**  
Fleet Manager – Managed the activities of 30 – 40 drivers.

1997 – 1998 **Georgia Pacific, Inc. (Atlanta, GA)**  
Logistics Intern – Monitored logistics costs and assisted in lane assignment project wherein carriers were awarded freight in more than 100 lanes of traffic from GP facilities.

1996 – 1997 **J.B. Hunt Transportation (Lowell, AR)**  
Intermodal Assistant – Facilitated the movement of J.B. Hunt intermodal freight across the United States and Canada.

## **HONORS**

Named to the American Transportation Research Institute Research Advisory Committee (2021-2022)

Finalist for University of Central Arkansas Faculty Excellence Award in Service (2017)

Finalist for University of Central Arkansas Faculty Excellence Award in Service (2016)

University of Central Arkansas College of Business Faculty Excellence Award in Service (2016)

University of Central Arkansas College of Business Faculty Excellence Award in Research (2015)

International Journal of Logistics Management Highly Commended Paper Award (2014)

Midwest Decision Sciences Institute Stan Hardy Best Paper Award (2013)

Journal of Operations Management Jack Meredith Best Paper Award (2011)

Inaugural member class of the Arkansas Trucking Association 40 Under 40 Council (2010)

Council of Supply Chain Management Professionals E. Grosvenor Plowman Best Paper Award (2006)

## **GRANTS/GIFTS**

Transportation Day Football Game Fundraiser (\$6,600) for LSCM scholarships (2019)

Trucking Industry Defense Association (\$3,000) for LSCM scholarships (2019)

Trucking Industry Defense Association (\$3,000) for LSCM scholarships (2018)

Bruce Oakley, LLC Endowed Scholarship (\$25,000) for LSCM Program (2018)

Trucking Industry Defense Association (\$2,500) for two LSCM scholarships (2017)

CH Robinson Endowed Scholarship (\$25,000) for LSCM Program (2017)

Trucking Industry Defense Association (\$1,250) for LSCM scholarship (2016).

Scott E. Bennett Arkansas State Highway Commission Endowed Chair in Motor Carrier Management (\$3,000,000) for support of UCA Logistics and Supply Chain Management Program (2015).

Trucking Industry Defense Association (\$5,000) for support of UCA Supply Chain Program (2012).

Arkansas Community Foundation (\$500) for partial support of the Johnnie Bryan Hunt Logistics Scholarship (2011).

Trucking Industry Defense Association (\$5,000) for support of UCA Supply Chain Program (2011).

Trucking Industry Defense Association (\$5,000) for support of UCA Supply Chain Program (2010).

Bell and Company grant (\$1,000) for support of UCA Supply Chain program (2010).

Bell and Company grant (\$1,000) for the purchase of conjoint analysis software for the study of choice criteria used to choose between motor carriers (2009)

Bell and Company grant (\$2,000) for the study of issues pertinent to small motor carriers (2008)

Awarded a dissertation grant (\$1,600) from Pharmacia/Michigan State University Graduate School for the study of food, nutrition, and chronic disease (2006)

Awarded a scholarship by The U.S. Department of Homeland Security for research into food supply chain security (2005)

## **REFEREED PUBLICATIONS**

Wygala, Ashley, M. Douglas Voss, Michael B. Hargis, and S. Scott Nadler (in press), "Assessing Causes of Driver Job Dissatisfaction in the Flatbed Motor Carrier Industry," *Logistics*.

Voss, M. Douglas and Joe Cangelosi (2020), "Drug Testing in the U.S. Trucking Industry: Hair vs. Urine Samples and the Implications for Policy and the Industry," *Journal of Transportation Management*, 30 (2), p. 9-24.

Moody, Misty, S. Scott Nadler, M. Douglas Voss (2018), "Nothing Good

- Happens After Dark: The Influence of Temporal Factors on Motor Carrier Crash Severity,” *Journal of Transportation Management*, 28 (2), p. 7-18.
- Keller, Scott B., Bob Kimball, Bruce Brown, Giovana Patitucci, and M. Douglas Voss (2017), “Discovering the Power of Emotional Intelligence and Organizational Identification in Creating Internal Market Oriented Supervision,” *Journal of Transportation Management*, 27 (2), p. 39-58.
- Bachrach, Daniel, Elliot Bendoly, Danielle Beu Ammeter, Richard Blackburn, Kenneth Brown, Gerard Burke, Tyrone Callahan, Kay Yut Chen, Vikki Day, Jaime Gomez, Tim Greenlee, Alan Ellstrand, Homer Erikson, Rob Handfield, Martha Louder, Manoj Malhotra, Francis Petit, Kathy Petroni, Alex Sevilla, Scott Shafer, Margaret Shih, Al Smith, and Doug Voss (2017), “On Academic Rankings, Unacceptable Methods and the Social Obligations of Business Schools,” *Decision Sciences Journal*, 48 (3), p. 561-585.  
**Subject of a Wall Street Journal Article: Kelsey Gee, “Business-School Rankings Stir New Rancor,” May 9, 2017.**  
**One of the top 20 most downloaded DSJ articles of 2016-2017.**
- Voss, M. Douglas, Michael Rubach, Lindsey Bray, Spencer Langston, and Raymond McLeod (2015), “An Examination of Website Quality Differences in Supply Chain Oriented Firms: The Case of Food Banks,” *International Journal of Business Disciplines*, 26 (1), p. 36-44.
- Nadler, S. Scott, John F. Kros, and M. Douglas Voss (2014), “Managerial Motivations and the Use of Hedging in Supply Chain Management,” *International Journal of Business Disciplines*, 25 (2), p. 69-79.
- Voss, M. Douglas and Zachary Williams (2013), “Public-Private Partnerships and Supply Chain Security: C-TPAT as an Enabler of Relational Security,” *Journal of Business Logistics*, 34 (4), p. 317-331.
- Voss, M. Douglas (2013), “Supplier Choice Criteria and the Security Aware Food Purchasing Manager,” 24 (3), p. 380-406. **Recipient of International Journal of Logistics Management Highly Commended Paper Award.**
- Nadler, S. Scott and M. Douglas Voss (2013), “Long Haul Truck Driver Retention: It’s Not Just the Carriers’ Problem,” *Distribution Business Management Journal*, 15 (1), p. 60 - 62.

- Helferich, O. Keith, M. Douglas Voss, Zachary Williams, and Jim Moore (2011), “A Sustainability Longitudinal Study: Suggestions for Enhanced Supply Chain Performance,” *Distribution Business Management Journal*, 12 (1), p. 10-14.
- Voss, M. Douglas, Joseph D. Cangelosi, Jr., Michael Rubach, and S. Scott Nadler (2011), “An Examination of Small Motor Carrier Survival Techniques,” *International Journal of Logistics Management*, 22 (1), p. 87-103.
- Speier, Cheri, Judith M. Whipple, David J. Closs, and M. Douglas Voss (2011), “Global Supply Chain Design Considerations: Mitigating Product Safety and Security Risks,” *Journal of Operations Management*, 29 (7/8), p. 721-736. **Recipient of the Journal of Operations Management Jack Meredith Award for best paper published in the Journal in 2011. Recipient of the Midwest Decision Sciences Institute Stan Hardy Award.**
- Helferich, O. Keith, M. Douglas Voss, and Zachary Williams (2010), “Sustainability: The Long View – The Importance for Your Company, Your Children, Their Children, and Our Planet,” *Distribution Business Management Journal*, 9 (1), p. 78-81.
- Keller, Scott B., M. Douglas Voss, and John Ozment (2010), “A Step Toward Defining a Customer-Centric Taxonomy for Managing Logistics Personnel,” *Journal of Business Logistics*, 31 (2), p. 195-214.
- Closs, David J., Gilbert N. Nyaga, and M. Douglas Voss (2010), “The Differential Impact of Product Complexity, Inventory Level, and Configuration Capacity on Unit and Order Fill Rate Performance,” *Journal of Operations Management*, 28 (1), p. 47-57
- Whipple, Judith M., M. Douglas Voss, and David J. Closs (2009), “Supply Chain Security Practices in the Food Industry: Do Firms Operating Globally and Domestically Differ,” *International Journal of Physical Distribution and Logistics Management*, 39 (7), p. 574-594.
- Voss, M. Douglas, Judith M. Whipple, and David J. Closs (2009), “The Role of Strategic Security: Internal and External Security Measures with Security Performance Implications,” *Transportation Journal*, 48 (2), p. 5-23. **Article cited as suggested reading in the “Transportation Risk Management” chapter of *Transportation: A Supply Chain Perspective*, Coyle, John J., Robert A. Novack, Brian J. Gibson, and Edward J. Bardi; South-Western Cengage, 7<sup>th</sup> ed.**
- Voss, M. Douglas, David J. Closs, Roger J. Calantone, O. Keith Helferich, and Cheri Speier (2009), “The Role of Security in the Food Supplier Selection Decision,”

*Journal of Business Logistics*, 30 (1), p. 127-155.

Cangelosi, Jr., Joseph D., Edward Ranelli, and M. Douglas Voss (2009), "Demographic Correlates of Preventative Health Care Attitudes and Lifestyle Patterns," *International Journal of Business Disciplines*, 20 (1), p. 15-25.

Helferich, O. Keith, M. Douglas Voss, and John E. Griggs (2008), "Mitigation of Supply Chain Network Risk: Research and Results Applied to Security and Sustainability," *Distribution Business Management Journal*, 7 (1), p. 72-77.

Scott, Nancy, M. Douglas Voss, Scott B. Keller, and Matthew Schlosser (2008), "The Effects of Interdepartmental Customer Orientation on Distribution Center Performance," *Journal of Transportation Management*, 19 (2), p. 54-70.

Zsidisin, George A., M. Douglas Voss, and Matthew Schlosser (2007), "Shipper-Carrier Relationships and Their Effect on Carrier Performance," *Transportation Journal*, 46 (2), p. 5-18. **Presentation derived from this manuscript received the 2006 CSCMP E. Grosvenor Plowman best paper award from CSCMP.**

Voss, M. Douglas, Thomas J. Page, Jr., Scott B. Keller, and John Ozment (2006), "Determining Important Carrier Attributes: A Fresh Perspective Using the Theory of Reasoned Action," *Transportation Journal*, 45 (3), p. 7-19.

Voss, M. Douglas, Roger J. Calantone, and Scott B. Keller (2005), "Internal Service Quality: Determinants of Distribution Center Performance," *International Journal of Physical Distribution and Logistics Management*, 35 (3), p. 161-176.

Voss, M. Douglas, Scott B. Keller, Alexander E. Ellinger, and John Ozment (2004), "Differentiating Supervisors and Coworkers as Suppliers of Job Products to Frontline Distribution Center Employees: Implications for Union and Non-Union Environments," *Transportation Journal*, 43 (2), p. 37-58.

## **EDITOR REFERREED PUBLICATIONS**

Voss, M. Douglas (2020), "How Will COVID-19 Change Our Lives Moving Forward?" [www.uca.edu/business](http://www.uca.edu/business).

Voss, M. Douglas (2020), "Is the Food Supply Chain Breaking Down?" [www.uca.edu/business](http://www.uca.edu/business).

Voss, M. Douglas (2020), "Insurability Issues Detour Truckers," *Insurance Advocate*, 131 (10).

- Voss, M. Douglas (2020), "A Case for Issue 1," *Arkansas Trucking Report*, 25 (5), p. 62.
- Voss, M. Douglas (2020), "Vote for Issue 1: Roads Not Place to Cut Government," *Arkansas Democrat Gazette*, September 26, p. 7B.
- Voss, M. Douglas and Joe Cangelosi (2020), "Hair Raising Results," *Arkansas Trucking Report*, 25 (1), p. 46.
- Voss, M. Douglas and Richard Bell (2011), "Darwin Would be Proud: Survival Strategies for Small Carriers," *Nebraska Trucker* (Nebraska Trucking Association Magazine), 73 (2), p. 10-11.
- Voss, M. Douglas and Richard Bell (2011), "Darwin Would be Proud: Survival Strategies for Small Carriers," *Roadwise* (Motor Carriers of Montana Magazine), 62 (1), p. 16-17.
- Voss, M. Douglas and Richard Bell (2011), "Darwin Would be Proud: Survival Strategies for Small Carriers," *Utah Trucking* (Utah Trucking Association Magazine), 2, p. 25-27.
- Closs, David J., Cheri Speier, Judith M. Whipple, and M. Douglas Voss (2008), "Supply Chain Security: A Framework for Protecting Your Supply Chain," *Logistics Management*, 47 (9), p. 45-46.
- Closs, David J., Cheri Speier, Judith M. Whipple, and M. Douglas Voss (2008), "A Framework for Protecting Your Supply Chain," *Supply Chain Management Review*, 12 (2), p. 38-45.
- Voss, M. Douglas and Scott B. Keller (2008), "Listen to Your Customers," *Arkansas Trucking Report*, 12 (6), p. 20-22.
- Closs, David J., M. Douglas Voss, and Daniel French (2007), "What Should I do to Secure My Supply Chain?" *Logistics Quarterly*, 13 (2), p. 10-12.
- Voss, M. Douglas (2003), "Book Review of *Supply Chain Redesign: Transforming Supply Chains into Integrated Value Systems*," Handfield, Robert B. and Ernest L. Nichols, Jr (2002), *Transportation Journal*, 42 (3), p. 70-71.

## BOOK CHAPTERS

- Voss, M. Douglas and O. Keith Helferich (2012), “Using Information Technology to Mitigate Supply Network Risk,” Invited book chapter for Handbook for Supply Chain Risk Management, Omera Khan and George Zsidisin (Eds.), J. Ross Publishers, p. 251.
- Voss, M. Douglas and Judith M. Whipple (2008), “Food Supply Chain Security: Issues and Implications,” Invited book chapter for Supply Chain Risk: A Handbook of Assessment, Management, and Performance, George Zsidisin and Robert Ritchie (Eds.), Springer International, New York, NY., p. 350.

## WHITE PAPERS

- Cangelosi, Joseph D. and M. Douglas Voss (2020), “Assessing the Potential Disparate Impacts of Hair Drug Testing Among Commercial Motor Vehicle Drivers,” Delivered to The Alliance for Driver Safety and Security. **Report submitted to White House Office of Management and Budget.**
- Cangelosi, Joseph D. and M. Douglas Voss (2019), “An Examination of the Geographical Correlation Between Commercial Motor Vehicle Drivers,” Delivered to The Alliance for Driver Safety and Security. **Report used in testimony before US House of Representatives Subcommittee.**
- Voss, M. Douglas (2019), “Potential Solutions to the Truck Parking Shortage: A Focus on Arkansas and the Central Arkansas Intermodal Authority Region,” Delivered to the Central Arkansas Intermodal Authority (CAIA).
- Voss, M. Douglas and Joseph D. Cangelosi Jr. (2010), “Motor Carrier Benchmarking,” Delivered to National Association of Small Trucking Companies (NASTC) and presented by NASTC to Federal Motor Carrier Safety Administration (FMCSA).

## REFEREED CONFERENCE PROCEEDINGS

- Voss, M. Douglas and Ashley P. Wygal, (2017), “Assessing the Causes of Driver Turnover in the Flatbed Carrier Industry,” Southwest Decision Sciences Institute Conference, Little Rock, AR.
- Voss, M. Douglas and Karen Griggs (2009), “Mitigating Supply Network Disruptions in a Globally Volatile Economy: A Risk-based Application Template,” Supply Chain Leaders in Action Conference, Jacksonville, FL.

- Helferich, Omar Keith and M. Douglas Voss (2008), "Mitigation of Supply Chain Network Risk: Research and Results Applied to Security and Sustainability," Supply Chain Leaders in Action Conference, Phoenix, AZ.
- Helferich, Omar Keith and M. Douglas Voss (2008), "Environmental Health Profession All-Hazards Needs and Challenges: Statistical Results of the 2007 Joint NEHA and Michigan State University National Survey," National Environmental Health Association 72<sup>nd</sup> Annual Educational Conference, Tucson, AZ.
- Scott, Nancy, M. Douglas Voss, Scott B. Keller, and Matthew Schlosser (2008), "The Effects of Interdepartmental Customer Orientation on Logistics Performance in Distribution Centers," The Association of Marketing Theory and Practice Annual Conference, Savannah, GA.
- Helferich, Omar Keith and M. Douglas Voss (2007), "Achieving All-Hazards Preparedness and Response: Review of Joint NEHA and Michigan State University Department of Homeland Security Survey Results," National Environmental Health Association 71<sup>st</sup> Annual Educational Conference, Atlantic City, NJ.
- Voss, M. Douglas, George A. Zsidisin, and Matthew Schlosser (2006), "Shipper-Carrier Relationships and their Effect on Carrier Performance," Council of Supply Chain Management Professionals Educators' Conference, San Antonio TX.  
***Recipient of 2006 E. Grosvenor Plowman Best Paper Award.***
- Closs, David, Omar Helferich, Daniel Lynch, Robyn Mace, Ed McGarrell, Cheri Speier, M. Douglas Voss, and Judith Whipple (2006), "Protecting the Supply Chain from Terrorist Threats: A Framework for Guiding Practice," Decision Sciences Institute Conference, San Antonio, TX.
- Voss, M. Douglas, Thomas J. Page, Jr., Scott B. Keller, and John Ozment (2006), "The Status and Measurement of Carrier Selection Criteria: A Call for Modernization," Production and Operations Management Society Conference, Boston, MA.
- Voss, M. Douglas, Roger J. Calantone, and Scott B. Keller (2004), "Interdepartmental Customer Orientation and Employee Performance: Determinants of Warehouse Performance", AMA Summer Educators' Conference, Boston, MA.
- Ozment, John, H. Barry Spraggins, and M. Douglas Voss (2002), "Union Costs and Productivity in the LTL Motor Carrier Industry", International Business and Economic Research Conference, Las Vegas, NV.

## PRESENTATIONS

- Voss, M. Douglas (2018), “An Investigation into UCA’s Hidden and Real Athletic Subsidies,” Budget and Finance in Higher Education class in UCA’s College Student Personnel Services and Administration program, Conway, AR.
- Voss, M. Douglas (2017), “An Investigation into UCA’s Hidden and Real Athletic Subsidies,” Budget and Finance in Higher Education class in UCA’s College Student Personnel Services and Administration program, Conway, AR.
- Voss, M. Douglas (2016), “Developing Supply Chain Curriculum and Frameworks for Secondary Education,” Arkansas Department of Career Education Frameworks Revision Summit, Plumerville, AR.
- Voss, M. Douglas (2016), “An Overview of the Trucking Industry and its Importance to Arkansas’ Economic Well-Being,” Hot Spring County Leadership Forum, College of the Ouachitas, Malvern, AR.
- Voss, M. Douglas and Stan Fawcett (2016), “Supply Chain Management Curriculum Development,” AACSB Curriculum Development Series: Supply Chain Management, University of Arkansas at Fayetteville, Fayetteville, AR.
- Voss, M. Douglas (2015), “Overview of Supply Chain and Logistics Management: Mitigating Risks of a Business Built on Change,” Dassault-Falcon Jet, Little Rock, AR.
- Voss, M. Douglas (2014), “Logistics: A Retrospective and Current State of Affairs,” National Association of Purchasing Managers – Arkansas, Conway, AR.
- Voss, M. Douglas (2012), “Global Supply Chain Design Considerations: Mitigating Product Safety and Security Risks,” Academy of Management Conference, Boston, MA. ***Presentation given in consideration of the Jack Meredith Best Paper Award from the Journal of Operations Management.***
- Voss, M. Douglas (2011), “Benefits and Risks of Trade with China,” Arkansas and China Business and Economic Summit, Conway, AR.
- Voss, M. Douglas and S. Scott Nadler (2011), “Driver Satisfaction Survey Results,” Presented to anonymous motor carrier’s Driver Advisory Council, North Little Rock, AR.

- Voss, M. Douglas (2010), “Key Success Factors for Small Motor Carriers: Benchmarking Performance and Best Practices,” National Association of Small Trucking Companies Annual Conference, Nashville, TN.
- Voss, M. Douglas (2009), “Motor Carrier Benchmarking: An Update and Call to Action,” National Association of Small Trucking Companies Annual Conference, Nashville, TN.
- Voss, M. Douglas (2009), “The Shape of Supply Chain Management in the Coming Decade,” National Association of Purchasing Managers – Arkansas, Conway, AR.
- Voss, M. Douglas (2008), “The Value of Motor Carrier Benchmarking,” National Association of Small Trucking Companies Annual Conference, Nashville, TN.
- Helferich, O. Keith, M. Douglas Voss, and John E. Griggs (2008), “Mitigation of Supply Chain Network Risk: Research and Results Applied to Security and Sustainability,” Council of Supply Chain Management Professionals Central Arkansas Roundtable Supply Chain Security Conference, Little Rock, AR.
- Voss, M. Douglas (2008), “Introduction to UCA Supply Chain Management Program,” Council of Supply Chain Management Central Arkansas Roundtable Kickoff Meeting, Little Rock, AR.
- Voss, M. Douglas (2007), “NCFPD Student Development and Support Panel Discussion,” National Center for Food Protection and Defense: Food Defense Education Conference, East Lansing, MI.
- Voss, M. Douglas (2007), “The Role of Security in the Supplier Selection Decision,” National Center for Food Protection and Defense: Food Defense Education Conference, East Lansing, MI.
- Voss, M. Douglas (2007), “The Role of Security in the Supplier Selection Decision,” U.S. Department of Homeland Security University Network Summit on Research and Education, Washington D.C.
- Voss, M. Douglas and George A. Zsidisin (2007), “Shipper-Carrier Relationships and their Effect on Carrier Performance,” Michigan State University Supply Chain Advisory Council Meeting, East Lansing, MI.
- Closs, David, Dan Lynch, M. Douglas Voss, and Judy Whipple (2006), “Identifying the Capabilities to Enhance Food Supply Chain Security,” Council of Supply Chain Management Professionals Annual Meeting, San Antonio, TX: October 15-18.

Voss, M. Douglas (2005), “How Much Security is Good Enough? The Role of Security in the Supplier Selection Decision,” National Center for Food Protection and Defense Annual Meeting, Atlanta, GA: November 1-2.

Keller, Scott B., Daniel Lynch, and M. Douglas Voss (2003), “Developing and Retaining Satisfied Customer-Conscious Logistics Personnel”, Michigan State University Supply Chain Advisory Council Meeting, East Lansing, MI.

## **SERVICE**

### **University**

Faculty Senate (2014 – 2016)

Faculty Affairs II Committee (2014 – 2016)

Athletic Committee (2015-2019)

Career Services University Intern of the Year Award Judge (2012 – Present)

University Research Council (2011 – 2014)

Public Service Committee (2008-2010): 2 year term

### **College**

Faculty Liaison, LSCM student organization, “The Chain Gang.”

Member, College of Business Tenure and Promotion Committee (2013 - Present)

Chair, College of Business Tenure and Promotion Committee (2015)

Chair, Marketing and Management Department Tenure and Promotion Committee (2015)

Member, Marketing Search Committee (2015)

Member, Innovation and Entrepreneurship Search Committee (2014)

Chair, Promotion Committee for Marsha Carson (2014)

Member, College of Business Maintenance of Accreditation Committee (2013 – 2014)

Chair, College of Business Research Committee (2011 – 2014)

Member, College of Business Research Committee (2008 – 2011)

Marketing and Management Dept speaker for UCA Presidential Scholars Day (2010)

Member, Management Hiring Committee (Spring 2010)

Chair, Management Hiring Committee and College representative/interviewer at Council of Supply Chain Management Professionals Educators’ Conference (Fall 2008)

MIS Hiring Committee Member (Spring 2008)

Marketing and Management Department speaker for Bear Facts Day (2008)

Marketing Hiring Committee Member (Fall 2007)

Co-faculty sponsor of Sales and Marketing Club (Fall 2007 – 2010)

### **Discipline**

American Transportation Research Institute Research Advisory Committee (2021-2022)

Central Arkansas Intermodal Authority (Volunteer; 2016 - 2018)

Arkansas Department of Higher Education SURF Reviewer (2012 – Present)  
Arkansas Department of Career Education faculty panelist and advisor for the development of logistics and supply chain management high school education frameworks. Classes instituted at four Arkansas high schools in 2017.

Arkansas Trucking Association

- Board of Directors (2015 – Present)
- Judge, Arkansas Truck Driving Championship (2012 - 2016)
- 40 Under 40 Council (2010 – Present)
- Safety Management Council (2016 – Present)
- Maintenance and Technology Council (2016 – Present)
- Volunteer, Truck Driver Appreciation Day (2012 – 2016)

Southwest Decision Sciences Institute

- 2017 Conference Track Chair of “Supply Chain, Logistics, UAV’s II” Track, Little Rock

Council of Supply Chain Management Professionals

- Doctoral Consortium (2010): Panelist in the “What Now and How” session
- Co-Chair “Young Researchers’ Track,” Council of Supply Chain Management Professionals Educators’ Conference (2009)
- Vice President of Central Arkansas Roundtable (2008 – 2010)
- Co-Founder of Central Arkansas Roundtable (2008)

Sales and Marketing Executives International – Arkansas:

- Board of Directors (2009 – 2010)
- Member of “Top Manager Night Selection Committee” (2009)
- Member of “Membership Committee,” (2009 – 2010)

Supply Chain Leaders in Action Conference, Phoenix, AZ

- Faculty Facilitator/Group Leader (2008)
- Chair “Outsourcing and Quality Issues Track” (2006)

### **Editorial Review/Advisory Boards**

*Journal of Business Logistics* (Spring 2011 – Present)

*International Journal of Physical Distribution and Logistics Management* (2011 – Present)

*International Journal of Logistics Management* (2011 – 2015)

*Journal of Supply Chain Management* (2014 – 2015)

Ad hoc reviewer for:

*European Business Review*

*International Journal of Logistics Management*

*International Journal of Physical Distribution and Logistics Management*

*Journal of Purchasing and Supply Management*

*Journal of Transportation Management*

*Journal of Operations Management*

*Production and Operations Management*  
*Supply Chain Management: An International Journal*  
*Transportation Journal*  
*Transportation Research: Part E*  
Academy of Marketing Science  
CSCMP Educator's Conference  
Decision Science Institute Conference  
International Conference on Information Systems  
Society for Marketing Advances  
"Customer Service in Supply Chain Management," in The Handbook of Technology Management, Hossein Bidgoli, ed., John Wiley and Sons, Inc., 2008.

### **Community**

Greenbrier High School Career Day: Expert lecturer on logistics (2020)  
Junior Achievement: Expert lecturer on logistics (2017, 2018)  
Arkansas Rice Depot (Volunteer; 2014)  
    Supply chain consulting – resulted in hiring additional warehouse resources and OSHA safety practice improvements  
    Website benchmarking – student led project resulting in website redesign and academic publication  
Watch D.O.G.S. (Dads of Great Students) – Ellen Smith, Wooster, and Springhill elementary schools (2013-2019)  
Roadside trash pick up (2017)  
Monthly bus driver transporting disadvantaged individuals to a Thursday night foodbank at Conway First United Methodist Church (2014 – 2016)  
Regular bus driver transporting elderly individuals to Sunday church services at Conway First United Methodist Church (2014 – 2018)  
CASA: Volunteered to wrap donated Christmas toys for needy children in foster care (2014-2016)  
Springdale Angel Tree Warehouse: Volunteered to pack donated Christmas toys for delivery to needy children (2011-2013)  
Clear Channel Food Drive: Volunteered to help load donated food benefiting the Arkansas Food Bank Network (2010)  
Greek Food Festival: Volunteered to serve concessions at the annual Greek Food Festival held at the Greek Orthodox Church in Little Rock (2010)  
Conway Boys and Girls Club: Volunteered to sell tickets and concessions at 3<sup>rd</sup> and 4<sup>th</sup> grade basketball tournament (2009-2010)  
Arkansas Food Bank Network: Member of "Harvesters," the AFBN young professionals network. Assist in planning and implementation of AFBN fundraisers and events (2010)  
Craws for a Cause: Handed out flyers at multiple locations in Conway to promote event, which benefits the Neonatal Intensive Care Unit (NICU) at Baptist Hospital (2010)  
Craws for a Cause: Volunteered at event held at Dickey-Stephens Park to benefit the Neonatal Intensive Care Unit (NICU) at Baptist Hospital (2010)

Spearheaded fundraising effort (\$2261.65) for UCA Sales and Marketing Club to raise money for Eleanor Suttle, a 2 year old Fayetteville girl with bilateral retinoblastoma (2008)

## **TEACHING EXPERIENCE**

### **University of Central Arkansas (Conway, AR)**

Fall/Spring 2007 to present –Transportation and Motor Carrier Management

Fall/Spring 2017 to present – Safety and Motor Carrier Policy

Fall/Spring/Summer 2007 to Spring 2017 – Supply Chain Management

Fall/Spring 2007 to Fall 2010 – Marketing Management

Summer 2007 to Summer 2009 – Marketing Management

Summer 2007 to Summer 2016 – Marketing Strategy (MBA)

### **Michigan State University (East Lansing, MI)**

Summer 2006 – Introduction to Supply Chain Management

Summer 2005 – Logistics and Transportation Management

Summer 2004 – Introduction to Supply Chain Management

Fall 2003 – Logistics and Transportation Management

Summer 2003 – Logistics and Transportation Management

Fall 2002 – Quantitative Business Research Methods (TA)

## **PERSONAL OR PROGRAMMATIC MEDIA MENTIONS**

Arkansas Business, “G.E. ‘Butch’ Rice Elected Chairman of Arkansas Trucking Association,” April 30, 2015.

Arkansas Money and Politics, “AHTD to Award \$3M to UCA for Logistics Management Major”

Arkansas Business, “UCA’s Doug Voss Named to Trucking Association Board,” May 28, 2015

Log Cabin Democrat, “UCA Professor Appointed to Trucking Association Board,” May 28, 2015.

KTHV Channel 11, “UCA Professor Appointed as Trucking Director,” May 29, 2015.

Arkansas Democrat Gazette, “\$4.2M Awarded to Foster Truck Safety,” June 13, 2015

Arkansas Business, “UCA College of Business Receives \$3M for Supply Chain Program,” Jun 19, 2015.

Arkansas Times, Coverage of UCA ACTSEP Grant, August 17, 2015

Arkansas Democrat Gazette, “Highway Agency to Give \$3M Toward New UCA Major,” August 24, 2015.

KATV, “[New Supply Chain Logistics Management Degree at UCA](#),” August 27, 2015.

KTHV, “[\\$3M Donation to UCA for Trucking Faculty Job](#),” August 27, 2015.

WREG (Memphis CBS affiliate), “[Mid-South Minute: UCA Creating New Trucking and Logistics Program](#),” August 27, 2015.

KARK, “UCA Presented \$3 Million Check from AHTD,” August 27, 2015.

Arkansas Business, “UCA Receives \$3M from Highway and Transportation Department,” August 27, 2015.

Log Cabin Democrat, “Emphasis on Safety Nets UCA Trucking Program \$3 Million Award,” August 27, 2015.

The Washington Times, “Highway Department to Award \$3M to UCA,” August 27, 2015.

Transport Topics, “Arkansas Gives \$3 Million to University for Trucking Studies,” September 1, 2015

The Echo, “New Degree Gets Funding from AHTD,” September 2, 2015

Go By Truck News, “UCA Adds Trucking Major,” September 3, 2015

Truckers News, “Arkansas College Receives \$3 Million for Trucking Studies Program,” September 11, 2015

Sirius XM Road Dog Trucking Radio – Interviewed by Mark Willis to Discuss ACTSEP Grant, September 11, 2015

DC Velocity, “Arkansas College Gets \$3 Million Grant for Truck Studies,” September 30, 2015

Arkansas Highways (AHTD publication), “AHTD Supports Truck Safety Program,” November 2015

Arkansas Times “College Guide 2016: College News,” August 2016

Arkansas Trucking Report, “Make it Better. Faster. Stronger. Could Amazon.com’s Logistics Network Compete with the Trucking Industry?” March 22, 2016

Arkansas Democrat Gazette, “Trucker Council Inducts Students,” September 16, 2016

Arkansas Democrat Gazette, “Robotic Trucking Assessed for State,” November 12, 2016

Arkansas Business, “Arkansas Trucking Association Looks to College for Help,” September 26, 2016

Arkansas Trucking Report cover and feature article, “School of Truck,” November, Issue 5, 2016

Talk Business & Politics Northwest Arkansas Business Journal, “Blind Spots Remain in Visibility Supply Chain Tracking Systems, Shippers Say,” February 13, 2017.

Arkansas Business, “Customer Demand Drives Final Mile Industry,” May 15, 2017.

KTHV, [“Customer Demand Drives Final Mile Industry,”](#) May 15, 2017.

Arkansas Democrat Gazette, “Trucking Board New Chief Kept Ear to Ground,” June 4, 2017.

Arkansas Business, “UCA Professor Finds CDL Training Eye-Opening,” July 17, 2017.

Log Cabin Democrat, “UCA Professor Finds CDL Training Eye-Opening,” July 24, 2017.

Arkansas Trucking Report, Quote regarding motivation for obtaining a CDL in the “They Said It” section, 22 (4), p. 8

Arkansas Business, “Increasing Arkansas’ Speed Limit up for Debate,” November 6, 2017.

Freight Waves, “University of Central Arkansas Students Should Benefit from Blockchain Alliance,” March 2, 2018.

Log Cabin Democrat, “UCA Becomes First University for BiTA Membership,” March 2, 2018.

Talk Business & Politics, “UCA, JB Hunt join Blockchain in Transport Alliance,” March 2, 2018.

Arkansas Business, “UCA Climbs Aboard Blockchain Bandwagon,” March 26, 2018.

Talk Business and Politics, “State of the State 2019: Transportation,” January 2019.

Arkansas Business, “New ATA Hire Skylar Hatfield Following in Dad’s Tire Tracks,” April 22, 2019.

Arkansas Business, “Executive Q&A With Doug Voss,” May 13, 2019.

Arkansas Business, “Doug Voss Reappointed to ATA Board,” May 29, 2019.

Log Cabin Democrat, “Voss reappointed to Arkansas Trucking Association Board,” May 30, 2019

Arkansas Democrat Gazette, “Voss reappointed to Arkansas Trucking Association Board,” June 2, 2019

Heavy Duty Trucking, “Trucking Alliance: Driver Drug Use a Top Trucking Safety Issue,” June 12, 2019

Heavy Duty Trucking, “Study: Major Split Between Truck Driver Urinalysis and Hair-Testing for Drugs,” September 17, 2019.

The Trucker, “Study Finds Hair Test 14.2 Times More Likely to Spot Drugs than Urinalysis,” September 17, 2019.

The GrowthOp, “More than 310,000 Truckers in the US May Be Driving High, Researchers Say,” September 20, 2019.

Trucker World, “Study: Major Split Between Truck Driver Urinalysis and Hair Testing for Drugs,” September 17, 2019.

Arkansas Business, “Trucking Alliance Finds Survey Results Hair Raising,” October 7, 2019.

Arkansas Business, “Keep on Trucking,” December 16, 2019.

Arkansas Business, “Exec Q&A,” January 6, 2019.

Arkansas Trucking Report, “Transportation Day at UCA,” 24 (6), p. 42.

Talk Business & Politics, “Trade Deals Should Strengthen Trucking Industry,” February 10, 2020.

Freightwaves, “Study Finds No Racial Bias in Hair Testing Drivers for Drugs,” February 26, 2020.

Yahoo.com Finance, “Study Finds No Racial Bias in Hair Testing Drivers for Drugs,” February 27, 2020.

The Trucking Alliance, “Hair Drug Tests Don’t Discriminate,” February 29, 2020.

Transport Topics, “Trucking Not Immune From Worries Over COVID-19,” March 12, 2020.

UCA College of Business, “Is the Food Supply Chain Breaking Down?” April 28, 2020.

Arkansas Business, “Truckers Seeking Bankruptcy Amid COVID-19 Cataclysm,” May 4, 2020.

Arkansas Business, “Coronavirus Could Change the Global Supply Chain,” May 4, 2020

Arkansas Business, “At Doorsteps and Curbsides, Age of Delivery has Arrived,” May 4, 2020

UCA College of Business, “How Will COVID19 Change Our Everyday Lives,” May 22, 2020.

Heavy Duty Trucking, “Hair Testing Could Take Nearly 300,000 Truck Drivers Off the Road,” July 10, 2020.

Trucking Truth, “Nearly 300,000 Drivers Would Lose Jobs if Hair Testing Was Mandated,” July 14, 2020.

Expeditors Online, “Hair Testing Could Take Nearly 300,000 Truck Drivers Off the Road,” July 14, 2020.

Supply Chain Digest, “Supply Chain by the Numbers,” July 15, 2020.

Trucking Truth, “Nearly 300,000 Drivers Would Lose Their Jobs if Hair Testing was Mandated,” July 15, 2020.

Talk Business & Politics, “Nearly 300,000 Truck Drivers Would Be Fired if Hair Drug Tests Were Required, UCA Study Shows,” July 16, 2020

KATV, “UCA Study: Nearly 300,000 Truck Drivers Would be Fired if Hair Drug Tests Were Required,” July 16, 2020.

CDL Life, “Explosive Study Reports 300,000 Truckers Would be Out of A Job if FMCSA Mandates Hair Testing,” July 16, 2020

Truckers Report, “300,000 Truckers Would Lose Their Jobs With Hair Drug Testing Says Trucking Alliance Funded Study,” July 17, 2020.

Truckerjobusa.com, “300,000 Truckers Will be Jobless if Hair Tests are Mandatory,” July 17, 2020.

Road Scholar, “Hair Drug Testing May Clip 300,000 Drivers,” July 17, 2020.

Foley Services, “Study: Hair Testing Could Disqualify 300,000 Drivers,” July 21, 2020.

Truck News, “Hair Testing for Drugs Would Ground 300K Truck Drivers in U.S.: Researchers,” July 23, 2020

Heavy Duty Trucking, “3 Fleets on the Benefits of Hair Testing for Drugs,” July 29, 2020.

DATAAC, “Hair Testing for Drugs Would Ground Truckers,” August 6, 2020.

Joye Law Firm, “Study Finds Many Truck Drivers Would be Jobless With Enhanced Drug Testing,” August 27, 2020.

Wallethub, “2020 Best and Worst Cities to Drive In,” September 1, 2020.

Heavy Duty Trucking, “HHS Hair Testing Proposal Falls Short, Critics Say,” September 8, 2020.

Quickfix-Ultrapure, “Trucking Industry Impacted by Hair Drug Testing,” September 12, 2020.

Arkansas Democrat Gazette, “Vote for Issue 1: Roads Not Place to Cut Government,” September 26, 2020.

The Callahan Law Firm, “Truck Accidents Study Concludes 300,000 Truck Drivers Would Fail a Drug Test,” October 6, 2020.

The Demotech Difference, “The Voss Report,” Fall, 2020.

Bloomberg News, “U.S. Trucking Battles Surging Demand and a Dearth of Drivers,” November 11, 2020.

American Transportation Research Institute, “ATRI Announces 2021-2022 Research Advisory Committee Members,” December 7, 2020.

Talk Business and Politics, “Driver Shortage Persists amid COVID19 Pandemic, Mixed Freight Demand,” December 7, 2020.

PRNewswire, “ATRI Announces 2021-2022 Research Advisory Committee,” December 7, 2020.

Yahoo!Finance, “ATRI Announces 2021-2022 Research Advisory Committee Members,” December 7, 2020.

Jamaica News Today, “ATRI Announces 2021-2022 Research Advisory Committee Members,” December 7, 2020.

StreetInsider, “ATRI Announces 2021-2022 Research Advisory Committee Members,” December 7, 2020.

Latvia News Today, “ATRI Announces 2021-2022 Research Advisory Committee Members,” December 7, 2020.

Arkansas Money and Politics, “UCA Professor, Highway Police Chief Named to Transportation Research Advisory Committee,” December 8, 2020.

Arkansas Democrat Gazette, Business People news briefs on position changes or announcements, December 20, 2020.

Fleet Owner, “The Case for Hair Testing in Trucking,” December 21, 2020.

Trucks.com, “Federal Data Shows Trucking Remains One of America’s Deadliest Jobs,” January 11, 2021.

Talk Business and Politics, “2021 Should be a Better Year for Trucking,” January 13, 2021.

Arkansas Business, “Arkansas Business Movers+Shakers,” January 18, 2021.

## **CONSULTING**

Alliance for Driver Safety and Security (2019, 2020)

Co-authored two reports examining drug abuse among truck drivers and potential ethnic bias that may result from hair testing. Reports delivered to US House of

Representatives Committee on Transportation and Infrastructure Subcommittee on Highways and Transit and The White House Office of Management and Budget.

Dassault-Falcon Jet (2014)

Presentation and group project related to inter-functional customer orientation

Arkansas Rice Depot (Volunteer; 2014)

Supply chain consulting – resulted in hiring additional warehouse resources and OSHA safety practice improvements

Website benchmarking – student led project resulting in website redesign and academic publication

Maverick Transportation (2012)

Assessing the causes of driver turnover

### **PROFESSIONAL AFFILIATIONS**

Arkansas Trucking Association, Delta Nu Alpha Transportation Fraternity

### **CONTINUING EDUCATION**

North American Transportation Research Institute (NATMI) Motor Carrier Safety

Management Course: 2 day seminar providing an overview of critical federal safety regulations. Co-sponsored by Arkansas Trucking Association (2016).

Arkansas Trucking Association Safety Management Council

Commercial Driver Training course at UA Community College – Morrilton