



# HUB ADVISORY



April 25, 2007

## Our Integrity and The Plea

The past two months have been trying for NTB as we have had to deal with a number of service issues for customer—Target.

Target is a valuable key customer that expects our drivers be trained in their delivery procedures. When we service this customer, specific procedures **must be** followed and if they are not, it reflects on our service and puts our position in jeopardy.

Over the past few months, **a few drivers** have created service issues, which need the reiteration on the basics of Target's procedures. A driver recently pulled into Target, did not put the trailer to the door, and took a break (late load); another instance a driver told store personnel he/she had not been instructed how to make a delivery (call NTB dispatch if you do not know how to deliver—PLEASE DO NOT ever tell customer!); a Target pinlock was recently found on the ground; and another driver did not get a TD-1 key from Target dispatch.

These issues have caused a situation where **our integrity** and ability to service this customer have been questioned. I have committed to Target WE CAN and WILL do the job. **The plea** — PLEASE be certain when we deliver to Target - there are **no errors**. If you do not understand procedures or do not feel confident in your knowledge for delivering to Target, please call Dispatch—they will help you. When in question, call Dispatch. It is important every driver delivering to Target knows the basics and understands the procedures. Let's put our proven teamwork to work and make sure anyone that may not read this or understand the procedures is reached by you so we can be assured all drivers know the basics and where to go if they have questions. The first five drivers to contact 5 other drivers to review Target's procedures and then call Cheryl x1130 (with the 5 driver's names), will win a prize.

Thanks so much for what you do on the road and your support in getting the word out about the importance of understanding Target and servicing their business as professionals!  
Thanks, Dave Birge

## Rumor Mill

I was presented with a rumor that I felt needed to be laid to rest. A report came that a part-time driver pulled a trailer from a door at the Tipp City DC, with the dock plate still in it. The concern was that this driver was sweeping the incident under the rug and no discipline was going to be given. This person was not going to be treated in the same manner as any other driver.

The facts are this: The driver in question arrived at Tipp City, was assigned to a loaded outbound and given the trailer. When he approached the trailer, it was at a door at 802, with the green light on. The driver inspected the trailer, saw that the dock door was down, but the dock plate was still in the trailer. The driver attempted to get some assistance from the switcher, but the switcher did not respond. No one was available at 802, as they were closed. The driver then attempted to reach dispatch on the CB, but couldn't get a response. Another driver on the complex helped out by making contact with dispatch. Dispatch reviewed the situation, confirmed that no one was at 802, and instructed the driver to pull the trailer to see if the bills were on the rear.

The driver confirmed, following procedures, that the dock door was closed, and pulled the trailer out, as instructed. I want to commend the driver for following our procedures regarding Safety, Service to our customer, and communication. At no time did the driver in question fail to follow procedure or do anything without following the company policies.

Thanks, Dave



## Anniversary Dates:

<u>Name</u>	<u>Date</u>	<u>Yrs</u>
Shirley Drummond	4-29	1
William Calkins	4-30	2
Jeff Thibodeau	4-30	1
John Dooley	5-7	8
Gordon Smith	5-9	10

## **SERVICE WATCH**

For the month of **April**, our Service Watch customer is:

**Road Runner/Finish Line Transportation**

## Open Enrollment

Open enrollment for medical, prescription, 401(k), un-reimbursed medical/dependent care spending accounts and AFLAC insurance is coming up in June of 2007 for a July 1, 2007 effective date. This open enrollment period is a time to make changes to your insurance by either adding or dropping coverage or by adding or dropping dependents. All eligible employees will receive a notice with their paychecks sometime in early June with details regarding open enrollment. Please watch for this information and contact Human Resources if you have any questions.

## Driver's Corner

From **Oliver Sanders**—  
Construction Zone update:  
US23 West/M-14  
2 miles located at the US23 and M14 split—down to 1 lane.

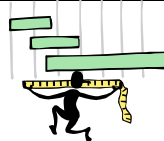


Please keep the following Drivers in your thoughts and prayers as they deal with health issues or the loss of family or friends.

Jim Bruns	Bruce Dykema
Edna Holdridge	Mark Spradlin
Dennis Taulbee	Gary Wiemer

From Edna: Ice Mountain has requested all drivers dropping trailers at Ice Mountain, to make sure the trailer tandems are slid back.

## Time and Progress



When Billy Dover began employment with NTB 17 years ago he states “things at NTB were a lot different. Dan Koster was alive and running the business and the Boys (Rick, Greg and Kurt) were still learning how to run the company, (under the direction of Dan). Henry was in-charge of the maintenance”.

As for progress, Billy has seen many positive changes over the years. He stated “I started at .18 cents a mile and there was no set time off (you got time off when you ran out of hours). You could have a vacation, but it was without pay. There was no detention time, log bonuses, incentive payout, lumpers, or being paid to load or unload trailers. Drop and hooks were far and few between - mostly just dry vans at Meijer.”

As Edna and Al had commented on the tremendous improvements in technology and tri-state runs, Billy also appreciates those improvements, however, he too misses the companywide get-togethers. He states, “There used to be a time when we got together twice a year. In the summer we would gather for a rodeo where all the drivers who had no accidents in the past year, would compete for a chance to go to the state rodeo. Drivers could bring their families and NTB covered all expenses, and a fun time was had by all!”

We're glad to have you as a driver Billy and thanks for your input!

## From Fuel Desk **Debbi**



Once again a HUGE thank you to all drivers who are putting the load numbers on their BOL when they are turned in. Especially the Meijers BOL's. It greatly speeds up the process of getting them in the system.

**For the newer drivers :** If you are having problems using your fuel card the first few times, 2 things to keep in mind to try and trouble shoot before using the shop card or getting a Comchek: The PIN# is the last 4 digits of your Social Security number and your fuel card IS set up to work as soon as you get it in orientation. There is no wait time to get it activated. As a trainee driver you utilize your trainers card, but once you are on your own-your card is already activated.

## Timeless Truth...



And if a house be divided against itself, that house cannot stand.

Mark 3:25

## NTB WELCOMES THE FOLLOWING NEW DRIVERS:

Scott Finley—NATI  
 Robert Foster—NTST  
 John Riley—NANE  
 Anthony Wisniewski—NALT

**CONGRATULATIONS AND WELCOME TO THE NTB FAMILY!**

### --Drivers Closing Out --

In order to ensure all issues are handled and an agreed upon report back or call back time is confirmed, we expect all drivers to **call in** when closing out at your home terminal. This allows us to ensure that you are properly cared for and we are setting you up at the appropriate time. We cannot accept closeouts via People-net when at your home domicile. As always, we'd be happy to see you face to face, when at a location that has dispatch. Thanks, Dave

### From Tom Mahar NALT Shop Manager:

Driver Jerry Subbs informed Tom of the hazards in the parking lot at Norman G. Jensen in Laredo, TX. Jerry found 25 seals, which look like trailer pins in their lot. Tom indicates the pins are a hazard and WILL puncture trailer and tractor tires.

**Please be cautious!**

## If You're Feeling That "Time Is Taking Its Toll"

None of us is immune to occasional reminders that "we're not as young as we used to be." Still signs that "time is taking its toll" don't have to be downers. Instead, they can be oh-so-personal reminders of how important certain lifestyle habits are for each of us. A "to-your-health" advisory:

- ◆ **Eat berries.** A Tufts University study revealed that when blueberries were added to the daily diet of aging rats, the rodents began acting like much younger rats. When strawberries and cranberries were added, the effects were even more striking. OK, we're not rats, but our metabolisms are similar.
- ◆ **Eat foods rich in vitamin E.** Such as whole grains, spinach and olive oil. Scientists have known for some time that these foods are especially effective in reducing age-related inflammation of the brain and subsequent memory loss.
- ◆ **Exercise, exercise, exercise.** For many people, it's also a key to fending off depression and maintaining a strong sense of well-being.
- ◆ **Challenge your brain.** Read mysteries, complete puzzles, test your arithmetic at the grocery checkout stand, even spell words backwards. It's just as important to exercise your brain as your body.
- ◆ **Sleep Soundly.** Almost nothing can make you feel old before your time as quickly as haphazard sleep habits. Guard your snoozing hours with great care!

**REMINDER TO DRIVERS:** If you notice fresh damage on a trailer you are picking up please be aware—you **MUST** report it to the customer as well as to NTB dispatch. This also includes Target trailers that we pick up at backhauls. Please remember any accidents must also be called in as soon as it happens, not several hours later—no matter how minor the damage, **it is still an accident.** Thanks, Chris Schomberg

### This Month in History—May

**25 Years Ago—May 30, 1982:** Cal Ripken, Jr., starts in the first game of what eventually becomes his record-breaking streak of 2,632 consecutive games played. His feat breaks the record set by Lou Gehrig in 1939.

**30 Years Ago—May 25, 1977:** "Star Wars" opens in cinemas. It goes on to gross more than \$460 million, the second highest grossing movie of all time (after "Titanic").

**35 Years Ago—May 28, 1972:** The first Watergate break-in occurs.

**40 Years Ago—May 1, 1967:** Elvis Presley and Priscilla Beaulieu get married in Las Vegas.

**45 Years Ago—May 19, 1962:** Marilyn Monroe sings her infamous "Happy Birthday" tribute to President John F. Kennedy at Madison Square Garden.

**50 Years Ago—May 7, 1957:** The final episode of "I Love Lucy" is broadcast on CBS.

**100 Years Ago—May 26, 1907:** Actor John Wayne (born Marion Morrison) is born. He becomes famous for his World War II movies and westerns.

## Inspirational Story

If you've ever struggled with your weight (and seriously, how many of us *haven't*?) you've probably read the standard advice doled out by health professionals everywhere: There's no magic, fat-melting pill (darn!); eat less, count calories, exercise and you'll lose weight. It's not brain science. You just need to get serious about it. Ask Daren Baker, NALT Mechanic—our Weight Inspiration for this Publication:

**NALT Mechanic Daren Baker**, began his journey of weight loss December 15th, 2006—5 months ago. A family member who had lost a “bunch of weight” was Daren’s inspiration. Daren said he “just decided he wanted to lose weight to feel better” and did it (shouldn’t it be that easy for the rest of us?). To-date Daren has lost an **amazing 82 pounds!**

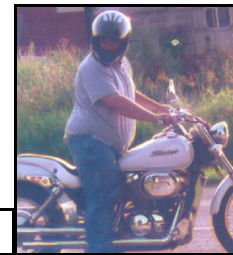
I asked Daren if he was following a program (like Weight Watchers) and he said he was just watching what he is eating and exercising. He drinks a Whey protein drink for breakfast with his oatmeal and a banana. For lunch, he will have fruits and veggies and 2 - cups of yogurt. For dinner, baked chicken or turkey or steak. As a snack, he had dried cereal and yogurt.

In the evening (or on his break), he will exercise. He began exercising slowly and now walks/runs (3—5 miles per day) or rides his bike (12+ miles a day) or the stationary bike in the lounge upstairs at the NALT terminal. He lifts weights, does pushups and sit-ups as well. He said he “has much more energy now that he’s lost weight and is exercising”.

Daren’s tips for weight loss include: Eat healthy—portion control—break meals up—instead of 3 large meals—eat 5 or 6 smaller meals a day. You maintain a fullness level by eating. Congratulations Daren—you look great!

Watch for more inspirational stories coming in the upcoming HUB Advisories.

If you know of someone who has an inspirational story, give Cheryl a call x1130.



Daren Now



Daren Before

## Driver Awards Celebrations

**Grand Rapids:** May 6, 2007 @ Old Country Buffet (785 Center Dr. NW, Walker, MI) at 10:00AM.

**Newport:** May 20, 2007 @ Ramada Inn, Taylor, MI (Intersection of I-75 and Eureka Ave) at 2:00 PM.

**Galesburg:** May 21, 2007 @ Target DC Conference/Training room at 9:00 AM.

**Lansing:** June 3, 2007 @ Marriot Spring Hill, (by Wal-Mart) at 9:00 AM.

**Tippecanoe:** June 3, 2007 @ Marriot Residence Inn, Troy, OH (behind the Fairfield Inn) at 1:00 PM.



Driver relations will be contacting you to find out if you are planning on attending. This is our first celebration in a while and we will be conducting a short safety meeting immediately following the presentations so drivers only this time. Thanks.