



HUB ADVISORY



May 9, 2007

Our Customers Appreciate YOUR Service

As a result of your continued outstanding service, I am pleased to announce additional business opportunities that we have earned. Beginning in June:

Meijer has awarded us service to M126—Mansfield, OH. We will deliver grocery product from Newport and perishable and GM product from Tipp City. This should add approximately 150,000 miles per year!

Target will be adjusting the stores that are serviced by T587. As a result, in June, T1052 (Wyoming, MI) and T867 (Bolingbrook, IL) will no longer be serviced by us. These stores will be serviced from Target's Dekalb, IL DC. We will be gaining two stores, T794 (Canton, OH) and T985 (Strongsville, OH). Both of these stores are in the eastern Ohio market. While we are sad to not be able to support the two current stores, the adjustment will amount to an increase in miles for Target of approximately 130,000 miles per year due to the increased length of haul!

Thanks again for all your hard work and the top quality service you are providing to our customers!
Dave Birge

SERVICE WATCH

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

TARGET

Be aware that our integrity and ability to provide quality service has been called into question. Specifically our drivers are reporting that they do not know or understand the procedures. Several drivers have reported that they were not trained.

Actions:

- Every day, each individual in the department needs to be aware of that day's business for the customer, and watch the plans to ensure we are being successful.
- High levels of communication within the team about the loads and the plans are essential.
- Any service concerns are to be brought to the attention of the Coordinator and the Operations Manager **immediately**. In-turn, these individuals are to communicate with the Customer Service Manager promptly.
- From an order of priority standpoint, these loads are to take #1 priority and planned to move when ready.
DO NOT WAIT UNTIL THE LAST MINUTE.

Specific customer needs:

- As much as possible, keep dedicated drivers on Target.
- When an over-the-road driver is needed to complete on-time deliveries, these drivers must be approved by the Fleet Supervisor on call, or on duty.
 1. These drivers are to have all procedures reviewed with them by dispatch. Refer to Green Book for any questions.
 2. Hand each driver the single page "crib notes" for Target (available at every terminal). Notify the drivers that they should expect to be questioned by Target dispatch – THEY MUST BE PREPARED.
 3. Any issue a driver may encounter in understanding what to do – they need to contact NTB dispatch.

Service Watch is our way of making sure we are mistake free and providing 100% top quality service to this account. Let's focus this month on making sure this customer is given this top level service.

Anniversary Dates:

Name	Date	Yrs
Jeff Bloomberg	5-14	8
Lester Eastwood	5-14	2
Leo Bryson	5-15	9
Robert Grunder	5-17	5
David Schwander	5-17	5
Stephen Smith	5-17	5
Robert Brassfield	5-18	15
Jerry Thompson	5-21	3
Ronnie Birch	5-21	3
James Ballard	5-23	12
John Porter	5-23	5

Welcome



Please welcome **John Wesche** to NTB's IT Department.

John comes to NTB from Rockford Corp., where he was a 15 year employee. John worked at Rockford in many areas over the years and most recently he worked on the development of the Rockford Corp. intranet.

Please introduce yourself to **John** and give him a warm welcome!

Driver's Corner

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

Jason Mayville, NATI

From Spartan Foods:

We are encountering some issues with bol's at Plymouth. When trailers are being dropped, the bol's are not getting to receiving. Drivers need to make sure they physically hand the bol's to either someone in receiving or the guard shack.

Thank you for your help in this matter.



Timeless Truth...

Faith is...the evidence of things not seen.
Hebrews 11:1

Corner Store



Paulette at the Corner Store has White Tee Shirts for sale in sizes Med—XL (\$8.00 plus tax) and 2XL—3XL (\$9.50 plus tax).

Also available are NTB mugs for \$3.55 plus tax.

NTB WELCOMES THE FOLLOWING NEW DRIVERS:

William Bergan—NTST
James Blackburn—NATI
Tim Edmond—NALT
Brandy Jimenez—NAGT
Dave Thompson—NANE

CONGRATULATIONS AND WELCOME TO THE NTB FAMILY!

From Fuel Desk Debbi



DRIVERS:

When fueling, if you happen to incorrectly input a hub reading, tractor number or record the transaction as Tractor Fuel when it should be Reefer, please make sure you note the error on your fuel slip which is turned in to the fuel desk with your packets. Also, if possible, please email Joel or Jason or have dispatch send me a quick note of the error as I balance out each day's work sometimes a week before I ever see your fuel slip with the note. In order to make the proper corrections, I need to correct the error as soon as possible.

Thanks
Debbi- Fuel Desk

NEATNESS COUNTS

Pat, the new "Log Lady", has made tremendous progress getting our log entries caught up and our Log Bonuses current. Now we need your help to aid in keeping things up-to-date.

BE NEAT! Use a straight edge when drawing lines; center the lines in the correct grid. Please make your letters and numbers neat. On logs for days off be sure that you show 24 hours on line one, off duty. If you are empty or bobtail, indicate that in the shipper / commodity box. Be sure to fill out the pre and post trip boxes completely and please do not spindle or roll your logs, as we can't scan them. Last but not least, **PLEASE DOUBLE CHECK THEM BEFORE YOU TURN THEM IN!**

Remember; helping us helps **YOU!**

ROADSIDE INSPECTIONS

It is imperative that **INSPECTION REPORTS** from “DOT” Inspections are turned in **immediately** to NTB. This includes owner operator units. These forms must be returned to the issuing State by NTB within fifteen days of the inspection date, regardless of there being any violations or not. Failure to do so can result in NTB being fined \$500.00 or more. We need your help so that this does not happen. Run legal, log legal, inspect your equipment and get things fixed.

ACCIDENT REPORTING

We still have drivers who are not following the proper procedures for accident reporting.

ALL ACCIDENTS regardless of seriousness must be reported **FIRST TO DISPATCH**. Dispatch will then contact the shop and/or safety after they take the basic information. You must follow these procedures! Failure to do so can result in additional discipline. Thank you for your cooperation.

Violating HOS Rules Endangers Lives

A truck driver was charged last September with vehicular homicide and manslaughter by culpable negligence after a crash that killed seven relatives. The Florida tragedy occurred in January, 2006 when the truck driver crashed into a stopped car, which burst into flames and was forced under a stopped school bus. All seven individuals in the car were killed and several on the bus were injured. The initial investigation indicated that the truck driver, with the exception of a short nap, had been awake for approximately 34 hours at the time of the crash.

In another instance, a North Carolina woman was awarded \$1.2 million as the result of injuries she sustained in a 2003 car/truck crash because one of the truckers involved had falsified his logbook. The crash occurred on I-85 in North Carolina as two tractor-trailers were traveling side by side. The first truck swerved and hit the second truck, knocking it into the woman’s car. The driver of the first truck had reported in his logbook that he had been on the road 10 hours when he was really behind the wheel for 11 hours. He was not only over the Federal Motor Carrier Safety Administration’s (FMCSA) HOS regulations at the time of the crash, but also on several days leading up to the crash (under the old HOS regulations), according to authorities. The woman received a “higher-than-normal” settlement because of the falsified logbook.

DON’T PUT YOURSELF AND OTHERS AT RISK; KNOW THE RULES AND FOLLOW THEM!

FINES

Traditionally, NTB has helped drivers pay various tickets by paying fines on the spot via Com Check or sending checks to the appropriate court and then setting up a payroll deduction plan with the driver to “ease the pain” of payment. Please remember, that it is ultimately your responsibility to be sure that your fine has been taken care of. Please drive and act **PROFESSIONALLY** at all times!

GET READY!

It is almost that time of year again, “**The 72 Hour Roadside Inspection Blitz**” is almost here. Most State inspection stations will be open for business for this entire 72 hour period. The dates for this year are **June 5, 6, and 7th**. Let’s see if we can get through this year’s period with 100% “clean” inspections.

When you are being inspected by any law enforcement authority, be polite, be cooperative and remember they have three very important things; a badge, a gun, and most importantly a **PEN!** Just like you, these people are doing a job. Most are extremely professional and take pride in what they are doing. **YOU** represent not only NTB but the entire industry when you are out there, not just during inspections, but any time you are on the road. “Ride With Pride”, not just for looks, but in actions and deeds. **Be a proud professional!**

LOG UPDATES

We are once again up-to-date and current in our log processing. We want to thank all of you drivers for being so patient while we got things back on track. Over all, you our drivers are doing a pretty good job both in getting your logs in on time and being accurate. Many of the errors we see are simply careless mistakes, missing mileage, not signed, hours added incorrectly and the like. Double check your logs before you turn them in, it only takes a minute or two. If you are having problems understanding the basic Hours of Service Rules, ask and we will be more than glad to help you. If you are having problems because dispatch “made” you run beyond your hours, then shame on you. No one can force you to run illegal, only **YOU** can do that. Learn to report your hours accurately, know when to say yes and when to say no. If you say no be sure that you are right and give an alternative pick up or delivery time or how far you can go to dispatch.

We will be monitoring your pick up and delivery times as well as your fuel stops during log reviews. It is imperative that you as a driver, and we as a company, are in compliance **at all times**. If we are not in compliance when we go through a DOT Audit or are involved in a serious accident, there could be serious consequences for all of us. Protect yourself, protect NTB, and protect the public.

Thank you for your continued cooperation!

Inspirational Story

Our weight loss inspiration for this publication is NAGR's Brian Pratt:

I /we (my wife Cheryl and I), decided to lose some weight in July 06. I had enough of the heavy slow tired feeling I was having. I also had back pains and the back of my legs and my behind would actually go slightly numb as if that area was going to sleep. In addition, I was having some high blood pressure issues. For me it was time for a change.

Cheryl and I had previously tried several different weight loss processes with some success but soon after we lost it we would find it again...sound familiar? Our success this time was different; we made a life style change which allowed us to eat and enjoy almost any food but all in moderation. We make better food choices and understand the amount of energy our bodies need to function efficiently.

All food has a nutritional value to it. To be successful you need to know what your energy requirement is for the day. Eat only the foods or amount of food that will keep your intake below your required needs and you will begin to lose weight. DON'T starve yourself, it does not work. Eat less, but more often—it will help you not have that overwhelming hungry feeling. Exercise will increase your needs and can help you lose weight quicker (if you don't eat more than your needs). Really it's that simple. Energy required vs. energy consumed equals loss or gain.

There are a million ways to monitor your food intake and Cheryl and I chose to follow the Weight Watchers program. She joined Weight Watchers and I have followed the program along with her (just not attending meetings). I have lost 45lbs and together we have lost over 100lbs. About 5lbs. per month.

My back pain is now less than 90% of what it was. No more acid reflux issues, the numbness is gone, blood pressure dropped to almost normal, and my heart rate is down 3-4 beat per minute. I know you always hear this but our energy levels are **definitely up**.

I won't tell you for a minute it was always easy. I have fallen off the wagon a couple times, but got right back on it and on track again. So it is a struggle (some days) but the benefits have far "out weighed" the struggles and it has been well worth every bite I didn't take.



Brian today



Brian before

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.

A blind man wanders into an all girls biker bar by mistake. He finds his way to a bar stool and orders some coffee. After sitting there for a while, he yells to the waiter,

"Hey, you wanna hear a blonde joke?"

The bar immediately falls absolutely silent. In a very deep, husky voice, the woman next to him says, "Before you tell that joke, sir, I think it is only fair -- given that you are blind -- that you should know five things:

1. The bartender is a blonde girl with a baseball bat.
2. The bouncer is a blonde girl.
3. I'm a six foot tall, 175 lb. blonde woman with a black belt in karate.
4. The woman sitting next to me is blonde and a professional weightlifter.
5. The lady to your right is blonde and a professional wrestler.

Now, think about it seriously, Mister. "Do you still wanna tell that joke?"

The blind man thinks for a second, shakes his head, and mutters,

"No, not if I'm gonna have to explain it five times."

Driver Awards Celebrations



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.

Tipp City: 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.