

# Hub Advisory

## DRIVER APPRECIATION 2009



This year, National Driver Appreciation Week is scheduled for November. NTB will be celebrating Driver Appreciation Week August 23 – 29. As we have in the past, we will be serving breakfast sandwiches, pancakes & sausages, and burgers and hot dogs at our terminal locations. The schedule is as follows:

### Thursday:

**LANSING:** 0500-1400; Henry and Jonathan serving pancakes at 0500 then we will be serving Breakfast Sandwiches as well at 0800 and Dogs & Burgers in the PM

### Friday:

**GRAND RAPIDS:** 0800-1600; Serving Breakfast Sandwiches and Dogs & Burgers

Let's hope for great weather and make plans to join us for fun and eats at one (or more) of the locations.

## STORE RETURN, DROP INFORMATION I M P O R T A N T ! ! !

**Tipp City**—When bringing store return trailers back to the Tipp City DC;

- ◆ **Dryvan Store Returns**, or empty dryvans, should be dropped on lines 5, 6 or 802 Empty Line.
- ◆ **Reefer Store Returns**, or empty reefers, should be dropped on lines 10, 11 or 12.
- ◆ **All Inbound loads** (Dry Freight) from backhauls, should be dropped on lines 1, 2, 3 with the overflow being line 4.

**Lansing**—When bringing store returns back to the Lansing DC;

- ◆ **All Store Returns** (Dryvan or Reefer), should be dropped in the NTB Lot, just North of the gravel lot.
- ◆ **Inbound loads-**
  - M086-** all inbound loads from backhauls, should be dropped on the East side of 86
  - M093-** all inbound loads from backhauls, should be dropped on the North side of M093 on the gravel.

**There are diagrams at all the NTB Terminals as to where to drop trailers.**



**August 26, 2009**

## Birthdays of the Month



Michael LaBar	8-31
Henry Walker	8-31
Robert Laug	9-2
Gary Ward	9-3
David W Taylor	9-5
William Gaertner	9-6
Carlos Flores	9-6
Randy Benjamin	9-9
Jerry Thompson	9-10
Anthony Huett	9-10
Charles Alstott	9-10
Mike Walsh	9-10
Bill Jones	9-11
Elvis Painter	9-12
Andrew Knighten	9-13
Daniel Meyer	9-16
Bruce Ritter	9-17
Terry Joyner	9-18
Bernard Oostema	9-19
Norm Vernon	9-20
Michael Wildbahn	9-22
James McClure	9-23
Jason Woirel	9-25
John Porter	9-25
Donald Inman	9-25
Louis Van Essendelft	9-25
Dennis Wagner	9-27
Ralph Kountz	9-29

The current Nationwide Threat Level Remains: **Yellow-Elevated: There is a significant Risk of Terrorist Attacks**



\*\*\* **See Page 4—A BIG Thanks!** \*\*\*

## Anniversary Dates:

<u>Name</u>	<u>Date</u>	<u>Yrs</u>
Richard McLemore	8-28	2
Tim Rowley	8-29	1
Stanley Mattson	9-1	3
<b>Alvin Pahl</b>	<b>9-3</b>	<b>22</b>
Sandra Downey	9-5	1
<b>Mark Palazzolo</b>	<b>9-7</b>	<b>8</b>
Jay Hurst	9-7	2
Fred Holzwarth	9-7	1
<b>Terry Wilcox</b>	<b>9-8</b>	<b>17</b>
<b>Wendel Dankenbring</b>	<b>9-9</b>	<b>18</b>
Michael Carrier	9-9	3

## Service Watch Customers for September are:

**MEIJER, Store #161 and  
ALL Target Stores**

For the next 30 days, we need to focus on providing a higher level of service to these customers.

### Riding with Pride Award



This week's Riding with Pride Award goes to outstanding driver, **Mike Wildbahn**. Thank you for the positive outlook, professional demeanor, caring attitude and NTB loyalty and dedication.  
Way to go **Mike!**

*Mike was nominated for this Award by Joel Duryea, Driver Relations.*

### *Driver's Corner*

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

Jose Caudillo  
Jacob Enchill  
Kevin Frank  
Richard McLemore  
Marge Mitzi Family  
Kyle Miller  
Delbert Potts  
Charlie Shultz  
James Stradtner  
Leslie Teague  
Norm Vernon  
Terry Wilcox Family

**Driver NOTES:** Our service to Target has been poor the last five weeks, in two areas: 1.) Putting the red pinlock back on the drop trailer **before** leaving the store, and 2.) Accidents when entering the store from the street; entering the wrong way or not being careful when entering. **We need your immediate attention on these matters.** When in doubt - **GOAL - Get Out and Look.** Thanks.

### ***New Customer Updates:***

Mike Nelson, NTB Customer Service Manager, reports on new customers, Cole's in Muskegon (Hanson Logistics), and DSC in University Park, IL:

### **Coles/Hanson requests**

- ◆ make sure Reefers are operating and pre-cooled
- ◆ make sure that we are picking up on time

### **DSC in University Park, IL**

- ◆ happy with NTB's performance

**Thanks to everyone for assisting us in being successful in servicing these two customers.**

**Fueling update:** Please NOTE, **Loves** in Marshall, MI, will be closed August 31 from 7:00pm until Midnight for system upgrades. Please make sure you preplan your fueling to avoid having to fuel out of route! Thanks

**Driver Notes,** Please remember to top off reefers before dropping them at customer locations. It is important to follow this procedure! Thank you!



**Welcome once again to Driver to Driver.** Permit me once again to share a personal experience. I had the privilege of growing up on a farm and was an active participant in its operation. One day, my father sent me to disc a circle of corn stalks that had a number of utility poles along its east boundary. Up to this point, it was his practice to lay out the field for me (disc around the borders and other hazards). On this particular day, he told me I could do it myself, but warned me to stay a safe distance from the utility poles. I was feeling pretty important that he finally trusted me with this task.

Working around utility poles was a bit tricky. It was necessary to get fairly close to keep the weeds under control, yet not too close so as to do damage to the equipment. The trick was to approach the poles with your disc gangs in line to hit the pole, turn sharp at just the right time to pull the front gang away from the pole, turn sharp the other direction to swing the back gang around the pole and then turn back causing the back gang to swing back in line just past the pole. If done right, very little if any weeds would be left. It was a skill that required accurate timing, turning, and continual movement. I had seen it done many times. This was my first opportunity to try it on my own.

When my father told me to stay a safe distance from those poles, he obviously did not want me to try this particular move, but I was determined to show him how well I could drive. This would not be such a memorable experience if I had followed his intentions instead of wanting to prove my skills. Valuable time and energy had to be given to fixing a damaged disc that could have been profitably used in finishing the task at hand.

Fortunately, it has been an experience that has served me well for many years. Working with oversize equipment requires one to take extra precaution to stay away from other objects. The trick is not to see how close one can get, but to see how much cushion can be maintained from other hazards. Simply put, no one has ever hit a yellow pole, bent fairings, damaged rims, scratched trailers, etc. by staying too far away. This is a lesson I trust you have never nor will ever have to learn the hard way. It's a mark of being a professional. Till next time, I trust your road will be safe and profitable.

### ***Driver Notes:***

#### **Scheduling Personal Appointments**

Remember as you schedule doctor/dentist appointments that we prefer those appointments to be made for Monday through Wednesdays. Since the beginning of each week tends to be slower, we can accommodate more people off without jeopardizing our level of service for the week. Please make every attempt to avoid Friday appointments.

Thanks, Joel Duryea



### **Timeless Truth**

Enter through the narrow gate. For wide is the gate and broad is the road that leads to destruction, and many enter through it. But small is the gate and narrow the road that leads to life, and only a few find it.

Matthew 7:13

**NOTES From Fuel Desk Debbi....**

I have a new supply of the smaller laminated Authorized Fuel Stop information cards. If you need one, help yourself—they are at the terminals. We have not made any changes to the fuel stops, so if you currently have a card, it is still good.

A HUGE THANK YOU to the 98% of drivers who consistently put the load numbers on all your paperwork. Thank you, Thank you, Thank you.

Another HUGE Thank You to the drivers who write notes on their fuel slips or call me to let me know there was an issue in fueling or problems with their cards. The quicker I am informed of any problems, the quicker I can get them resolved and you as a driver, back on your fueling way. Notes on your fuel slips alert me to issues like a truck # was input instead of reefer # or you had to use personal payment for some reason.

REMINDER: ALWAYS get approval from the shop for any purchase made for the tractor and DOCUMENT who you spoke with on the receipt along with Your Driver ID and tractor # /Load #. You WILL NOT be reimbursed for your purchase without the name of shop person who approved the purchase and your id / information. There are numerous slips that get turned in with no name, no id, no load # and the driver paid cash for an item or their charge card. Without the proper information, there is no way to reimburse.

And...If you find there are issues with an authorized fuel stop...please let me know (or dispatch/Joel or Jason to email me) right away. Example would be the Middlebury Unmanned stop (which is now working) or the Pilot in Newport that has issues with swiping our cards and they usually have to be manually entered.

Thank You, Debbi

**A BIG THANKS!**

We would like to thank everyone in the company for their part in playing a little trick on one of our managers. There are some individuals who are so kind, sweet and helpful that they almost beg to be the object of a prank. Oh, and did I mention gullible?

Everyone knows that the way to Kristin Donbrock's heart is through her tummy. While this is hard to believe it is true. For that reason, Kristin has been looking forward to Driver Appreciation Week because there is opportunity for her to have breakfast (pancakes, sausage, breakfast sandwiches, juice and what ever else is on the table) and then lunch (hot dogs, hamburgers and all the trimmings). The best part is that she doesn't have to cook or pack a lunch, its all done for her and served to her by our senior management. Lets face it, who wouldn't look forward to all of that.

This year though, when she mentioned how much she was looking forward to all the food, one of our managers told her that because of the economic issues this year, she would only be able to have one meal and that she could only have one pancake, one sausage and 1 small glass of juice, or she could have lunch of one hot dog or one hamburger and water because we couldn't afford pop this year. Needless to say, little Kristin was very upset! The cool thing is that it seems as though the whole company picked up on this and that made the prank even better.

So...Thanks everyone for making this a great prank. To Kristin...Gotcha again!!! And by the way Kris, thanks for being such a good sport.



**Speeding Violations**

We continue to see drivers exceeding the posted speed limits in some areas. Illinois Interstates are where we see the most violations. The speed limit is 55 Miles Per Hour. We have been allowing you to run 5 miles per hour over the limit, not 6, not 7 and so on. Many are running as much as 65 mph, definitely not acceptable or legal!

If you set your cruise control at 59 mph you should have no issues with exceeding our limits.

In addition, watch your speed in the Indianapolis area as the limits change frequently. Drivers have gotten numerous tickets in this area. Secondary roads, remember the allowance is only 3 mph over the limit.

**BE SAFE, BE COURTEOUS, BE LEGAL!**