

# Hub Advisory



In a few weeks, the Fall business season will be upon us. From early November through Christmas Day, we expect our primary business to spike. Typically, these 6 weeks are the busiest time of year for NTB. During this time, we appreciate all the help you can give.

The past few years we have asked each driver if they would be willing to work 2 to 3 additional days during this season. The request is for each driver to return to work after 34 hours off (or so) at 3 separate times during the busy season.

Our business is affected by our customer's increase in demand for our service during the Holiday Season. Providing our customer with additional help when they need it eliminates the need for them to bring in additional help. It also allows drivers to maximize their earning potential for the Holiday season.

Driver Relations will be contacting each of you individually to ask if you are willing to help us out during this period. Your help this year and throughout the year is appreciated. Through teamwork, we continue to grow and prosper despite the economic conditions. We thank each and every one of you in advance for the generosity of your time as well as your willingness to help.



## Flu Season and Dealing with H1N1

The normal flu season is approaching and we wanted to share some thoughts with you, especially in light of the H1N1 virus and all the hype about the threat of flu pandemic.



So just what is the difference between an epidemic and a pandemic? Basically an epidemic would be a disease that would fall on many people but in fairly contained geographical areas. A pandemic would be a disease or virus that would affect people globally. So what the CDC is saying is that there is a possibility that the H1N1 virus could be broad enough to affect people world wide.

What can we do to protect ourselves? First and foremost, health providers always say, cover up when you cough or sneeze and wash your hands regularly. The easiest way to spread any cold or flu virus is to sneeze or cough without covering up and if you do cover up, not to wash your hands or at least use a good hand sanitizer. With the potential risk of exposure to flu or H1N1 being normally high during this season, it makes more sense to work together to protect yourself and your coworkers in this manner.

Secondly, if you do have a serious cold or the flu, please do not expose the rest of your coworkers to that illness. Stay home.

Thirdly, regarding precautionary measures, there are a couple of things you can do. If you have been susceptible to the flu in the past, have always got flu shots, have small children that are at risk or are around elderly who are at risk, get a flu shot, get everyone around you who may be at risk immunized. Also talk to your physician about taking supplements like Echinacea or some other supplement that will boost your immune system.

Corporately, we will work with local and state public health authorities who watch and track the extent of disease in our communities and we will try to give you updates, especially if there are areas that seem to be affected more. Hopefully as we are able to give you updates, this will help you to make decisions about your preventative course of action.

Remember, the keys to success in staying healthy during this time are to protect each other from the spread of disease through continually covering up and washing up therefore minimizing adverse affects on those around us, protect those around you (family members) who may be at increased risk of flu related complications through immunization if necessary, and build up your immune system through the use of supplements as directed by your physician.



October 7, 2009

## Birthdays of the Month



Kirk Herren	10-1
Robert Dubnicka	10-1
Scott Mushing	10-1
David Espick	10-1
David Pomeroy	10-3
Lewis Gordon	10-4
Brent Puckett	10-5
Harold Porter	10-5
David Schwandner	10-6
David Beattie	10-6
Dean Turner	10-6
Randy Brace	10-7
Thomas Comis	10-7
Gary English	10-7
Charles Falconer	10-9
James Stradtner	10-10
Jonathan Nowlin	10-10
Sandra Downey	10-10
Michael Nease	10-13
Kenneth Brown	10-15
David Monroe	10-16
Terry Wilcox	10-18
Anthony Wisniewski	10-21
Matthew Ellsworth	10-22
Tim Rowley	10-22
Matt Webb	10-23
Gerion Hughey	10-25
Charles Messenger	10-29
William Bergen	10-30
Steve Elleman	10-30

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



## Anniversary Dates:

<u>Name</u>	<u>Date</u>	<u>Yrs</u>
Derrick Kallen	10-8	3
<b>Jose Caudillo</b>	<b>10-13</b>	<b>8</b>
Andrew Knighten	10-13	1
Robert Gedritis	10-15	5
David Couch	10-17	6
<b>James Bruns</b>	<b>10-18</b>	<b>14</b>
<b>Edna Holdridge</b>	<b>10-18</b>	<b>13</b>
Stephen DeBolt	10-20	3



## Timeless Truth

Reckless words  
pierce like a sword,  
but the tongue of  
the wise brings  
healing.  
Proverbs 12:18

**Service Watch Customers for  
October are:**

**Loads from PRLA &  
Meijer Store #247  
(see reminder below)**

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 out-  
standing driver, **Randy  
Benjamin**. Thank you for  
the positive outlook, profes-  
sional demeanor, caring atti-  
tude and NTB loyalty and  
dedication. Way to go  
**Randy!**

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

## Meijer Store #247—Urbana, IL

### IMPORTANT NOTICE!!!!

**Drivers: ENTER Meijer Store 247 ONLY off of  
Amber Street. DO NOT ENTER OFF OF WIN-  
DSOR.**

Please make sure you pre-plan your trip before ar-  
riving at this store. This store is in a residential  
area which backs up to homes and WE MUST be  
courteous to our customer's neighbors! Thank you.

## Driver's Corner

Please keep the following em-  
ployees in your thoughts and  
prayers as they deal with per-  
sonal or family health issues or  
the loss of family or friends:

Jose Caudillo  
Jacob Enchill  
John Ernst  
Todd Fay  
Daron Hamm  
Edna Holdridge  
Kyle Miller  
Delbert Potts  
Charlie Shultz  
Steve Smeltzer  
Norm Vernon

## Please see below for new hours at ICGW (Ice Mountain, Greenwood)

Please note the change in shipping hours in Greenwood, IN.  
**Sunday (0900-2100); Monday-Friday ( 0600-2100 );  
Saturday ( Closed)**

## TRAILER TANDEMS

Drivers any time that you  
move, slide, your trailer tan-  
dems visually check that they  
have locked in place when you  
are done. This includes in-  
stances when you must slide  
the tandems all the way to the  
rear at certain customers.  
They must be  
locked after you  
slide them, no ex-  
ceptions! Thank  
you for your help!



## TIPP CITY MEIJER SCALE



Meijer has installed a new scale at the  
Tipp City Distribution Center. Please be  
extremely careful when using it. The plat-  
form is raised above grade level and at  
this time has no edge protections. Be sure  
that you line up properly before you pull  
onto the scale so that you do not risk  
dropping a tire(s) off of the scale which  
could result in tire or scale damage.  
Thank you for your help!

Drivers, Any re-  
quests for time off  
during Deer Hunting  
Season, **must be submit-  
ted to Joel by October  
16.**



**As a reminder, all loaded trailers should be sealed. Especially, corrugated loads for Ice Mountain.**

**See the reminder below:**

### **Seal Integrity.**

More customers are heightening the attention they place on seal integrity. It is crucial that on every load you pickup, that the seal is provided by the shipper and verified on the bills. Once you leave the origin, you should not remove the seal at any time, without first getting authorization from dispatch. This is important on all loads, but especially critical on inbound loads to Ice Mountain and Meijer. Thanks, Dave



## **SLC, D&H/STC**

Another important note on your bills, is when you are not able to count the product as it is going on the trailer, note "SLC" (Shipper load and count). If it is a drop and hook, note "D&H". If the product is palletized and you can't count the cases, note "## pallets, STC xxxx cases" Each of these notations will help to reduce product liability issues, should the count of cases be different when you get to the delivery point.



The **Halloween Candy Guessing Contest** will be at terminals for the next few weeks. Don't forget to enter your guess for a chance to win the jar of candy and/or gift cards! Enter **ONLY** once at any terminal.

### **No Nose**

There has been some concern about dropping Target Sweep trailers at NAGR and not having a place to leave the paperwork after normal business hours. This is because the NAGR dispatch office is not manned after 18:00, Wednesday, Thursday, and Friday nights.



**New!** There is an inbox placed outside the NAGR dispatch office, on top of the cabinet, next to the phone for Target Sweep paperwork.

**Drivers,** It is your responsibility to bring clean trailers into a customer's location. Make sure you have swept and/or washed out the trailer before arriving for a load. Some customers will reject the trailer if you have not arrived with a clean trailer. Take the time to assure we are meeting the requirements of the customer.



### **PO Numbers...**

You are responsible to verify the load you are scheduled to pickup is what you are actually getting. You do this by verifying the PO's off the bill of lading you receive, to the load information you were sent via Peoplenet. As a professional driver, you are expected to verify this on every load.

### **NAIN drop lot –**

Drivers are not allowed to break at NAIN. When dropping at the end of your tour of duty, you will need to find a location in the area to break, other than at our Indianapolis drop lot. Thanks for your assistance with this.

## **RAMPS AND CURVES**

We have noticed on our Speed Gauge Reports that some of you are going faster than you should on ramps. Drivers, you must slow down on ramps and curves that have a reduced speed limit. The posted limits are for automobiles under ideal conditions; you should reduce your speed by at least 5 mph when entering a ramp or curve under good conditions and even more under poor conditions such as rain, snow, or ice. This is especially important if you have a liquid load or a top heavy load. Many roll over accidents occur when a driver enters a ramp or curve too fast. Don't let it happen to you! **SLOW DOWN!**



### **Thank You!!**

I would like to thank the following NTB departments for making our showing at the Truck Show in St. Ignace, a successful one:

Customer Service; thank you for scheduling and coordinating of the loads to the St. Ignace area, allowing us to be profitable en route to and from the Truck Show. I appreciate your help in making us efficient.

Don Emehiser and the Truck Bay: Thank you for the superb job of cleaning, polishing and making Truck 1188 ready for the show. I appreciate the time taken to make the truck look fantastic.

Greg and Kurt: Thank you for your assistance in helping to make the show a success.

To everyone: We are successful because we work together as a team. It's this team work that makes us efficient, prosperous, and successful.

Thank you all! Rick Koster

## Winter is around the corner

Have you adjusted your work gear to the change in seasons? The time for shorts, flip flops, rain coat, and thin sleep gear is just about over. Make sure you are changing out your gear and that you have your winter gear ready to go. Check out your snow boots, hat, gloves, heavy sleeping bag/blankets, and winter coat. Make sure they're clean and ready to use!



**Welcome once again to Driver to Driver.** It is easy to plead guilty to the charge of being 'creatures of habit'. Good habits serve us well through life's many turns and road blocks. Bad habits are easy to form, difficult to break. Some habits, while formed and appropriate in one setting, may be inappropriate or even damaging in another. This has numerous examples in the area of driving.

For most in our culture, the first opportunity to learn to drive comes from an automobile. Driving habits are formed which work well in a 'four-wheeler', but are not productive when carried over to operating a truck. Emergency brakes are a prime example. Setting the brake in a car is often accomplished by simply shifting the transmission into park. Some have developed the good habit of applying the emergency brake, especially when operating a standard transmission. Placing the vehicle in motion is accomplished by shifting into gear and releasing the brake. Placing a truck in motion is more complex and requires the formation of new habits. This article is not meant to deal with all that is involved in getting a truck rolling. Rather, it addresses a habit formed from driving a car that creates problems when carried over into the truck driving profession.

Air brakes work on different principles than the common automobile brakes. When the emergency brake is applied on a truck, powerful springs force brake shoes tight against the drums to prevent movement. To release the shoes, air pressure is applied against the force of the springs. This action is a process that takes time. This can be illustrated by observing what happens when inflating a flat tire. The lack of air has caused the vehicle to drop. Air pressure in the tire effectively lifts the vehicle. The action of inflating the tire is not something that happens instantly but gradually as the air is forced into the tire. This is the same thing that happens every time a truck's emergency brake is released. The emergency air valve in the cab is designed so that a person can hear the air movement that builds pressure against the springs that lock the brakes. When the pressure is sufficiently built up, the hissing stops (provided there are not other problems. These will be addressed in subsequent articles. For the time being, understand that anytime you hear air hissing through your tractor or trailer emergency valves, you should not attempt moving your vehicle until the cause is diagnosed and corrected.)

This lengthy explanation is given to point out a subsequent habit that must be formed to be a profitable and professional driver. Patience is needed after pushing in your emergency tractor and trailer valves for air pressure to release the brakes. Often new and even experienced drivers will put the truck in gear, release their brakes, and immediately begin engaging their clutch, thus taking off while brakes are still in the process of being fully released. This action is harmful in two ways. First, it puts unnecessary strain on the clutch (a topic that will be addressed in a subsequent column). Secondly, it leaves the driver vulnerable to taking off with a brake that has not released properly, resulting in overheated drums or flat spotted tires.

Let me suggest that you form the following habit. After placing the truck in gear, release your emergency brake while keeping your right foot poised to use your pedal brake. Wait till the hissing sounds from the emergency valves cease, release the clutch just enough to get the truck rolling, then disengage the clutch and allow the truck to roll to a stop. If a brake has not released properly, you will feel the braking action. At this time you should re-set your parking brake. Depress the brake peddle enough times to allow the compressor to kick in and rebuild the air pressure to 120 lbs. Once this has been done, try again. This simple procedure will equalize the system and all brakes should release. If your brakes do not release, or the air pressure doesn't build to 120 lbs, contact Maintenance through Dispatch and report the problem. If the truck moves freely, you should gently pull the hand valve while the clutch is disengaged to make sure the trailer brakes work. At this time it is safe to continue. As a second check, verify that all wheels are turning properly by performing a serpentine turn and visually checking the wheels in your mirrors.

A driver that will form this habit and follow it every time the emergency air valves are released will never flat spot tires. This simple habit can prevent other damages like those caused from moving without remembering to remove wheel chocks. I trust that if this is not your current practice, you will commit yourself to making it another one of those necessary turns that will lead you down the road to professionalism.