



CROSSROADS

A Publication For And About Valued D&T Team Builders

DECEMBER 2006

maureen

**From Us And Our Families
To You And Yours . . .
Best Wishes For The
Happiest Of Holiday Seasons
And A New Year Filled
With Good Health And Much Joy**

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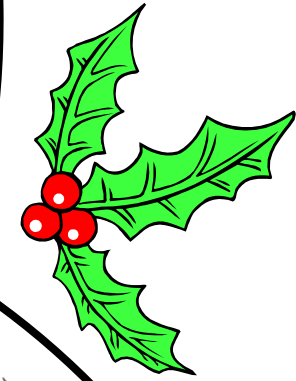
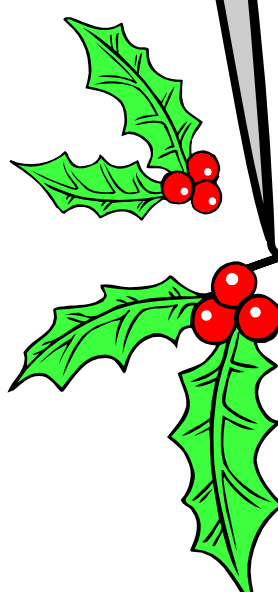
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**And May God Bless America
And Our
Troops Everywhere**

Ray Boyce *College* *David* *Jay Mathis*
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Mark
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Sam Walker *Jim Parranto*



The Customer Comments ...

(Editor's note: We continue in this issue our ongoing series of customer-interview stories in which the contact person comments about his/her company and the service provided by D&T. Being quoted here is Paul Bode, Transportation Manager, AFP Advanced Food Products, Clear Lake, Wis.)

"AFP is a food products manufacturer formed in 2001 in a joint venture by Land O' Lakes and a French company, Bongrain. Our products are primarily cheese sauces, puddings, salsas and some ready-to-drink beverages, all of which are sold throughout the United States. Sales have been gradually increasing each year, and we are looking forward to introducing a new product early in 2007.

"Besides our Clear Lake plant, which formerly was a Land O' Lakes facility, AFP has plants in California and Pennsylvania. I joined the company in May, 2006 and have transportation responsibilities for all three plants. Altogether in Clear Lake, we have about 150 employees, including 30 in the office.

"From Wisconsin for us, D&T hauls trailer load finished goods northeast and from that area brings back ingredients LTL. You were one of our motor carriers before I got here, but I was very familiar with D&T from my experience as Transportation Manager with Food Ingredients and Customer Products Divisions at Land O' Lakes.

"On-time delivery has always been the name of the game for me. I am extremely impressed with D&T's on-time reliability—and you are good in price for us, too—and work very well with Art Hemenway on outbound AFP loads and Bernetta Jones on inbound. Normally we give motor carriers about a week's lead time notice, but there are occasions when we have a sudden delivery need. The carrier therefore has to be able to react quickly, and D&T is second to none in providing this and other service.

"You have good, experienced people, and there is a low turnover at D&T. I am impressed with the longevity of service of your drivers; that says something about your relationships with them and with your customers.

"It's nice in this business to tender an order (for transportation) and know that it will be handled professionally in every way. That's the key to long-term associations, such as what I have had with D&T."

Start the New Year with the '4Rs' resolutions

The process of getting ready to welcome a new year generally involves resolutions that can—if followed—provide a pathway to satisfying results. For independent contractors of D&T Trucking Company, and everyone else for that matter, the "4Rs" of health, wellness and fitness are a valid starting point.

So here's what we all might resolve to do in 2007.

Refuel—Learn and adhere to better eating practices, so that bodies and minds perform at their best. This "refueling" gives us extra energy and improved alertness, qualities which are always important and especially so while driving.

Rejuvenate—Regular exercise is physically rejuvenating. Being fit is a vital element in preserving health. This fact has been demonstrated many times over in numerous medical research studies. Yes, it is more difficult to maintain a regular program when one is on the road so much, but the challenge can be met by those willing to make the commitment.

Relate—Enhancing relationships, both personal and professional, can have a meaningful and positive impact on reducing stress levels, increasing job and other productivity and enjoying better health. There are techniques for learning how to relate well to other people, and this resolution therefore would be a good way to start the New Year.

Relax—We live today in a fast-paced world, both at home and at work. Yet remaining calm, and relaxing, are very achievable and worthwhile goals for 2007. So resolve to become informed about recognizing, controlling and managing the stresses of a hectic life.

By the way, research shows how well the aforementioned 4Rs are relevant to the concerns of commercial drivers. In studies and questionnaires, they have reported that they want to live longer and enjoy retirement; lose weight and improve their appearance; avoid problems of heart disease, high cholesterol and high blood pressure; improve their diet and nutrition; get more exercise; sleep better; and lower their stress.

They also are willing—in fact, want—to accept personal responsibility for instituting changes in their lives, which is where resolutions come in. Making them is the first step in transforming healthy change into permanent habits.

(Editor's note: The 4Rs are the structured principles and foundation for "Gettin' in Gear: A Wellness, Health and Fitness Program for Commercial Drivers." Gettin' in Gear, which is available free at D&T Trucking Company, provides the means for our independent contractors to focus on their individual needs and establish their own personalized program).

Leading to 'Driver of Year'

New recognition program to be introduced by D&T in 2007

D&T Trucking Company has long had a policy of honoring the outstanding performance of individual independent contractors. This has been done in varying ways through the years, and newly-appropriate methods of recognition are constantly being discussed and devised.

Now for the latest: "Effective in January, 2007, D&T will begin a 'Driver of the Quarter' program, culminating with one of those four candidates being selected as our 'Driver of the Year,'" it was announced by Bob Dolle, President of D&T Trucking Company.

Each quarterly award winner will be revealed by the 10th of the month following the end of that quarter and will receive a \$250 cash bonus. The 2007 Driver of the Year will be selected with appropriate fanfare in January, 2008, with a \$1,000 cash bonus accompanying the honor.

Aspects of D&T's existing continuing policy, including recognition for Safe Driving Achievement and On-Time Achievement, will remain in effect, said Dolle, who added that "we have so many independent contractors who deserve and earn rewards, and overall D&T is extremely proud of the performance of our entire contractor fleet.

"But," he went on, "we decided it also was time for something different—a way to single out those who are most special."

Candidates will be evaluated and selected by a committee process involving Bob; Jim Walker, Director of Safety and Compliance; Jim Parranto, Operations Manager; Mark Wells, Maintenance Director; Bill Lundquist, Recruiter; and D&T Safety Specialists.

Criteria will be based on the following:

Driver professionalism and performance, including adherence to company policies and procedures; personal appearance; equipment maintenance and appearance; customer relations; road observations; safety; and positive driving records with regard to road-side inspections/citations and compliance.

"The competition will be intense and selection difficult, for not only Driver of the Year but also for the quarterly honors," said Bob, "and that's why we're so enthusiastic about the introduction of this new program."

The decision committee includes . . .



Bob Dolle



Jim Walker



Jim Parranto



Bill Lundquist



Mark Wells

They reached their safety anniversary

The Crossroads recognizes, month-by-month, those independent contractors who have reached their particular number of years as Safe Driving Achievers with D&T Trucking Company. November was the anniversary month for the following:

15 Years – **Mike Lyons**

12 Years – **Joe Schumacher**

2 Years – **Don Warner**

It goes without saying, but we'll say it anyway, that success in trucking requires driving safely, and such performance is vitally meaningful to everyone: contractors; their families; D&T; and our customers. So . . . keep up that consistent record of achievement!

Winter driving: Get ready for changing conditions

One never knows what winter will bring, which is why “be prepared” is a motto that applies to more than just the Boy Scouts. Conditions at this time of year can change quickly. Any time. Anywhere.

The key, therefore, is to get ready for the unexpected by paying all-around close attention to total preparation: Personally; to the vehicle; for the trip; and while on the road. Here then are some common sense safety tips for bad winter weather driving conditions.

Personal Preparation

- Make sure to be rested before starting out.
- Bring along cold weather clothing (insulated coveralls or snowmobile suit, insulated boots and gloves, stocking cap, etc.)
- For traction walking, a supply of kitty litter can be of considerable help.
- Have with you proper extra food and snacks, drinking water, medicine that might be needed, emergency cleaning items (windshield scraper, snow brush, small shovel), working cell phone/CB radio, flashlights and spare batteries, warning devices, etc.).

Vehicle Preparation (Thorough Pre-Trip)

- No cracks in belts.
- Hoses pliable, not brittle
- Fluids—all full.
- Functioning defrosters, heater, windshield wipers and washers.

- Windows and mirrors clean and unobstructed.
- Clean lights and reflectors.
- Tires properly inflated and with the required tread.
- Chains (for use per state and local law) of the right size and not twisted or broken.
- Full fuel tank (and should be kept never less than half full).
- Spare fuel filters on board.
- No loose exhaust system connections.
- Ice and snow cleared from steps, deck plates, handholds, wiring, air lines, etc. (and drain water daily from fuel tank and air lines).
- Fifth wheel lubricated with winter grade lubricant.

Trip Preparation

- Check weather forecasts for areas through which trip is being made.
- Map out route, including fuel and rest stops.
- Start early and plan for delays.

Preparation on the Road

- Start slowly and test road conditions
- Adjust speed and following distance to meet road and weather conditions.
- Stay under control—steady speed, no sudden movements or braking that would cause loss of traction.
- Remember: Ice forms fast and lasts longer on bridges and in shaded areas.
- If conditions result in speed slower than your minimum, be prepared to get off the road.

What, oh what, will the New Year bring?

Some lighthearted and hopeful expectations for 2007

May we live next year in the best possible state—a positive state of mind.

May we appreciate the fact that while being “over the hill” is not exactly comforting, it’s still infinitely better than being under it.

Besides the basic five senses, may we always have a sixth—a sense of humor.

May we never keep others waiting—especially customers!

May we see increasing evidence of civilized life not necessarily on other planets but right here on Earth.

May we always be kind to strangers; they might wind up being our neighbors or relatives.

May we deserve what we get and therefore not have to worry about getting what we deserve.

May we see smiles on the faces of people we encounter, which is more likely to happen if they see the same when they look at us.

With regard to the wise use of anatomical parts, may we know when to extend a helping hand and when to avoid putting our nose in where it doesn’t belong.

May we have relief from hot air generated by political speeches.

May we continue to realize that road rage requires two to “play” and that the only way to win the “game” is not to play at all.

Rather than waiting for reasons to be optimistic, may we go out and find them.

May we take all opportunities to say those two magical words, “thank you.”

And finally, may we try this coming year. . .really try. . .really, really, really try. . .to keep at least some of the resolutions we make!

Profile of a contractor . . . Dino Tokin

BEING PROFILED BECAUSE:

At the age of 24, Dino Tokin can be described as representing the new generation of over-the-road truck drivers. There are numerous independent contractors at D&T Trucking Company who were driving before Dino was born. But the young man, like his “elders,” has the characteristic desire for trucking, has shown his maturity and professional skills, and is optimistic about his choice of career—a career that offers many opportunities for owner-operators who are with the right company.

LOOKING FOR A FUTURE:

Dino is a native of Bosnia. He emigrated to the United States, along with his mother and brother, in December, 1997. Their reason: “Where we lived,” he said, “there was no life, no job, no future.” In August, 1998, they settled in Minnesota, and Dino found work in a tire store. But his ambition would take him elsewhere.

THE MOVE INTO TRUCKING:

“My (eventual) father-in-law was an owner-operator.

So I decided to go into trucking and for several years drove for him or was a company driver. During this time I began to see D&T equipment on the road and in the area near where I lived and also started talking to D&T independent contractors. One of them, Chuck Noll, referred me here. Then I bought my own truck, a 1999 International 9900, and leased on with D&T June 17, 2006.

A MUTUALLY BENEFICIAL RELATIONSHIP:

“We are always looking for qualified drivers who meet our standards for excellence,” said Bill Lundquist, D&T Trucking Company Recruiter, “and our customers often comment about the professionalism of our independent contractors and our low turnover rate compared to other trucking companies. Dino and I talked several times after the first contact was made and before he joined us, and I was impressed. He is an ambitious and highly capable contractor who represents us and himself extremely well.”

The satisfaction is mutual. “I love it here,” said Dino. “It’s been great. You walk in here and everything is organized and you don’t hear a lot of complaints. There’s flexibility of loads, and I can usually get home weekends. D&T wants us (contractors) to spend our off time at home, not stuck on the road, and gets us loads to bring us back home.”

HIS TRUCKING PHILOSOPHY:

“I keep my truck up, it’s like new,” he said. “D&T’s trailers are clean and well maintained, and I believe in doing the same with my truck. I also like the fact that the D&T shop inspects our trucks every three months, and if and when they find something wrong they let us know and it has to be corrected. Safety is a big thing here. I have a good driving record, too. My philosophy is to be on time but take your time, relax, pay attention to the ‘little things’, and think of what you’re doing. Trying to go five or 10 mph faster isn’t going to do you any good.”

PERSONAL BACKGROUND:

Dino and his wife, Lejla, a Licensed Practical Nurse, live in Woodbury, Minn. with their son, Dennis, who turned 4 on December 14. Lejla like Dino comes from Bosnia, although she lived in Germany for a time before emigrating to the United States in March, 1998. The two met here. They by the way are expecting their second child soon—by the end of January to be as specific as possible. Dino’s view of this: “Kids are wonderful. They give you something to live for and work for.”



The Tokins—Lejla, Dino and their son Dennis, 4—will soon become a family of four instead of three.

Name dropping

The independent contractor team has two new members: **Muharem Huskic** of Shakopee, Minn. and **Matthew Peterson**, East Gull Lake, Minn. Welcome to the D&T family.

* * *

And for his referral of Muharem, **Dino Tokin** has earned an initial bonus of \$250, which will be followed by the opportunity to receive additional bonuses, paid quarterly for one year as determined by the driving activity of the new contractor. All it takes for such rewards is to participate in D&T’s Contractor Referral program. Any questions? Talk to **Bill Lundquist**, Recruiter for D&T.

* * *

As expressed in a story elsewhere in this issue, it’s extremely important for independent contractors to be violation-free when subjected to roadside inspections. Most recently, three contractors, **Carllyle Berhow**, **Jim Adams** and **Royce Beek**, met that standard of professionalism and we are most happy to mention them.

EPA hopes for standardized engine idling law

Professional over-the-road truck drivers are familiar with the fact that there is a frustrating variety of engine idling laws around the country.

Some states allow idling in specific circumstances, while others have complete bans after a specific number of minutes. One state (Arizona) does not have a statewide ban but does have a state law that requires some counties to have their own laws prohibiting or limiting idling.

With that in mind, the Environmental Protection Agency (EPA) has introduced a model idle reduction law aimed at standardizing the present differing array of regulations. While not mandatory, the model law is intended to provide “a sensitive approach to reduce idling.”

Until now, there has been no guidance for state or municipal leaders to follow when establishing their laws. The purpose of the suggested EPA model, officials say, is to protect public health and the environment by reducing emissions while also “conserving fuel and maintaining adequate rest and safety for drivers of diesel vehicles.”

Currently 16 states have laws generally limiting the minutes a vehicle’s main engine can be left idling. In cold weather, the District of Columbia and New Hampshire extend the allowed number of minutes. Two states, Illinois and Utah, require the vehicle to be turned off whenever unattended.

Illinois also restricts idling in the Chicago and East St. Louis areas to “sleeping only.” Similarly, California allows the truck to be idled if the driver is sleeping in it; otherwise, idling is prohibited. In Texas, the law only applies from April 1 to October 31 in certain counties and cities.

In a significant number of municipalities, the restrictions are more stringent than their state’s requirements. Other municipalities are in states without prohibitions or limits at the state level.

While the vast majority of state and municipal laws are aimed at reducing emissions, some of the county and local laws are also intended to reduce the noise level generated by heavy vehicle idling. In several municipalities, idling limitations include motorized refrigeration units as well as the vehicle’s main engine.

It was all of these variations which led the EPA to conduct five public input meetings in 2005 in the process of shaping the recently-released model idle reduction law. Will this model encourage more standardized legislation across the country? That indeed is the question!

States with idling restrictions (as of 7/06)

- Arizona
- California
- Connecticut
- District of Columbia
- Hawaii
- Illinois
- Maryland
- Massachusetts
- Nevada
- New Hampshire
- New Jersey
- New York
- Rhode Island
- Texas
- Utah
- Virginia

Counties and local communities with idling restrictions

- **Arizona:** Maricopa County
- **California:** Auburn, Cupertino, Fountain Valley, Palm Desert, and Placer County
- **Colorado:** Aspen, Denver (city and county), Greenwood, Johnstown, Vail, and Winter Park
- **Connecticut:** Branford, Mansfield, Norwalk, and Winsor
- **Delaware:** Wilmington
- **Georgia:** Atlanta
- **Illinois:** Cook, DuPage, Lake, Kane, McHenry, Will counties (Chicago area) and Madison, Monroe, St. Clair counties (East St. Louis area)
- **Louisiana:** New Orleans
- **Maine:** Bar Harbor
- **Massachusetts:** Cambridge, Chicopee, and Peabody
- **Minnesota:** Minneapolis, Owatonna, and St. Cloud
- **Missouri:** St. Louis
- **Nevada:** Clark and Washoe counties
- **New Jersey:** Atlantic City, Bernards, Cape May, Closter, Franklin, Hillsdale, Princeton, and South River
- **New York:** Brighton, Bronxville, Clifton Park, Flower Hill, Ithaca, Lawrence, Mamaroneck, Milton, New Rochelle, New York City, North Salem, Northport, Nyack, Port Chester, Queensbury, Rye, Scarsdale, Somers, Suffolk County, Tuckahoe, and Yonkers
- **Ohio:** Waynesville
- **Oregon:** Ashland
- **Pennsylvania:** Alleghany County, Emsworth, Falls, Philadelphia, and Upper Providence
- **Rhode Island:** Providence
- **South Carolina:** Beaufort and Charleston
- **Utah:** Park City and Salt Lake City
- **Vermont:** Burlington
- **Virginia:** Arlington and Fairfax counties
- **Washington:** Spokane
- **Wisconsin:** Madison
- **Wyoming:** Rawlins

Sam's Club 'delivers' with check for 'Trucks & Toys'

Sam's Club knows a worthwhile cause when it sees it. So when D&T Trucking Company owner Bob Dolle provided details about the Minnesota Trucking Association's annual "Trucks & Toys" campaign, in which D&T and many other companies annually participate, the response of the discount club was to contribute a \$1,500 check.

Trucks & Toys is the "vehicle" (pardon the pun) through which donated gifts, or cash with which to purchase gifts, are distributed to children of all ages. Thanks to such an effort on behalf of families without the means to provide otherwise, the Christmas season becomes much more special.

D&T has long been a Sam's Club member—and in fact was a recent "Business Member of the Month" at the White Bear Lake, Minn. location—and also is an annual collection point for toys for the MTA campaign. In addition, the company has given free one-year's membership in Sam's Club for all D&T staff and independent contractors.



Sam's Club has donated this "giant" \$1,500 check to the "Trucks & Toys" drive sponsored by the Minnesota Trucking Association (MTA). Pictured left to right: Karen Yavis, Sam's Club Business Manager, White Bear Lake, Minn.; Karen Rockwell, Director of Operations for MTA; and Bob Dolle of D&T Trucking Company.



Again this year, D&T staff and independent contractors contributed gifts, cash or checks and volunteer time working on behalf of Trucks & Toys.



Post-accident testing may be required in trucking

In the proverbial eyes of the trucking industry, and certainly of D&T Trucking Company, one accident in any period of time is one too many. But accidents can happen; from an overall standpoint, when a group or fleet of drivers collectively puts on millions of miles per year, the law of averages steps in.

And if and when that occurs, post-accident drug and alcohol testing (Section 382.303 of the Federal Motor Carrier Safety Regulations) may be required, and carriers are responsible for providing their drivers with the necessary information, procedures and instructions.

Two factors must be considered when determining who needs to be post-accident tested. They are:

1. Whether the accident (as defined by Section 390.5) involved a fatality, bodily injury, or disabling damage to any involved vehicle; and
2. Whether or not the driver of the commercial motor vehicle was issued a citation as a result of the accident.

Using these factors as a guide, post-accident testing is required when the accident:

- Involves a fatality, whether a citation is issued or not;
- Involves bodily injury and a citation is issued to the driver; or
- Involves disabling damage to any motor vehicle involved in the accident and a citation is issued to the driver.

Post-accident testing is not required when the accident:

- Involves bodily injury, but a citation is not issued to the driver; or
- Involves disabling damage to any motor vehicle involved in the accident, but a citation is not issued to the driver.

The time frame for administering the test is also important. The regulations state that post-accident alcohol and controlled substance testing should be done, "...as soon as practicable..." following the accident.

In terms of real time, basically this means within two hours for alcohol testing, and within 32 hours for controlled substance testing, following the accident. If these deadlines are for some reason not met, there are further regulations covering the need for motor carriers to prepare and maintain records stating why tests were not properly administered.

It is always D&T Trucking Company's hope of course that the law of averages regarding all of the aforementioned does not materially apply to our highly professional independent contractor fleet. That's what D&T's comprehensive safety program is all about.

What children are thinking about when writing: 'Dear God'

Please send me a pony. I never asked for anything before. You can look it up.

Maybe Cain and Abel would not kill each other so much if they had their own rooms. It works with my brother.

I went to a wedding and they kissed right in the church. Is that okay?

Thank you for my baby sister, but what I prayed for was a puppy.

Instead of letting people die and having to make new ones, why don't You just keep the ones You have now?

My brothers told me about being born, but it doesn't sound right. They are just kidding, aren't they?

I think of You sometimes, even when I'm not praying.

I bet it is very hard for You to love all the people in the world. There are only four people in our family and I can never do it.

Who draws the lines around the countries?

Did You mean for the giraffe to look like that or was it an accident?

We read that Thomas Edison made light. But in religious school we learned that You did it. So I bet he stole Your idea.

I don't think anybody could be a better God. Well, I just want You to know that I am not just saying because You are God already.

Jim Walker says 'thanks' for being violation-free

It's always nice not only to be thanked but also for those on the "other end" who have a reason to say "thank you." With that in mind, and as 2006 is about to end, D&T's Jim Walker, Director of Safety and Compliance, wanted to express his appreciation for the numerous instances of clean roadside inspections recorded this year by our independent contractors.

"We always stress the need to reduce the number of violations, and particularly out-of-service violations, to an absolute minimum," said Jim, "and I thank all of our contractors who keep their equipment up, have logs and paperwork current and accurate, and do all of the other things that result in passing roadside inspections with no violations. That's very important to D&T, and I know it is to you, too."

On the Lighter Side . . .

WHERE AM I?

After dying the man found himself in a small but tastefully decorated room furnished with a comfortable couch and an ultramodern TV set. Another fellow was sitting on the couch and viewing the screen.

"So," the new arrival asked, "is this heaven?"

"I don't know," the second man shrugged, "but as you can see, there's no way out of here."

The first man then looked around, saw that the room indeed had no windows or door, and said hopefully, "Yes, but it's nice in here and the reception from that TV is great. How many stations are there?"

"Just one," the other replied sadly, "and all it shows are commercials."

* * *

CASE CLOSED

Vivian was robbed at gunpoint by a person who fortunately was quickly apprehended. Later at the trial the victim took the witness stand.

After a few preliminary questions to establish the facts of the case, the prosecuting attorney asked Vivian, "And is the perpetrator of this crime present in the courtroom today?"

Before she could even begin to answer, the defendant raised his hand, stood halfway up, and said, "Yes, here I am."

* * *

QUESTION OF THE MONTH

How come you never see any news about a psychic winning the lottery?

* * *

GOING BATTY

The line at the Department of Motor Vehicles was moving so slowly that Wally finally had to give up and leave. He still was in a bad mood when he stopped at a sporting goods store to buy a baseball bat.

"Will that be a charge?" the clerk asked.

"Of course," Wally snapped. "Don't you see me holding this credit card?" Immediately he was ashamed of himself and apologized. "I'm sorry," he said. "I'm just upset because of all the time wasted this morning at the DMV when I wanted to buy this present for my son, and now I'll have to go back there this afternoon."

"Well, then," said the clerk, "do you want me to giftwrap the bat or are you planning to take it with you to the DMV?"

* * *

TIMING PROBLEM

The teenage boy was at the sometimes-obstinate stage. So his mother wasn't surprised when, before leaving for work, she finished preparing the evening's dinner, and gave him instructions.

"Take it out of the refrigerator when you get home from school and stick it in the oven at 350," she said.

"I can't," he resisted.

"Why not!"

"Because I don't get home until 4:20."

Highway to Health

As ironic as it might seem, even the most heartwarming times of the year, such as . . .now. . .can be extremely stressful or depressing for some people. Perhaps for them the feeling of the holidays is tarnished by a sad reminder, or loneliness, or just the pressure that comes from shopping and battling crowds.

Temporary stress is virtually impossible to avoid completely—for some it comes at other than holiday times—and in fact some stress is necessary in our lives. It can prompt us to take action by, for example, getting that needed medical checkup, budgeting more wisely, facing up to required house repairs or other decisions. Chronic stress, on the other hand, is never good; if ignored, it can adversely affect one's health.

Common stress indicators include rapid heartbeat, on-going fatigue, extreme anxiety and/or irritability, problems with sleeping, concentration difficulties and indigestion. Of course see a medical provider when necessary, but there also are ways that the individual can prepare for stress "triggers" (such as the holidays and, at other times, too), and therefore take charge of managing the stress in his/her life.

- Schedule projects intelligently and set realistic deadlines.
- Exercise; this relieves muscle tension and in this case triggers something positive—the release of mood-boosting endorphins (hormones).
- Find a hobby that takes the mind off worries.
- Remember that it's healthy to laugh, so don't be afraid to see the funny side of life.
- While it's good to have expectations, learn to be flexible about them.
- Don't hold on to anger; forgive and forget.

On the road, the professional truck driver finds ways to handle stress, tension and frustrating situations that come with the job. This helps to preserve health—by keeping blood pressure down, for instance—and also is important in avoiding dangers created by the aggressive maneuvers of other drivers.

Here are some suggestions for reducing stress and remaining relaxed while still being totally alert and in control.

1. Allow adequate time for a trip.
2. Maintain a comfortable in-cab environment (keeping the cab clean and organized; playing enjoyable music, etc.).
3. Try breathing exercises while at the wheel. Take deep and regular breaths, inhaling through the nose and exhaling slowly through the mouth for a few minutes until feeling relaxed.
4. A little physical activity can reduce tension. Stop when possible, get out and walk around a bit. Check the cargo and vehicle. Do some bending and stretching to loosen up muscles. This also serves as a "cooling off" period if something infuriating has occurred on the road.

Cargo theft activity 'never takes a holiday'

There are a lot of things that are seasonal. But the problem of cargo—and sometimes including trailer—theft isn't one of them. Even in the height of winter, the frequency of thefts can be as great, if not greater, than ever, according to trucking industry sources; in other words, "criminals don't take a holiday, whatever the weather."

Nationally the problem as measured by dollar loss is staggering. In fact, no one knows exactly how staggering it is, because exact figures are hard to come by. For example, FBI estimates may not reflect losses in regions not affiliated with its cargo criminal apprehension program or task forces, reported Fleet Owner magazine.

Still, there is enough data available to conclude that more than \$25 billion worth of goods in transit are stolen annually in the United States, according to a Fleet Owner article quoting the International Cargo Security Council. And some experts feel that this estimate is low!

Moreover, criminal activity is evidently becoming not only more numerous but also increasingly sophisticated and adept at targeting high-value loads and transferring them once they get them; the FBI estimates that stolen cargo generally remains in the hands of thieves for less than 24 hours.

Certain parts of the country are viewed as especially at-risk areas for the trucking industry. These include New York, New Jersey, Pennsylvania, Southern California, Atlanta and Miami. So truckers must remain ever-alert and, along that line. D&T Trucking Company has always had specific preven-

tive measure procedures for independent contractors to follow.

- Get permission from your dispatcher before dropping a load.
- Give Dispatch the name and address of the trailer drop location.
- The location must be a well-lighted and secure area.
- The load must be sealed with a D&T or shipper seal and a good padlock.
- A pin lock is required on the trailer.
- The trailer must be backed against a stationary object to prevent opening of rear doors.
- The contractor is to check on the trailer at least twice daily.
- If there is no pin lock, the trailer must be left with the tractor hooked to it.

Wishing the best to Marty Ver Kilen

The thoughts of the D&T family are sincerely with Martin Ver Kilen of Marshfield, Wis. Marty, who joined D&T in December, 2005, is now sidelined by illness, and we wish him a full return to good health. Our best to you, Marty.

**THE
TALLADEGA SUPERSPEEDWAY...
AN UNFORGETTABLE
'SITE TO SEE'**

*And You Could Be There As The Lucky Contractor
Who Wins A Free Trip For Two
To The NASCAR Race!*



*Enter This Popular
SPECIAL REFERRAL PROMOTION*

*By Referring A Driver To D&T.
The More Contractors You Refer, The Better The
Chances Of Your Name Being Drawn*

**\$ Bonuses, Too, So Everybody's
A Winner Just By Entering!**

*Their birthdays
are coming up!*

Royce Beek	January 19
Carlyle Berhow	January 6
Lukasz Daniel	January 27
Pawel Dzimira	January 1
James Grey	January 25
Meredith Helm	January 29
David Holmes	January 29
Muharem Huskic	January 11
Kenneth Kosbab	January 27
Julie Mechtel	January 8
Michael Mihes	January 19
Joseph Schumacher	January 26
David Wallace	January 13
Dean Wallace	January 13



**Follow winter 'Rules of the Yard'
to prevent parking problems at D&T**

Preventive maintenance is a common sense policy for tractors and trailers. Extending that principle to winter parking guidelines at D&T Trucking Company, let's call this story "preventive advice." By following the guidelines, we can save everyone—contractors, the D&T shop, the snow-plowing contractor, etc.—a lot of time and trouble.

Here then are the "rules of the yard" for this winter. They apply during and after a snowstorm, and adhering to them will enable all of us to get around a little easier.

- When dropping a trailer, park evenly with the trailer(s) next to you. This will enable the snowplow to come right up to the front of the trailers. If you park too far back or too far ahead, snow will accumulate in front of the trailers, making it more difficult to drop or hook.
- Upon entering the yard with an empty trailer, unhook before going into the office. The shop can then get the trailer in for service without the need to track you down and have you go back outside to drop it.
- Tractor parking near the building is restricted to the north side only. Please do not park in front of the dock or shop doors, even if you only intend to take "just a few minutes."
- For contractors wanting to park their tractors at the D&T terminal, electrical outlets are provided on a first come, first serve basis.

The outlets are located along the north end of the building and in the northwest corner of the yard. The car parking area is reserved for automobiles left at D&T.

D&T thanks you for keeping the aforementioned preventive advice in mind when it is necessary to apply the rules. And the snow-plowing contractor appreciates it, too.

**Reaching anniversaries
with D&T in January**

CONTRACTORS

26 Years	-	Edwin Hohneke
17 Years	-	Kenneth Kosbab
6 Years	-	Piotr Swiatek
		Duane Rubner
5 Years	-	Tryan Winston
2 Years	-	Pawel Dzimira
1 Year	-	Anthony Hanvold

STAFF

6 Years	-	Kelly Klemme
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Shop Talk

By Mark Wells

Are deicing chemicals damaging your equipment?

Anyone who has traveled on an icy, snow-covered road can appreciate the need for effective snow removal and deicing procedures. Since the 1930s, salt has been the most commonly used deicer across most of the country. Due to environmental concerns, a number of state highway departments have decreased their use of salt and sand on public roadways in favor of alternatives such as magnesium chloride, calcium chloride and calcium magnesium acetate (CMA).

These deicers work by preventing snow or ice particles from adhering to each other or to the pavement. They can be applied straight, mixed with sand or used in a liquid form. Liquid deicers are typically applied to dry pavement prior to precipitation or on wet pavement when freezing temperatures are expected.

Research shows that chemical deicers perform adequately and are more environmentally friendly than salt, but not everyone is happy. Despite corrosion inhibitors added during the manufacture of chemical deicers, many fleet managers and equipment manufacturers contend that their use is directly related to the increase in corrosion issues they are experiencing.

One of the most common complaints is corrosion in electrical systems. Wiring's greatest enemy is corrosion because oxidized metals significantly raise electrical resistance. Deicing chemicals enter electrical systems by wicking through connections or damaged insulation; the resulting corrosion can cause open or short circuits.

High quality sealed wiring systems and weather tight connectors do a good job keeping moisture out, but proper repair and maintenance practices are critical. Grote Industries district manager Rich Van Bergen reported that many wiring failures could be traced to improper troubleshooting methods, abrasion and poorly sealed connectors or repairs.

There have also been claims that chemical deicers cause "rust jacking" by infiltrating between brake shoe and the linings, corroding the shoe table and cracking the linings. A 2002 Report by the Oak Ridge National Laboratory titled "Evaluation of corrosion failure in tractor-trailer brake system" (ORNL/TM-2002/161) clearly illustrates brake lining damage due to rust jacking.

Though they were unable to directly attribute the failures to magnesium chloride or calcium chloride deicers, the report states, "The results of this initial evaluation identified some standard effects related to chloride corrosion of plain carbon steel and their potential detrimental effects on brake systems. While not surprising, these results suggest future laboratory scale investigations..." The scope of the problem is still not clear. The Technology and Maintenance Council of the American Trucking Association continues to study rust jacking.

Chemical deicers are also blamed for damage to body and chassis components, primarily in the form of pitting, staining, tarnishing, discoloration and accelerated rust. The corrosive

effects of these chemicals are even seen on chrome, aluminum and stainless steel. Experts agree that the best defense against that type of damage is to wash vehicles thoroughly to remove the deicer residue and sand that accumulate during winter months.

Once corrosion begins, controlling it becomes much more difficult. Fleet and equipment managers need to have a proactive approach to combating corrosion. The TMC offers this corrosion-fighting checklist...

- Find out exactly what your OEM does for corrosion prevention and compare with what other OEMs do.
- Wash off road salts frequently.
- Make sure vehicle is washed properly on a regular basis.
- Don't use recycled water (if you must, check salt content).
- Don't attempt to seal off problem areas.
- Avoid unpaved roads and construction areas where chlorides are used for dust control.
- Check and clean entrapment areas of debris.
- Repair chipped paint as soon as possible.
- Spec premium paints and clear coats.
- Do not accept trucks from OEM if paint application is sub par.
- Spec primer on frame components before assembly.
- Spec premium sealed electrical connections from OEM.
- Inspect and spray connections with a moisture inhibitor.
- Use dielectric grease.
- Don't attempt to scour surface corrosion from aluminum wheels.
- If the truck is used in a severe application, pay close attention to most affected areas and wash daily. Rinse the entire vehicle.
- Periodically check control pedals and linkages.

The D&T Trucking Company



A publication for and about
valued D&T Team Builders

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A year-end message from D&T Trucking Company

There is a mixture of thoughts and feelings that often accompany the end of a year. Gratefulness and good cheer in the holiday season. Reflecting on the past ("Where has the year gone?" people might tend to say). Optimistic speculation and preparation for the future ("I resolve to. . .").

Like the individual, a successful company also engages in reviewing and previewing. That's true in any business or industry but, from our perspective, it especially applies to trucking. Survival in this industry is no little accomplishment. There have been almost countless companies, large and small, that have come and gone since the founding of D&T Trucking Company in 1959.

We don't claim to have a secret formula as to how and why we are still here. Simply put, the explanation is that D&T Trucking Company has remained faithful to our foundation of total commitment to customer needs, dedicated professionalism in the office and on the road, an emphasis on high quality equipment, and a 100 percent owner-operator fleet comprised of skilled independent contractors who take the utmost pride in what they do.

Thus we have been able to meet the challenges that come every year, maintaining stability by measures such as diversifying our customer base, recognizing contractor performance with a variety of innovative awards programs, providing fuel subsidies, and—the bottom line—by delivering loads safely and on time. This "magic" (actually, a lot of extremely capable people, all working together) enabled us to succeed over the past 12 months, and we look forward with confidence to the New Year.

And so. . .as 2006 draws to a close. . .D&T Trucking Company has good reason to be grateful to our staff—in Dispatch, Customer Service, Operations, Shop; drivers; customers; suppliers; and other associates in trucking and trucking-related industries. Your loyalty and support have been invaluable, and it is with sincere appreciation that we wish you and your families health and happiness in 2007.

Think safety over long holiday weekends

With Christmas coming on a Monday this year, and obviously the same is true for New Year's Day, that will add up to two long and merry weekends with plenty of potential holiday traveling. So if you are among those who will be on the road, please take the usual extra care about thinking safety and driving safely. Watch out for other drivers—in case they aren't watching out for you—and be especially vigilant for pedestrians and particularly for the kids who are out of school. Enjoy the holidays, and we (the Crossroads) will look forward to continuing to publish an informative publication for you next year.

5 South Owasso Boulevard
Little Canada, MN 55117

