

# CROSSROADS

*A Publication For And About Valued D&T Team Builders*

**FEBRUARY 2005**

## Being on time: the tradition continues

One of the founding principles of D&T Trucking Company was and is on-time service. D&T's performance in that regard rates among the best in the industry, a fact obviously of considerable importance to customers.

"We are extremely impressed with your on-time record" is a familiar refrain in interviews that the Crossroads has conducted with a wide variety of accounts.

And the tradition continued in 2004 with invaluable contributions by the independent contractor team. Being on time is a contractor creed, and the Crossroads especially wants to acknowledge the contributions of 73 drivers and driver teams with a 100 percent achievement record last year.

They are listed below, with thanks from D&T. Also listed are achievers who delivered every load on time in the fourth quarter. This list includes contractors who came on board during the year and, since they did not run all four quarters, of course were not eligible to be On-Time Achievers for last year.

But . . . there's always this year!

### 100 percent On-Time Achievers, 2004

Jeff Allguire  
Gary Anderson  
David Antiel  
Royce Beek  
Carlyle Berhow  
Jim Boyer  
John Bracelen  
Lucian Bunas  
Don Burton  
Jim Caldwell  
Jason Carolyn  
Paul Christle  
Wojciech Cichaczewski  
Frank Collins  
Mark Crom  
Dean Dobberfuhr  
Ted Ellifson  
Wojciech Gawiec  
Paul Green  
Grace Griebel  
Jim Grey  
John and Evelyn Heldt  
Chris Hilgart  
Ed Hohnke  
Gerry Holmstrom  
Brian Hoppenrath  
Chuck Hoppenrath  
John Hostetler

Mike Irons  
Nathan Jensen  
Cal Johnson  
Todd Kohnen  
Ken Kosbab  
Joe Lang  
Roger Lee, Jr.  
Ted Larson  
Henry Lawrence  
Dale and Cindy Lindgren  
Jerry Long  
Mike Lyons  
Terry Melvin  
Garry Meyers  
Mike Mihes  
Carl Morse  
Chuck Noll  
Willy Paul  
Steve Petersen  
Harold Pflughoeft  
Lavern Pflughoeft  
Svetoslav Popov  
Al Posthuma  
Norm Potter  
Duane Rubner  
Gene Sampson  
Waldemar Satola  
Lloyd Schofield

Joe Schumacher  
Vaughn Seeman  
Ray Shankle  
Stefan Sienczuk  
Ron Simmons  
Marv Soelle  
Gary Stewart  
Rick Steidl  
Derrick Stout

Jimmy Stout  
Piotr Swiatek  
Dave and Mary Taft  
Kemp Terry  
John Tressler  
Pawel Winiarz  
Tryan Winston  
Ian and Carol Young

### Fourth quarter achievers

*(in addition to those already listed)*

Jim Adams	Rodney Johnson
Joe Appel, Jr.	Ron Johnson
Joe Appel, Sr.	Frank Mackes
Krzysztof Borczyk	Wojciech Martynko
Jeff Brede	John Norring
Edith Brunner	Mariusz Okula
Ralph Castillo	Milt Olson
Al Cordes	Jerry Scheidt
Andrzej and	Jim Schira
Urszula Dajwowski	Art Scott
Tony Gluch	Tad Strus
Wayne Goldsmith	Charles Swanson
Henry Griffith	Richard Wallace
Mark Guenther	Don Warner
Steve January	

# Safety performance puts two into 'Hall of Fame'



*D&T Trucking Company's awards program incorporates numerous awards, but one that particularly stands out is induction into the "Hall of Fame". That requires 10 years of Safe Driving Achievement, and the most recent contractors to be so honored are Frank Mackes (left) and Steve Petersen. Below is the entire recognition schedule.*



## Safety Awards Schedule

### **Bronze Level: 1-3 years**

- Year 1: \$100 savings bond or 2 D&T shirts  
Choices are denim, polo or sweatshirts  
1-year safety certificate
- Year 2: \$100 savings bond or 2 D&T shirts  
Shirt choices are the same as above  
2-year safety certificate
- Year 3: \$100 savings bond and safety jacket or  
1 wind shirt  
Jacket is denim with choices of 4 colors  
3-year safety certificate

### **Silver Level: 4-6 years**

- Year 4: \$100 savings bond or 3 D&T shirts  
Shirt choices are the same as above  
4-year safety certificate
- Year 5: \$100 savings bond or 3 D&T shirts  
Choices are the same as above  
5-year safety certificate
- Year 6: \$100 savings bond and safety jacket or  
1 wind shirt  
Jacket choices: Denim or Navigator  
6-year safety certificate

### **Gold Level and Hall of Fame: 7-9 years**

- Year 7: \$100 savings bond or 3 D&T shirts  
Choices are the same as above  
7-year safety certificate
- Year 8: \$100 savings bond or 3 D&T shirts  
Choices are the same as above  
8-year safety certificate
- Year 9: \$100 savings bond and 3 D&T shirts  
Choices are the same as above  
9-year safety certificate

### **Hall of Fame:**

- Year 10: Hall of Fame Award  
Hall of Fame Jacket  
10-Year Ring  
10-year certificate

### **Platinum Level: 11 years and up**

- Years 11, 12, 13 & 14:  
\$500 savings bond and 3 D&T shirts or  
1 wind shirt  
Choices are same as above years 4-9  
Safety certificate for each year

- Year 15: \$500 savings bond and Wool safety jacket  
with leather sleeves  
15-year watch  
15-year safety certificate
- Years 16-19: \$500 savings bond and 3 D&T shirts or  
1 windshirt  
Choices are the same as above years 4-9  
Safety certificate for each year
- Year 20: \$500 savings bond and Leather safety jacket  
or offered selection  
20-year safety certificate
- Years 21-24: \$1000 savings bond and 3 D&T shirts or  
1 windshirt  
Choices same as years 4-9  
Safety certificate for each year of safe driving
- Years 25+ \$1000 savings bond and 3 D&T shirts or  
1 windshirt  
Choices same as years 4-9  
Level 2 ring on 25-year and diamond inserts  
on year 27, 29, 31 and 33

### **BONUSES IN ADDITION TO THE ABOVE PROGRAM**

#### **On time pickups and deliveries:**

Drivers are awarded 8 points each calendar quarter for 100% making all pickups and deliveries on time.

Drivers are awarded 16 additional points if meeting the above requirement for all 4 calendar quarters.

#### **No preventable accidents/incidents:**

Drivers are awarded a \$50 savings bond for each calendar quarter they run without a preventable accident when running a minimum of 15,000 miles.

## Safe Driving Achievers

In last month's issue of the Crossroads, the names of three independent contractors were inadvertently left off the listing of those reaching specified years of Safe Driving Achievement in 2004. So we say "sorry" to Marv Soelle, 9 Year Achiever; Ray Shankle, 2 Year Achiever; and Frank Collins, 1 Year Achiever.

# Follow these guidelines for better fuel economy

With the yo-yo trend—but still more “up” than “down”—in fuel costs, the trucking industry faces yet another hurdle in attaining profitability. Several mysterious factors dictate what price truckers will pay at the pump, it was reported in Utah's Voice publication, but the bottom line is that prices will not be getting cheap any time soon.

One of the factors is where in the country you are purchasing fuel. California typically has been more expensive than other states. But regardless, there are things a motor carrier and driver can do to conserve fuel, and the Voice starts with these forces that negatively impact fuel economy:

Rolling resistance, aerodynamic drag, acceleration and idling.

1. Rolling resistance is a combination of tire design, construction, alignment and proper air pressure and can decrease fuel economy by 3 to 5 percent. Drivers first can help themselves by ensuring that proper air pressure is maintained. A tire that is 20 road tire pressure (psi) low on air can cause about a 3 percent loss in economy.

Having tires that are out of alignment can contribute to the problem, and each out-of-alignment axle just compounds the problem further.

The easiest thing a driver can do to solve these issues is to keep all tires at proper inflation and check for uneven wear, which indicates an alignment problem.

2. Aerodynamic drag is caused by three main factors—speed, coefficient of drag and frontal area—and reduces fuel economy by forcing the engine to work harder to maintain a certain speed. Large conventional cab trucks have more drag than the new aerodynamic models being manufactured. Having a large gap between the tractor and trailer also creates drag.

But speed, which is the only factor the driver can control, plays the most important role. Drag increases exponentially with speed, meaning that if you are traveling 65 mph, your drag is 40 percent greater than at 55 mph, even though you are going only 18 percent faster.

Studies have shown that traveling 65 mph rather than 55 adds only 5 to 8 mph onto the average speed but consumes 18 percent more fuel. Drivers should be mindful of their speed and slow down whenever feasible. Setting the cruise control is one tool that can greatly aid in increasing fuel economy.

3. Acceleration consumes energy. The answer then is to accelerate smoothly and use progressive shifting. This can help the engine to work easier, thereby reducing fuel consumption.

4. Advising against idling seems to be a sore subject with some drivers. But the reality is that idling uses fuel and shortens service life of the engine.

Idling is necessary during extreme temperatures. But when you drive through a truck stop on a beautiful fall evening with the temperature around 65°, you will still see the majority of trucks idling. Using industry averages, most tractors consume slightly more than a gallon of fuel an hour at idle, which equates to approximately \$5,000 worth of fuel annually.

## Harold Pflughoeft recognized as ‘Driver of the Month’ for February

The Minnesota Trucking Association has announced the selection of Harold Pflughoeft of D&T Trucking Company as the “Minnesota Truck Driver of the Month” for February.

Harold was recognized for his “extraordinary safety record and dedication to the positive image of the professional truck driver.” He and the other monthly winners will be going on to vie for the MTA title of 2005 “Truck Driver of the Year,” who will be named at the awards banquet in January, 2006.

A resident of the Winona, Minn. area, Harold has been driving professionally since 1988 and joined D&T in 1991. He has recorded more than 1.5 million accident-free miles with D&T (and nearly 2 million miles over his entire trucking career), is a member of the D&T “Hall of Fame,” and has annually been an On-Time Achiever as well as Safe Driving Achiever.

We’re proud of—and happy for—this outstanding independent contractor’s Driver of the Month recognition, and the Crossroads will be writing about him in more detail in our next issue.



*An “extraordinary and dedicated” driver is Harold Pflughoeft.*

# The Customer Comments ...

*(Editor's note: We continue here the periodic series of talks with customers, getting brief comments on their transportation requirements and how well D&T is meeting their needs. Interviewed for this issue: Adrian Meyer, Transportation Coordinator, Anderson Chemical Company, Litchfield, Minn.)*

"I've been with Anderson Chemical Company for 22 years and have known your Jimmy Parranto for a long time. He was handling loads for us when he was with other trucking companies, called me when he joined D&T a few years ago, and you've been hauling for us ever since.

"We have customers throughout the country. Mostly our loads for D&T go east and involve one or two stops. I fax a load information report and pickup schedule normally about three or four days in advance. You arrive here when you are supposed to and deliver on time, which of course is an important issue with us.

"Some of our loads require heat; the products otherwise will freeze at 50 degrees. And we have to make sure that the HazMat placards are correct. I meet D&T drivers when they come in here (to Litchfield, Minn.), work well with them, and they work well with our distributors.

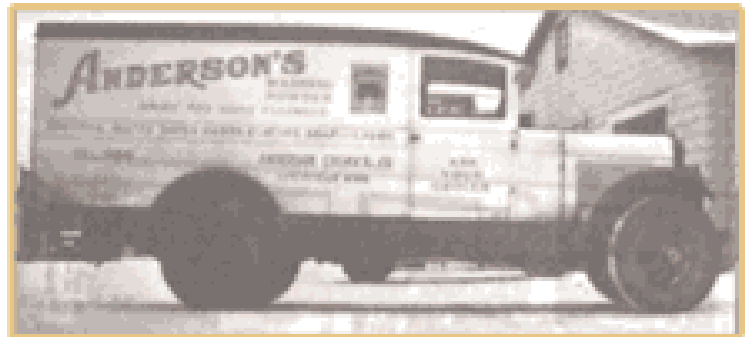
"You have nice equipment and a good image and reputation in the industry. Obviously if our loads arrive damaged, it doesn't do us any good. But with D&T, we've never had a problem with damaged freight. I can't say enough good things about your company."

## Anderson Chemical Company has 'just the right chemistry' and goes back a long, long, long way!

It was in 1910 when a Swedish immigrant named Alfred Anderson started a chemical company selling detergents and cleaners to dairy farmers and small creameries. Today the third generation of Andersons is running the business out of their 66,000 square foot manufacturing and warehouse facility in Litchfield, Minn.

From that beginning such a long time ago, Anderson Chemical Company has adhered to certain principles, evolved over the years, and defined itself in a meaningful way. Its slogan of having "Just the Right Chemistry" is no mere play on words; the company feels that good relationships are developed over time and through trust and that good people, programs and service provide the right solutions.

For Anderson's first 40-some years, the primary focus was on the food processing industry. That remains a significant market, although the method of serving it has changed. Instead of selling kitchen and laundry cleaning products directly to institutions such as hospitals, nursing homes, motels,



*An Anderson Chemical Company truck from the very early days.*

schools and restaurants, the company in the mid-80s made the transition to distributor sales, which provided greater leverage.

Anderson Chemical Company has also adapted to other needs and opportunities. One example is its Water Treatment Division, which features innovative technology and specialized, proprietary lines offering cost-effective solutions for a variety of industrial, commercial and institutional customers.

The 94-year-old company continues to keep an eye on the future, preparing for and acting to meet all challenges with superior personnel, systems and products. While not the largest in its field, Anderson Chemical Company firmly believes that "our business philosophy and financial strength will keep us competitive and viable."

And it has a long history of being right about that!



*A modern manufacturing and warehousing facility, staffed by highly qualified personnel, keeps Anderson Chemical Company up with the times.*

## And the winner of the Special Referral Promotion drawing was . . .

Persuasive talking must run in the Stout family.

A story in the November, 2004 issue of the Crossroads related how Jimmy Stout happened to lease on with D&T Trucking Company about nine months ago; "my son, Derrick, drives for D&T and likes it here," explained Jimmy, "and he talked me into buying a truck again and getting back into the business."

Now . . . fast forward six-or-so months and listen to Don Warner—"I had been a company driver for about eight years, but then my half-brother, Jimmy Stout, talked me into becoming an owner-operator and joining D&T, where he said I could make better money. So I bought a 2000 Freightliner Classic, and here I am."

But there's more to this story. By referring Warner, Jimmy was entered in the January Special Referral Promotion drawing for a \$2,000 gift certificate from Bauer Built Tires. You can guess the rest; the winner of the drawing was, of course, Jimmy Stout.

The news was welcome, albeit unexpected—"I had never won anything before," said Jimmy. "But I had to laugh when Ralph (Setterlund) called and told me," he added, "because I had just bought tires."

Still, as he pointed out, in trucking "you always need more tires," so the gift certificate will certainly come in handy.

As for Don Warner, he reports that "so far, it's going good for me (at D&T)." We're glad, because Don and his wife, Angela, in their home in Bruce, Wis. have children Shane, 14 (Angela's son); Shawn, 12; Cathy, 11; Courtney, 9; and Kirsten, 8.

That's a lot of mouths to feed. But perhaps Don can follow the lead of Derrick and Jimmy Stout in persuasively recommending other contractors for D&T so that he can collect referral bonuses just as they are.



*Jimmy Stout is persuasive, too, and a winner as well.*

## Vendor compliments Joe Lang for his professional driving

Another welcome telephone call has been received by D&T Trucking Company—this one coming from one of our vendors who complimented contractor Joe Lang for his defensive driving techniques and display of common courtesy toward the motoring public.

Last month (specifically at 11:45 a.m. on January 19) the vendor was behind Joe and his D&T trailer No. 4717 going southbound on I-35W. Among impressive observations expressed by the caller were:

Joe's following distance between other vehicles; his signaling of lane changes; traveling speed—about two to three mile per hour less than the normal flow of traffic, which allowed vehicles that cut him off to pull away and thus maintained proper following distance; and courtesy that he extended to other motorists during lane changes.

"It is seldom that people make calls of a positive nature," said Jim Walker, Safety and Compliance Director of D&T. "So we very much appreciated hearing from our vendor, and I commend Joe Lang for being a true professional driver. His performance speaks highly of D&T and our contractor team and for the entire trucking industry. Thanks, Joe, for your display of professionalism, and keep up the good job."

## Referral bonuses

Here's the update on bonus checks issued to independent contractors for their referral of owner-operators to the D&T contractor team.

**Derrick Stout** has received his third quarterly bonus for the referral of Jimmy Stout.

**Roger Lee** has his second quarterly check in hand for referring Mark Guenther.

**Ron Johnson** earned his first quarterly bonus check for the referral of Bill Martin.

The program of quarterly bonuses continues for a period of one year after the referral leases on with D&T. Payment is at the rate of one cent per mile for each mile run by the new driver during that year.

## Reminder

For independent contractors who are making Federal Highway Use Tax payments on a quarterly schedule, we remind you about the approaching third quarter deadline. The payment will be due March 31.

# 2005 calendar honors 'Working Class Pride and Polish'

D&T Trucking Company's 2005 calendar is out, and the comments are in . . . it's bright, attractive and informative as well as, of course, useful.

"Working Class Pride and Polish" is the testimonial theme of the calendar, designed to illustrate the pride that D&T and its independent contractors take in the image and appearance of their equipment.

A contractor and his truck are featured for each month and adding to the colorful impact are photo montages on the front and back covers. These photos depict the myriad of newsmaking activities at D&T throughout 2004—John Heldt's Minnesota Truck Driver of the Year award, National Truck Driver Appreciation Week, the Minnesota Truck Driving Championships, Bob Dolle's President's Award from the Minnesota Trucking Association, the "Trucks & Toys" and "Convoy for a Cause" charitable campaigns

The calendar started in January by honoring Pawel Winiarz



*Hard work has never bothered Pawel Winiarz. He was doing construction before moving into trucking, then driving for five years before buying a 2001 Volvo and becoming an owner operator. In 2003, he leased on with D&T Trucking Company.*

*"I was looking for better money, and a friend who was with D&T (Wieslaw Waliszewski) recommended the company," said Pawel. "He was right. It's a nice company, nice people, and I'm getting enough loads."*

*Just as D&T takes care of its people, so does Winiarz take care of his truck. "You have to do that in this business," he said. "Appearance and maintenance are important to customers, and the Working Class Pride and Polish calendar of course is a very good idea because it recognizes the good equipment that we have in our fleet."*

*Now that the trucking business is going well, Pawel doesn't miss the construction industry. Aside from trucking, he enjoys, as a hobby, various remodeling projects in the home he has in the Mount Pocono, Pennsylvania, area with his wife, Elizabeth, and their two children, Brian, 7, and Patricia, 3. And if his neighbors need assistance, he's available for them, too. Hard work still doesn't bother Pawel.*

and his 2001 Volvo. In February, the "truck of the month" was the 1998 Freightliner owned by D&T contractor Jason Carolan, and for March it will be the 2000 Mack and its owner, Frank Collins.

Here's the rest of the recognition lineup for the year.

**April** — Alan Posthuma and his 2000 Freightliner and 2005 Utility reefer.

**May** — Mariusz Okula and his 1996 Peterbilt.

**June** — Duane Rubner, 2001 Kenworth and 2004 Utility reefer.

**July** — John Hostetler, 1995 Freightliner and Great Dane trailer.

**August** — Gary Stewart and his 1995 Kenworth.

**September** — Norman Potter, 2004 Peterbilt.

**October** — Chuck Noll, 1999 Kenworth.

**November** — Jimmy Stout, 1999 Kenworth

**December** — Waldemar Satola and his 2000 Freightliner.



*Jason Carolan is a 31-year-old (as of February, 2005) with his priorities in order. A company driver for eight years and an owner operator since 2000. Jason decided that he wanted to be with a motor carrier that afforded him the opportunity to get home to Decorah, Iowa on weekends. Three reasons: Wife Sherri, a full-time mom and part-time home appraiser running her own business, and the couple's two young daughters, ages 3 and 1.*

*Hearing good things about D&T Trucking Company from an owner operator he had worked for, Jason leased on in October, 2003 and now is a regional driver with his 1998 Freightliner Classic. So while making a living, he also has time for his family and for carpentry and other projects around the house.*

*Jason was surprised to be selected for the 2005 Working Class Pride and Polish calendar—"there are a lot of good trucks here (at D&T)," he said. But the answer lies in his philosophy of maintaining his truck: "The better you keep up your equipment, the more that customers recognize and respect you."*

*When Francis (Frank) Collins sets his mind to accomplishing something, he sticks to it—such as when he decided at the age of 35 in 1992 that he wanted to get a college degree. Going to school part time, it took him 10 years, not counting the period when he ran out of money and had to drop out. But back he came in 2000 and, in 2002, he received his Bachelor of Arts degree in Accounting.*

*Still, Frank remains a trucker—"I wanted to be a driver since I was three years old; driving is my life"—and he joined D&T Trucking Company in October, 2003.*

*An owner operator for nearly 19 years, Frank knows full well the value of having presentable, well-maintained equipment that, he said, "generates a positive attitude from customers." And he's happy about being in the 2005 Working Class Pride and Polish calendar, too; call that another accomplishment for the Sugar Run, Pennsylvania Irishman with the leprechaun logo on his Shamrock Green truck.*



# D&T congratulates new holder of MTA 'Driver of Year' title

D&T Trucking Company congratulates Larry Severson of the Eagan, Minn.—based Dart Transit Company, who has been named the 2004 Driver of the Year by the Minnesota Trucking Association.

The selection was announced at the MTA's annual Awards Banquet January 31. Severson received the honor in competition with 11 other drivers, all 12 of whom were Drivers of the Month last year. That prestigious list included D&T's Duane Rubner.

A 28-year driving veteran with Dart, Larry has won safety awards from the company every year. He also has been a "roadside hero" in two separate accidents, stopping at the scene to assist victims until the medics arrived. Away from his profession, he enjoys fishing and woodwork and is also active with his church, working on youth group fundraisers and helping with mission trips.

Larry and his wife, Linda, reside in Vadnais Heights, Minn.

Announcing Larry's name as the winner at the Awards Banquet was D&T Trucking Company's John Heldt, who was the Driver of the Year for 2003. D&T was involved in the recent event in other ways as well; Jim Walker was a committee member and our company was one of the banquet sponsors.

## Here's what they said at the Awards Banquet About Drivers of the Month and all professional truckers

### Guest speaker: Captain Ken Urquhart, Minnesota State Patrol

"Every day you make the right choices such as in your lane changes, following distance and proper speed. These choices have saved lives. People don't talk about it, nobody knows how many times it happens, but your choices save lives every day."

### Keynote speaker: John Hausladen, President, Minnesota Trucking Association

"You the drivers inspire me with your life stories, your performance, your character. And character is defined by what you do when nobody is looking."



The banquet program included awards for all of the 2004 Drivers of the Month. Duane and Lynn Rubner are pictured with his plaque.

From D&T Trucking Company, left to right: Evelyn and John Heldt, Duane and Lynn Rubner and Jim Walker.



Left to right: Duane and Lynn with Minnesota State Patrol Captain Ken Urquhart.



D&T's Evelyn and John Heldt at the MTA Awards Banquet.

# Highway to Health

In recent "Customer Comments" feature in the Crossroads, the customer mentioned that "communication is of paramount importance." Other customers would agree. But the need for effective communicating is not limited to the business world. It also is vital in, among other areas, the relationship between doctor and patient. Without it, one's health could be affected.

Even in a long-standing relationship, don't assume that your primary care physician is fully aware of all the medical details about you at the time of your appointment. That's why patients may be asked to fill out questionnaires when they come in. One might think that "I've answered all of these questions before." But maybe things have changed, or there was something you had forgotten before, or an event had occurred since the last visit.

Therefore continual updating is important, as is the information already in your doctor's files, and it is also important to not withhold vital details. Here are examples of what the health care professional should know about you.

- Personal medical history and also family medical history.
- Current condition and problems if any—when they started, frequency, changes (loss of appetite; weight gain or loss; trouble sleeping; less energy, etc.).
- Medications—prescriptions you're on and the dosages; over-the-counter drugs, including vitamins and herbal supplements (note, too, any side effects from the aforementioned).
- Food and drug allergies.
- Recent events that might be causing stress (divorce, serious illness or death of a loved one, family move, etc.).
- Names and phone numbers of other doctors you're seeing.
- Health events—hospitalizations, surgeries, medical procedures (include dates).

It also should be emphasized that communication is a two-way street. Just as you should be keeping the doctor informed, so should he/she be doing the same for you. The patient is entitled to details about the diagnosis, treatment options and expectations about medications.

If the doctor uses terms or language you don't understand, ask for a simpler explanation, repeat what you think it means and make sure your interpretation is correct. Write down questions before an appointment and, if necessary, consider having a family member or close friend accompany you.

We all know that doctors often are quite busy. But the patient should be allowed time to voice concerns and to get answers. If your physician constantly rushes you, interrupts when you're speaking, makes you feel foolish for asking questions, doesn't seem to be listening and is constantly preoccupied, he/she might not be right for you. If so, perhaps you should consider developing a more satisfactory relationship with another doctor, who understands the importance of communication.

## The word may not be out yet about Minnesota cab card

D&T contractors have noticed a considerable difference this year in the Minnesota cab card for tractors. In a permanent change effective for vehicles licensed after October 1, 2004, the card is now printed on an 8 1/2 by 11 sheet of white-only paper as opposed to the blue-and-white card stock previously used.

We bring this up because, across the nation, there have been a few law enforcement folks who have not gotten the word about the change. They have questioned the new cab card and in a few instances have written tickets.

The State of Minnesota has worked quickly to get the tickets voided and to inform enforcement personnel regarding the change. So if you run into any difficulties in this matter, please contact Jim Walker.

## Birthdays coming up

Mark Crom	March 1
Dean Dobberfuhl	March 2
Ted Ellifson	March 7
Anthony Gluch	March 11
Grace Griebel	March 12
Art Hemenway	March 18
Harold Pflughoeft	March 1
John Tressler	March 30



## Numbers

New equipment numbers are issued to D&T contractors upon changing/updating tractors. The latest: Chuck Noll's number is now 1625 (old was 1592); Chris Hilgart has changed from 996 to 1626; and Jerald Long is No. 1627 (previously 923).

## Reaching anniversaries with D&T in March . . .

### CONTRACTORS

- 17 Years - Alan Posthuma
- 6 Years - Calmer Johnson
- 3 Years - Theodore Larson  
Michael Mihes  
David Taft
- 1 Year - Jimmy Stout

### STAFF

- 7 Years - Gordon Minnichsoffer

# Shop Talk

By Mark Wells

One of the reasons that D&T Trucking Company has such a good reputation in the industry is our emphasis on factors that, if ignored, would negatively affect our carrier profile. For example, in January Jim Walker and I reviewed the subject of equipment violations.

While D&T continues to have a lower-than-average rate of violations, we still always stress the need to avoid edging toward “shall inspect” status. If that happens to a trucking company, its drivers can expect more frequent and thorough inspections when entering weigh stations, and the additional scrutiny will then increase the likelihood of problems for that company.

So the policy at D&T is that we all must do our part in order not to reach “shall inspect” status; it’s in everyone’s best interests to not let that happen. That’s what Jim and I discussed in our review. And what this month’s column focuses on are the two types of violations that stand out as by far the most frequent problems in the industry: Inoperative lights and improper brake adjustment.

Reducing the number of equipment violations for defective lighting can make a great positive impact on the carrier profile. Here’s why. A single inoperative light is often written up

as two or three violations. For instance, one bad light on the back of a tractor is usually cited as an inoperative tail light, inoperative stop light and inoperative turn signal. You can see what that type of reporting would do to the profile, so don’t ignore light problems when discovered on your daily pretrip inspections.

With regard to the second area of major concern—brake adjustment—check adjustment regularly, even if your vehicle is equipped with automatic slack adjusters.

The correct procedure for checking brake stroke has been covered numerous times in previous “Shop Talk” columns but nevertheless is too important not to repeat. The maximum stroke allowed on steer axle brakes is 1 3/4”. On drive and trailer axles, the maximum stroke allowed is 2”.

The only exception would be if your tractor or trailer were equipped with “long stroke” brake chambers, which are identified by a tag on the clamp bolt and/or raised square bosses where the brake hose screws into the brake chamber. For “long stroke” type brake chambers, the maximum allowable stroke on steer axles is 2”. On drive and trailer axles, the maximum stroke allowed is 2 1/2”.

We ask every driver to pay closer attention than ever to his or her equipment lighting and brake adjustment. Please do your part in helping to keep D&T’s carrier profile under the mandatory inspection threshold.

## On the Lighter Side . . .

### BATHROOM BREAK

Four friends, all of whom enjoyed the taste of beer, went together on a tour of a famous brewery in their city. While there, one of them somehow slipped and fell into a huge vat of beer.

His stunned friends quickly called for help and were told to wait in the brewery lounge while a rescue mission was attempted. About an hour later the supervisor entered the lounge and told the anxious group that their companion was out of the vat and all right.

“Wow, thanks,” said one of the friends. “He must have been scared of drowning in there.”

“Well, you know, I don’t think so,” responded the supervisor. “Actually we had to pull him out three times because he kept jumping back into the vat, and the only reason he stayed out after the third time was because he had to go to the bathroom.”

\* \* \*

### SOUNDS RIGHT

While making his sales pitch, the telemarketer heard a clicking on the line. Hoping to retain a potential customer, he asked, “Are you still there?”

“Yes, I am,” came the reply.

“Good. When I heard a clicking noise, I thought we had been disconnected.”

“Oh, no,” said the homeowner. “Being disconnected would sound like this.”

Then he vigorously hung up the phone.

\* \* \*

### THERE’S A REASON

Bill’s elderly aunt, who lived with him and his wife, had just died and, although he was still feeling quite ill from a severe case of the flu, he wanted to go to the wake at the funeral home. His wife accompanied him and together they approached the open casket.

As Bill leaned over the casket, he was astonished at his aunt’s appearance. “I haven’t seen her look so good in years,” he remarked. “In fact, she looks better than I do.”

“That’s true, dear,” his wife said, patting his arm. “But don’t forget that you’ve been sick.”

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### FINAL THOUGHT

A key to keeping customers is remembering why they came to you in the first place.

## Quoting the Contractor . . .

*(Editor's note: The Crossroads always looks forward to printing remarks from D&T independent contractors, because this publication is your "voice," too. Being quoted for this issue is Todd Kohnen).*

"You asked about wearing seat belts. I've been driving on and off for 20 years and remember years ago when few drivers wore them. Now that's changed, but you still hear some pros and cons. All I can say is that when I get into the truck I would feel naked without the seat belt. If I don't have it on, I feel that something is wrong, so I always have it on.

"I started driving for my dad. He wasn't a driver himself, he was manager of a creamery, but he owned three trucks. I became an owner-operator about three years ago and joined D&T in April of 2002. Then I left for four months.

"Truck drivers sometimes think that 'it's greener on the other side of the fence.' Some companies blow a lot of smoke, they say a lot of things (to get drivers). I should have known better. Anyway, I called D&T and came right back and really feel good about it.

"D&T is honest with its drivers. You go where you want to and get paid within about a half hour or so after you come back in. Everybody is nice here, and they tell it like it is.

"My truck is a '96 Freightliner FLD 120 that I bought from my dad. I take care of it, do some of the maintenance myself, and I plan on driving it as long as it will go. My wife, Carnation, and I live in Menomonie, Wis. with our daughter, Mackenzie. And by the way, on March 20 we'll be celebrating Mackenzie's second birthday, a big day!



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