



CROSSROADS

A Publication For And About Valued D&T Team Builders

JANUARY/FEBRUARY 2006

2006 seen as 'a year of opportunity' in sales/marketing

When D&T Trucking Company's sales/marketing representatives, Phil Casperson and Jay Matykiewicz, sat down to formulate strategy for this year, they considered three basic options.

- Continue to strengthen relationships and increase volume with existing customers.
- Concentrate on efforts to attract new accounts.
- Both of the above.

Which plan was chosen? If you checked the "both of the above" box, you are absolutely correct.

With regard to the first option, one of the truisms from the "Year in Review" feature in this issue (see pages 6-9) comes to mind: "A key to keeping customers is remembering why they came to you in the first place." Phil elaborated on that principle.

"D&T will remain focused on our present customers by continuing to provide totally dependable and consistently high quality service, including constant communication," he said.

At the same time, selectively seeking additional accounts is a sensible approach in any business. Thus D&T will be communicating both with existing and prospective customers about "who we are," Phil said. "We will show them our traffic patterns, determine their needs and demonstrate our capabilities for meeting those needs year-around."

Both Phil and Jay see 2006 as "a year of opportunity" for D&T. Capitalizing on the opportunities of course requires drivers and trucks. To deal with that challenge, D&T, a 100 percent owner-operator fleet, has long adhered to the philosophy of enlisting its independent contractor team in the campaign to add qualified drivers.

"The best recruiter to get a driver is another driver," said Jay. "From their own experiences with us, our contractors can tell others about the fact that we are a driver-friendly fleet. Our mission is always to get freight that drivers like and to look for and find lanes that they like to run."

It should also be emphasized that expanding the contractor team benefits everyone. With more drivers, D&T becomes an even better source for customers, which means that current members of the contractor team have greater flexibility than ever in choosing their loads and being as active as they want to be.

There are reasons—the 'good freight'; freedom of choice; fast payment; the respect contractors get—why D&T Trucking Company's driver turnover is much lower than in other owner-operator fleets. And there are reasons—dedication to meeting the needs; reliable, on-time service; communication; quality of equipment—why D&T is able to retain accounts.

All of the aforementioned will be inherent in successfully implementing the sales/marketing program this year and beyond.



Making sales and marketing plans for this year are Jay Matykiewicz (left) and Phil Casperson.

LAST YEAR IN REVIEW — see pages 6-9.

10 contractors attain special safe driving anniversaries

The goal of the professional truck driver is to be safe each time he/she takes a load. Then, it is even better to deliver every load safely during a three-month period (see next page for listing of D&T Trucking Company's Safe Driving Achievers for the fourth quarter of 2005). And, . . .to have a 100 percent accident-free record throughout an entire year—or more—is the best of all.

Monthly there are D&T contractors reaching their annual "anniversary of safety achievement," with the timing of the special recognition based on the month in which they joined our company. For November and December, 10 drivers attained the elite status of Safe Driver Achiever for one or more years.

NOVEMBER

14 Years - Mike Lyons
 11 Years - Joe Schumacher
 1 Year - Joseph Appel, Sr.
 Donald Warner

DECEMBER

22 Years - Linn Pfeilsticker
 18 Years - Anthony Gluch
 7 Years - Gary Anderson
 2 Years - Gerald Holmstrom
 1 Year - Joseph Appel, Jr.
 Charles Swanson

Each contractor has earned an award appropriate to his particular number of years as a Safe Driving Achiever—as indicated by the accompanying Safety Awards Schedule. Beyond that, however, they all have an intangible reward—the sense of satisfaction and pride that comes from a job well done.

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

BONUS IN ADDITION TO THE ABOVE PROGRAM

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.

'Welcome' spoken here

Mike McKinley, a professional speaker and motivation expert from Eau Claire, Wis., has a question that could apply to any company in any business. "Wouldn't it be nice," he asks, "if everyone understood this (above) headline?"

Mike brings up this subject in his monthly eMinder as relevant for any situation where people are made to feel that they are not welcomed as customers—they (the customers) might wonder "if they are the problem," he said.

It's the job of management, Mike stresses, to make sure its people are friendly, to communicate to them how important the customer is, and to further ensure that everyone—from the top down—knows that they have a responsibility to that customer.

D&T Trucking Company agrees wholeheartedly; in fact, appreciating and welcoming the loads we get from our customers has been the guiding philosophy of D&T since its very beginning.

Moreover, to everyone here—management, staff, the contractors, the shop—"welcome" is not just a word. It's a "language" we all speak and a positive attitude we all have.

The Customer Comments ...

(Editor's note: We continue here our periodic series in which we talk to customers about topics relevant to their relationship with D&T Trucking Company. Interviewed for this issue: Laurie Spies, Land O'Lakes' Senior Transportation Planner based in Joliet, Ill.)

"The past year was the most difficult I have seen in the transportation industry—difficulties due to factors such as fuel costs; shortage of trucks; motor carriers going out of business. Still, Land O'Lakes had a very long list of successes that can be attributed to our outstanding team of carriers, warehouses and production facilities. This has not gone unnoticed by management at Land O'Lakes and is something that is discussed in great length.

"I appreciate what all of you have done for me over the past year to ride through the trying times. The relationships that Land O'Lakes has developed, the dedication and flexibility that we give, was returned to us. This was especially important at the end of the year, from about two weeks before Thanksgiving and onward, when we have to ship considerable volume. We were able to get the trucks we needed from carriers such as D&T.

"My relationship with carriers is hands-on. It's no-nonsense. I expect communication and don't like to hear excuses or stories, but on the other hand I don't look to blame the carrier or driver for something that's out of their control. We listen to each other, we do what's good for both sides, we pay for what we get, and we have used some of the same carriers for years.

"With D&T, my contact is always through Yvette Castillo—for both dispatch and customer service—and Phil Casperson. I like that consistency, and everything is working out great. D&T is always very good at keeping me informed, there are no problems with late loads, and you don't have drivers with an 'attitude.' Also, the appearance of equipment is important. I have a habit of looking at and remembering trucks. D&T has excellent equipment, very well maintained, so we have no complaints about allowing your trailers to be dropped.

"So we have a great relationship with D&T and hope to continue to see it grow."

100 Percent Safe Driving Achievers, Fourth Quarter, 2005

James Adams	Pawel Dzimira	Jerald Long	Arthur Scott
Jeffrey Allguire	Tomasz Garbacz	James Long	Raymond Shankle
Gary Anderson	Wojciech Gawiec	Michael Lyons	Earl Shrader III
David Antiel	James Grey	Frank Mackes, Sr.	Stefan Sienczuk
Joseph Appel, Jr.	Paul Green, Jr.	Garry Meyers	Marvin Soelle
Royce Beek	Mark Guenther	Michael Mihes	Gary Stewart
Brandon Bergman	Evelyn Heldt	Carl Morse	Derrick Stout
Carlyle Berhow	John Heldt	Shawn Nelson	Jimmy Stout
James Boyer	Edwin Hohneke	Charles Noll	Tadeusz Strus
John Bracelen	Gerald Holmstrom	Steven Petersen	Charles Swanson
Lucian Bunas	Brian Hoppenrath	Linn Pfeilsticker	Piotr Swiatek
Donald Burton	John Hostetler	Harold Pflughoeft	Mariusz Sycewicz
James Caldwell, Jr.	Steven January	Lavern Pflughoeft	David Taft
Jason Carolan	Nathan Jensen	Svetoslav Popov	Mary Taft
Paul Christle	Calmer Johnson	Alan Posthuma	Kathleen Wallace
Francis Collins	Rodney Johnson	Norman Potter	Richard Wallace
Allan Cordes	Ryszard Jucha	Duane Rubner	Timmy Wallace
Mark Crom	Artur Karwat	Waldemar Satola	Donald Warner
Andrzej Dajwowski	Todd Kohnen	James Schira	Pawel Winiarz
Urszula Dajwowski	Kenneth Kosbab	Joseph Schumacher	Tryan Winston
Lukasz Daniel	Joe Lang	Jordan Scheidt	Daniel Zielinski
Dean Dobberfuhl	Theodore Larson	Lloyd Schofield, Jr.	

Lack-of-sleep factor concerns trucking industry

Recently in Minnesota there have been several fatal accidents caused by drivers falling asleep. Most likely similar tragedies have occurred over the same period in other states as well.

Getting an insufficient quantity of sleep, or a shortage of quality sleep, is a major factor in fatigue that leads to accidents and therefore is obviously a concern in the trucking industry. Sleep, like food and water, is necessary for human survival. Individuals differ somewhat in the amount of sleep they require, but most experts agree that an average of seven to eight hours per night is recommended.

Whatever the individual need, getting less than is necessary results in a sleep debt. This loss of sleep has repercussions; laboratory tests show that a sleep loss of as little as two hours can affect alertness and on-the-job performance. Those in the "sleeping business" therefore have some simple tips for truck drivers and motorists to keep in mind:

Try to establish a regular schedule of going to sleep and waking up at the same respective times each day; make sure your sleeping area is comfortable; get a good night's sleep before heading out the next day on a long trip; avoid eating heavy meals while on the road; use any medication with care, especially if the label mentions that it may cause fatigue; for truck drivers, talk with other drivers on your CB, since conversation helps in staying alert.

There is, however, a large group for whom advice to "get a good night's sleep," etc. is difficult to follow. They are the at least 40 million Americans who suffer from a chronic sleep disorder. The National Sleep Foundation identifies these special "at risk" conditions:

Sleep apnea—A serious, potentially life-threatening breathing disorder that in most cases can be treated.

Insomnia—The most common sleep problem among American adults; it is estimated that approximately 10 to 15 percent of the adult population has chronic and/or severe insomnia.

Restless legs syndrome (RLS)—a sleep disorder that is characterized by unpleasant "creepy-crawling" sensations in the legs that may cause sleep disruptions.

Some truck drivers and others who have trouble sleeping might not be aware that the problem could be due to an actual physical disorder. Here are some questions (clues) for them to consider.

- Do I still feel tired after (supposedly) getting a full night's sleep?
- Do I take (need) naps on a frequent basis?
- Do I fall asleep in strange places?
- Do I have a hard time falling asleep?
- Do I wake up and stay awake for long periods during the night?
- Am I a loud snorer (you might need help answering that one)?
- Do I wake up gasping for air?

Anyone answering "yes" to any of the above could have some kind of sleep disorder. Those people should see a medical practitioner for a thorough evaluation.

Commercial vehicle drivers hesitating to take such a step should consider the potential impact of behind-the-wheel fatigue. And as cabs of tractor-trailer units have become increasingly quiet and more and more comfortable, the problem of "drowsy driving" is greater than ever.

Studies moreover have shown that most drivers are not very good at judging the onset of sleep. In one survey, nearly 80 percent of participants said incorrectly that they could predict when they were about to fall asleep. The truth is that sleeping really isn't a voluntary activity. If you're drowsy, you can fall asleep and never even know that it happened—a scary thought for someone behind the wheel of an 80,000-pound vehicle traveling at highway speed.

Moving back into the right lane the 'right way'

There are times when professional truck drivers find themselves in the left lane—an obvious reason being, for example, to pass a slow-moving motorist. And equally obvious is the need to move out of that lane as soon as possible and in the right way.

Avoiding lane change accidents is an on-going safety theme for the insurance and trucking industries as well as for individual motor carriers and their drivers. A review of reports from such accidents indicates the exposure to potential danger when changing lanes.

One risky situation would be when the motorist in the right lane is in the truck driver's right forward blind spot. If the truck's right front hits the other vehicle's rear left quarter, this could cause the vehicle to spin to the left and perhaps into the path of the truck. The trucker might even be unaware of the collision until actually seeing the car spinning out of control.

D&T contractors are well informed about the cautious steps

necessary in order to reduce the potential danger.

- When in the left lane, watch the mirrors to note vehicles approaching from behind on the right.
- Don't rely only on the mirrors before merging to the right. Sit up and to the right (the "lean and look" method) to observe that area where a car could be "hiding."
- When in the clear, activate the turn signals and, again, lean and look before starting the lane change.
- About 40 percent into the lane change, pause and take a second look before completing it.
- Cancel the turn signal only after completing the change.

Similar alertness is also required, of course, when moving from the right lane into the left. Being aware of traffic around you at all times. . .making common sense decisions. . .driving defensively and with courtesy are all characteristics of the professional driver.

From the 2006 Working Class Pride and Polish calendar

Recipients of D&T's 2006 calendar get something extra to complement the day-to-day record. There is a tribute each month to an outstanding truck and the contractor who owns it.

The purpose is to establish—and re-establish—that the appearance of and pride in equipment are important to the trucking industry, the people in it, and customers as well. Thus the recognition our contractors receive through the calendar is equally appropriate for further recognition in the relevant issue of the Crossroads.

And by the way, those trucks and drivers being honored this year typify the D&T fleet in general!

Equipment (and driver) of the month for February

With his Freightliner freshly re-painted, and with his regular maintenance and constant care of the truck, Don Warner thought he might have a chance last fall to be chosen for the 2006 Working Class Pride and Polish calendar. His hopes were justified and, he recalled, "the kids were looking forward to seeing the new calendar."

Don was saying that now being in it "is kind of neat. Appearance of equipment is important to customers, and I've been told by them that my truck looks good," he said.

Don and his wife, Angela, live in Bruce, Wisconsin. Their kids are Shane (Angela's son), 15; Shawn, 13; Cassie, 11; Courtney, 10; and Kirstin, 9 in April. That is a lot of mouths to feed, so Don was receptive when his half-brother, D&T independent contractor Jimmy Stout, told him he could make more money by buying a truck and leasing on with D&T, which he did in November, 2004.

"I had been a company driver since 1994, wasn't getting anywhere, wanted to do my own thing and wanted to be home weekends," said Don. "Now it's going good for me. People are nice at D&T, they're willing to answer questions, and I have a good relationship with Dispatch."

And with customers.



Equipment (and driver) of the month for March



Honors keep coming for Harold Pflughoeft. He was named "Driver of the Month" for February, 2005 by the Minnesota Trucking Association; is a member of the D&T Hall of Fame and has won many awards for safe driving and on-time achievements; appeared in a previous Working Class Pride and Polish calendar in recognition of the outstanding way in which he maintains his Peterbilt; and now is back in this year's calendar.

Trucking is actually Harold's second profession. He farmed for more than 25 years, and he and his wife, Janet, still live on their 120 acres in the Winona, Minnesota area. They have three daughters, eight grandchildren and three great grandchildren.

In 1988 Harold retired from farming to become an owner-operator, leasing on three years later with D&T. Over his entire trucking career, he has run about 2.5 million miles without an accident. He describes his profession as "a good life" and plans to keep on trucking as long as his (good) health permits – in, by the way, the well-kept

1995 truck, "which is still doing a good job for me."

Despite all of the accolades he has received, Harold still was honored to be in the calendar again. He knows that customers appreciate being served by nice-looking equipment, including the D&T trailers he pulls.

"The trailers are always nice and clean, too" he said, "and I in turn appreciate that."

Safety tip from Liberty Mutual

Green does mean GO. . .but first make sure the intersection is clear! A good rule of thumb: When your "red" turns to "green", count "one thousand and one, one thousand and two" then look left, right, and left again before proceeding. Assume nothing, because the fact is that many side-impact accidents occur as a result of others not stopping for red lights.

THE YEAR IN REVIEW

From the pages of the Crossroads. . . a sampling of 'what made news' in 2005

PictuReview. . . A few reminders from 2005

Trailers deliver important message



The "Good stuff. Trucks bring it" logo has been applied to all D&T trailers. Shop Manager Mark Wells is pictured here.

D&T contractors believe in buckling up



"I buckle up all the time and always have," said James Long.

Wearing a seat belt saved a life



This truck was hit by a drunken driver and careened into a concrete highway divider.

Some of last year's headlines

The Crossroads last year published a comprehensive variety of stories about D&T Trucking Company, our staff and independent contractors, D&T customers and the trucking industry. Here—from this collection of representative headlines and highlights—is an indication of the numerous subjects covered in the issues of 2005.

- Industry wants truckers to buckle down about buckling up — January
- Take these steps after an emergency stop — January
- Being on time: the tradition continues — February
- Follow these guidelines for better fuel economy — February
- Harold Pflughoeft recognized as MTA 'Driver of the Month' — February
- Vendor compliments Joe Lang for his professional driving — February
- Clean inspections show driver professionalism — March
- 'Timed interval' takes guesswork out of following distance — March
- Mirrors are a safety 'tool' when used effectively — March
- Advisory issued about scam to defraud truck drivers — April
- Plans underway for 2005 Truck Driving Championships — April
- The challenges of road construction — April
- The safety of seat belts: a personal story — May
- Good stuff. Trucks bring it — May
- Take measures to prevent cargo theft — May
- 'Gettin' in Gear' health sessions planned at D&T — June
- Contractors: Get ready for pride in equipment 'show time' — June
- National Truck Driver Appreciation Week at D&T — July
- Being safe and on time demonstrates contractor pride — July
- The requirements of pre-trip, post-trip inspections — July
- Dean Wallace knows how to keep cool, stay calm — August
- D&T repeats \$1,500 prize offer in new Special Referral Promotion — August
- New Hours-of-Service rules are effective October 1 — September
- A positive image is important for trucking success — September
- Referral bonuses are 'found money' for contractors — September
- Enhancing highway safety by controlling driver fatigue — October
- Making a good first impression — October
- Honored for their years of safe driving — October
- December 2 is deadline for 'Trucks & Toys' contributions — November
- Reducing risks of night driving — November
- The time has come for winter skidding reminder — November
- The process of making changes for better health — December
- Be prepared for bad winter weather driving conditions — December
- A year-end message from D&T Trucking Company — December

The Crossroads welcomes family photos



The Mihes family (left to right) Ioana, Liliana and (independent contractor) Mike.



Independent contractor Dean Wallace and his wife, Connie, pose with their children (from left), James, Sarah and Michelle.

From the 'On the Lighter Side' column

Reviewing truisms to remember . . .

The person who runs away from a problem may find that all he or she is doing is catching up to another one.

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

A bad temper is one thing that you can't get rid of by losing it.

The trouble with bucket seats is that not everyone has the same size bucket.

The human mind is like a parachute. It has to be open to work effectively.

You can pay a lot of money to buy a fine dog, but only kindness will make him wag his tail.

A person who doesn't have a sense of humor may not have any sense at all.

The nicest thing about the future is that it always starts tomorrow.

. . . And puns to forget!

He wanted to break into a song but couldn't find the key.

A boiled egg is hard to beat.

When the actress saw that she had her first gray hairs, she thought she would dye.

Acupuncture is a jab well done.

Bakers trade bread recipes on a knead-to-know basis.

D&T says 'thanks' to its contractors



Jim Schira received his "Goody Bag" during National Truck Driver Appreciation Week at D&T.

History repeats itself

In drawings for independent contractors, Mariusz Okula won his second consecutive Special Referral Promotion prize. This one was a check for \$1,500, the other a trip for two to the Talladega (Alabama) Superspeedway NASCAR race.



In their own words. . .

For many of the stories in the Crossroads last year, information gathering involved independent contractors; customers; D&T staff members; and other sources. The results were interesting quotes, and following are excerpts from the writeups.

Doug Anderson, Traffic Manager, Kohler Mix Specialties

"D&T is a very reliable company. You show up on time, deliver on time, and have well-equipped trailers. The (condition of) trailers is one of the first things I'm looking for. Our products, used by millions of people, are temperature sensitive, and obviously we don't want them spoiled by delivery in an improper reefer. That hasn't happened with D&T.

"Our distribution people work with your (and other) drivers, checking them in and out. My role is to make sure loads arrive on time, and I personally see drivers. We respect them just as they have to respect us and our customers. I've seen the professionalism of D&T drivers. That's important to Kohler. By hauling our products, drivers are representing us to our customers.

"We have a very good relationship with D&T. You are a very good carrier for us."

John Bracelen, independent contractor with D&T



John Bracelen

"In 1995 I became an owner-operator. But I wasn't making money with the company I was with. Then someone at SuperValu told me about D&T, and I've been here for more than four years. This was funny; sometime after I leased on, I was at D&T and saw a fellow I had never met before. He was helping to clean up around the place, just one of the guys. Then I found out who it was—Bob Dolle, the owner.

"Bob is always a nice guy to talk to. And D&T gave me a lot of encouragement and moral support while I was out (recovering from an injury). It helped make it easy for me to get back on the road. I appreciate what the company does for us (drivers)."

Todd Christy, Shop Technician with D&T

"A friend, James Long, who is a D&T driver, referred me here. I talked with (Shop Manager) Mark Wells and was impressed with what I saw. I've been around trucking a lot, and the equipment and maintenance program at D&T is the best I've ever seen. It's second to none."



Todd Christy

Mark Guenther, independent contractor with D&T

"None of us (drivers) want to sit. There are enough loads with D&T, and I also like the fast payment and the flexibility here, the ability to pick and choose your loads. And as far as the money is concerned, I have no complaints. I'm happy here."

Todd Kohnen, independent contractor with D&T

"I joined D&T in April of 2002, but did leave 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."



Todd Kohnen

Mike Lyons, independent contractor with D&T



Mike Lyons with his two grandchildren.

"There is no magic silver bullet that will give you the most in fuel economy. It's a lot of little things—not being a know-it-all; following manufacturer recommendations; talking to truck dealers; using common sense. With the aerodynamics and electronic engines that we have today, the driver really has control and the ability to get the best possible mileage.

"I believe in accelerating normally, shifting progressively, being easy on the brakes, keeping the engine in tune, injectors clean. Tire pressure is also a big deal, as is keeping all wheels balanced. Trip planning can help, too. I plan my route. I know what roads work for me, and I look at maps, especially after deliveries when going to customers for pickups coming back.

"I put on about 125,000 miles a year and keep my speed at 58 to 60 miles per hour. This upsets some motorists, but I give myself space between vehicles. That's my way of being safer as well as saving fuel. I've never had an accident and want to finish my driving days safely."

Adrian Meyer, Transportation Coordinator, Anderson Chemical Company

"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, and we have to make sure that the HazMat placards are correct. I meet and work well with D&T drivers when they come in here, and they work well with our distributors.

"You have nice equipment and a good image and reputation in the industry. With D&T, we've never had a problem with damaged freight. I can't say enough good things about your company."

2005: A year of continuing on-time deliveries

It is stating the obvious to point out the importance of two words—"on time"—in establishing a motor carrier's reputation for reliability. D&T Trucking Company has earned that reputation year after year, continuing to post an unusually high percentage record of reliable on-time pickups and deliveries.

And 2005 was no different—"You arrive here when you are supposed to and deliver on time, which of course is an important issue with us," was the way one customer put it.

For this tradition of performance, credit goes to D&T's remarkable team of independent contractors. Recognition for them is well deserved. Listed below, therefore, are those contractors who were "on-time perfect" for the entire year and also achievers who delivered every load on time in the fourth quarter; that list includes contractors who were not with D&T for all of 2005 and consequently were not eligible for the annual 100 percent designation.

Quarterly achievers by the way are awarded eight points (redeemable for gifts) for each quarter of achievement, and contractors receive an additional 16 points when they meet on-time requirements every quarter of the year.

And then there are the most important "points" of all: Those "scored" by serving and satisfying the customer.

100 percent On-Time Achievers, 2005

Jim Adams	Steve January	Waldemar Satola	Jimmy Stout
Jeff Allquire	Nathan Jensen	Lloyd Schofield	Charles Swanson
Dave Antiel	Cal Johnson	Art Scott	Piotr Swiatek
Joe Appel	Ryszard Jucha	Ray Shankle	Mariusz Sycewicz
Joe Appel, Jr.	Todd Kohnen	Joe Schumacher	Dave and Mary Taft
Royce Beek	Ken Kosbab	Stefan Sienczuk	Timmy Wallace
Brandon Bergman	Joe Lang	Marv Soelle	Don Warner
Carlyle Berhow	Jerry Long	Gary Stewart	Tryan Winston
John Bracelen	James Long	Derrick Stout	
Don Burton	Mike Lyons		
Jim Caldwell	Frank Mackes		
Jason Carolan	Mike Mihes		
Paul Christle	Shawn Nelson		
Frank Collins	Chuck Noll		
Andrzej Dajwlowski	Mariusz Okula		
Dean Dobberfuhr	Willy Paul		
Pawel Dzimira	Steve Petersen		
Paul Green	Linn Pfeilsticker		
Jim Grey	Harold Pflughoeft		
Grace Griebel	Lavern Pflughoeft		
Mark Guenther	Norm Potter		
Ed Hohneke	Svetoslav Popov		
Brian Hoppenrath	Al Postuma		
John Hostetler	Duane Rubner		

Fourth quarter achievers

(in addition to those already listed)

Gary Anderson	Carl Morse
Bob Bailey	Milt Olson
Jim Boyer	Jerry Scheidt
Lucian Bunas	Jim Schira
David Croes	Earl Shrader
Mark Crom	Tom Smith
Lukasz Daniel	Tad Strus
John and Evelyn Heldt	Dave Wallace
Tony Gluch	Rick Wallace
Charles Miculinich	Daniel Zielinski

Bob Odden, consultant with Liberty Mutual

"D&T's driver turnover rate is very low compared to what is common with other owner-operator fleets. You have a very good driver selection program; work well with drivers in areas such as training, the importance of pre-trip and post-trip inspections and problem solving; and go out of your way to communicate with drivers on, for example, financial matters. From my observations and conversations, drivers like it at D&T. I see a positive atmosphere there."

Rick Pratt, Dispatch/Customer Service with D&T

"I have always admired the way that Bob Dolle and the company take care of their people and treat them with the utmost respect. And we have a good bunch of cooperative drivers who are fun to be with. So I knew that if and when I had a choice, this is where I would go."



Rick Pratt

Ken Urquhart, Captain, Minnesota State Patrol

"Every day, you (truck drivers) 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."

Hours-of-service rules are now being enforced

Independent contractors of D&T Trucking Company should be made aware (which we are doing here) that the so-called "soft enforcement" period has expired with regard to the new Hours-of-Service Regulations. Effective now, these regulations are being strictly enforced.

The new rules were established as of October 1, 2005. However, there was an initial three-month leniency period for the trucking industry, allowing time for information to be distributed to drivers and for driving schedules to be re-programmed. During this transitional period, the FMCSA and state law enforcement officials monitored motor carriers for extreme violations and took action only when necessary.

In different ways, including previous stories in the Crossroads, D&T has alerted contractors about implementation of the regulations and reviewed requirements. Contact Jim Walker if you still have questions.

On the Lighter Side . . .

UNREASONABLE EXPECTATIONS

The new teacher was told to report to the principal's office, where she was informed that there had been a few complaints about her.

Surprised, she asked, "What are they?"

"Some parents think that you don't have sympathy and understanding for their children," the principal replied.

"What reasons do they give?"

"They say that you're being unrealistic about insisting that homework assignments must be completed on time."

* * *

TICKET PROBLEM

Father Joe, a kind and wise priest, was also known to be somewhat absent-minded. On occasion he filled in at other parishes outstate if their priest was ill or on call elsewhere. One Saturday, sitting in a train heading north, he saw the conductor approaching to collect tickets and nervously began hunting through his pockets.

"Don't worry about it, Father," said the conductor, a long-time friend. "If you can't find your ticket, that's okay. I'm sure you paid."

"It isn't okay," Father Joe answered anxiously. "I need that ticket to know where I'm supposed to be going."

* * *

QUESTIONS OF THE MONTH

Why is it that no one ever says, "It's only a game," when his team is winning?

How does a child who is afraid of the dark so quickly turn into a teenager who wants to stay out all night?

Why are people unlikely to forgive even when they believe that "to err is human?"

* * *

GET A REFUND

After spending more than two hours in a prestigious beauty salon, the woman went to the front desk to pay.

"Good afternoon," the receptionist greeted her smilingly, then looking down at her appointment book. "And who will be taking care of you today?"

* * *

BAD WORDING

Several of the airplane passengers were not happy upon learning in flight that they would arrive late and have little time to make their connections. They didn't hesitate about voicing their extreme displeasure to a flight attendant. Just before landing, the harassed attendant went on the intercom to announce gates for connecting flights.

She concluded with, "For those of you needing assistance in getting to your gate, just wait as soon as you get inside the terminal and we will have someone run you over."

Anniversary months of service with D&T

JANUARY

Staff

5 Years - Kelly Klemme

FEBRUARY

Contractors

14 Years - Kathleen Lyons

7 Years - Lloyd Schofield, Jr.

5 Years - James Grey

4 Years - Rodney Johnson
Mark Crom

3 Years - Royce Beek
Donald Burton

Urszula Dajwlowski

Andrzej Dajwlowski

2 Years - Pawel Winiarz

Staff

26 Years - Mark Wells

23 Years - Bernetta Jones

8 Years - Gordon Minnichsoffer

7 Years - Maureen Thesenvitz

6 Years - Jim Walker

MARCH

Contractors

8 Years - Alan Posthuma

7 Years - Calmer Johnson

4 Years - Theodore Larson
David Taft

Michael Mihes

2 Years - Jimmy Stout

1 Year - James Long

Shawn Nelson

Earl Shrader

Mariusz Sycewicz

Lukasz Daniel

Highway to Health

“Mind over matter” is an old expression. But each passing year seems to bring new credibility to this expression. In the field of health, the mind does indeed seem to matter.

Medical scientists point for example to research into pharmaceutical developments. A group of patients is tested, one-half receiving new medications and the other getting the “placebo”—water pills, pills with no medication. Yet these patients often feel better simply because they think they’re being administered the pills with medication.

Researchers believe this is a psychological benefit that becomes “real” in the minds of those people. But whatever the reason for the positive placebo effect, results from the “power of positive thinking” suggest that the mind and the body are connected when it comes to improving one’s health.

A positive attitude is not an accepted cure-all for disease, of course. But it can help someone live a happier and longer life with his/her situation. Scientists believe for instance, that people who are able to manage stress, may require fewer pain relievers, recover from surgery faster and deal better with conditions such as arthritis.

Having a strong support network—from family, friends, professionals—can be a vital contributing factor to a person’s positive thinking. And there also are techniques, including relaxation, yoga and meditation, to perhaps strengthen the mind-body link.

Whether this complementary or alternative treatment is right for any particular individual would properly be a fit topic for discussion with the health care provider, as are other “take action” steps. Among them: having the appropriate screening and vaccinations, being frank with the health care provider about problems you may be experiencing, asking for help, and looking for ways to improve yourself.

The mind can be a mysterious but powerful and wonderful instrument when used properly.

Birthday announcements

James Boyer	February 12
James Caldwell, Jr.	February 15
Jason Carolan	February 15
Scott Chestnut	February 3
Paul Christle	February 26
Mark Crom	March 1
Dean Dobberfuhr	March 2
Anthony Gluch	March 11
Grace Griebel	March 12
Meredith Helm	January 29
Art Hemenway	March 18
Brian Hoppenrath	February 14
Kathleen Lyons	February 3
Julie Mechtel	January 8
Steven Petersen	February 17
Linn Pfeilsticker	March 9
Harold Pflughoeft	March 1
Svetoslav Popov	February 6
Raymond Shankle	February 16
Earl Shrader III	February 8
Richard Steidl	February 18
Kathleen Wallace	February 14
Timmy Wallace	February 1
Daniel Zielinski	February 19

The flu or a cold: How to tell the difference

Flu symptoms appear suddenly as compared to cold symptoms, which generally come on more slowly. The chart below lists other possible ways to tell the difference between the flu and a cold.

SYMPTOM	FLU	COLD
fever	high (over 101°F) lasts three to four days	less common usually low-grade
cough	dry, can become severe	hacking or congested
headache	common	rare
muscle aches and pains	usual, often severe	slight
tiredness and weakness	can last two to three weeks	very mild
extreme exhaustion	early and obvious	rare or never
chest discomfort	common	mild to moderate
stuffy nose	sometimes	common
sneezing	sometimes	usual
sore throat	sometimes	common

Violation-free equipment contributes to road safety

Since the last listing of clean roadside inspections, there have been six occasions when D&T independent contractors have earned a violation-free “grade” in the comprehensive “exam.” Registering that accomplishment most recently were Andrzej Dajwowski, John Bracelen, Tad Strus, David Taft and Richard Wallace (twice).

“Their preparation for the possibility of an inspection demonstrated true professionalism,” said Jim Walker, Director of Safety and Compliance for D&T, “and we appreciate the way in which they represented themselves and the company.”

Drivers of course are required by federal regulation to submit to an inspection upon request by an enforcement officer. Since one never knows when or if he/she will be singled out, the common sense way to start a trip is to be prepared for the possibility.

That means, among other things, having current and accurate paperwork and credentials and clean, well-maintained equipment with no safety-related defects. It also is important to be presentable personally as well.

“Roadside inspections are hardly the most enjoyable part of the day for truck drivers,” said Jim, “but the inspections have a role in the vital effort to make the highways as safe as possible.”

Shop Talk

By Mark Wells

BioDiesel Update

During a brief cold spell in early December, a number of trucking companies began experiencing fuel-related problems. A statewide survey by the Minnesota Trucking Association found that 62% of the 90 fleets that responded had problems with fuel filter plugging; many experienced repeated plugging on the same vehicle. Samples of fuel and filters have been collected statewide for further testing. Preliminary tests showed that some batches of biodiesel contained high levels of glycerin, making it vulnerable to gelling in cold weather, and clogging fuel filters. Industry officials can't say how widespread the problem is, or where the bad batches came from.

On behalf of its members, the Minnesota Trucking Association contacted Governor Pawlenty's office to request a variance on December 14. In response to that request, the Minnesota Department of Commerce issued a 21-day variance, on December 23, suspending enforcement of the state's biodiesel mandate. Bruce Gordon, spokesman for the Minnesota Department of Commerce said "The biodiesel fuel did not meet specifications that were set out in law, so the department issued the variance to prevent any sort of supply problem."

This was the second such suspension since the biodiesel mandate went into effect last September. In October, the

state suspended the biodiesel mandate for 10 days due to batches of fuel that didn't meet state quality standards. The biodiesel industry in Minnesota (the No. 1 biodiesel producer in the nation) is struggling to build consumer confidence and they don't want biodiesel back on the market until all the problems are fixed.

The December 23 variance was set to expire on January 13, 2006 but biodiesel industry concerns of sub-standard fuel in the distribution system prompted them to also seek an extension. On January 11 an additional 30-day variance was granted, giving producers time to implement stricter quality control measures.

This would include making accreditation of biodiesel plants mandatory and requiring a certificate of compliance with state standards accompany every shipment of biodiesel.

Name-dropping

New members of the D&T independent contractor team are **Martin Verkilen** of Marshfield, Wis., equipment number 1677; **Paul Kruske**, Nekoosa, Wis., No. 1678; and **Tony Hanvold**, No. 1681, Mondovi, Wis.,. We're glad to have you with us.

* * *

Equipment update: **Mariusz Okula**, from No. 1600 to No. 1679, **Gerald Holmstrom**, from 1580 to 1680.

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D&T
TRUCKING COMPANY