



# CROSSROADS

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

**JANUARY 2007**

## **Being on time: the tradition continued in 2006**

The strong, continuing relationship that D&T Trucking Company has with customers is typically explained and defined by, among other reasons, time. Being on time, that is.

Whenever the Crossroads conducts customer interviews, there is inevitable mention of D&T's reliability in picking up loads as scheduled and delivering them the same way—"on time has always been the name of the game for me," was the way one Transportation Manager put it, in pointing out a key aspect of judging motor carriers.

Since the founding of D&T, it has met that industry requirement. And the lengthy tradition of success built on factors such as on-time service continued in 2006 when, as in so many preceding years, the company's record of being on time was in the upper 90s percentage range. The record is, as one might expect, a basic element of the Sales/Marketing Department's message:

"In talking about our high quality performance, I include the really remarkable on-time percentage throughout delivery of many thousands of loads annually," said Phil Casperson, Sales and Pricing Manager.

Credit for maintaining the tradition naturally goes to the independent contractor team. And, with that in mind, listed below are those who were 100 percent achievers in the fourth quarter.

### **100 Percent On-Time Achievers, Fourth Quarter, 2006**

Jeff Allguire	Tomasz Garbacz	Ryszard Jucha	Duane Rubner
Gary Anderson	Wojciech Gawiec	Steve Keuntjes	Lloyd Schofield
David Antiel	Tony Gluch	Todd Kohnen	Ray Shankle
Bob Bailey	Paul Green, Jr.	Ken Kosbab	Stefan Sienczuk
David Baggs	Jim Grey	Joe Lang	Marv Soelle
Royce Beek	Grace Griebel	Ted Larson	Gary Stewart
Brandon Bergman	Gregory Grunert	Roger Lee	Richard Steidl
Carlyle Berhow	Mark Guenther	Jerry Long	Jimmy Stout
Mike Bolduc	Tony Hanvold	Mike Lyons	Tad Strus
John Bracelen	Ed Hohneke	Frank Mackes	Charles Swanson
Don Burton	Erik Hollenback	Terry Melvin	Piotr Swiatek
Jason Carolan	Gerry Holmstrom	Mike Mihes	Dino Tokin
Paul Christle	Brian Hoppenrath	Shawn Nelson	Dave Wallace
Frank Collins	John Hostetler	Chuck Noll	Dean Wallace
David Croes	Zbigniew Jarzab	Steve Petersen	Richard Wallace
Mark Crom	Nathan Jensen	Matt Peterson	Timmy Wallace
Dean Dobberfuhl	Cal Johnson	Linn Pfeilsticker	Don Warner
Pawel Dzimira	Calmer Johnson	Harold Pflughoeft	Pawel Winiarz
Ted Ellifson	Rodney Johnson	Lavern Pflughoeft	Tryan Winston
Jeff Fielder	Terry Johnson	Svetoslav Popov	T. Zimmerman

# Driving safely is 'big thing' for D&T and contractors

"Safety is a big thing here" is the way that an independent contractor describes the emphasis that D&T Trucking Company places on safe driving. The policy is reflected in, among other ways, ongoing communication with contractors, recognition of Safe Driving Achievers, a comprehensive program of truck inspections and continuing stories in the Crossroads.

Of course no one appreciates the need for safety on the road more than professional drivers—and their families. So independent contractors of D&T and the company form a "driving safely" team, and the Crossroads always takes pleasure in its quarterly listings of Safe Driving Achievers, who were accident-free throughout the most recent quarter.

This is indeed "a big thing."

## 100 Percent Safe Driving Achievers, Fourth Quarter, 2006

James Adams	Ted Ellifson	Kenneth Kosbab	Joseph Schumacher
Jeffrey Allguire	Jeffrey Fielder	Paul Kruske	Lloyd Schofield, Jr.
Gary Anderson	Tomasz Garbacz	Joe Lang	Raymond Shankle
David Antiel	Wojciech Gawiec	Theodore Larson	Stefan Sienczuk
David Baggs	James Grey	Roger Lee	Marvin Soelle
Robert Bailey	Paul Green, Jr.	Jerald Long	Gary Stewart
Royce Beek	Grace Griebel	James Long	Richard Steidl
Brandon Bergman	Gregory Grunert	Michael Lyons	Jimmy Stout
Carlyle Berhow	Mark Guenther	Frank Mackes, Sr.	Tadeusz Strus
Michael Bolduc	Anthony Hanvold	Terry Melvin	Charles Swanson
John Bracelen	Edwin Hohneke	Garry Meyers	Piotr Swiatek
Donald Burton	David Holmes	Michael Mihes	Dino Tokin
Jason Carolan	Gerald Holmstrom	Shawn Nelson	David Wallace
Paul Christle	John Hostetler	Charles Noll	Kathleen Wallace
Francis Collins	Zbigniew Jarzab	Steven Petersen	Richard Wallace
David Croes	Nathan Jensen	Linn Pfeilsticker	Timmy Wallace
Mark Crom	Calvin Johnson	Harold Pflughoeft	Donald Warner
Andrzej Dajwlowski	Rodney Johnson	Lavern Pflughoeft	Pawel Winiarz
Urszula Dajwlowski	Terrance Johnson	Svetoslav Popov	Tryan Winston
Lukas Daniel	Ryszard Jucha	Alan Posthuma	Terrance Zimmerman
Dean Dobberfuhl	Steven Keuntjes	Norman Potter	
Pawel Dzimira	Todd Kohnen	Duane Rubner	

## Reaching anniversaries with D&T in February

### CONTRACTORS

15 Years	- Kathleen Lyons
8 Years	- Lloyd Schofield
6 Years	- James Grey
5 Years	- Rodney Johnson
4 Years	- Royce Beek
	- Donald Burton
	- Andrzej Dajwlowski
	- Urszula Dajwlowski
3 Years	- Pawel Winiarz
2 Years	- James Long
	- Shawn Nelson
1 Year	- Gregory Grunert

### STAFF

27 Years	- Mark Wells
24 Years	- Bernetta Jones
8 Years	- Maureen Thesenvitz
7 Years	- Jim Walker

## Achieving their safety anniversary

December was the safety anniversary—the specific period during which they have been accident-free with D&T—for four members of the independent contractor team.

Thank you to the following:

<b>19 Years</b>	- <b>Anthony Gluch</b>
<b>3 Years</b>	- <b>Gerald Holmstrom</b>
<b>2 Years</b>	- <b>Charles Swanson</b>
<b>1 Year</b>	- <b>Paul Kruske</b>

## At D&T Trucking Company

# Rewarding contractor performance is long-standing policy

For people who take pride in what they do for a living, the sense of accomplishment is, in a very important way, an award in itself. Certainly that is true for members of the independent contractor team at D&T Trucking Company.

Still, D&T has long believed in—and had a policy of—recognizing outstanding performance with a rewards program as well as acknowledgement through avenues such as the Crossroads. In 2006, for example, the total value of rewards earned by contractors was more than \$50,000, distributed in the form of savings bonds, cash bonuses, special promotions, jackets and other clothing items, rings and watches.

There also are awards presentations and recognition activities—safety certificates for accident-free driving, plaques denoting membership in D&T's prestigious Hall of Fame, the annual Truck Driver Appreciation Week. These have no monetary value, but they are significant and meaningful as a way of paying tribute to the professionalism of the contractor team.

Basically the rewards and awards program at D&T falls into three main categories.

**On-Time Achievers**—Contractors earn points redeemable for merchandise. Eight points are awarded for 100 percent quarterly achievement and an additional 16 points for delivering every load on time throughout the year.

**Contractor Referrals**—A \$250 bonus goes to the contractor when his/her referral leases on with D&T. Following that, the referring contractor receives one cent per mile, paid in quarterly increments for a period of one year, for every mile driven by the new referral with D&T; thus, 100,000 miles equals \$1,000.

**Safe Driving Achievement**—Achievers are awarded a \$50 savings bond for each calendar quarter they run (minimum of 15,000 miles) accident-free. They also earn a \$100 savings bond on their anniversary as a Safe Driving Achiever or, at their option, a choice of clothing items.

As the years of safe driving continue, clothing options expand and the savings bond presentation increases to \$500 and, eventually, to \$1,000. Also, the 10th year is when Hall of Fame honors take place.

Collectively the rewards and awards distributed in 2006, as well as in preceding years, represent an extensive and ambitious program—but also one “that is well deserved,” said D&T owner Bob Dolle. “The reason that the program is so extensive is that our independent contractors have earned it,” he pointed out. “They are our business partners and have been vital to the continuing success of D&T Trucking Company.”

## *Extended tour of duty ‘is okay’ with this dedicated military couple*

At this writing, the daughter and son-in-law of D&T Customer Service staffer Bernetta Jones were enroute back to Iraq. But that's hardly all there is to tell.

First, some background:

Stephanie (Jones) Eichman, who will be 22 in March, and her husband, Nicholas, 22 as of last November, both are members of the 34th Brigade Combat Team, Minnesota National Guard. They in fact met while in the service, started dating, and—in view of the upcoming deployment of their unit to Iraq—decided to get married.

Their wedding took place March 15 in Shelby, Miss., where they and 2,600 other soldiers had been in training since the previous September for the overseas combat duty. Minneapolis-St. Paul television station KARE, Channel 11, filmed the ceremony and included it in coverage of the 34th Brigade's preparation for departure, which came shortly afterward.

In Iraq, Staphanie and Nick have been able to live together in a trailer of about 8 x 10 dimensions. They have served on separate Scout Patrols looking for road bombs in and around Baghdad, and each has been in danger—especially Nick, who has had some close calls. Late in December they returned home on two weeks' leave; at that point, their unit was in “outprocessing” mode—that is, planning was underway for departure, since the assignment was for only one year.

However, the tour of duty has now been extended for “up to 125 days,” at least for the moment. Bernetta talked to them about it.

“It's okay, they're fine with it,” she reported. “They're doing well in the military, want to make it their careers, and are thinking about eventually going to Warrant Officer Training School.”

As far as the politics of the war is concerned, it is not an issue for this dedicated military couple. “They were anxious to get back to Iraq even before this (the extension) happened,” said Bernetta. “They consider it their duty, and they take their duty seriously.”

That attitude explains why, even in the midst of heated political debate, there is such unanimity about supporting the troops themselves. The public cares about and admires soldiers such as Stephanie and Nick Eichman, who are very special and mature young people.



*Worthy of concern, support and admiration are Stephanie and Nick.*

# Trucking success requires health maintenance, too

Here's a question with which to begin the New Year: If properly maintained equipment is required for trucking success, why wouldn't maintenance of one's health be equally relevant?

There is, after all, plenty of supporting data from sources such as the "Gettin' in Gear Wellness, Health and Fitness Program for Commercial Drivers." The data indicates beyond question that CMV driver health is important for alert, attentive and safer driving practices on the nation's highways. Additionally, healthy, fit people in general have higher levels of productivity and lower medical costs.

Health maintenance in trucking is a topic of growing relevance and concern because of risk factors that, for many, seem to be associated with the profession. Among health risks are poor eating habits, lack of exercise, hypertension and lack of sleep, and these can then lead to other medical problems.

Professional drivers throughout the country are taking increasing notice of the potential problems and are dealing with them. One of numerous examples is that of Jesse Jarzab, an independent contractor with D&T Trucking Company. The Crossroads interviewed Jesse last spring, and here's what he said about the subject.



Jesse Jarzab

"I'm aware of the importance of good health habits, although it isn't easy. With expenses going up, with the cost of fuel, it's harder to make a good living, and everybody thinks about pushing to earn as much as we can when we can. Still, I'm no different than most anyone else; I like shorter trips, and I like being home.

"D&T does provide time when we get a load for us (drivers) to reach our destina-

tion. The company gives us enough time to rest and eat properly. I watch my eating habits. I've given up on junk food and try to plan my trip so that I keep a regular dinner hour, although that's difficult sometimes.

"I really look at the menu, choose carefully, no smorgasbords, and depending on when I eat dinner it might be something light and warm—good hot soup—or just a chicken sandwich. I don't snack, either, except for something like sunflower seeds.

"Exercise is important, too, of course. At home I like to go for walks, or bike in the summer. I like to breathe the fresh air. On the road you can find some nice rest areas where you can rest and walk around. But it can be hard sometimes to find a spot where you can pull over, so you have to think ahead, to figure it out ahead of time. You absolutely cannot push it if you're getting tired."

As pointed out by Jesse, making lifestyle changes for better health isn't easy. Wellness, health and fitness experts often talk about the process of change and organize it into stages:

(1) pre-contemplation, when information and education are required; (2) contemplation, the time when change is being considered; (3) preparation—now the person knows about the benefits and is mentally ready for a plan of action; (4) action, when the plan has been implemented and there is a real effort to sustain the change; and (5) maintenance, the stage where the individual has continued his/her new habits for longer than six months and is reaping the rewards.

For contractors interested in those rewards, the Gettin' in Gear program at D&T provides a free opportunity. And the New Year is a good time to start.

## On the Lighter Side . . .

### HIS BARK IS WORSE THAN HIS BITE

A man goes to a psychiatrist and explains that "I'm here because my wife thinks that I might need help."

"What seems to be the trouble?" the doctor replied.

"Well," the man said embarrassedly, "I'm taking on some of the characteristics of our dog and am starting to bark a lot."

"Yes, that's something we should talk about," the doctor nodded. "Why don't you just lie down and make yourself comfortable and we'll begin."

"Oh, I can't do that."

"Why not?"

"I'm not allowed on the couch."

\* \* \*

### DEFINING MOMENT

The elementary school teacher asked who in her class could spell the word, "straight."

"I can," a little boy said, holding up his hand. "S-T-R-A-I-G-H-T."

"Very good, Johnny," the teacher smiled. "Now, can you tell us what the word means?"

"Sure," Johnny answered. "It means 'without ice'."

\* \* \*

### OUT OF TUNE

Betty had never learned to play an instrument, but still she was an avid music lover. So she was ecstatic when her husband, Dennis, bought her a piano for her birthday. After several months, during which Betty had been taking lessons and practicing constantly, the couple's daughter approached Dennis.

"Dad," she said, "how about persuading Mom to switch to another instrument. Like, let's say, a flute.."

"Why? Isn't she enjoying the piano anymore?"

"Oh, yes, she certainly is."

"Then why do you want her to switch?"

"Well, see, if she's playing the flute," the daughter explained, "then she won't be able to sing."

## A timely reminder!

Time hasn't run out yet. . .but it's getting closer...for independent contractors to have an opportunity to win a free trip for two to the famous Talladega Superspeedway NASCAR race. Entries are accumulating for the trip, which will take place at the end of April.

Contractors will have one entry slip deposited for the drawing just by referring a driver to D&T, and two more entries for him/her if the referral leases on with us. So as the accompanying graphic states, the more drivers you refer, and the more that lease on, the better your chance of winning the drawing.

## Keep an eye out

Note to D&T contractors: If you have had lasik eye surgery and no longer have to wear corrective lenses, don't forget to update your CDL. If the license shows a requirement for corrective lenses, the State Patrol is citing drivers who are not wearing them.

## 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!**

## 'Trucks & Toys' drive sets record of success

The Minnesota Trucking Association has issued a "huge thank you" to the hundreds of individuals and companies that participated in the 2006 "Trucks & Toys" campaign, which was termed "the most successful" in the eight-year history of the event.

Sponsored by the MTA's Safety Council, Trucks & Toys was implemented to meet the holiday toy needs of deserving families, and it certainly does; specifically, 17 charities and more than 4,000 Minnesota children were the beneficiaries at the end of last year's campaign.

D&T Trucking Company once again was active and involved in the annual effort, with staff and independent contractors responding to the worthwhile project. And with regard to our participation, a special "thank you" goes to Linda Fales.

As the traditional coordinator at D&T—"I just like to do things that benefit other people," she has said—Linda was in constant motion in the process of collecting, sorting and shopping for toys. Another staff member, Maureen Thesenvitz, also provided a valuable helping hand.

With the record total of contributions in the 2006 campaign, the MTA reported that it is looking forward to another outstanding Trucks & Toys result for the 2007 holiday season. And so are Linda, Maureen and everyone else at D&T.

## Help wanted in 2007: We need news from/for Crossroads readers

**OVER-THE-ROAD REPORTS**—Contractors, tell us about a memorable experience on your run; a favorite truck stop; problems, construction, etc. about which other contractors should be made aware; meeting special needs for and getting positive comments from a customer.

**FAMILY DOINGS**—Graduations; engagements; marriages; births; children's achievements and awards in school, sports, organizations; their new jobs and/or plans for the future; special parties and gatherings; food recipes.

**OUTSIDE ACTIVITIES**—Interesting and/or unusual hobbies of staff and contractors. Vacation plans and reports. Hunting and fishing results. Volunteer work (civic, charitable, communal, etc.). Awards received.

**PHOTOS**—From any or all of the above!

# THE YEAR IN REVIEW

*From the pages of the Crossroads in 2006. . .a representative sampling of 'what made news'*

## **The Customers Comment . . .**

*(Editor's note: Periodically the Crossroads interviews customers not only about their company but about their relationship with D&T and how well we are meeting their transportation requirements. Here are some excerpts from comments published in 2006.)*

### **Laurie Spies, Land O'Lakes' Senior Transportation Planner, Joliet, Ill.**

"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. . . 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 very important. D&T has excellent equipment, very well maintained, so we have no complaints about allowing your trailers to be dropped."

### **John Cowan, Director of Distribution, Schroeder Milk Company, Maplewood, Minn.**

"You know a lot of the players for whom we make products. So Jay (Jay Matykiewicz, D&T Sales and Marketing Representative) can work with these people. And it's still true even in business to business that the motor carrier is representing us. Certainly the customer knows that the load is from Schroeder. So it's important for us to have a strong relationship with the carrier.

"I have been impressed with the high level of your owner-operators. They are a steady crew, very professional, and good to work with. In trucking, there's a lot of people coming and going. But at Schroeder we have a good track record of keeping people. . . (including) our private fleet group. This benefits us in taking care of our customers, and the same thing works for you guys at D&T."

### **Doug Anderson, Traffic Manager, Kohler Mix. Specialties, White Bear. Lake, Minn.**

"In March, 2003, we changed from using a logistics company to taking over our freight ourselves. We reviewed the motor carriers that had been delivering for us, asking them for bids and about lanes. D&T Trucking Company is among the carriers Kohler Mix Specialties has continued to use. You show up on time, deliver on time, and have well-equipped trailers.

"The lanes you run for us include Wisconsin, Alabama, New York, Ohio, etc. Communication enroute is very important to Kohler. We need to know where the trailer is, when it will arrive, and sometimes we might have to divert the load to another destination. D&T is very reliable about keeping us informed."

### **Harry Wilson, Transportation Manager Northeast, Tropicana Products, Jersey City, N.J.**

"We have a private fleet in Jersey City to deliver to the metropolitan area. For over-the-road, I use nine common carriers, including D&T Trucking Company. D&T has been hauling for us for years—starting even before I became Transportation Manager six years ago.

"The motor carriers are picked from factors such as rates; availability and cleanliness of equipment; service levels, meaning being on time, among other things; and how they interact with our customers. We believe in working with our carriers, treating them right, trying to make it a partnership, 'how can we help you, how can you help us.' If there's a problem, we talk. If there's an issue, we work together on it.

"We work very well with D&T. Lately your volume of Tropicana loads to Pennsylvania has about doubled. D&T is doing a very good job for us. You're on time, you have clean equipment, and your drivers have pride in what they do."

### **Paul Bode, Transportation Manager, AFP Advanced Food Products, Clear Lake, Wis.**

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

## **Headlining some story subjects. . .**

The Crossroads throughout every year presents a wide variety of news and features in the process of covering activities of D&T Trucking Company, our independent contractors, customers and the trucking industry in general. The following collection of headlines from 2006 represents just some of the relevant reading provided for recipients of this publication.

2006 seen as a 'year of opportunity' in sales/marketing	— January - February
Violation-free equipment contributes to road safety	— January - February
Moving back into the right lane 'the right way'	— January - February
Practice defensive driving every day and every mile	— March
Burma Shave signs: a history lesson for drivers	— March
Be watchful at loading docks to keep cargo secure	— March
D&T contractors urged to join 'Highway Watch'	— April
An example of how quality service pays off	— April
Profile of a contractor. . .Marv Soelle	— April
'Support our troops' has special meaning for Bernetta Jones	— May
Two D&T contractors enter Truck Driving Championships	— May
There are reasons why so many drivers stay with D&T	— June
Sleep apnea has implications for trucking industry	— June
National Truck Driver Appreciation Week to be celebrated at D&T	— July
Prestigious safety award presented to D&T's Jim Walker	— July
High fuel costs: Living with them as best we can	— July
This is a health risk factor for commercial drivers	— August
Gordy Minnichsoffer wins 'Technician of Year' award	— August
Avoiding accidents by managing speed and space	— August
Schroeder Milk. . .some moments in history	— August
'If you could see what terminally ill children go through'	— September
Referral update report: bonus dollars add up	— September
Some tips for truck drivers on dealing with road rage	— September
Annual 'Trucks & Toys' campaign gets underway	— September
The topic is skid prevention and recovery	— October
It's 50 years together for Janet and Harold Pflughoeft	— October
Bob Dolle is doing 'a very nice thing' for D&T family	— October
Liberty Mutual offers safety tips for avoiding accidents	— November
Win a free trip for two to the Talladega NASCAR race	— November
Coping with cold weather-related equipment problems	— November
Cargo theft activity 'never takes a holiday'	— December
Winter driving: Get ready for changing conditions	— December
New recognition program to be introduced by D&T in 2007	— December

# Here's what D&T people had to say in the Crossroads last year

"The best way to recruit a driver is through a referral by another driver. From their own experiences with D&T, our independent 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."

—*Jay Matykiewicz*  
*Sales/Marketing*

"Paying attention to tire maintenance can reduce drivers' costs per mile and add to the bottom line. It isn't rocket science to accomplish this; just adopt some basic tire maintenance procedures and use them regularly."

—*Mark Wells*  
*Fleet Maintenance Director*

"It's great to be recognized by D&T in this way (being inducted into the company's Hall of Fame in 2006). It makes you feel like you've really accomplished something. I'm proud, too, that I have a good on-time record as well as always driving safely. I watch out for people in front, in back, all around me, and always anticipate situations. If you don't do that, you'll be in trouble."

—*Marv Soelle*  
*Independent Contractor*

"I believed in the purposes behind Highway Watch even before 9/11. So when it (the program) came out, I did what I always wanted to do. I got involved, took the training, got my certification number. The training provides details on what to look for, and that's good. We (drivers) are in different places. We're another set of eyes. We see things. We might be able to stop something. You never know. I think that the idea of Highway Watch is absolutely worthwhile. It's certainly better than doing nothing."

—*Ray Shankle*  
*Independent Contractor*

"There is a very positive in-house atmosphere here and a very high quality of commitment to both the staff and independent contractors. The complete package offered to operators makes it easy for me to talk to them. They are our business partners, that's the philosophy at D&T, and we have been a 100 percent owner-operator fleet since the founding of the company in 1959."

—*Bill Lundquist*  
*Recruiter*

"I was surprised and very excited to be named 'Technician of the Year' by the Minnesota Trucking Association, and my family was very proud. As for why I got the honor, I just work hard in my job to get things done. When something needs to be done, I just do it. It was a good change for me to join D&T (in 1998). Things are going well, and I really enjoy it here."

—*Gordy Minnichsoffer*  
*Shop Technician*

"I was a company driver for three years. But I wanted to be my own boss and for the last 12 years have been an owner-operator. Last year my goal was to lease on with another company, and I found what I was looking for—meaning a place where you're treated well, a more professional carrier with a full-time sales force and a diversified customer base and regional runs. I have been happy here. I like the way D&T is run."

—*Greg Grunert*  
*Independent Contractor*

"Drivers are the linchpin of our industry. It's one thing to sit in an office, but they have to go out and get things done, and it's a tough job. So it's important at D&T for Bobby (Bob Dolle, company owner) to show how much he and all of us here appreciate what our drivers do. Our customers think it's great, too, what we do for our drivers."

—*Meredith Helm*  
*Customer Service*

"I keep my (1999 International) truck up; it's like new. 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. If they find something wrong, they let us know, and it has to be corrected. Safety is a big thing here."

—*Dino Tokin*  
*Independent Contractor*

"In 2007 we will begin a 'Driver of the Quarter' program, culminating with one of those four candidates being selected as our 'Driver of the Year.' Our other recognition programs will remain in effect, but we decided it was time for something different—a way to single out those who are most special. Overall we are proud of our entire contractor fleet and have so many drivers who deserve and earn rewards. So selection will be difficult not only for Driver of the Year but also for quarterly honors. But that's what will make this new program so special."

—*Bob Dolle*  
*Owner and President*

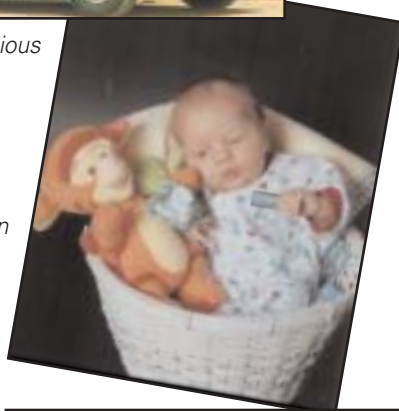
# PictuReview . . .

## Of just some of the photos in the Crossroads in 2006

Ray Shankle has gotten involved in the Highway Watch safety and security program.



Shawn Nelson's truck typifies the prestigious appearance of the D&T Fleet.



The "baby in the basket" is Ethan Merlin Johnson, the new grandson (as of February 18, 2006) of Tim and Kathleen Wallace.

The happy couple are Danielle and Bob Whebbe, married May 6. Danielle is the daughter of Jim and Mary Jane Walker.



Shop Technician Gordy Minnischsoffer, pictured with his wife, Valerie, holds his "Technician of the Year" plaque awarded by the Minnesota Trucking Association.



Among the many independent contractors supporting the drive for "Trucks & Toys" were Greg Grunert (left) and Ken Kosbab.



This "fish story" was told by Duane Rubner after he scored his personal muskie best, a 49 and 1/2 incher, estimated at 40 to 44 pounds.



Their entire family was present for the 50th anniversary celebration of Harold and Janet Pflughoeft (seated, front).



The Garbacz family: Tomasz, Julia, Agata and the newest member, Emily.



Truck Driver Appreciation Week is a well-deserved tribute to independent contractors of D&T.

# Understanding and winning the fight against fatigue

Fatigue is an enemy of the long distance driver. So . . . fight the battle.

For the purposes of this story, fatigue is a generic term that is used to describe a whole range of conditions—from being “just” sleepy (which is bad enough when driving!), to being entirely exhausted. In extreme causes, fatigue can cause an uncontrolled and involuntary shutdown of brain function.

Experts define fatigue into categories of physical and mental. Physical for example is a feeling of tired and/or sore muscles. Mental is the feeling of tiredness that occurs when doing something that can be really monotonous, such as being behind the wheel of your truck—in a warm, comfortable cab; under cruise control; gazing straight ahead at miles and miles of seemingly endless road.

Concerns about driver fatigue have generated a number of studies through the years by the Federal Motor Carrier Safety Administration (FMCSA), AAA Foundation for Traffic Safety and other groups and organizations, public and private. They have confirmed the threat to safety on the road from one who is physically and/or mentally tired, sleepy, drowsy and in general simply not alert about what is going on around him/her.

The result can be catastrophic; fatigue is potentially a killer. And even when not fatal, accidents can have severe repercussions for the trucking industry and others. They lead to loss of revenue for motor carriers, shippers, truck drivers and their families; if cited or fined, drivers risk losing their CDL and their livelihood.

The industry and individual trucking companies such as D&T are therefore committed to enhancing highway safety through information and education programs and training that are designed to fight and control the factor of fatigue. It's common sense to do so; alertness improves productivity, and safe driving lowers operating costs besides being a “super-good” idea for the welfare of the people personally involved.

In combating a possible threat, one should recognize danger signs—that is, know and understand the enemy. A driver noticing or experiencing any of the following symptoms is probably seriously fatigued.

- Eyes closing or going out of focus.
- Trouble keeping the head up.
- Shallow breathing and continuous yawning.
- Back tension and eyes burning.
- Wandering, disconnected thoughts.
- Going on “auto-pilot”—for instance, not remembering driving the last few miles.
- Attention failure, such as missing an exit or a sign.
- Erratic driving: Drifting, tailgating, abnormal speed.
- Being surprised by the actions of other drivers (meaning missing early clues as to their intentions).

There are some basic guidelines to help avoid the symptoms, including getting a good night's sleep before starting out; avoiding heavy meals while on the road; using medications with care; maintaining a cooler cab environment; turning the radio volume up and switching stations frequently, while avoiding soft, sleep-inducing music; switching off cruise control and involving the body with the driving; talking on the CB with other drivers.

If fatigue continues, the best answer of course is stop at a rest area, get out of the cab and move around, and take time for some little exercises; stretching, bending, walking, etc. get circulation going and provide more oxygen for the brain. Finally, if you still are not feeling fully alert, it may be time for a nap.

Professional drivers naturally are well aware of the dangers of fatigue. Moreover, those who have participated in studies about the subject have enthusiastically endorsed the educational effort, according to the FMCSA, which added that “this is impressive, given that these were largely seasoned long-haul drivers who appeared not to be inhibited about reporting that they can still learn about fatigue and ways to manage it.”

And to win against it.

## Birthday greetings coming up for . . .

James Boyer	February 12
Jason Carolan	February 15
Paul Christle	February 26
Brian Hoppenrath	February 14
Kathleen Lyons	February 3
Steven Petersen	February 17
Svetoslav Popov	February 6
Raymond Shankle	February 16
Richard Steidl	February 18
Lee Thompson	February 8
Kathleen Wallace	February 14
Timmy Walace	February 1



Have a nice, happy day!

## Did you know that...

...The medical community has attached a name to what used to be informally known as the “winter blues?” It's now officially called Seasonal Affective Disorder, or . . .SAD, a fitting acronym indeed. SAD generally starts in late summer or early fall, as the days become shorter, and peaks at the midwinter period of minimal daylight. It is said to severely affect 14 million American adults and an additional 33 million to a lesser degree. There has even been a book written about it—“Winter Blues: Everything You Need to Know to Beat Seasonal Affective Disorder,” by Dr. Norman E. Rosenthal, who by the way is a SAD guy himself!

## Name-dropping

Welcome to three new members of the D&T independent contractor team: **Jeremiah Lubahn** of Onalaska, Wis.; **C. Robert Wilson**, Springfield, Ohio; and **Lee Thompson**, Ham Lake, Minn. Glad to have you with us.

\* \* \*

Equipment update:

**Mark Crom** has changed equipment and, consequently, his number. From 1468 previously, it is now 1708.

# Highway to Health

Even though winter has arrived, we can't really say that "it's time to talk about sore throats" because, of course, this annoying and on occasion quite troubling condition can occur at any time of the year. And sometimes does.

Still, cold weather. . .the chills that come from freezing. . .the winter dryness. . .all seem to go together with a sore throat. When the condition strikes, it could be due to low humidity in the home, being caught in smoke, and/or lack of fluids as well as the seasonal dryness. But often, the sore throat signals infection, either strep or viral.

Strep throat is more serious. Caused by a bacteria, it creates an extremely red throat with white patches or pus and swollen glands. Frequently a temperature of over 101° accompanies strep, and an antibiotic treatment must be prescribed. So be sure to call your health care provider.

The viral sore throat, caused by a virus, is more common and is often associated with a cold or the flu. It typically produces a dry cough and lighter-colored mucus than with strep, is less likely to be accompanied by a fever and is less serious.

## *Tips for avoiding dry skin in winter*

Drier weather during the winter can result in drier skin. So what? Well, one reason is that with the skin being dry, rough and itchy, it can split as though cut, and have you ever had that happen under your fingernail, for instance? How can a cut you can hardly see hurt so much?

There of course are worse problems than having dry skin. But as long as something can be done to prevent it, the following tips are easy to adopt.

- Keep showers and baths short and use lukewarm water rather than hot water, which strips natural oils from the skin. Also, avoid deodorant soaps that contain extra chemicals; they will strip away oils, too.
- Since it takes only three minutes for water to evaporate from the skin's outer layer, apply moisturizer to the body immediately after bathing. Apply it right after washing hands, too (note that oily formulations will do a better job of locking in and replacing moisture).
- Try petroleum jelly on trouble spots to seal in moisture and soothe very dry skin. Some people even slather it on hands, and go to sleep wearing inexpensive cotton gloves overnight, for moisture therapy.
- Running a humidifier during winter months can help.
- For those who do the wash, switch to a liquid fabric softener (fabric sheets used in the dryer may contain perfumes and chemicals that could irritate the skin).
- And remember that when out in the sun, even during winter, use sunscreen. Strongly recommended is an SPF of at least 15 that blocks both UVA and UVB rays.

## Read Shop Talk

In this issue's Shop Talk (see back page), Mark Wells writes about fire extinguisher requirements. The following details about fires is an appropriate tie-in for Mark's column this month.

Class A fires include wood, paper and textiles. Class B fires include flammable liquids, and Class C fires include electrical equipment. Dry chemical extinguishers are filled with foam or powder, usually sodium bicarbonate (baking soda) or potassium bicarbonate, and pressurized with nitrogen. Baking soda is effective because it decomposes at 158 degrees Fahrenheit and releases carbon dioxide (which smothers oxygen) once it decomposes. Dry chemical extinguishers interrupt the chemical reaction of the fire by coating the fuel with a thin layer of powder or foam, separating the fuel from the surrounding oxygen. The BC variety leaves a mildly corrosive residue, which must be cleaned immediately to prevent any damage to materials.

Since there is little cause for concern when the sore throat is associated with a cold or the flu, it can be "nursed" at home with these self-help measures for, hopefully, relief.

- Drink fluids. As many as eight glasses a day will soothe your throat and loosen mucus for a more productive cough.
- Gargle with warm salt water. Add about one-half teaspoon of salt to 8 ounces of water. Mouthwashes have no medical value for preventing or relieving a sore throat and are no more effective than salt water.
- Use hard candies or cough drops and take aspirin for fever or discomfort. For children, use only acetaminophen.
- Increase the humidity with vaporizers. However, since vaporizers can transmit infection, it is important to keep them very clean.

Remember, though, that if symptoms persist and then start getting progressively worse, a more serious illness might be developing. So make that call to your provider.

The D&T Trucking Company



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Member

# Shop Talk

By Mark Wells

Fire extinguishers are an important but often overlooked component of overall vehicle safety. To be effective, they must be correctly maintained, readily accessible and used properly. Failure to comply with DOT regulations can result in fines, often many times higher than the cost of a new fire extinguisher. The following are the rules put forth by the Federal Motor Carrier Safety Administration:

A power unit that is used to transport hazardous materials in a quantity that requires placarding must be equipped with a fire extinguisher having an Underwriters' Laboratories rating of 10 B:C or more. A power unit that is not used to transport hazardous materials must be equipped with either: A fire extinguisher having an Underwriters' Laboratories rating of 5 B:C or more; or two fire extinguishers, each of which has an Underwriters' Laboratories rating of 4 B:C or more.

Each fire extinguisher must be labeled or marked by the manufacturer with its Underwriters' Laboratories rating and designed, constructed, and maintained to permit visual determination of whether it is fully charged. The fire extinguisher(s) must be filled and located so that it is readily accessible for use. The extinguisher(s) must be securely mounted to prevent sliding, rolling, or vertical movement relative to the motor vehicle. It must use an extinguishing agent that does not need protection from freezing.

Here are some additional information and requirements.

**Visual Indicators**—Extinguishers should be equipped with a gauge to indicate that the pressure is at the recommended level. The needle should be in the green zone - not too high and not too low.

**Condition**—Inspect regularly to ensure that the nozzle or other parts are not damaged, the pin and tamper seal (if it has one) are intact and there are no dents, leaks, rust or other signs of abuse or wear. Wipe off any oil, gunk, etc. that may have accumulated on the fire extinguisher.

**Location and mounting**—Location and mounting are the most common reason for fire extinguisher violations. Regulations require that a fire extinguisher must be securely mounted so it doesn't become a projectile in the event of an accident. The best method is to use the manufacturer-supplied mounting bracket, secured with nuts and bolts, not sheetmetal screws. Be sure to mount the fire extinguisher in a location where it is not blocked by tools, equipment, or other objects that would interfere with easy access in an emergency.

**Inspect fire extinguishers** carefully at least once a month (more often in severe environments). Some manufacturers recommend shaking your dry chemical extinguishers once a month to prevent the powder from settling/packing. Fire extinguishers should be pressure tested (a process called hydrostatic testing) after a number of years to ensure that the cylinder is safe to use. Consult your owner's manual, extinguisher label or the manufacturer to see when yours may need such testing. If the extinguisher is discharged or damaged, replace it immediately!