

The D&T Trucking Company



# CROSSROADS

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

**SEPTEMBER 2005**

## **Here they are. . .the 2006 Pride and Polish winners**

As predicted, the decision wasn't easy—picking the 12 independent contractors of D&T Trucking Company whose trucks will be featured in the 2006 D&T Working Class Pride and Polish calendar.

There are so many contractors who take great pride in the appearance of their equipment, as is demonstrated by the overall high-quality look of the entire fleet. So the selection aspect of the competitive process was difficult to complete. It had to be done, however, and here are the winners, listed in alphabetical order.

**Ted Ellifson**—1997 Freightliner

**Christopher Hilgart**—2002 Kenworth

**Artur Karwat**—2000 Freightliner

**James Long**—2000 Kenworth

**Garry Meyers**—2002 Freightliner

**Michael Mihes**—1998 Volvo

**Shawn Nelson**—2001 Kenworth

**Harold Pflughoeft**—1995 Peterbilt

**Lavern Pflughoeft**—2002 Peterbilt

**Arthur Scott**—1996 Western Star

**Derrick Stout**—2000 Freightliner

**Donald Warner**—2000 Freightliner

Each driver will be honored in the 2006 calendar for his "truck of the month." There will be a color photo of the equipment along with a picture of and comments by the owner operator. And, besides the attractive, prestigious calendar, winners will be further recognized via presentation of trophies.

D&T Trucking Company initiated the Pride and Polish competition in 2000 (for the 2001 calendar) to stress the importance of image and appearance and to pay tribute to the professionalism of our contractors.

Since then, customers and other recipients of the calendar have been impressed with the monthly tributes and have increasingly looked forward to learning about the new honorees. D&T welcomes their positive response to this recognition program and also appreciates the commitment of our contractor team to maintaining a high-quality image.

We thank the entire team and especially congratulate the winners for 2006.

## **New Hours-of-Service rules are effective October 1**

Note to D&T independent contractors: The revised new Hours-of-Service Regulations from the Federal Motor Carrier Safety Administration are effective October 1. Simply stated, the new rules mean this:

- Drivers may drive up to 11 hours in the 14-hour on-duty window after they come on duty following 10 or more consecutive hours off duty.
- The 14-hour on-duty window may not be extended with off-duty time for meal and fuel stops, etc.
- The prohibition on driving after being on duty 70 hours in eight consecutive days remains the same, but drivers can "restart" the 70-hour period anytime they have 34 consecutive hours off duty.
- CMV drivers using the sleeper berth provision must take at least eight consecutive hours in the sleeper berth, plus two consecutive hours either in the sleeper berth, off duty or any combination of the two.

D&T will continue in-house training with regard to Hours of Service Regulations and, in that regard, also watch for reference materials that will be coming with payroll.

# A positive image is important for trucking success

Customers say it: They can tell a lot about, and make initial judgments of, a trucking company from the condition and attractiveness of the company's equipment along with the personal appearance, attitude and professionalism of the drivers. In other words, making a good impression is vital in projecting a positive image.

Image isn't the only important factor, of course. The shipper will not select a motor carrier solely because, for example, a good-looking truck and trailer arrive at its dock. Dependability of service—picking up and delivering the load safely and on time—is the key to customer retention.

On the other hand, shippers will resist or decline using carrier equipment that is dirty and seems to send a message of poor maintenance. Such a carrier is "delivering" the wrong image to the receiver and thus can affect the shipper's relationships with its customers.

So the best possible world for the trucking industry is where high quality appearance matches similar performance and vice versa. And that's the world in which D&T Trucking Company lives.

The D&T Working Class Pride and Polish calendar is one of the ways in which (1) the appearance of equipment and our contractor team is recognized, and (2) a positive marketing effort is directed toward customers. Each month honors a different contractor and truck, which in a way is unfortunate; only 12 can receive such a tribute each year and, as contractors themselves point out, "there are so many outstanding trucks in the D&T fleet."

But that is what makes the calendar all the more rewarding for those who are in it (such as contractors selected for 2006 and listed on front page) and all the more impressive for customers who receive it.

## Follow rules, be cautious at railroad crossings

The number of accidents at railroad grade crossings is small in comparison to other categories. But the consequences of such incidents can be catastrophic. Thus in the Federal Motor Carrier Regulations, there are specific requirements for CMV drivers with regard to stopping, crossing, looking and listening at railroad tracks.

The regulations also specify disqualification periods for drivers convicted of violations. But aside from that, the professional driver understands that it is just plain common sense to use caution in such locations as well as in any other potentially disastrous situation. With that in mind, here are some safety tips to keep in mind around railroad grade crossings.

**Any time is train time**—Don't fall into the trap of not being alert when coming to crossings at which you have never seen a train. The rule should be: Always expect a train!

**The "force differential" factor**—You probably have seen a soda/pop can that has been run over and totally flattened by a vehicle because of the force differential. Equally obvious, the vehicle in a "fight" with a train will be the loser; a train will have about 12 million pounds of force behind it.

**Trains can't yield**—An average freight train (about 100 cars long) will take more than a mile to stop after emergency braking is applied. Always yield the right of way to trains.

**Watch out for optical illusions**—When viewing a crossing from a slight angle, it is possible to underestimate the speed of an approaching train. The tracks themselves add to the illusion. So be careful, especially at night, and never race a train.

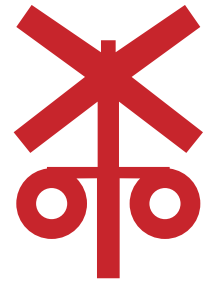
**Passing, stopping, shifting**—It's asking for trouble to pass vehicles while in the vicinity of railroad tracks. Be especially alert for vehicles that are required to stop at railroad crossings. When beginning to cross the tracks, be sure there is enough room to get completely across, and do not shift gears while crossing.

**Don't ignore the warnings**—Whether the crossing is equipped with automatic warning devices or simply passive signage, no warning should ever be ignored. And, never, ever drive around the gates when they have come down.

**Is there a second train?**—At multiple track sites, don't assume that it's all clear when a train passes. Wait five seconds to be sure another train is not approaching on a different track, and of course look and listen before crossing.

Daily contact with railroad grade crossings is a fact of life for the trucking industry, and occasionally a terrible crash occurs involving a CMV and a train. When it does, there is much news coverage and many questions about why the accident happened and if it could have been prevented.

The answer is that following the aforementioned safety guidelines will minimize the risk at crossings and can indeed prevent a tragedy.



### Did you know that. . .

. . . The United States has approximately 150,000 public grade railroad crossings. Of these, about 35,000 have gates, 25,000 have flashing lights and 1,200 have highway traffic signals, wigwags and bells.

## How to manage stress

# Relaxing: the fourth ‘R’ from ‘Gettin’ in Gear’

*(Editor’s note: This is the fourth and last in a series of articles on the “4 Rs” of the “Gettin’ in Gear” Health, Wellness and Fitness program. The other articles were on Refueling—learning better eating practices; Rejuvenating—improving physical condition through regular exercise; and Relating—understanding the importance of positive personal and professional relationships. The subject for this issue: Relaxing).*

The idea of becoming calmer in today’s fast-paced world, like other goals, can be easy to contemplate but difficult to implement. No one has to convince over-the-road truck drivers about that; they are well aware of the “bad” stress (there’s also such a thing as “good” stress that comes from positive events that are motivating and challenging) that creeps into their lives:

Cited as causes of bad stress are pressure to make schedules or deliveries on time; waiting around for hours; dealing with four-wheelers on the road; encountering heavy traffic, road construction, bad weather; driving into unknown territory, to name some of them.

Some people handle stress better than others, of course. But in any case the thrust of the Gettin’ in Gear program is not just to tell drivers to relax but rather to help show them the way.

First, however, to solve a problem it can be well advisable to understand it. Therefore Gettin’ in Gear explains what happens in stressful situations; stress hormones are released that have a variety of not-so-nice repercussions.

- Body changes such as increase in heart rate, rising blood pressure and blood sugar levels, release of fatty acids into the bloodstream, increased muscle tension.
- Physiological changes under emotional distress increase susceptibility to autoimmune disease.
- Tension headaches can result in poor concentration, leading to impaired driving and more risk of crashes.
- Sleeplessness from stress leads to fatigue that obviously can also impair driving.
- Ulcers or other gastrointestinal (gut) problems from stress cause pain and discomfort that disrupt concentration.

There is good news, however, in the form of stress management techniques that one can employ to relax in the face of situations such as being the target of a motorist’s road rage. Management, as covered in the Gettin’ in Gear program, is a step-by-step process of education and implementation:

(1) Learn how the mind/body reacts to stress.

(2) Identify and then attend to habits and tendencies that keep us stress prone.

(3) And then develop skills that enhance the brain (mind) and the body’s adjustment to stress.

Spelled out during this process are techniques for relaxing at home (“stress resistance begins at home,” say the experts) and continuing on the road. It’s a “long haul”—pun intended when applied to truckers—especially for those who have difficulty relaxing. But even they can be successful at managing stress by taking advantage of the opportunities offered through the health, wellness and fitness program.

D&T contractors are therefore encouraged to talk to Jim Walker about it; he has plenty of information for you.

## Referral bonuses are ‘found money’ for contractors

Contractor referral activity continues at a high level at D&T Trucking Company, including the on-going series of Special Referral Promotions—the winner of the September 30 drawing for \$1,500 in the most recent promotion will be announced in the next issue of the Crossroads.

Indicative of the activity is the report for September. At this writing, D&T has paid a total of \$2,326 in bonuses to independent contractors who have referred drivers to D&T.

Under the bonus program, the referring contractor receives \$250 when his/her referral leases on with D&T and one cent per mile for every mile driven by the new team member for the first year with our company. The mileage rewards are paid in quarterly increments.

## Clean inspections

D&T Trucking Company compliments the following contractors who most recently passed roadside inspections with no violations—Royce Beek, John Tressler, Joe Appel, Sr., Tad Strus and Piotr Swiatek. We appreciate your professionalism and the outstanding way in which this accomplishment represents D&T Trucking Company and the trucking industry.

## *From the 2005 Working Class Pride and Polish calendar*

# **Equipment (and driver) of the month for October**

Elsewhere in this issue of the Crossroads is the listing of the 12 independent contractors who will be featured in D&T Trucking Company's 2006 Working Class Pride and Polish calendar.

But . . .that will be then. . .and this is now. . .and the Crossroads continues to recognize monthly those contractors being honored in our 2005 calendar. They and their predecessors in previous calendars, along with drivers scheduled for 2006 recognition, have contributed immeasurably to the quality image of the D&T fleet.



**Charles Noll - 1999 Kenworth W900**

Admittedly, Chuck Noll is a "fanatic" about taking care of his 1999 Kenworth W900. In fact, he's even had some remarks about "how nice it must be for you to have a new truck."

Appearance is important, Chuck feels. "I think that customers respect you for having a clean, well-maintained truck," he said. "It sends a positive message that if you're taking care of your truck that way, you must be taking care of other responsibilities as well."

He also is pleased to be in this year's Working Class Pride and Polish calendar, adding that the calendar idea itself is "kind of nice. It shows that the company is interested in your truck. There are other companies that could care less about what equipment their drivers have."

An owner operator for more than 18 years, Chuck became an independent contractor with D&T Trucking Company in April, 2004. In keeping with his "fanaticism" about appearance, it was the attractiveness of D&T trailers he saw on the road that first impressed him about the company.

Chuck is married (to Lisa). They have one son, Jacob, 9, and live in Roanoke, Illinois.

## **100 years ago. . . what was it like?**

Here are some interesting facts and figures from the year 1905 in the United States:

There were only 8,000 cars and 144 miles of paved roads 100 years ago.

The maximum speed limit in most cities was 10 miles per hour.

With a mere 1.4 million people, California was only the 21st most populous state in the Union; the population of Las Vegas in 1905 was 30 people.

There was no Mother's Day or Father's Day and crossword puzzles, canned beer and ice tea hadn't been invented yet.

A three-minute call from Denver to New York City cost \$11.

Sugar was four cents a pound, eggs 14 cents a dozen, coffee 15 cents a pound.

The average U.S. worker earned between \$200 and \$400 per year.

The average life expectancy was 47 years.

Only 14 percent of the homes in the United States had a bathtub and only eight percent had a telephone.

More than 95 percent of all births took place at home.

That's what it was like 100 years ago. Now. . .the question. . .what do you think the next hundred years will bring?

## **October anniversaries of service with D&T**

### **CONTRACTORS**

- 16 Years - James Caldwell
- 3 Years - Dean Dobberfuhr
- 2 Years - Jason Carolan  
Joe Lang

### **STAFF**

- 9 Years - Wanda Svenson
- 3 Years - Matt Rozell

## Regarding cell phones

# Studies supply important data for drivers

A previous article in the Crossroads provided guidelines for the safe use of mobile phones while driving. It was pointed out that cell phone talking on the road obviously carries risks, even though conclusive data on the extent of the problem was lacking.

Well, here's an update: The data is now beginning to come in, and there seems to be no question that the aforementioned safety guidelines should be followed.

New research from the Insurance Institute for Highway Safety reports that drivers using phones are four times more likely to get into crashes. Information was gathered from cell phone billing records and, most important, from interviews with about 500 drivers treated in hospital emergency rooms after crashes from April, 2002 to July, 2004.

The findings were consistent with an earlier Institute study that showed phone use was related to a fourfold increase in the risk of a property damage accident. Together the two studies confirm the potential distractions arising out of being on the phone while driving.

This accumulation of data is a step forward in the interests of safety. There have been other studies, on a smaller scale and/or with simulated testing rather than actual experiences. Also, in previous research, information was obtained through police reports. But the reliability of such reports was in question because, without witnesses, it could not be absolutely determined whether a crash-involved driver had been on the phone.

Now, with research from the real world of actual accidents, injuries and property damage, all professional drivers and the motor-ing public should act accordingly.

## Happy birthday wishes coming up for . . .

Curtis Alford	October 4
Jeff Bjerke	October 3
Todd Christy	October 3
Steven January	October 19
Jeff Lucas	October 29
Garry Meyers	October 4
Charles Noll	October 5
Jimi Parranto	October 20
Matt Rozell	October 27
Waldemar Satola	October 17
Lloyd Schofield	October 3
Arthur Scott	October 23
Donald Warner	October 16



## Equipment update

It's different trucks and new equipment numbers for the following D&T independent contractors:

Henry Griffith, formerly No. 1623, is now No. 1664; Paul Haston now carries the number of 1665—before it was 1517; and Chuck Noll is now No. 1668 (previously 1625).

## READING THIS BEFORE SEPTEMBER 30?

Then You Still Have Time  
To Enter D&T's Newest

## Special Referral Promotion

*Some Contractor Will Win \$1,500  
Just By Referring A Driver To D&T*

**PRIZE DRAWING DATE:**

**FRIDAY, SEPTEMBER 30**

*For details, call D&T Recruiter  
Bill Lundquist, 651/481-6104*

*Too Late This Time? Don't Miss  
The Next Special Referral Promotion!*

# Meet Macie Long



A new arrival at the James and Heather Long household in Foley, Minn. is Macie Jean Long, who entered the world on June 4 at 7 pounds, five ounces, and 20 inches long. This is the third daughter for the Longs; Macie's older sisters are Morgan, 7 years old as of September 27, and Madison, 4. James (pictured, below) joined the D&T independent contractor team in February and has been an owner-operator for about seven years.



## Halloween request

We know. That scary day is still about a month away. But we would like to remind our readers that, just as in past years, the Crossroads is eager to receive photos of your children or grandchildren in their trick-or-treat Halloween costumes. So please have those cameras ready, and send the results to Bill Lundquist.



## On the Lighter Side . . .

### MISTAKES WILL HAPPEN

The law enforcement officer was training a new member of his canine patrol and asked Joe if the dog could practice by sniffing around in his truck.

"It's okay with me," said Joe, knowing that he had never carried anything illegal and never would.

Still, he was becoming a bit nervous as well as curious when the animal seemed to be taking an unusually long time inside the cab.

"What's going on?" he finally asked.

The officer went to investigate and soon returned with an apologetic look on his face.

"I'm sorry," he said. "My dog just ate your lunch."

\* \* \*

### KEEPING SCORE

A man went to a psychiatrist with a complaint that he couldn't get a restful night's sleep.

"I keep dreaming about playing in a tennis tournament and wake up sweaty and all worn out," he explained.

They talked about it for awhile and when the session was over the psychiatrist wrote out a prescription for a tranquilizer.

"This should help you sleep better," he said.

"Can I wait until tomorrow night to take it?"

"Why would you want to do that?" the psychiatrist wondered.

"Well, it's the tournament finals tonight, and I want to see if I'll win."

\* \* \*

### THINK ABOUT IT

If, upon meeting God, He sneezed, what do you say?

\* \* \*

### FACE THE PROBLEM

A naturally grumpy individual, Harry was extremely unhappy upon receiving his new driver's license in the mail and seeing the photo of him. He stormed back to the Service Center where he had applied for the license, saw the person who had waited on him, and pointed angrily at the picture.

"Explain why this looks so terrible," demanded Harry.

"Certainly, sir," the clerk answered sweetly. "That's the face you brought with you."

\* \* \*

### WORDS TO REMEMBER

When asked for your opinion by two other family members in the midst of a heated argument on a sensitive and controversial issue, here are three words of advice: Don't give it.

# Shop Talk

By Mark Wells

The biggest influence on tire life is inflation pressure. For example, running tires at 20 percent under recommended pressure reduces tire mileage by 16 percent and fuel mileage by 2 percent, according to a Goodyear Tire report.

Tires are designed to run at specific pressures based on the total load. All tire manufacturers offer load/inflation tables that can be used to determine the proper inflation based on tire size and load requirements. However, sustained high speed may require raising tire pressures by as much as 10 percent. Use a quality tire gauge to check inflation pressures weekly, because tires naturally lose air.

Slight leakage can occur through valve cores or small punctures. The use of sealing-type valve caps (metal caps are preferred) will help eliminate pressure loss due to leaky valve cores. Changes in ambient temperature will also affect tire pressure. For every 10 degree F decrease in temperature, the pressure will drop 2 psi. Always check tire inflation pressure while tires are cold. A 10-15 psi increase is normal during operation. Never "bleed" air from warm tires to relieve pressure buildup.

Other factors will affect tire wear. High speeds for instance generate more heat, and that can accelerate wear. Goodyear test data shows that increasing highway speed from 55 mph to 75 mph can reduce total tread mileage by 20 percent or more. A tire that lasts 250,000 miles at 55 mph will last only 200,000 miles if operated at 75 mph.

Abnormal tire wear is most commonly caused by improper wheel alignment. Poor alignment can reduce tire life by as much as 30 percent. While the primary focus is on front end

alignment, drive axle alignment can also have a significant effect on tire wear. Alignment problems can often be diagnosed by visual inspection or by running a hand over the tread to feel for abnormalities. If corrected early enough, bad wear patterns can be countered, thereby extending tire life. A vehicle should be taken in for a wheel alignment at the first sign of abnormal tire wear.

Rotating tires takes a little effort but can net a lot of extra miles of tread life. Drive tires should be rotated between front and rear axles at least once to even out wear. Rear axle tires of a tandem typically will wear more quickly than those on the front axle. Sometimes drive tires will develop heel and toe wear, meaning wear on the leading or trailing edge of the tread lugs. Reversing a tire's direction of rotation can even out heel and toe wear.

Mismatched tires can cause abnormal tread wear. If a tire must be replaced, the replacement should be a tire that matches the existing one. On dual assemblies, the outside diameters and tread depths should be as close as possible. A good rule of thumb is no more than 2/32-inch tread depth difference between duals. Tire circumference should match as closely as possible.

Tire life can also be reduced by mechanical problems. Wheel bearings that are not properly adjusted can result in irregular tire wear. Worn shock absorbers can cause cupping. To prevent irregular tire wear, you should be replacing shock absorbers annually rather than waiting until they fail.

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

## D&T continues policy for securing trailer, load

A recurring problem for the trucking industry is trailer and cargo theft. According to the FBI, such thefts now constitute a serious threat to the flow of commerce in the United States.

The FBI estimates that stolen cargo remains in the hands of the thieves for less than 24 hours. Seventy-five percent of the thefts are taking place in New York, New Jersey, Pennsylvania, Southern California, Atlanta and Miami. The problem is not when the freight is moving but rather when it stops: "Cargo at rest is cargo at risk."

D&T Trucking Company's policy on trailer and load securement remains the same as it always has been. To review, the policy for independent contractors is as follows:

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

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# Highway to Health

So . . .you're finally coming off the road. It's late, you're tired, but hungry. So when you get home you poke around in the refrigerator or freezer and find the remainder of a sausage pizza, let's say, or perhaps some spicy chili. You heat it up, eat quickly, have a beer, too, or coffee, or both, and go right to bed.

Bad decision. In fact, several bad decisions, especially if you're prone to having gastroesophageal reflux disease (GERD).

A bit about the upper digestive system: When eating, food travels from the mouth to the stomach through a tube called the esophagus. At the lower end of the esophagus is a muscular ring called the lower esophageal sphincter (LES), which serves more-or-less like a one-way pass-through door. A healthy LES closes quickly to prevent food and stomach acids from moving back into the esophagus. A weak LES doesn't, and the resulting acid backup (the reflux action) can wake one up in a hurry from his/her late night sausage pizza/hot chili or other indulging.

Practically everyone has a little heartburn on occasion, and heartburn is in fact a symptom of GERD. But GERD is more serious. The constantly refluxing acids can irritate the esophagus, causing burning, pressure or inflammation, and may eventually damage the esophagus.

It is estimated that up to 60 million Americans suffer to one degree or another from acid reflux. They may experience frequent heartburn or heartburn at night, sour-tasting fluid backing up into the mouth or throat, frequent need for antacids, frequent burping or belching and difficult or painful swallowing. That doesn't sound like fun, but generally the condition can be managed.

See your doctor for recommendations on medication to reduce stomach acid and improve the working of the digestive system. And follow common sense eating habits. Avoid foods that irritate the stomach and cause pain; they may include coffee, tea and cola drinks (with or without caffeine); carbonated drinks; fatty or spicy foods (see first paragraph), onions, tomatoes, etc.; mint; and chocolate. Also, tobacco and alcohol can worsen symptoms of GERD.

Here are some other self-management tips for helping relieve the condition.

- Eat smaller meals, even if it means eating more often. Smaller meals make it easier for your LES to hold the food in your stomach.
- Don't lie down right after you eat (again, see first paragraph). Wait a few hours for the stomach to empty.
- Raise the head of your bed; when you're lying down flat, stomach fluid can back up more easily.
- Avoid tight belts and tight-fitting clothes, because they put too much pressure on the stomach.
- Lose extra weight. Too much weight can put pressure on the abdomen and lead to reflux.

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**D&T**  
TRUCKING COMPANY