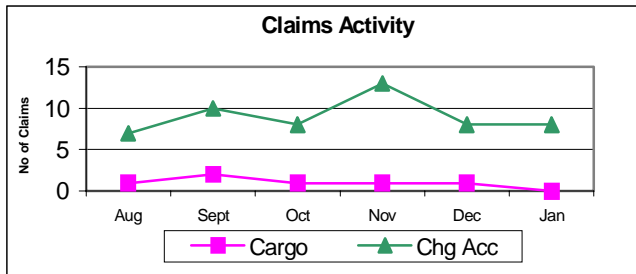
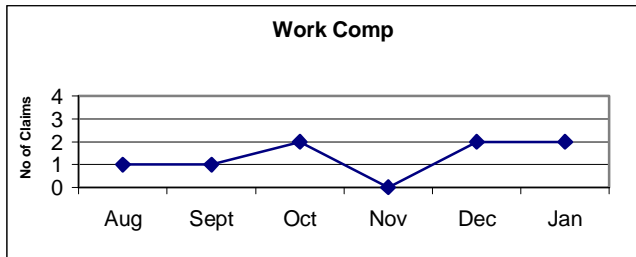




TANDEM EXPRESS

Your Monthly Update on Matters that Matter

Monthly Stats

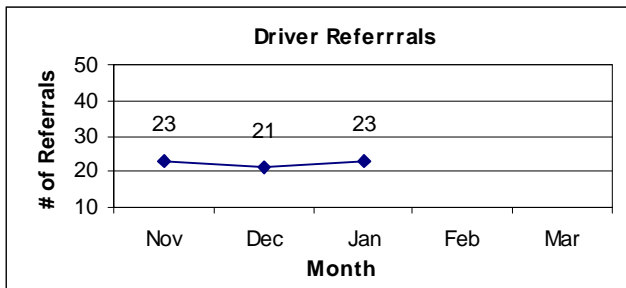


Operations (for January)			
#Drivers (All) ¹	263	Avg. MPG:	5.566
No. Loads:	5331	Avg. Fuel CPG:	\$1.459
Miles Travelled ² :	1,974	Avg. Total CPM ³ :	\$0.262

¹Inclusive of all Company and Non-company (O/O, Leased, etc) drivers

²Computer Practical Miles x 1,000

³Inclusive of fuel and maintenance costs combined



Driver Referral Payouts for November, December, and January were \$1,510, \$2,530, and \$540 respectively.

Tenure Recognition

The following loyal and dedicated employees have reached another year of service in **February**:

	NAME	YOS	POSITION
1	Ivy Schmidt	14	Fleet Coord (MC)
2	Terry Camp	12	Prof Driver
3	James M. Miller	11	Prof Driver
4	Ron Boyle	10	Prof Driver
5	Buss Babcock	8	Prof Driver
6	Doug Greenwood	7	Mgr, Drvr Trng(MC)
7	Bob Hickey	6	Prof Driver
8	Bill Leemon	6	Prof Driver
9	Tim Bills	5	Prof Driver
10	Robert Hesson	4	Prof Driver
11	Patrick G. McGee	4	Prof Driver
12	Jessica Updegraff	3	A/R, Billing (SL)

We thank everyone for being part of the Tandem Team!

Safety Update

The Safety Stats for Work Comp for January stayed the same as December with two (2) reported injuries. The accident rate of eight (8) Chargeable Accidents was the same as December and Cargo claims for January were zero (0), down from one (1) in December. Congratulations on "0" cargo claims!!!

Tandem has historically maintained a low cargo claim ratio. This is a tribute to our securement and tarping system. However, we must address our accident and personal injury ratings. Currently, personal injuries are one of the largest expenses that Tandem suffers. This is followed closely by accidents (PLPD). **Since we are self-insured, we pay the bulk of the insurance cost. In Fiscal 2002, Tandem spent over \$760,000 in work comp premiums and claims. We also spent over \$650,000 in PLPD premiums and claims.**

Our Work Comp insurance currently has a \$100,000 deductible. That means, Tandem pays the first \$100,000 of each claim. **Also, our work comp premiums alone are estimated to reach over \$400,000 for 2004!**

We absolutely must continue to be safety conscious and bring our work comp and accident claims down to "0".

Another area of concern is Roadside inspections.

These inspections have increased in the past couple of months. In January, there were 26 inspections with 11 drivers having violations. **The most frequent violation noted is "log book not current to last change of duty status". Eleven violations is 11 too many!** There is no reason for logbooks not to be current. Besides being a Tandem safety violation, it is Federal Law. Drivers work too hard for their money to let the DOT take it away. Serious log violations can also jeopardize your CDL and your career with Tandem. So, let's keep those logbooks current and legal!

Driver Referral Hints

Hint #1 - Keep Cards and Brochures Handy!

On average, Recruiting receives about 20 to 30 percent of referrals WITHOUT names. A potential driver will call in and say he spoke with a Tandem driver but does not remember their name. Without a name we are unable to issue a bonus. Be sure you have your "Driver Business Card" and Tandem brochure handy. Keep a supply of business cards, with your name printed on them, in your pocket or in your wallet. Unless the candidate gives us your name, we cannot distribute any bonus.

Overall, we have received a good number of applications from driver referrals. It is one of our best sources of advertising. And since a lot of money is at stake here, we want our drivers to get it! **Tandem sincerely believes that we can increase our driver referrals from 20 to 25 per month up to 40, 50, or even 60 per month.** We have a great company, a great pay package, and over 250 quality company drivers and owner operators. We just need to get the word out.

What can Tandem do to help you recruit drivers? We can develop a system that makes recruiting easy for you. I know that it is difficult to "cold call" drivers. But for those who are reluctant to approach someone cold there are ways to recruit, without even talking to the driver. There are also ways to talk to a prospective driver without sounding like a "recruiter". We have developed several aids to make Tandem easy to promote. These range from business cards with your name to brochures to put on a windshield.

I also want to help each driver, on an individual basis, to become a better promoter. Please contact me (Jerry Ext. 146) anytime to talk about promoting Tandem. Or be sure to see Roberta (Ext. 136) about more information that can be "\$\$\$Dollars in Your Pocket\$\$\$"

Your Reps In Action

AK Tube (Walbridge, OH) Detention Pay

The Reps have consistently expressed that AK Tube in Walbridge, OH has serious detention issues. Unfortunately, drivers are not notifying us at the time of detention. **In order to address the concern, management has authorized detention pay for ALL drivers (mileage and percentage) who are detained at the Walbridge, OH facility.** Drivers who contact Vanlue will be eligible for detention pay of \$10 per hour after a three hour waiting period which is based on the driver's appointment time. Tandem's standard detention policy will apply. Be sure to call Vanlue after you deliver the load and advise your appointment time, arrival time, and departure time. Vanlue will complete the detention request form and submit to AK Tube for approval.

AK Tube is also working to resolve this problem internally by increasing their warehouse space and implementing a better warehousing system. They are adding racks that will reduce the material handling time and consequently speed up the loading process.

GP Gaylord Freight

At our last meeting we also covered a new change in dispatch policy. **In order to insure safe and consistent coverage of GP Gaylord freight, we will be directing dispatch for all loads destined to Muscatine, IA and MN.** Currently, we offer choice of freight for these destinations. Unfortunately, this has unnecessarily resulted in excessive deadhead. Because the length of haul is over 500 miles and these loads require early deliveries, we must direct the closest delivering drivers to pick up this freight. The Driver Reps agreed that the safest and most practical approach is to direct this freight based on proximity; not time of delivery. Therefore, dispatch will assign drivers to this freight and notify them at the time of dispatch. Should you have any questions or concerns, please contact Mark Zeilmann (Ext. 153).

The Driver Hardship Fund continues to grow. We have recently issued a payroll deduction form in every employee's pay envelope. Our hope is to increase employee participation in this worthwhile cause. We currently are generating about \$150 per week but would like to see that number doubled. Just \$1 or \$2 per week can go a long way if everyone shares in the cost.

Thought for the Month

***"Coming together is a beginning,
Staying together is progress,
Working together is success"***