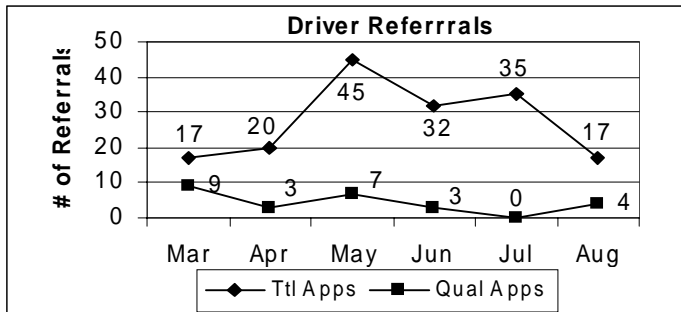
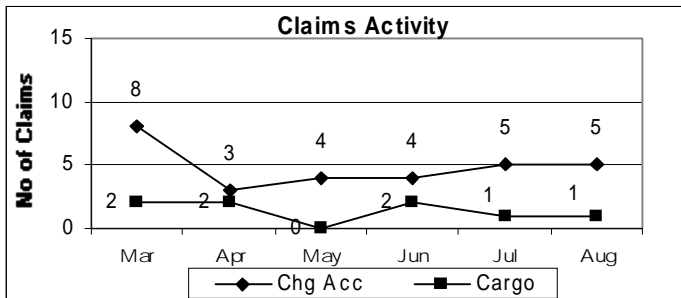
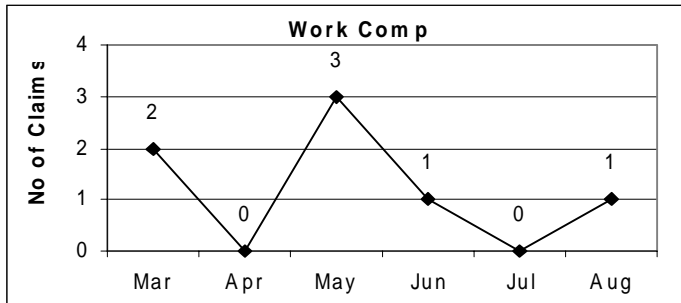




TANDEM EXPRESS

Your Monthly Update on Matters that Matter

Monthly Stats



Driver Referral Payout for AUGUST was \$2,025!
The year-to-date total is \$21,224!

Operations (for August)			
# Active Drvrs (All)	252	Fuel MPG (Co.)	6.64
No. Loads	5,274	Fuel CPG (Co.)	\$1.46
Miles(x1000-Rand)	2,168	Fuel CPM (Co.)	\$0.22

Tenure Recognition

The following loyal and dedicated employees have reached another year of service in **September**.

	NAME	YOS	POSITION
1	Karl Galamback	21	Dir. of Purchasing
2	James Maleski	14	Professional Driver
3	Ronald Carpenter	8	Professional Driver
4	David Weisel	7	Professional Driver
5	John Wright	6	Professional Driver
6	Cathy Uribe	6	GL Accounting
7	George Pilarski	5	Professional Driver
8	Cecil Norton	5	Professional Driver
9	Sam Owl	5	Professional Driver
10	Okey Teter	4	Professional Driver
11	Charles Sharp	4	Professional Driver
12	Glenn Lewis	3	Professional Driver
13	Ryan Phillips	2	Professional Driver
14	Larry Wyman	2	Professional Driver
15	Dana Riotte	2	Fleet Coordinator
16	Pat McDermott	2	Suprvsr. MC Maint.
17	Michael Smith	2	Service Technician
18	James Bond	1	Professional Driver
19	Timothy Vickers	1	Professional Driver
20	Thomas Conway	1	Professional Driver
21	Brian Sorenson	1	Professional Driver
22	Gevin Van Horne	1	Professional Driver

Congratulations and thank you for your support!

Safety Update

August was up from July in both number of claims as well as dollar amounts (\$5,000 over last month). **All accidents could have been avoided by simply paying closer attention to your surroundings.** Right hand turns and hitting stationary objects were the cause of most of the claims. There is no excuse for hitting a stationary object. Drivers were simply not paying attention. This type of accident should never happen!

We had one new work comp claim due to lifting. Rather than lifting your tarps up onto the load or even onto the deck, ask the forklift driver to set them up for you. In most cases, the lift operator will accommodate your request if you just A*S*K them!!!

On the brighter side, the new Hours of Service (HOS) training is available on Tuesday afternoons in the orientation training room. Doug has scheduled his log class to accommodate more of our present drivers to "sit in" on the new rules. At any time, you can contact Jerry Hutchin for log training 1 on 1. These sessions will be continuing until the first of the year. We hope that everyone has the opportunity to sit in and have their questions answered pertaining to the new HOS rules to eliminate any confusion that may arise. The better you understand the rules, the fewer problems you will have January 4th, 2004.

To eliminate heavy fines and loss of safety incentive dollars, **make sure that all of your logs are turned in weekly to Michigan City** and that they reflect the proper time and location for fuel, DOT inspections, loading and unloading or any other "timed" document. **If we find an error, we may be calling you in to personally review your log.**

Services Have Never Been Better!

For the first time in a long time, PM services are caught up! As of 9/12, there were no "mandatory" (5,000 over due) services and only 53 total services currently due. Since the MC and Gaylord shops can handle between 50 and 70 total combined services a week, we are in good shape. What does that mean for the driver? It means a lot! **First, it will reduce wait time for services. Second, with wait time reduced fewer "turn aways" will occur. More scheduled services will actually be completed and in turn more trucks will be serviced. Third, it will allow the shop to develop its "Speed Bay" to address minor needs (headlights, simple parts replacement, etc.) without a schedule.** From a larger corporate perspective it means our trucks are being serviced more timely and should therefore reduce our overall maintenance costs. Thank you Maintenance, Dispatch, and Drivers for working together.

Where Do I Go When Empty?

Dispatch has been offering more information to the driver day prior. Whenever possible, we try to offer some direction so the driver can plan his next day. Dispatch is now working with the voice mail system to improve the process further. **As was stated in a recent letter to our drivers, Tandem will be offering load information to eligible drivers the day prior.** We estimate that initially about 10% to 30% of the fleet will be affected and hope to gradually grow this number to as many drivers as possible.

Keep in mind that if you have a CELL PHONE, you will receive your information sooner. If you offer your phone to dispatch, they will call that number first to give you your load information. Otherwise, they will leave a message on your Tandem Voice Mail.

After 6P (CST) each evening, drivers can check their voice mail for available load information. **But you still**

must call in before 9:30A (CST) the next morning to get your T# and provide hours and hub readings.

Charleston Tarps – Be Sure You Have Them!

This is an old problem that keeps creeping up on us. We need ALL drivers to check their Charleston Tarps. They are not used often, but when they are needed, they have to be ready. Pull them out, roll them out, and check for any damage. If you find a problem with them, contact the shop ASAP. Tandem will be getting stricter on disciplinary action if you do not have your Charleston tarps available and in good condition.

A Fond Fulton Farewell

As many of you know, we must soon say farewell to our Van Zuiden friends. Todd will continue to support the Tandem Team as a dedicated driver for our Atlas, East Moline account. However, Willard and Denise will be going separate ways. The last day will be Friday, September 26. We have already been making accommodations, as our new National Sales Manager, Steve Smith, will plan for the Van Zuiden area from MC and central dispatch. This will be a "seamless" transition. You can continue to use the Van Zuiden phone number since it will be rolled over to Michigan City. Or you can simply use the current MC number. We plan to interview for a new traffic person and once found, Steve will return to focus on sales.

Thank you Todd, Willard, and Denise for 5 years of wonderful service in Fulton, IL.

33rd Annual Safety Awards Banquet

Mark your calendar for Saturday, December 6th, 2003. Hard to believe, but in just two short months Tandem will be holding its 33rd Annual Safety Awards Banquet. Invitations will be sent the first week of November, but we wanted to give you a "heads up".

We reserve the "Big 10" room at the famous Kellogg Center on the beautiful campus of Michigan State University in East Lansing, MI. Last year about 260 people attended and we hope to have more this year. **We gave away over \$30,000 in awards and prizes.** Although attendance is not required to receive your awards, **special door prizes, gift bags, plus cash prizes of over \$2,000 are given** to those dedicated souls that make the trip. You receive a fabulous buffet, a great program, and a our long standing "Middle of the Road" live band for dancing.

Should you have any questions or concerns, do not hesitate to contact Cathy Uribe (Ext. 23) at our St. Louis office.

Thought for the Month

An optimist is the person who looks forward to enjoying the scenery on a detour