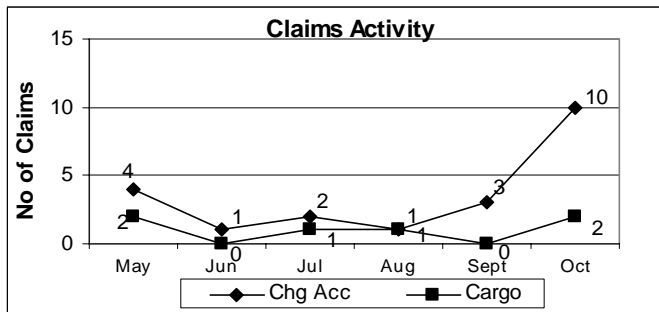
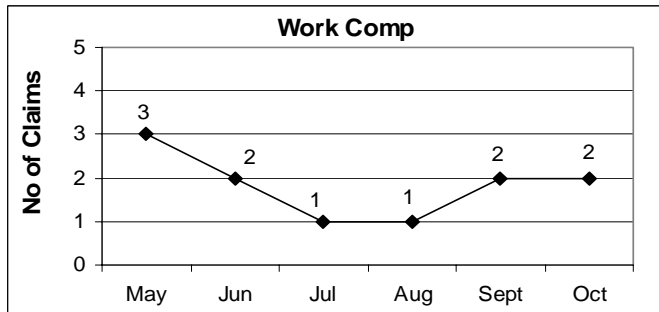




# TANDEM EXPRESS

## Your Monthly Update on Matters that Matter

### Monthly Stats



MAINTENANCE EVALUATION CARDS (OCT 2006)			
	Yes	No	%
All repairs completed?	49	1	98%
Treated professionally?	49	1	98%
Truck left clean?	49	1	98%
Given estimated time?	44	6	88%
Completed on time?	48	2	96%
<b>Overall Score</b>			<b>96%</b>

**Driver Referral Payout for OCTOBER was \$2,580!**  
**The year-to-date total is \$29,980.**

Operations (for October)			
# Active Drvrs (All)	257	Fuel MPG (Co.)	6.29
No. Loads	5,516	Fuel CPG (Co.)	\$2.49
Miles(x1000-Rand)	2,479	Fuel CPM (Co.)	\$0.40

**Thought for the Month**

*It is far easier to leave angry words unspoken than to mend the heart those words have broken.*

### Tenure Recognition

The following loyal and dedicated employees have reached another year of service in **November 2006.**

	NAME	YOS	POSITION
1	Kenneth Worm	35	Reg. Mgr. Oper & Drvr Res.
2	David Bay	14	VP HR & Admin. Svcs.
3	Daniel Singer	12	Professional Driver
4	Cynda Singer	12	Professional Driver
5	Reggie Wilhite	7	Professional Driver
6	Christopher Bond	7	Professional Driver
7	Deborah Lowery	5	Regional Traffic Coordinator
8	Lloyd Halterman	4	Professional Driver
9	William Raines	4	Professional Driver
10	Eddie Williamson	4	Professional Driver
11	Ray Murray	3	Professional Driver
12	Dennis Thompson	3	Professional Driver
13	Chris Januchowski	3	Fleet Coordinator
14	Daniel Worm	2	Professional Driver
15	Brian Herman	2	Professional Driver
16	Craig Gerow	2	Professional Driver
17	Charles Hillaker, III	1	Professional Driver
18	Eugene Heinold	1	Professional Driver
19	Paul Fry	1	Professional Driver
20	Christopher Arnold	1	Professional Driver
21	Steve Marak	1	Professional Driver
22	Adam Rust	1	Maintenance Technician

***Congratulations and thank you all for your support!***

### Safety Update

October was not a good month for safety so we need to be sure everyone keeps SAFETY in mind. We had 2 WC, 10 chargeable accidents and 2 cargo claims for a record number of overall claims (14) and probably costs as well. The 10 accidents involved a rollover from a driver not paying attention to the road while the rest were the result of backing, right hand turns and/or hitting stationary objects. ***All these accidents could have been avoided if the driver simply took more time to Get Out And Look (GOAL).*** Keep in mind that our cost of insurance continues to rise and the more money we spend on claims and accidents the less we have for benefits and improvements. So a SAFER company is truly more productive and profitable.

## **No More Single State Registration in 2007**

Effective January 1, 2007 the **Single State Registration System (SSRS)** will cease to exist. The new system **Unified Carrier Registration Agreement (UCRA)** is to start January 1, 2007.

Since there will be a gap in coverage, Tandem Transport will issue a letter in case you are stopped. The letter will be issued in December to be carried in your permit books. All law enforcement officials are to be aware of the change and that there is to be an undefined period without the proper documents. If you have questions, call Jayne, Leslye or Norma in MC.

## **New Canadian Hours of Service And YOU!**

Effective January 1, 2007 the new hours of service will be going into effect for Canadian drivers. If you are a US driver traveling into Canada your logs will be accepted but must contain a few more elements including 1) Odometer readings, 2) which "CYCLE" you run under, 3) previous 14-day logs vs. our 7-day and 4) a 36 hour restart vs. our 34 hour. Be sure you have this information and understand what to do. Check with your terminal or Fleet Coordinator for the correct information. Safety will also be sending you an info sheet in the mail. If you have questions call Norma. She should have information for ALL your HOS needs ☺.

## **Be Aware of Over- Sized Loads**

**When a driver is given dispatch for a load there are 4 key things that must be considered: Length, Width, Height, and Weight.** This sounds fundamental to most drivers, but we are in the process of handling a serious cargo claim due to a load being over-dimensional. Dispatch is responsible for correct information, but the driver is also responsible to double check the load. In this case, the driver failed to confirm the height which resulted in serious damage to the equipment when he drove under a bridge. Keep in mind your dispatcher does not "see" the load but the driver does. If there are any questions, you must call dispatch before you leave the shipper. Once you leave without making your dispatcher aware of a potential problem, you have made the problem.

## **MORE NEW Equipment Is On Its Way**

Tandem understands that to be successful we need quality drivers AND quality equipment. Therefore, Tandem continues to maintain a late-modeled, state-of-the-art fleet of tractors and trailers. As many of you know, our most recent changes have been larger cabs, X-1 tires, and "ultra shift" transmissions on the tractors. We already have power windows on many units and also plan to have right-hand power mirrors as well. Our new trailers are 102" wide with sliding winches (now on both sides) and an air inflation system. We are expecting another 15 tractors and another 30 trailers by the end of

the year. We should also be seeing another 29 new tractors by April of 2007 and throughout the year will be seeing new trailers as well. Our trade cycle on trailers is such that over the next two years we should see over 200 new trailers.

We also understand that equipment is not the only component in driver satisfaction. To maintain quality drivers, Tandem must provide quality service (meaning the office, dispatch, and the maintenance department's service to drivers) and quality compensation (pay, 401k, bonus, benefits, and proper recognition). We believe that Tandem is addressing all these areas and that is a major reason we have such a low turnover.

## **Neither Sleet, Hail, Wind, nor Snow**

We had a much better turnout of evaluations for October. Of the 50 evaluations cards submitted, the maintenance department scored 96% overall and 98% for services being successfully completed. The main issue remains "notification" of when the service will be done. We also had a couple service delays. Overall, however, our new service schedule and the evaluation cards are bringing better service to the Tandem fleet. Also, a gem of a comment from September (during the hurricane like storm we had) was as follows: *"A storm hit that afternoon, the wind blew a tree over in front of the garage, it slowed things down a bit but the garage finished my truck in no time."* You have to like that comment. No wind, snow, sleet or rain will stop our Tandem mechanics. Please keep those evaluation and comments coming.

## **Building A, B, and Now C**

Soon you will see a new "Building C" in Michigan City. This will replace the old "barn" that is now behind Building B. We will be tearing down the barn and clearing that entire area. Building C is towards the back of the property and will be primarily used to better store accessorial equipment and accommodate tarp repair. The contractors should have the exterior completed by early December and most of the interior before the end of the year. Also, be prepared for some "parking" changes. With a new layout in the back, we will be rethinking our ENTIRE truck parking situation.

## **New Black Tarps On Hold – But Still Coming**

As most of you know, we are continually converting the fleet from the old brown and white tarps to the new black tarps. However, during the winter months, this transition will be on hold and we plan to return to the "5 tarps per month" in the spring. So if you are in line for some black tarps, do not be alarmed if you have to wait a few more months. We just need to redirect our replacement efforts for awhile and will be back in the groove come spring. Should you have any questions or concerns regarding your tarps, please contact Jeff Crossno or Karl Galamback in Michigan City.