

## Operations

As you know I-40 has been closed since October 27 in both directions between Exit 20 (west of Asheville) in NC and Exit 451 in TN due to a rock slide at mile marker 2.6 on I-40 in NC. It is now scheduled to reopen next Tuesday, April 27

### \*\*\*SAFETY MEETINGS\*\*\*

\* May 8<sup>th</sup> – Niki's West – Birmingham, AL  
Finley Blvd., Exit 262B, off I-65 – go west, half mile on right  
From Hwy 78, turn east on Finley Blvd (Traffic light in front of  
Pilot Travel Center) go ¼ mile on left.

\*June 5<sup>th</sup> – Fikes KY Office – Owensboro, KY  
Meetings are from 10:00a.m. – 2:00p.m.

This is a reminder of the ArcelorMittal policy on the securement of loads. Recently we have had a rash of trucks pulling out of a shipping door without fully securing their coil load (in several cases not a single chain was used). This creates a safety hazard and it must stop. At times when the weather is good enough tarping is allowed outdoors, however a driver will not be asked to move their truck until their loaded is fully secured. Please spread this word to your drivers. If this continues to happen we will have to take more drastic measures which may include the banning of a driver. Safety is very important to us and we want everyone that comes into the plant to be able to leave as they entered.

## Safety

Summer? Yes summer will be here shortly. Summer brings hot weather, hot working conditions on contractors and equipment. Make sure you are prepared for the strain on yourself and your equipment during this period. Get your rig checked out for running in the extreme temperatures we will see in the upcoming weeks. In our business we are in Chicago in 40 degree temp's today and tomorrow Dallas where it is 80 degrees. Your rigs need coolant flushes and changes as well as all fluids changed or checked for proper operating levels. Tires need proper inflation checked daily. Proper inflation reduces failures and increases fuel economy. Check belts and hoses as well. Remember the old saying about parts designed to be changed after certain periods of use (they go long, they go strong then they go wrong). Road side repairs are many times more costly than preventative maintenance.

Equally important is taking care of yourself. Remember keeping yourself in good working condition is a day to day task. Your body needs proper fluids to perform as well. A little exercise every day is easily achieved and very beneficial to your health. When the heat sets in throw those "Pops" in the trash and get some good ol water in your fridge. Sports drinks or anything un-carbonated and caffeine free is better for your body. Proper rest is a must to perform safely and healthy as well. Eating healthy rounds out the simple ways each and every one of us can fine tune our bodies for the tasks we perform. A simple change can pay off in a short time.

Good news bad news. Good news so far this year our cargo claims are down over 50%!!!!!!! Great work folks. The bad news is we are still having needless costly claims easily preventable. Wet loads, cargo securement and roll over's are effecting us so far this year. Theft is down so we applaud our contractors are taking care of business and securing their rigs. King pin locks, glad hand locks, theft prevention systems on tractors. Prevention can be as simple as taking a log chain and chaining your rig to a tree. Anything beats NOTHING when it comes to theft prevention. Proper cargo securement is a must to operate safely and deliver loads in good condition. It is also the Law. Each of you holds your paycheck and ours in your hands every day. This important document is called a bill of lading. Yes that document is our paycheck. It is very important to make sure notes on the B/L concerning cargo are accurate and specific. When you leave every shipper any damage to cargo must be noted. If the shipper won't comply unload the product. Never let a forklift driver cost you a claim for product previously damaged. At the receiver any notes of damage must be factual and specific. If the receiver says there is damage make sure the notes specify who they are holding responsible. This goes back to taking care of business at the shipper. When you have damage noted on your bill of lading you must report it to our cargo claims department. We cannot handle a possible claim we do not know about. Do not forget pictures are worth a thousand words. Always have some way of taking pictures in your rig.

\*\*\*Our fuel discounts with T/A, Petro, Pilot & Loves are still kickin. Don't forget our service specials at Pilot Truck Care/Wingfoot Stores via our contractor cash account # 391718. We have new pricing available from our Michelin National Fleet account # 1293127 available with credit cards only. Our good friends at Heintschel Truck Tire Center in Texarkana, TX as well as Ozarko Tire Centers across AR and MO give our contractors discount pricing\*\*\*



# THE SHORT HAUL

May 1, 2010

## Recruiting

First quarter of 2010, is gone! They say if you don't remember the past, you are bound to repeat it. This is true, but they don't say dwell on it. This year is off to a much better start. The reports we are getting from dispatch tell us we will have to have more trucks and need them soon. We all know that our fleet is a little smaller than it was and it is time to get back on the stick of building back up. If we are going to step up and get the lion's share of the freight that is out there, we need more trucks. On your recruiting, think outside the box. We know we need contractors that live in places we used to not even run. If you find yourself around Oswego, NY or Philadelphia, PA we need contractors that live in those areas. We need contractors all over. If you talk to someone and you doubt we can load them and get them home, get them on the phone with recruiting. They are working hard to bring in the best of the best. They are out there and it is going to get tougher to get them, so as always we need your help and input. Most of you, which have been here along time, know how much growing the fleet helps add customers in many locations. You have seen that work. It also puts money in your pocket - The Referral Bonus. It is still \$1000.00.

Remember, for now, we have put back the sign on bonus of \$1000.00. Let them know this and when they lease on, they get \$500.00 and another \$500.00 in 90 days.

We are just a few months away from your 2290 heavy road use tax being due. Now is the time to start putting back for it and a maintenance fund is a great way to do that. Just call in here and talk to Pam to get it started today if don't already have one. Sometimes it is better to have it taken out before you get hold of your check. We call it - "no see, no spend" account. It is your money, but if it is not in your pocket it can be used for what you need in these cases.

Till next month good weather and good trucking!

The Recruiting Gang,  
Dan, Terry, Wendy and Max

## Jack Milligan

I'm pleased to report we continue to obtain additional light weight all aluminum trailers for lease-purchase. Just how long will the supply last? We truly don't know. We do know we're making every effort to find private investors to finance these trailers for Fikes contractors. We can also assist you in securing conventional financing if your credit score and credit history makes you a genuine candidate. Call me at 785-224-1210 if you're interested in obtaining one of these Reitnauer all aluminum trailers.

We can also assist you with the best used trucks the market has to offer. I'll personally field the call and do whatever I can to start you down the path of real ownership! AND, don't forget to prioritize your 2009 returns if you haven't already filed!

We'll be happy to send you a tax organizer to fast forward the process!



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