

THE MILE MARKER

Company Newsletter | Fall 2020

Driver Appreciation Week



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The Cover

LTI THE MILE MARKER
Company Newsletter | Fall 2020



This Mile Marker's cover celebrates Driver Appreciation Week with a feature of one of LTI's valued Drivers: Kris Pugh. To learn more about Kris, check out the Driver Spotlight on p.3

hardworking and dedicated employees and especially our drivers. I often tell our drivers, 'without you, we wouldn't have a company.' Everything we do, first and foremost, depends on the driver. They are the ones that make it happen providing good service to our customers, which reflects how good of a trucking company we are and determines our growth and success.

It goes without saying that we always value and appreciate our drivers. However, when everyone is focused on accomplishing their job duties, sometimes showing that appreciation can get lost in the busyness of day-to-day work. Driver Appreciation Week offers us a reminder. For me and our employees, it is an opportunity to take a step back and reflect on the importance of truck driving, and acknowledging the sacrifices that drivers make. Just imagine living life in the confines of a truck for weeks or

Message from the President: Driver Appreciation

It has been 15 years from acquiring LTI, and over 40 years of my experience in the trucking industry. I have been exposed to pretty much every job description in the trucking world in those 40 years, and yes, even as a truck driver many years ago. I know everyone at LTI values and appreciates our drivers and the job they do every day, and I greatly appreciate the recognition we all share to our drivers. With a focus on both Drivers and Customers, LTI has experienced exceptional growth over the last decade and a half. Our company has significantly grown over the years, and that is a testament to our

months on end, away from any friends and family, always moving. It is a challenging career in ways that most other jobs do not even compare. But truck drivers do it with great pride!

Not only do drivers make plenty of sacrifices, but it is also important to recognize how essential they are to the economy. Over 70% of freight moved in the U.S. is through trucks. Most grocery stores would run out of food in just 3 days if Long Haul Drivers stopped driving. Our economy processes innumerable transactions every hour of everyday, and drivers are the ones making it happen. They truly are the lifeblood of our economy & society.

2020 specifically has been an unusual and challenging year for everyone, individuals, and businesses alike. When grocery stores were faced with shortages, and citizens were asked to stay at home, truck drivers stepped up to keep the wheels rolling. While COVID-19 ran rampant, truck drivers continued, and continue to transport our country's goods every day, everywhere. We always appreciate and value truck drivers, but this year more than ever we should all show our greatest appreciation for truck drivers. Let us all greatly appreciate and thank all LTI drivers and every truck driver you speak to for all that they do!

Nicholas Civello
President & CEO
LTI Trucking Services, Inc. ■

"Most grocery stores would run out of food in just 3 days if Long Haul Drivers stopped driving."

Earn \$500 with #WhyLTI

- Make a short video explaining what you like about LTI
- Post your video on social media with #WhyLTI
- The driver with the most Likes on their video by the end of October will receive \$500!



You can message our social media or email christian.civello@litrucking.com if you have any questions

Logistics Structural Changes

By Jason Hunter, Director of Logistics

2020 has been an eventful year for Logistics with our primary focus being aimed at departmental structural change. Recently taking on the new role as Director of Logistics, I've worked on structuring and implementing this change. Through hard work, dedication, and most importantly team cooperation the restructure was implemented on September 1st. The purpose of the restructure is to provide each team member with clear view of responsibility that will allow everyone to be more productive and have a heightened level of accountability. With a clear structure in place, the department as a whole has been thriving on many fronts, but most importantly, each customer is now being serviced more effectively.

Adjusting To Volatility:

The impact of COVID-19 has affected every aspect of the trucking industry to an unimaginable level. Capacity, freight, facility performance, carrier reliability, etc. have never been more unpredictable. These times are really putting to the test ones dedication and commitment to the industry. The key to making it through to the other side will be mastering the concept of balance and mitigating losses. It is no secret that contracted freight is failing left and right due to the increased market rates. As a Logistic Brokerage, we have to aggressively pursue that spot freight and maximize on the margin for those spot opportunities. In taking on the increased volume of spot freight, this will also give out Account managers the opportunity to strengthen relationships with our customers that will last past the expiration of COVID-19.

Future:

The future for Logistics is looking bright! Once everyone is fully acclimated to the parameters of their new roles, the goal is to grow our department by two more members. We have grown as a unit in a short amount of time but there is still much more to do and we are up for the task! ■



Logistics Department at a Team Dinner Meeting

Driver Spotlight Kris Pugh



My name's Kris, I'm just your average guy who does the best he can to provide for his family. I come from a Italian family who's sole purpose is to always love and care for others. I take what I've learned from my family and use it in my daily life today.

I have four children and one grandson; he's a true blondie and looks odd in a Italian family haha but we love him nonetheless. My wife and I have been together since 1999 and it's been an amazing ride all along.

We both have worked in healthcare for the last 10 years which was a great experience but it just didn't make ends meet very well. So I decided I needed to make a change for the better, for my family. That's when I got into trucking and learning about the industry.

I went through a school and revived my cdl May 2019 and it's been a blessing ever since. I landed on LTI's doorstep one day and was given an opportunity that changed my life. I honestly have had nothing but the best experience so far with LTI. LTI is family-like and that's something I can relate to very well. I'm known by name here, some call me by my nickname, Yo Gotti. haha

I'm truly grateful for the opportunity LTI gave me and look forward to many years with you guys, so again Thank you! ■



More Miles, Less Breakdowns

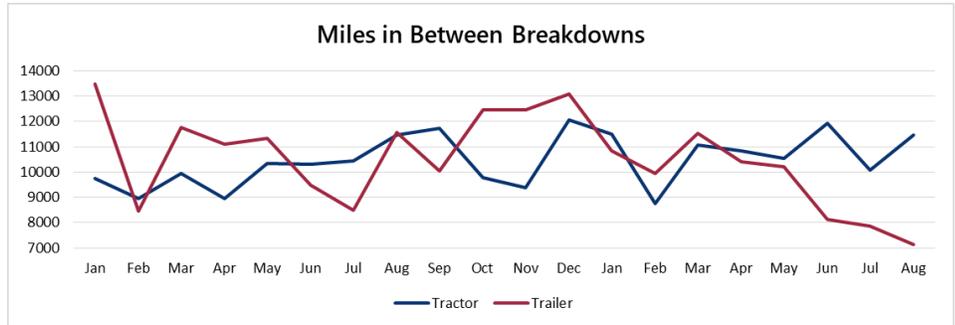
By Camden Civello,
Executive VP

The Maintenance Department, the Operations Department, and LTI's fleet of Truck Drivers all share the same objective – to maximize the amount of time on the road, moving loads; and to minimize the time and frequency of breakdowns.

A great metric to track this is "Miles in-between Breakdowns". The American Trucking Association surveys a number of fleets and has determined that the average is 10,000 miles. That means, on average an over-the-road tractor will receive maintenance intervention on the road every 10,000 miles (or about once a month).

At LTI, we track this figure as well. In the last three months, our tractor fleet is averaging 11,168 miles in-between breakdowns. Here's a visual over the last 1-2 years. Note a dip for trailer miles in-between breakdowns due to a hot summer and a number of reefer repairs – we are seeing a nice increase in miles in-between breakdowns for September.

The good news is that LTI is slightly better than the industry average.



However, there is a lot of room to improve – the best performing trucks and drivers can average more than 30,000 miles in-between breakdowns.

The shop is implementing some enhanced and proactive measures to further increase these figures. We are doing more robust inspections during shop visits, especially before a truck is issued to a driver in orientation. Additionally, we are working closely with Fleet Managers to ensure tractors come through the yard on schedule with their due service intervals. Lastly, we are making some proactive repairs – for instance, we are charge testing all batteries on reefer units and swapping any battery not holding full charges to mitigate against a battery failure on the road. All of these efforts should allow us to increase our fleet's average upwards of 13,000 miles in-between breakdowns.

Drivers, I urge you to keep these figures in your mind too. With

certainty, there is a list of items you can do to increase your miles in-between breakdowns. Not only can you operate your vehicle safely, you can operate and handle it with care and professionalism – think of how you are accelerating, braking, turning, shifting, and handling the levers, buttons, and knobs of your equipment. A proper, thorough, and consistent pre-trip inspection is also a must. Ensure your equipment is topped off and running well each day.

Together with your care for equipment and with the shop's internal processes, we can enjoy more miles and fewer breakdowns. The fall is a great time of the year to see a major increase in miles in-between breakdowns; with mild temperatures we'll see relief in tire repairs, reefer repairs, AC and APU failures. Keep yourself focused on maintaining a good truck and see how many miles you can go without experiencing a breakdown. Thank you for your efforts. ■

New Hours of Service Rules Are Now in Effect

As of Tuesday, September 29th, the changes to the hours-of-service rules are in effect. These changes are intended to provide drivers with more flexibility, while maintaining the level of safety established in the previous rules.

Here are the four changes that are now in effect:

- A driver operating a CDL-required property-carrying vehicle or a passenger-carrying vehicle may use a time record in place of a log, provided the driver:
 - Remains within 150 air-miles of the work reporting location

- Returns to the work reporting location and is released for a full break (eight hours for a passenger-carrying driver, 10 hours for a property-carrying driver) within 14 hours.
- A driver that encounters an adverse driving condition can extend the daily duty-hours and driving limits by up to two hours to complete what could have been completed within the limits, absent the adverse driving condition. So, what is an adverse driving condition? It is a road, weather, or traffic condition that could not have been known at



Taken by Driver Rita Swenson in Indiana; for more driver photos, check out p.8!

time of dispatch or at the start of the driver's workday (this change is applicable to all drivers).

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Hours of Services, continued:

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- Once a property-carrying driver accumulates eight hours of driving without a 30-consecutive-minute interruption in driving, the driver must stop driving for 30 minutes. The interruptions in driving can be off-duty, sleeper-berth, or on-duty time.
- A property-carrying driver that is operating a vehicle with a sleeper berth can break the required 10-hour break into two qualifying breaks, provided:
 - One of the breaks is a minimum of seven hours in the sleeper,
 - The other break is a minimum of two hours of off-duty or sleeper-berth time (or a combination of these two duty statuses),
 - The two qualifying breaks, when combined, total at least 10 hours, and
 - The driving time and duty time (the time toward the 14-hour limit) immediately before and after a qualifying break do not total more than 11 and 14 hours, respectively. ■

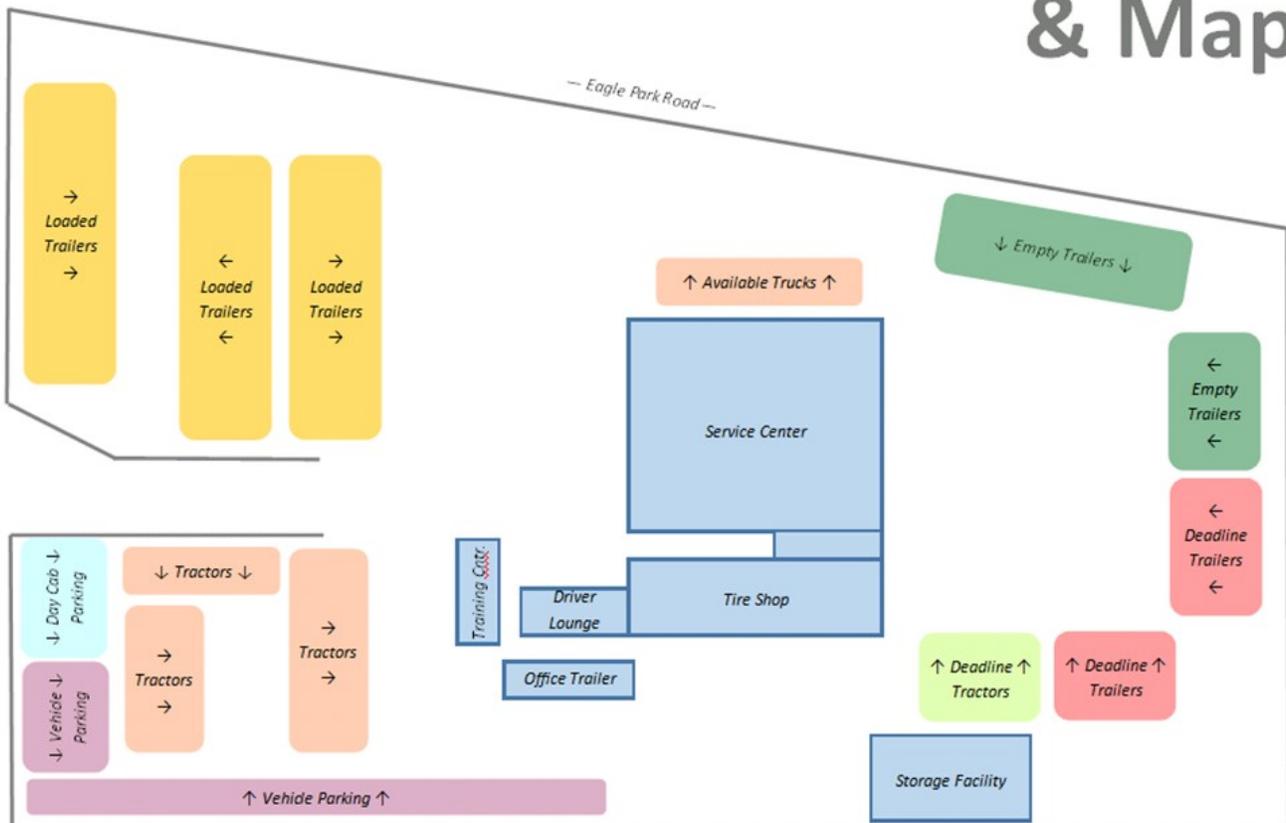
Eagle Park Parking Reminder

Here is a reminder and a map of parking at our Eagle Park Terminal. Currently, we are underway in further organizing and straightening up our terminal. This includes ensuring that vehicles, tractors, and trailers are all parked in the appropriate areas.

Please take a moment to understand the map below. If all of us adhere to this organizational system at our yard, we will have a facility that is orderly, safe, and clean. Thank you for your cooperation. ■



Parking Layout & Map



COVID-19 Updates

By Paula Naugle, Human Resource/Office Manager

LTI has been very diligent in keeping our employees as safe as possible by adhering to the social distancing guidelines set by the CDC, and we need to continue. Following are reminders and also guidance regarding the importance of the flu vaccination as we roll into the fall and winter months.

As a reminder, COVID-19 testing and the flu vaccine is free to those covered under LTI's medical plan with Aetna.

LTI welcomes any additional feedback or suggestions from our employees regarding this topic. You may send your suggestions to christian.civello@ltitrucking.com.

Know how it spreads

- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19).
- **The best way to prevent illness is to avoid being exposed to this virus.**
- The virus is thought to spread mainly from person-to-person.
 - Between people who are in close contact with one another (within about 6 feet).
 - Through respiratory droplets produced when an infected person coughs, sneezes or talks.
 - These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
 - Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms.

Wash your hands often

- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- It's especially important to wash:
 - Before eating or preparing food
 - Before touching your face
 - After using the restroom
 - After leaving a public place

- After blowing your nose, coughing, or sneezing
- After handling your mask
- After changing a diaper
- After caring for someone sick
- After touching animals or pets
- If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol.** Cover all surfaces of your hands and rub them together until they feel dry.
- **Avoid touching your eyes, nose, and mouth** with unwashed hands.

Avoid close contact

- **Inside your home:** Avoid close contact with people who are sick.
 - If possible, maintain 6 feet between the person who is sick and other household members.
- **Outside your home:** Put 6 feet of distance between yourself and people who don't live in your household.
 - Remember that some people without symptoms may be able to spread virus.
 - Stay at least 6 feet (about 2 arms' length) from other people.
 - Keeping distance from others is especially important for people who are at higher risk of getting very sick.

Cover your mouth and nose with a mask when around others

- You could spread COVID-19 to others even if you do not feel sick.
- The mask is meant to protect other people in case you are infected.
- Everyone should wear a mask in public settings and when around people who don't live in your household, especially when other social distancing measures are difficult to maintain.
 - Masks should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- Do NOT use a mask meant for a healthcare worker. Currently, surgical masks and N95 respirators are critical supplies that should be reserved for healthcare workers and other first responders.
- Continue to keep about 6 feet between yourself and others. The mask is not a substitute for social distancing.

Cover coughs and sneezes

- **Always cover your mouth and nose** with a tissue when you cough or sneeze or use the inside of your elbow and do not spit.



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COVID-19 Updates, continued:

- **Throw used tissues** in the trash.
- Immediately **wash your hands** with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

Clean and disinfect

- **Clean and disinfect frequently touched surfaces daily.** This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- **If surfaces are dirty, clean them.** Use detergent or soap and water prior to disinfection.
- **Then, use a household disinfectant.** Most common EPA-registered household disinfectants external icon will work.

Monitor Your Health Daily

- Be alert for symptoms. Watch for fever, cough, shortness of breath, or other symptoms of COVID-19.

- Especially important if you are running essential errands, going into the office or workplace, and in settings where it may be difficult to keep a physical distance of 6 feet.
- **Take your temperature** if symptoms develop.
- Don't take your temperature within 30 minutes of exercising or after taking medications that could lower your temperature, like acetaminophen.
- Follow CDC guidance if symptoms develop.

Protect Your Health This Flu Season

It's likely that flu viruses and the virus that causes COVID-19 will **both** spread this fall and winter. Healthcare systems could be overwhelmed treating both patients with flu and patients with COVID-19. This means getting a flu vaccine during 2020-2021 is more important than ever.

While getting a flu vaccine will not protect against COVID-19 there are many important benefits, such as:

1. Flu vaccines have been shown to reduce the risk of flu illness, hospitalization, and death.
2. Getting a flu vaccine can also save healthcare resources for the care of patients with COVID-19. ■

Choosing an Effective Hand Sanitizer

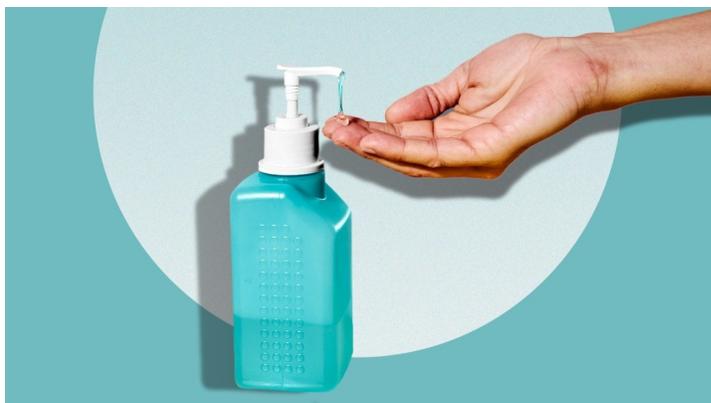
Hand hygiene is an important response to the COVID-19 pandemic. The Centers for Disease Control and Prevention (CDC) recommends washing hands with soap and water. If those aren't available, using a hand sanitizer can help you avoid getting sick and spreading germs.

Americans are having a hard time tracking hand sanitizer down; however, the CDC doesn't recommend that people make their own product, as there's a chance it could be ineffective or cause skin burns.

You may be tempted to buy whatever bottle you can get your hands on, but not all sanitizers are created equal. As an additional 1,500 companies are now making hand sanitizer, it's important to know what to look for and be cautious about. The Food and Drug Administration (FDA) has recalled several hand sanitizers due to the potential presence of methanol, which is toxic when absorbed through skin or ingested. And as alcohol distillers have responded to the shortage by manufacturing sanitizer, be careful. There have been many reports of people drinking the product since it smells like drinking alcohol and is contained in beverage bottles.

When you're browsing the store shelves or searching online, pay attention to product labels for the following signs of an effective hand sanitizer:

- Most importantly, use a hand sanitizer that contains at least 60% alcohol. If possible, clean your hands first, as alcohol-based sanitizers are most effective on hands that are not visibly dirty or greasy. Even rinsing hands with water first will help the sanitizer do its job.



- Check the ingredient list for denatured alcohol, which tastes terrible compared to drinking alcohol. The taste is used to help deter unintentional or intentional ingestion. The most common calls to poison control are related to unintentional exposures in children 5 years old and younger.
- Likewise, choose fragrance-free or unscented because fragrances may be used to cover the chemical smell.

Try to steer clear of hand sanitizers that claim to help prevent COVID-19, as that hasn't been proven yet.

When you've found a hand sanitizer that meets those standards, apply a dime-sized amount to dry, clean hands and rub your hands together until completely dry again. ■

Driver Appreciation Week Gifts & Prizes

Have you gotten your Gift Bag?

Drivers, as a token of our appreciation and gratitude, all drivers have a gift bag waiting for them. If you have not yet grabbed your gift bag, the next time you visit the yard, stop by the Recruiting Trailer and get your gift bag. Enjoy!

Thank You Drivers!



Top: Craig Latona & Rhonda Delaware; Bottom: Lamont Johnson & Amber Nattier;
Amber won a new GPS, Lamont a \$25 gift card, and Rhonda a \$100 gift card!
All Drivers receive a gift bag filled with items!

Photos from the Road



Left: Taken by Driver Kris Pugh, read more about Kris on p.2! Right: Taken by Wes Smith at Eagle Park.

Happy Birthday to You!

October

Joe Anderson
 Ronnie Ball
 Courtney Butcher
 Nicholas Civello
 Anthony Davis
 Rhonda Delaware
 Shawn Dunn
 Kyle Eaton
 David Garnto
 Brian Gibala
 Jo Ann Gorth
 Colette Hehle
 Desmond Hill
 Charles Hoak
 Jon Howell
 Kyle Jacko
 Matthew Kern
 Brian Klecz
 Craig Latona
 Amanda Lewis
 Robert Mims
 Paula Naugle
 Sean Riordan
 James Rumpier
 David Schollmeyer Jr
 Christopher Selby
 Jacklynn Southerland
 Vernell Thunderbird
 Stanley Travis

November

Janis Alfred
 Andrew Bachhofer
 Kevin Boeckmann
 Erika Bolton
 Gordon Bressler
 Christian Civello
 Joann Collins
 Keith Craft
 William Deville
 Christopher Echols
 Rex Golden
 Christopher Hall
 William Horn
 Bryant Jones
 Nicholas Jordan
 Howard Mccraw
 Sonya Oppenhuis
 Terry Perrell
 Mark D Robke
 Dave Seib
 Jean Solfest
 Ricky Stroud
 Roscoe Teague
 David Teddlie
 Wendy Weatherman
 Mark White
 Mary Wilcox

December

Brett Ackland
 Lance Ambrose Sr.
 Tricia Betts
 Eric Boothe
 Daniel Conley
 Steven Haas
 Dave Higbee
 Dakota Holcomb
 Jason Hunter
 Michael Jacobs
 Christopher Jeffrey
 Lamont Johnson
 Walter Macleod
 James Marshall
 Markell McCottrell
 Alfred Mims
 Kenneth Owens
 William Page
 Maurice Robinson
 Wesley Smith
 Walter White
 David Yeisley
 Carnera Young
 Rodger Yount

Celebrating Anniversaries:

1 Year

Janis Alfred
 Robert Brockmeyer
 Bruce Claiborne
 Aaron Corley
 Kyle Eaton
 Chrisell Ford
 Jo Ann Gorth
 Darryl Losh
 Eric Martin
 Oscar McGee
 Sammie Robinson
 Michael Rosso
 David Schollmeyer Jr
 Davor Vidovic
 Michael Vinson
 Wendy Weatherman

2 Years

Sarah Butler
 Craig Campbell
 Daniel Conley
 Wayne Edwards-

Kenneth Frank

Kenneth Greenwood
 Paul Janke
 Christopher Jeffrey
 Jimmie Kelley
 Amanda Lewis
 Sean Mauk
 Trenten Stout

3 Years

Aaron Cross
 Christopher Echols
 Charles Ford
 Kevin Jackson
 Larry Lansdon Jr
 Timothy Owens
 William Riley
 Jackie Southerland
 Gilbert Summers

4 Years

Mellodi Coll
 Byron Rushing

5 Years

Stephen Allums
 Leroy Grandison

6 Years

Glenn Lane
 Danielle Rist
 Deidra Sanders
 Jimmie Shepard

7 Years

Katie Mulholland
 Rita Swenson

9 Years

Sharon Coleman

10 Years

Dennis Connor

11 Years

William Bowling

Camden Civello

Michael Rood

13 Years

Phil Hamel

14 Years

Craig Brennfoerder

20 Years

Jeff Snelling

26 Years!

Mike Wilson