

THE MILE MARKER

Company Newsletter | Summer 21



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The Cover

LTI THE MILE MARKER
Company Newsletter | Summer 21



This Mile Marker's cover features Company Driver, Jeremy Baker. You can check out some of his photos from the road throughout this edition, as well as read his testimonial for LTI on p.4!

Message from the President

As we are halfway through 2021, business has never been stronger and the demand for our equipment is at the highest level we have seen in a long time. But what makes me most excited are all the great things LTI is doing for our drivers, employees, and customers.

To mention just a few:

In appreciation of our drivers, we have implemented the highest pay increase ever. LTI's driver pay is now at the industry's highest level! We have also increased our equipment purchase commitment this year with new state-of-the-art trucks and trailers that will replace older equipment and grow our fleet. LTI has also made a major investment in upgrading our McLeod software system, which will help us operate more efficiently and better service our customers and drivers. I am very proud of everything we have done and are doing, and I am very proud and appreciative of our drivers and employees.

I want to thank all our great drivers, who work so hard to deliver our customers' products safely and efficiently. Our drivers are our most valued asset, and everyone at LTI truly appreciates them! I would also like to thank all LTI associates for your hard work and commitment to make LTI great!

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



Picture taken by Driver Jeremy Baker. For more Photos from the Road, check out p.7!

LTI Increases Driver Pay to Industry Highs

By Lea Hines, Director of Operations

Base Mileage Pay

As of July 3rd, LTI increased driver pay by 25%. This increase will result in LTI drivers having the opportunity to earn over \$70,000 or more annually. This aggressive move placed LTI drivers in the top tier of market pay.

Incentive Pay

As another way to recognize and reward our drivers for their safe and consistent performance, we have doubled our weekly safety and productivity incentives. Starting back in June 2021, we doubled both the Safety and Productivity Pay to \$0.04 per mile each, for an opportunity to earn an additional \$0.08 weekly incentive payout. On average, the increase added \$100 per week, or another \$5,000 per year, in additional pay to OTR drivers. Our drivers being safe and performing at a high level is instrumental in our continuing to provide exceptional service to our customers. Our customers rely on us for freight integrity and professionalism and these rates reflect our commitment to our OTR team.

Loyalty Pay

As a leader in the trucking industry we recognize the importance of our outside team. You are the face of LTI and customers love to see familiar faces

at their terminals. We take pride in our retention and pass that on to our tenured drivers. For each year you stay with LTI, you get an additional cent, up to \$0.04, paid out quarterly. This pay is a reward for all the miles you run and your sacrifice for being away from home each quarter. And the longer you stay with us, the larger the reward.

Breaking it down each week on your settlement you will see your base rate adjustment plus the \$0.08 cents paid out if you were safe and met the mile requirement per truck.

These changes are to help reward our drivers and make you successful. We appreciate all that you do and want to thank you for your hard work and dedication. Your success and safety is what matters to us because without you we can't succeed. ■



Fuel Management & You

By Robert Brockmeyer, Breakdown & Fuel Administrator

What does fuel have to do with you as a driver? More than you think.

We all get to know our vehicles that we drive daily and what to expect from a miles per gallon standpoint. There are external factors that we cannot control like being stuck in traffic, driving through the mountains, or pulling a heavy load. All of these factors cause fuel consumption to go up, and fuel mileage to go down. But did you know that gradually changing some driving habits would benefit you in the long run? The benefits are better fuel mileage, less inconvenient stopping at truck stops, less mechanical wear, and more miles.

Here are ways that you positively affect your fuel economy:

Cruise Control:

Using the cruise control allows the truck to run optimally/efficiently at the designated speed set by you. When using the adaptive cruise control, the onboard safety suite will do a lot of the work to optimize the truck's power. The safety suite is advanced enough that it will detect a grade

"Using the APU in place of idling is one of the most important things you can do to ensure your truck has less downtime."

change on the road horizon and speed the truck up to help keep you in the right gear. (Disclaimer: the advanced safety suite is no substitute for the driver's judgement and control; you still need to stay 100% on guard for changing road conditions or traffic. Additionally, never use the cruise in inclement weather.)

APU Usage vs. Idle:

This is a big factor with fuel use and mechanical breakdowns. Using the APU in place of idling the truck is one of the most important things you can do as a driver to ensure that your truck has less downtime due to a mechanical breakdown of the after-treatment system. When a truck is idling, the engine doesn't get hot enough to clean off the soot that has built up in the DPF filters. When this happens it causes a domino effect that, once started, is hard to fix without a trip to a dealer or the LTI shop.

The new P4 Freightliners (2018-2022), are equipped with an APU that is built into the truck. The setting you should be using is Interior Comfort Mode. This works in conjunction with the engine, after-treatment system and the HVAC system that is built into the truck. When engaged the truck will start and run long enough to cool or heat as needed. When active, this is a huge fuel savings which will allow you to run more miles and have less mechanical issues down the road.

Our P3 Freightliners have a Carrier Comfort Pro APU. These work well and you benefit from a smaller diesel engine that does not burn nearly as

much fuel as an idling truck. (Reminder: If you are having APU issues at any time, please reach out to the shop so we can assist you with getting a plan for repair started.)

Truck and Trailer Tires:

During your pre-trip, you always check your tires and pressures - we know that is a very important part of the inspection. But there are other reasons as to why it is so important to check your tires. Just one or two tires on your truck or trailer can cause unnecessary wear, tear, and drag on the equipment. Ensuring your tires are good to go before rolling will allow you to have fewer tire-related breakdowns and more miles-per-gallon - therefore fewer trips to the fuel stop.

In closing, I'm hoping you find the information helpful and informative.

If you are a lease purchase driver that pays for fuel, it is a smart business move to do what you can to make every gallon of fuel work for you in the most efficient manner. If you are a company driver, being efficient with your fuel is simply a mark of good driving practices that a professional driver exhibits.

At the end of the day, being cognizant of fuel economy will benefit you with fewer breakdowns and more miles. And it doesn't hurt to be environmentally conscious about the decisions we make and the impact they have on the world around us.

If you have any questions about anything in this article, don't hesitate to reach out to me. ■



"Why choose LTI Trucking? Why not?! With views like this, the job can be what you make of it. Excellent income, support staff that actually care, and a family oriented trucking company."
-LTI Driver Justin Braneky

For more Driver Testimonials, check out p.4!

Driver Testimonials

In the month of May, LTI hosted a testimonial contest among our drivers, with a great turnout. We received countless amazing testimonials commending LTI in a number of aspects. We cannot express our gratitude enough for all the kind words you have spoken about our organization. We hope to continue to live up to, and exceed your expectations into the future! Thank you to everyone who provided their thoughts on our organization. Here are just a few of the many testimonials we received.

Craig Brennförder

I've been with LTI for 16 years, and the office staff all do an extraordinary job taking care of any problems that arise! Fleet managers are always making sure the driver has loads and keeps moving, load planners do a superb job giving the driver good miles, and LTI's shop does an excellent job maintaining the equipment. And if I'm broken down out on road, they're there getting me back up and going at all cost! LTI's pay is the best in the business! You make good money and they make sure you get your home time. Family is most important at LTI. All this is what makes LTI an outstanding company to drive for!



Gerald Stearn

I was pretty skeptical before I came to work here. I spoke with Jo Ann, the Recruiter, for probably 6 months before actually deciding to come. Coming to work at LTI has changed my life. Not once have they ever shortchanged me on my paycheck. They have given me the stability that I so long yearned for. Making such good money has allowed me to take care of major obstacles in my life. I have put a substantial amount of money away, fixed my credit, and paid off child support. I can go on and on; they gave me an opportunity to succeed and I jumped on it and took it, and I am very grateful.

Sharon Coleman

I want to start out by saying this is a wonderful company to work for. Everyone, from Fleet Management and the Shop, to Payroll and Recruiting has been so very helpful. I want to brag about my Fleet Manager Cadee, she is fantastic, easy to work with, so understanding, and does a wonderful job. I hope I can retire from LTI. I've been with a few other companies but LTI tops them all. I could go on and on about each and every one here, so I can say with certainty, this company rocks!



Jeremy Baker

I could not work anywhere else and still be treated and appreciated like I am here. This company has brought more to the table than any other trucking company. One of the main reasons I recommend LTI is because your schedule is very flexible. They will give you the home time you need, giving you the opportunity to be home with your family and friends. Another reason is the mileage and pay. LTI gives you all the miles you need and the pay is extraordinary, along with the bonuses they offer. The final reason I recommend LTI is because they are a very friendly company. They care about every individual trucker and always try to make you feel comfortable. They will fix any problem you have. Their equipment is very nice and up to date, making you feel at home in your truck. All in all, LTI is a safe and friendly company, and I recommend you take a chance and see for yourself!

Joanna Campbell

I first contacted LTI back in December, when I spoke with my wonderful Recruiter, Jo Ann. She was very friendly, did not demand anything, and was very helpful in getting me from Texas to Madison, Illinois. After I arrived here and still to this day, everyone has always been very willing to lend a hand if there's ever something that you don't know or can't do. If the good Lord's willing, I'm going to stay with LTI until I retire.



State of Capacity in the Industry

By Brian Gibala, VP of Sales

It's a good time to be in the trucking business and a great time to be at LTI. Demand for our services is the strongest since the capacity crunch of 2018.

Our diversified customer base has more than enough freight to keep us moving and with bid season effectively completed in Q2, LTI has secured a healthy and efficient driver-friendly mix of contracted volume awards from our enterprise customers with dense lanes and a high percentage of drop and hook.

Market conditions, performance of

our professional drivers, operational execution and customer service by the office staff, strong relationships, leverage of new technological tools for network planning and optimization, and our long history of operating with integrity to meet performance targets have all contributed to these excellent results.

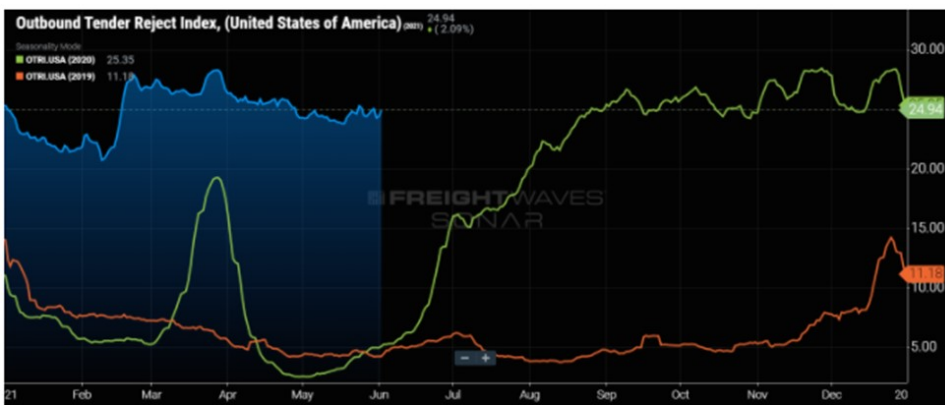
Data released from Cass Information Systems Freight Index, which uses information from over \$28 billion in freight bill payables on behalf of more than 8,000 customers has shown a continued rise in both shipments and expenditures in recent months.

"The overall consensus from industry experts is that demand will remain strong for many months."

Compared to May of 2020, the TL Linehaul Index increased 14.1%. The index has been up on a month-over-month comparison for 11 straight months.

The overall consensus from industry experts is that demand will remain strong for many months. Robust consumer spending, depleted inventories, and constraints on the supply side for drivers and equipment – with many OEMs unable to fulfil orders for up to 9 months, if they will take the orders at all – will persist for at least the remainder of 2021.

The stage is set and we are well positioned for a successful second half of the year. We must continue to be diligent in taking care of our employees and our customers and obsessed with becoming more efficient in everything we do to reach our goals. ■



SONAR: OTRI.USA (2020/21 – Blue; 2020 – Green; 2019 – Orange)

Tender Rejections have held between 20-25% since September 2020.

McLeod Investment Brings More Efficient Operations

By Lea Hines, Director of Operations

Bringing new technology and tools into our organization can increase productivity, boost sales, and help make better, faster decisions. Achieving digital transformation is critical to our organization. So, it is with great pride and excitement that I take this time to inform you of a wide ranging business enhancement.

LTI has invested in upgrading and modernizing our McLeod TMS system. This upgrade involved the implementation of 10 levels of system improvements and upgrades. This system upgrade will transform our business operations, allowing us to achieve operational excellence and improve driver miles and productivity with meeting our customers' expectations.

Our new McLeod upgrade will allow:

- Interface with a new tablet ELD system

- Deployment of dispatch to cell phones
- Efficient planning
- Optimization of hours

While our Operations team is/has been working diligently to ensure a smooth transition with a seamless experience for our EDI customers and minimal interruption to our drivers, no upgrade is without its challenges and obstacles. We are excited to be wrapping up all testing and fixes to system issues and hope to be 100% operational by end of the July.

What can you expect?

- Quality dispatch based on HOS
- Efficient routing on home time events based on HOS
- Minimal sitting when HOS and Macros are reliable
- Increase in miles to achieve incentive based on accurate clock utilization ■

Unusual Times for On-the-Road Maintenance

By Camden Civello, Executive VP

Over the course of the last two months, LTI has noticed a number of shifts affecting the on-the-road maintenance experiences at outside repair vendors. In general, there have been various factors that have made for inefficient repairs and extended downtimes.

We believe these delays will be temporary, but are monitoring the situations closely. In the meantime, we want everyone to be aware of these unusual times in maintenance.

The first issue that is adding to downtime is a labor shortage among mechanics. Repair vendors, from large dealers to truck stop shops, have had a very difficult time attracting mechanics to support the industry's busyness. Consequently, repair shops have been reducing their hours – mainly in the evenings and weekends – causing repairs to be squeezed into shortened hours of operation.

This has led to exorbitant wait times for repair diagnoses. We are seeing diagnostic wait times up to two and three days. In response to these situations, we are repeatedly reaching out for the support of Freightliner to wield influence in getting LTI trucks seen quicker. And while a ways away, Freightliner is nationally rolling out an accreditation system for all authorized dealers that measures their wait times against a target of 2 hours.

The second issue that is adding to downtime at outside shops is a shortage of parts – including batteries, windshields, NoX sensors, microchips, and many different body parts. Mechanics are not the only workforce segment that has experienced a shortage; general manufacturing has also been impacted. While this is improving with more and more workers returning to their jobs post COVID-19, there is still a delayed supply effect before output is fully ramped up.

In response to this, LTI's Maintenance Department has been assisting outside repair shops with the sourcing of needed parts for repair. We utilize our diverse network of parts suppliers to see who can get a part to an outside repair shop in the quickest manner. In some cases, we have overnighted parts from our shop's onsite inventory.

Lastly, delays have been caused by the increasing complexity of the new equipment. In general, a point of pride for LTI is the amount of new-model equipment being ran in the fleet – overall, this is a very positive quality for LTI. But the equipment is very advanced and therefore less straightforward to repair. Additionally, because there is no historical breakdown frequency established for new trucks, appropriate stock levels for replacement parts have not been set – also resulting in occasional part shortages.

This will certainly improve over time. As more shops become fully acquainted with 2022 model tractors, the general speed and proficiency in repairs will increase.

In summary, these are unusual times for maintenance – especially maintenance on the road. This is why

LTI has been aggressively taking measures to speed up repairs, including talking with Freightliner, overnighting parts, transporting the driver back to the terminal, and frequently using loaner trucks. We will continue to engage in these extra-ordinary measures as long as necessary to keep our drivers and freight moving.

Thank you for your patience as we work through this complicated breakdown environment. In the meantime, the ways that a driver can best assist LTI is by exhibiting proactive and professional equipment-use practices. This includes doing thorough pre-trip inspections, checking and maintaining tire pressure, avoiding all equipment damages, idling the truck as little as possible, and by never ignoring truck regen prompts. Thank you for your assistance here – let's work together to keep our operation moving strong. ■



*Picture taken by Driver Marke Turner in Springfield, OH.
For more Photos from the Road, check out p.7!*

Ever-Changing World of Logistics

By Jason Hunter, Director of Logistics

These are exciting times for Logistics! Entering a post COVID transportation environment presents a new opportunity to adjust and re-align our strategy so that we can continue growing.

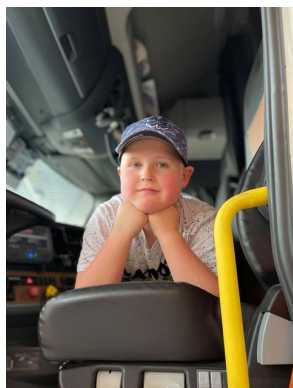
Customer needs and expectations from brokers are shifting and for us to stay in the game we have to be prepared to meet those expectations head on. Although strategies are adjusted, the core focus remains the same: customer service, efficiency, and maximizing profitability.

The main challenge will be to make our operation more resilient without weakening our competitiveness. To meet that challenge, we are selling the customer on what we can truly offer in terms of service and communication, in an attempt to divert the customer's attention away from focusing on cost alone. Overall, we are looking forward to making our mark in this ever-changing world of Logistics! ■

Photos from the Road



Driver Harry Rush & his granddaughter Kaliegha visiting Hersheypark in Hershey, Pennsylvania



Driver Scott McClintock's son, Brian riding along in his truck!



Sunset photo taken of Jeremy Baker's truck

Happy Birthday to You!

July

Katie-Marie Mettillie
Stoney Cheek
Terrance Bockhoff
Ann Brands
Darryl Losh
Gerald Stearn
Pierre Leech
Donnie Harden
Camden Civello
Scott Mortensen
Brandon Benton
Craig Brennförderer
Garney Pinnix
Stephen Burks
Cody Gray
Carolyn Rangel

Chad Torgerson
Monea Kimple
Waymon Daniels
Hal Pascale
Austin Williams
Dennis Loux
Thomas Taylor

August

Edward Frye
Trenten Stout
Richard Wylie
Mickey Stahlman
Robert Noto
Patrice Breland
Dale Visser
Rebecca Howard

James Glassmeyer
Saundra Snowden
Scott McClintock
Desmond Ritchie
Norman Nelson
Samantha Barton
Damon Hutsona
Mellodi Coll
Cedric Pinson
Tony Benjamin
Paula Hemm-Vushaj
Mark Becking
Alexander Hesse
Alvin Hamilton
Kevin McCullough
Jimmie Shepard
Jerry McDonald

Jessica Kovarik

September

Forrest Davis
Cory Speese
Marty Record
Travis Bell
George Mayes
Timothy Shea
Larry Rutherford
Larry Capshaw
Katie Mulholland
Steve Wiggins
Mark Davison
Rodney Webb
Lashanda Carter
Angela Wallis

Jeremy Baker
Freddie Ivory
George Johnson
Mark Taylor
Bill Riley
John Labrie
Emmanuel Frazier
Ashley Mann
Ralph Parker
Joseph Hacker
Todd Lovallo
John Boerner
Rita Swenson
Travis Murray
Rosemary Conine
William Bowling
George Weeden

Upcoming Anniversaries:

1 Year

Anel Avdic
Mark Becking
Tony Benjamin
Patrice Breland
Larry Capshaw
Terry Davis
Mark Davison
Rhonda Delaware
Frederick Figolah
Alvin Hamilton
George Johnson
Tikeya Jones
Yolvalda Jones
Mark Klein
William Perry
Latonya Reed
Cory Speese

Stanley Travis
Percy Watson
Mary Wilcox
Carnera Young

2 Years

Michelle Butcher
Shawn Dunn
Edward Frye
Frank Kuzmanic
Todd Lovallo
Trabeion Nobles
Hal Pascale
Downing Pryor
John Sturm
James Swanson
Jesse Webb

3 Years

Courtney Butcher
James Glassmeyer
Walter Harris
Lea Hines
Charles Hoak
Brian Klecz
Gerald Stearn
Dale Visser

4 Years

Tanner Gress
Donnie Harden
Donna Hunter
David Yeisley

5 Years

Mandy Lansdon

Keith McDaniel
Alfred Mims

6 Years

Randall Kutchma
Walter Macleod
Clarence Rhodes

7 Years

Duane Galyean
Brian Gibala

8 Years

Ralph Parker
Mark White

9 Years

Gordon Bressler

Kenneth Owens

10 Years

Hasan Muftarevic

22 Years

Lesa Bault

29 Years

Jerry Henrichs

31 Years

Carolyn Rangel

42 Years!

Steven Haas

Employee Assistance Program Through Voya

Life . . . just when you think you have it figured out, along comes a challenge. Whether your needs are big or small, this program is here for you and can help you and your family find solutions and restore your peace of mind. Best of all, this program is safe and confidential. **This program is available for all LTI employees.**

Assistance with:

Mental Health	Relationships or marital conflicts	Child and eldercare
Substance abuse	Grief and loss	Legal or financial issues

EMPLOYEE ASSISTANCE PROGRAM

Contact Us... Anytime, Anywhere

No-cost, confidential solutions to life's challenges.

Confidential Emotional Support

Our highly trained clinicians will listen to your concerns and help you and your family members with any issues. Counseling is available in person or via telehealth sessions. Find assistance for:

- Anxiety, depression, stress
- Grief, loss and life adjustments
- Relationships/marital conflicts

Work-Life Solutions

Our specialists provide qualified referrals and resources for just about anything on your to-do list, such as:

- Finding child and elder care
- Hiring movers or home repair contractors
- Planning events, locating pet care

Legal Guidance

Talk to our attorneys for practical assistance with your most pressing legal issues, including:

- Divorce, adoption, family law, wills, trusts and more

Need representation? Get a free 30-minute consultation and a 25% reduction in fees.

Financial Resources

Our financial experts can assist with a wide range of issues. Talk to us about:

- Retirement planning, taxes
- Relocation, mortgages, insurance
- Budgeting, debt, bankruptcy and more

Online Support

GuidanceResources® Online is your 24/7 link to vital information, tools and support. Log on for:

- Articles, podcasts, videos, slideshows
- On-demand trainings
- "Ask the Expert" personal responses to your questions

Your ComPsych® GuidanceResources® program offers someone to talk to and resources to consult whenever and wherever you need them.

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TTY: 800.697.0353

Your toll-free number gives you direct, 24/7 access to a GuidanceConsultantSM, who will answer your questions and, if needed, refer you to a counselor or other resources.

Online: [guidanceresources.com](https://www.guidanceresources.com)

App: GuidanceNowSM

Web ID: MY5848i

Log on today to connect directly with a GuidanceConsultant about your issue or to consult articles, podcasts, videos and other helpful tools.