



THE MILE MARKER

Company Newsletter | Winter 19-20

2020 2020 2020 2020
2020 2020 2020 2020
2020 2020 2020 2020



2020 2020 2020 2020
2020 2020 2020 2020
2020 2020 2020 2020
2020 2020 2020 2020

Inside this Issue:

The ELD Mandate	2
A Look at Insurance	3
Understanding CSA Scores	3
Winter Maintenance Hacks	5
Photos from the Road	8

The Cover Message from the President



This Mile Marker's cover celebrates the change of the decade and our optimism toward the future. The "2020" images feature pictures taken by our own drivers out on the road. For more Photos from the Road, taken by LTI drivers, check out p. 8!

costs, driver recruiting, and general operating cost increases.

I hope every LTI employee and your families had a Merry Christmas and a wonderful New Year.

I would like to thank all of you for your dedication and hard work that you provide to LTI every day, and a big *Thank You* to our Drivers, who make it all happen by delivering our customers' products safely and on time.

2019 was a challenging year for the trucking industry and LTI. Freight volumes were not where we expected them to be compared to 2018, and there were more available trucks, which led to a lot of customer bids and competitive rates. There were also several other challenges we faced, such as rising insurance costs, equipment

With that being said on 2019, let me share with you our plans and predictions for 2020. We are working with many of our customers on bids and new business, and expect to see our freight volume increase (probably in Q2) to what could be a significant level. We are also moving aggressively on equipment purchases during 2020 to trade older equipment out. Our Operations department continues to improve to get us more efficient and our drivers more successful. Our Safety Department is doing great things to ensure safety as a top priority.

I truly believe that 2020 could be a great year for LTI if we all stay focused and are committed to success! I have a simple quote to share: "If everyone is working together, and moving forward together, everyone will succeed together."

Looking back and looking forward, I have no doubt that we are a great company because of our Employees, Drivers, & Customers! Thank you for your commitment and hard work, and for making LTI special!

Let's make 2020 great together!

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

The ELD Mandate is Here

By Bill Riley, Safety Manager

The ELD Mandate went into effect on December 16th. We have all experienced the pains of change since we switched over in November, but you have all done a superb job with the transition. The ELD Mandate did not make any changes to the HOS rules. We still operate on a 14-hour day with a maximum of 70 hours on duty over an 8-day period.

The ELD mandate is focused on improving safety for all drivers. One of the greatest dangers on the roadway is fatigued drivers. By tracking all movements of the tractor, they are hoping to reduce the number of accidents from fatigued driving. The ELD will record engine power status, engine hours, miles driven, vehicle motion status, duty status, and identification of the driver, vehicle, and motor carrier. All movements of the truck over 5 mph will be recorded as one of the following duty statuses: On-Duty Driving, On-Duty Yard Move, or Personal Conveyance. This prevents drivers from exceeding the 11-hour drive limit within their 14-hour period and makes it easier for DOT to review logs and find violations.

The toughest part of logging every movement is that the FMCSA has blocked anyone from editing the vehicle movements. This means that if you forget to put the



tractor in personal conveyance and start moving, we would not be able to edit your logs and show it as off duty time. Whenever you are having services on your truck or are going to be away from it for an extended period, remember to logoff your ELD. When you return to your tractor and login, do not accept any unassigned driving events.

Another part of the ELD mandate was that drivers are required to review and certify their logs daily. As we switched over, you will see that the procedures for transferring your logs to the DOT has changed. You should have an updated copy of your DOT instructions for roadside inspections, if not they are available in the shop or there is a link in the settlements email to download a copy.

As with all changes, it takes some getting used to before it becomes second nature. If you have any questions please contact your Fleet Manager or the Safety Department. ■

A Look at Insurance Costs in the Trucking Industry

By Phil Hamel, CFO & COO

As we move into 2020, there are many opportunities and challenges our industry is facing. One of the most pressing challenges facing both LTI and the industry is the significant rise in insurance costs.

Insurance costs have dramatically increased across the industry in recent years, putting a strain on trucking companies, especially smaller ones. Insurance costs have increased for many carriers by at least 50% and some as high as 100%. Umbrella insurance is almost impossible to afford for many small to midsize carriers. We're seeing many smaller companies go out of business with insurance costs as a leading factor. The primary reason for the large increases in cost is due to much larger awards being granted to accident plaintiffs as compared to historical norms.

To help mitigate rising costs, LTI has undertaken some preemptive measures to lock in acceptable rates for 2020. As you may know, LTI has significantly altered our hiring requirements. We are no longer hiring drivers below two years experience and have made many other changes as well. While this will certainly influence the number of eligible hires, it has helped us maintain an insurance rate for 2020 comparable to 2019. We have also reduced our exposure by taking on less of a deductible in most policies.

Understanding CSA Scores

By Bill Riley, Safety Manager

Compliance, Safety, Accountability (CSA) scores for drivers should be as important to them as their safe accident records. CSA scores for drivers are one of the top tools that insurance and trucking companies look at to evaluate the quality of the driver. Drivers with lower CSA scores are perceived to be safer than drivers with higher CSA scores. There are seven categories that are scored by the CSA.

- **Unsafe Driving** - Speeding, reckless driving, improper lane change, inattention, no seatbelts
- **Crash Indicator** - Histories of crash involvement
- **Hours-of-Service Compliance** - Noncompliance with HOS regulations, including logbooks
- **Vehicle Maintenance** - Brakes, lights, defects, failure to make required repairs
- **Controlled Substances/Alcohol** - Use/possession of controlled substances/alcohol
- **Hazardous Materials Compliance** - Leaking containers, improper packaging and/or placarding
- **Driver Fitness** - Invalid license, medically unfit to operate a CMV

Every violation received on a roadside inspection is recorded on your CSA score, even if you only receive a warning. The CSA scoring system does not differentiate

We were able to analyze many more insurance companies as we significantly increased the number of insurance brokers utilized to assist us in securing our insurance policies. In essence, this increased the competition for LTI's insurance business. This was extremely time consuming but, in the end, saved the company at least \$500,000, if not more.

In addition, we are always considering improved safety enhancements. Our trucks are equipped with more advanced technology to help ensure safety, such as speed management technology, lane departure technology, roll over prevention, etc.

It is important to be aware of what challenges our organization (and industry) faces in order for our employees to understand the reason behind the changes we make. We are excited that the changes we have already made have already assisted in mitigating cost increases for this new year, and we will continue to make changes and enhancements to combat insurance costs as well as other operating costs to assist in our organization's profitability.

Be safe and Happy New Year! ■

between a ticket and a warning. A warning is actually more harmful to you than a ticket is. Since a warning never goes to court, there is no way for you to fight it or have it pleaded down to a lesser violation by a lawyer or Legal Shield. A ticket has a court date and could be reduced to a lesser violation, even if it is reduced down to a non-moving violation, it will still be worth, at minimum, one CSA point. CSA penalizes drivers for more recent violations by having a score multiplier.

All violations within the last year have a 3-time multiplier, after the first year they have a 2-time multiplier. The violations are worth their normal value after the second year, and will fall off your record after three years.

For example, if you were to get a 6-10 mph speeding violation (a 5-point violation) that would add 15 points (3 x 5) to your CSA score immediately. After 1 year, your points would be reduced to 10 points (2 x 5), then in the third year it would be 5 points on your CSA score. This score is reflected on your Pre-employment Screening Program record (PSP), which is one of the many documents reviewed when applying for driving positions. Drivers can view their PSP at the following website: www.psp.fmcsa.dot.gov/psp ■

"A warning is actually more harmful to you than a ticket is."

Sales: Supply & Demand of Freight

By Lesa Bault, National Account Manager

What a year it has been! 2019 was an extremely challenging year for truckload carriers as we experienced excess capacity and rate pressures from our customers.

The trucking industry saw growth with a 4% increase in contract freight and 7% in spot freight. However, while truckload volumes rose, we saw a decrease in rates. 2018 was a peak year for trucking, but that was true only for pricing, not volumes. Spot rates rise and fall with the availability of capacity while contract rates follow spot trends. We saw that capacity was tight in 2018, which was constrained by the ELD mandate and major hurricanes. At the same time, demand grew with the improved domestic economy. That is when we saw an increase in rates. With that extra revenue, carriers invested in higher driver compensation and new truck orders. Those moves expanded capacity, which pushed truckload rates back down in 2019. It is hard to say when we will see the next rebound. According to DAT, they expect the next rebound to take effect by mid 2020.

LTI did feel some pressure in 2019 with the state of the marketplace. Some of our existing customers put pressure

toward lower rates in order to keep incumbency. They also had higher expectations with meeting their compliance goals, with on-time-pickup and delivery being the highest focus. With capacity being softer this year, customers did not have trouble getting their freight covered, which meant less opportunity in the spot market. This led us to turn to brokers for more loads. Capacity drives truckload prices, and since truck availability is expected to be more constrained in 2020 compared to 2019, we anticipate spot market rates to rebound after a down year.

“Capacity drives truckload prices.”

Despite these challenges, Sales was successful in bringing on new business for both our fleet and Logistics. Looking towards 2020, we feel confident that we will strengthen our relationships with our existing customers, as well as diversify our current customer base. ■

Looking Forward in Logistics

By Rachael Cross, Director of Logistics
Carrier Procurement

When looking back, one constant that has flowed through the Logistics team in 2019 is *change*. A lot has changed in our world over the last year: with the help of Sales, we've onboarded new and solid customer accounts, were able to take advantage of margins in the softened marketplace, and have experienced changing department personnel.

We saw the quick rise of some new logistics accounts this year, including: Nestle, Bel Brands, Blommer, Americold, Unilever, and Upfield. Even though Kraft remained in the top spot, these other ones are quickly becoming favorites for continued growth and success. They are easier to work with, more apt to work with logistics, and have great freight.

Looking forward, 2020 is going to be a year of *focus*. We grew year-over-year from 2018 to 2019, but 2020 is going to be the year where we really make it count. We will be highly focused on all aspects of our business: customer service, operations, procurement, and the spot market. We all know which accounts have potential for growth and we are going to be highly focused on ensuring our relationships stay strong and grow. ■



A few of LTI's awesome Weekend Dispatch; Left to Right: Courtney Butcher, Michelle Butcher, Carlos Williams, & Kenderick McRath

4 Winter Maintenance Hacks to Avoid an Unnecessary Service Call

By Camden Civello, Executive VP

Avoiding unnecessary downtime will increase a truck driver's paycheck. In the winter months, we see a handful of scenarios that repeat throughout the fleet – many of which are avoidable with some preventative action and creative problem solving.

Do you want to increase your uptime and avoid having to call the shop for service help? If so, follow these four "hacks":

#1 Don't Let the Trailer Brakes Freeze

The Problem: When a driver has been driving in damp or wet conditions and parks for the evening, they set their trailer brakes and the moisture causes the brakes to freeze to the brake drums. The next morning when the driver goes to move, they release their trailer brakes but still cannot move because the brake shoes are frozen to the drum.

The Solution: You need to have the brake shoes separate from the brake drums. The first step is to release the trailer brakes and then proceed to the two rear trailer axles. You will need to take a hammer (a 1.5 lb. hammer or greater) and hit it up against the brake drum. This will help break off the ice and shake loose the brake shoe from the drum. Swiftly hit the hammer up against the drum three to four times on each of the brake drum locations (4 total) – the brake drum is accessible from the inside of the wheels on each side. You will need to carefully squat underneath the trailer. Do not hit the brake shoe – only the drum. This is the same solution that many road call services use and should do the trick.



#2 Don't Get Stuck on Ice

The Problem: Occasionally, a driver will have no choice but to park on top of an icy surface. When this happens, sometimes the truck cannot get traction to get off the surface. The tires spin and spin until it reaches solid pavement – often times this shock-loads the driveline and destroys the truck's rear end. This is a \$5,000 repair that will cause a lot of downtime.

The Solution: The best thing you can do is avoid parking on ice. If that is not possible, then you need to find a way off without causing damage to the driveline. On the truck's

dash, lock the second differential by flipping the switch (the truck must be in neutral or have the clutch pushed in). Slowly apply power to see if this gets you off the ice (in most cases it will). Once you are off, be sure to unlock the differential. If all else fails, call the Maintenance Department to have a wrecker pull you off.



#3 Don't Let Your Air Lines Freeze

The Problem: Drivers are supposed to drain their air tanks at the end of their day. If this does not happen, then moisture will stay inside of the air tank, and in the winter time this moisture will freeze up the airlines and the driver will be unable to move without air.

The Solution: At the end of your day, perform a post-trip inspection where you also drain your air tank. The air tank is accessible between the truck body and the rear axles – just below the deck plate behind the sleeper. On the end of the air tank, there is a drain chain valve; when this is pulled you will hear the air draining from the tank and towards the end will notice moisture sputtering out as well. This will expel all of the moisture, which will protect against frozen airlines when you go to leave the next morning.



#4 Dealing with Frozen Door Locks

The Problem: During an ice storm, a driver can have trouble using his or her key to get into their truck. Even if the key hole is accessible, sometimes the key can go in but cannot turn because the tumblers inside the lock are frozen in place.

The Solution: Heating up the key before inserting it into the door lock can help melt any frozen moisture inside the door lock. Take a key and hold it with a glove or with a pair of pliers, while you hold it over a flame from a lighter or up against a car cigarette lighter. Once you have done this for 30 seconds, insert the key inside the door lock and let it sit there for about 10 seconds before turning the key. Do not apply heat or an open flame to the truck itself – only the key. This should melt the frozen moisture holding the tumblers in place, and you should be good to go. ■

New Faces Around the Office



I'm Wendy Weatherman. I am originally from New York but have lived in 7 different states (NC, GA, FL, CO, IN, NY, MO). I have been in the transportation business since 1998. I have done everything from 3PL, HR, Orientation, Payroll, Planning and Safety to Dispatch and Fleet Management. I was even in a truck on the road for 6 years. For fun, I like to swim (was a champion swimmer

and swim coach for inner city youth), play pool, and have even been to Las Vegas to play for the World Championship. I look forward to many years with LTI.



I'm Robert Brockmeyer and I started with LTI as the Breakdown Administrator at the beginning of November. During my career I have worked as a Mechanic, Service Manager, and Parts Manager. I also have a background in the trucking industry as I used to Hot Shot as an Owner Operator. When I am not working, I dirt bike all over the US in some very remote locations. Photography is another hobby and side

business of mine. I have worked as a fashion, dance and architectural photographer. I have been happily married for almost 2 years and have one child.



Hi team! My name is Hal Pascale, and I've had the pleasure of working as a Fleet Manager at LTI for the past 3 months. Raised in Nashville, TN, I found St. Louis by way of a 6 year adventure in Southern California where I started my career in Manufacturing Operations. I was relocated to the Midwest 3.5 years ago to open a bottling plant for the Alkaline Bottled Water Company. Eventually

I stepped down but decided to stay in St. Louis. After pursuing music for a few seasons, I went back to work in Operations for a local baking ingredients distribution company that had a small fleet of drivers, eventually becoming their Safety and Compliance Manger. I fell in love with transportation and wanted to learn more about the industry. I am ecstatic to have since found a company that aligns with my core values of community, accountability, and service to others. When I'm not at work, I'm writing music, novels, or performing with my band, Cherokee Moon.



I am Jo-Ann Gorth, and I am new to LTI and the STL Metro area. I am originally from Baltimore, where I started my career in the steel mill industry, and eventually found my interest in commodity warehousing for London Metals Exchange. I started working in the warehouse as the shipping/receiving clerk and worked my way up through Customer Service and Management positions. In 2013, I

became Director for US Operations at Worldwide Warehouse Solutions. I lived in Michigan for five year and then moved to IL in 2018. I worked briefly as Customer Service Mgr. for Dial Soap in Edwardsville, but found that was not challenging enough. I have a wonderful husband who I have been married to for 28 years, and my son who lives in Manhattan that I miss very much. When at home I am an animal lover, and have four dogs and work with rescues to help other four legged fur babies find their forever homes. ■

Do you follow LTI on Social Media?

Check us out on Facebook, Twitter, Instagram, and YouTube for unique content everyday!



Employee Spotlight

Carolyn Rangel



Carolyn Rangel is LTI's Shop Administrator who has been with us for almost 30 years!

Carolyn is a huge asset to our organization and is essential to our shop's operations. She's very knowledgeable of the shop and driver's maintenance needs as well as the the industry as a whole. She seeks to always be informed of what is in progress and

happening at our repair facility and puts her best effort forward to be helpful.

Carolyn always greets drivers with a smile and is always pleasant to work with. She truly cares about those she works with and always has the driver's best interests at heart. Every day, she has a great attitude and always has a friendly word for drivers and co-workers alike.

Carolyn is a well regarded employee and is proud to be a friend, wife, mother, and grandmother. Thank you for all that you do Carolyn! We are grateful to have you with us! ■

What is the Employee Spotlight?

LTI features profiles on our associates and drivers who consistently go above and beyond. We encourage these profiles to be nominated and written by anyone who wants to recognize a fellow employee. Please contact Christian Civello to learn more.

Refer a Driver, Earn \$3,000!

Remember, you can always earn \$3,000 for *each* driver you refer to LTI that gets hired on. LTI's Referral Program is a great way to substantially increase your income!

If you would like to request business cards to help you recruit drivers, please reach out to Christian Civello by emailing: christian.civello@litrucking.com



Photo taken by LTI Driver Kristopher Pugh. For more Photos from the Road, check out page 8!



Our contestants for LTI's Annual Ugly Christmas Sweater Contest!
Left to Right: Zack Sanders, Deidra Sanders, Jackie Southerland, Amanda Lewis, Wendy Weatherman, Shawn Dunn, Rachael Cross, & Danielle Rist

Photos from the Road



P. 8
Top: Jason Weising (2)
Middle & Bottom: Joseph Vaughan (3)

P.9
Top: (left to right) Lexi Poyser, Pamela Sommer, Ian Mulcahy, Ron Biddle
Middle: Kyle Eaton, Vanessa Britten
Bottom: Rita Swenson, Ryan Spadafore





Happy Birthday to You!

January

Jimmy Andrews
 Ronald Biddle
 John Bombardier
 Michael Catlin
 Keith Diester
 Adalberto Duarte
 Tanner Gress
 Lori Halverson
 Lucas Henning
 Melissa Holtmann
 Nathan Huff
 Paul Janke
 William Johnson
 Michael Kopfer Jr
 Mandy Lansdon
 Joycelyn Leblanc
 Luke Lore
 Eric Martin
 Sean Mauk
 Keith McDaniel
 Mark Miller
 Jesse Myers

Keith Owens
 Devin Parker
 Terry Perrell
 Kristopher Pugh
 Danielle Rist
 Alfred Robinson
 Michael Rosso
 Byron Rushing
 Deidra Sanders
 John Shoemaker
 Justin Smith
 Todd Smith
 Sharon Smith-Morrow
 Mark Summers
 Michael Vinson
 Jesse Webb
 Christopher Whitkanack
 Brenda Williford

February

Dan Allison
 Stephen Allums
 Thomas Blair

Francis Braucci
 Jamal Burton
 Michelle Butcher
 Bruce Claiborne
 Brian Fenton
 Kenneth Greenwood
 IBN Johnson
 David Kowalkowski
 Christopher Long
 Jeffrey Miller
 Stephen Milligan
 Meacher Peten
 Terald Richardson
 David Roberts
 Stephen Russell
 James Swanson

March

Frank Bennish
 Justin Braneky
 Craig Campbell
 Dennis Connor
 Terry Covington

Zachary Dover
 Penny Eaves
 Duane Galyean
 Robert Gilmore
 Walter Harris
 Jerome Henrichs
 Larry Lansdon Jr
 Michael Lynn
 Oscar McGee
 Willard Myers
 Downing Pryor
 Rontavis Rich
 Robert Rourke
 David Saggio
 Michelle Servin Manning
 Drashay Spadafore
 Ralph Thurston
 Anthony Vance
 Percy Watson
 Karl Wernsing
 Siegfried White
 Mike Wilson

Celebrating Anniversaries:

1 year

Adam Bachhofer
 Tricia Betts
 John Bombardier
 Tim Camp
 James Chumley
 Douglas Clark
 Anthony Daniels
 Harold Doss
 Nathan Ehrich
 Jessica King
 Luke Lore
 Michael Matzker
 Darwin McAllister
 Amy Nelson
 Zane Patrick
 Angel Poole
 Terald Richardson
 Sean Riordan
 Robert Rourke
 Todd Smith
 Richard Stapleton
 Joseph Vaughan
 Cadee Velten

Jason Weising

2 Years

Ronnie Ball
 Ronald Biddle
 Michelle Gill
 Rebecca Howard
 Richard Howell
 Paul Janke
 Dereck McDonald
 Terry Perrell
 Joseph Reece
 Desmond Ritchie
 James Rumpler
 Timothy Shea
 Gerald Watterson

3 Years

Nathan Chartrand
 Meriha Houle
 Michael Jacobs
 Monea Kimple
 Colleen McDonnough
 Tod Owens

Mickey Stahlman
 Mark Summers

4 Years

Lamont Johnson
 Dennis Loux

5 Years

Denise Bennett
 Erika Bolton

6 Years

Jeff Groves
 Jeffrey Hamblen
 Norman Nelson
 David Roberts

7 Years

Lori Halverson
 Mark Rosenkoetter
 Sandra Snowden

8 Years

Clarence Rhodes

9 Years

Dan Allison
 Frank Bennish
 William Johnson

10 Years

Paula Naugle
 Ralph Thurston
 Brenda Williford

16 Years

Travis Murray

19 Years

Jon Howell

35 Years!

Kevin Boeckmann



A toy-filled Christmas tree at our Driver Resources Center with donations for children through the Foster Grandparent Program!



LTI Driver Janis Alfred with her dog Tinkerbell

Health & Wellness: Don't Fall Into This New Year's Resolution Trap

Historically, one of the top New Year's resolutions is to lose weight. Unfortunately, many people look to fad diets and weight loss products to achieve their goals quickly. While fad diets may prove effective initially, research shows that many people don't find long-term success with these types of diets.

Lasting Lifestyle Changes vs. Quick Fixes

Instead of setting a goal to lose weight fast this New Year's, set a goal to lead a healthier lifestyle. Common lifestyle New Year's resolutions include the following:

- Exercise regularly—Aim to get at least 150 minutes of moderate aerobic activity or 75 minutes of vigorous aerobic activity a week, and to do strength training exercises of major muscle groups at least twice a week.
- Maintain a well-balanced, healthy diet—Try to eat a variety of fruits, vegetables, whole grains, protein-rich foods and healthy fats. Make it a goal to incorporate more fruits and veggies into your diet.

- Increase the amount of sleep you get—One of the best ways to become healthier is to get enough sleep. Try to get at least seven hours of sleep, the expert-recommended amount, per night.

Set Yourself Up for Success

According to U.S. News & World Report, 80% of New Year's resolutions fail. That's why it's so important to set yourself up for success when you're choosing a resolution. Regardless of what you choose as your New Year's resolution, make sure it is a "SMART" goal—one that is specific, measurable, attainable, realistic and timely—to increase the odds that you will stick to it. ■



What Would You Like to See in the Mile Marker?

Give us your suggestions on how to make the company newsletter better by emailing christian.civello@litrucking.com



The Mile Marker 19.4