



THE MILE MARKER

Company Newsletter | Winter 21-22



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The Cover

LTI THE MILE MARKER
Company Newsletter | Winter 21-22



This Mile Marker's cover features just a few of LTI's incredible Million Mile Drivers. For more info on our Million Mile Club and its members, check out p.3!

Message from the President

I hope everyone and their families had a merry Christmas and happy New Year!

Wrapping up 2021, I am very pleased with where LTI is at today, and am very excited for 2022! We have made an impressive turnaround from the challenging previous year to a far more successful and profitable year. This couldn't have happened without the hard work and commitment from everyone at LTI. Your perseverance and commitment to succeed has turned 2021 into a good year, but more importantly it has made LTI a great company. With all of us working together, we not only made wonderful progress in 2021 but we also improved LTI in such ways that will set us apart from other companies, creating a very promising future. I am very proud of everyone at LTI

who has stepped up, accepted, and conquered our challenges and helped make LTI the wonderful and special company that we are.

Thank you all for your hard work, commitment, and loyalty to LTI and to each other! I am looking forward to 2022 and our future together!

Merry Christmas, Happy New Year, and God bless you,

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

The Switch to Samsara

By Bill Riley, Director of Safety & Recruiting

As many of you have noticed, LTI is switching from our Omnitracs ELD system to a new Samsara ELD that is configured on tablets that are mounted into the trucks. Over the last 18 months we have been evaluating our Omnitracs along with several other ELD providers to make certain that we are providing the best tools to our drivers. We did not take this review lightly and have had a long-standing partnership with Omnitracs, but we felt that the system provided by Omnitracs was outdated and no longer the best option for our company or our drivers. After a long search of comparing different solutions, we believe that Samsara provides the best and latest technology, along with a new range of tools and features that are easy to use. This change will benefit our drivers and organization immensely.



Bill Riley training Operations on the new Samsara system

The Hours-of-Service functions in Samsara are some of the easiest to adjust your status or edit logs in. In addition, you will have the ability to take pictures of any damage to the truck or trailer while completing a pre-trip or post-trip inspection. The biggest change that you will experience is the load information being located under *Routes* and sorted by date instead of just getting load information sent to the inbox. Located

in *Routes* with the load information is where the form messages that you'll send in for the loads will be found. Samsara also offers a very easy communication platform that allows you to message your Fleet Manager through a system that looks very similar to texting on your mobile phones.

"In the short period of time we have been adding (outward) cameras, we have already been able to exonerate our drivers from 3 separate accidents."

Along with updating our ELDs with Samsara, we are also adding outward (forward) facing cameras to our trucks. In the short period of time we have been adding cameras, we have already been able to exonerate our drivers from 3 separate accidents and verify several other incidents. The cameras will help defend our drivers and protect their licenses and careers from unnecessary and wasteful litigation. These cameras do not record anything in video or audio that happens inside the cab of the tractor, we value your privacy and are not trying to invade it, but we want to make sure that we are able to prove that we have the safest drivers on the roadway.

While changes can be difficult, we must all work together as a team as we transition our ELD systems. We look forward to a long partnership with Samsara and are sure that each and everyone of you will see the benefits and experience how simple the Samsara program is compared to the previous system. ■

A Million Mile Celebration

By Lea Hines, Director of Operations

Driving a million miles, safely, at one company, is no small feat. LTI is honored to employ not one, but 12 drivers who have gone above and beyond and reached over one million miles safely driven throughout their career at our organization.

With much excitement, the owners of LTI and our Executive Management Team hosted a Million Mile Driver Luncheon in December at our corporate office. We were able to route 9 of our Million Mile Drivers here with assistance from their Fleet Managers to receive their achievement awards.

Along with the luncheon, each driver received a custom trophy and plaque, a custom Carhartt Jacket, and a Million Mile hat commemorating their accomplishments.

Our Million Mile Drivers are the epitome of what we hope all our drivers to strive to be. Their unwavering commitment to be the best at what they do is certainly self-evident and commendable. We couldn't do what we do without such



*Our Million Mile Drivers gathered with our President & CEO, Nicholas Civello
Left to Right: Twinella Thurston, Jon Howell, Rodger Yount, Ralph Thurston, Hasan Muftarevic, Jeff Snelling, Dennis Connor, Jerry McDonald, Desmond Ritchie
Bottom: President & CEO, Nicholas Civello*

Million Mile Club

Jerry McDonald
Rodger Yount
Jeff Snelling
Ralph & Twinella Thurston
Craig Brenneforder
Jon Howell
Dennis Connor
William Bowling
Desmond Ritchie
Mark Rosenkoetter
Hasan Muftarevic

Coming Soon:

Sharon Coleman
Lori Halverson

dependable drivers. These drivers are industry icons, and we're honored by their commitment to our organization.

Think about this: one million miles is about the same distance as driving around the world 40 times!

We are all extremely proud of our skilled drivers for their outstanding achievement. They exemplify the engagement and pride essential to making our highways safe, while meeting our customers' needs, and keeping our country's economy rolling!

We are excited for two more of our drivers to be joining the elite group of Million Mile Drivers soon! In the near future, we will have the honor of celebrating these two additional Million Mile, female drivers for their huge accomplishments.

All of our Million Mile drivers exceed industry expectations. And we can all rest easy knowing that we have such qualified, safe, and experienced drivers beside us on the road! The next time you see one of them, congratulate them on their incredible accomplishments! ■



Our Million Mile drivers enjoying some coffee & cookies after a catered in lunch with our President & CEO and other LTI team members



New HQ & Drivers Lounge at Eagle Park

By Camden Civello, Executive VP

LTI Trucking Services, Inc. is excited to announce that we have begun construction on our new corporate office.

Currently LTI Trucking Services and LTI Logistics Services operate from the corporate office in downtown St. Louis, Missouri, while equipment servicing and storage takes place in Madison, Illinois. We are now in the early stages of constructing a centralized corporate office at 1028 Eagle Park Road, Madison IL, with a completion date expected in early Summer, 2022.

In the strategic planning for the organization, we have identified several significant benefits in LTI constructing a new office and consolidating its work locations. Throughout the project planning, we sought to imagine a headquarters that works well for our industry, operations, and workforce; we also have aimed to create a workspace that has us prepared for the future of work and optimizes the structure and flexibility of evolving workplace convention.

The new facility will occupy 8,400 square feet. It will include new workstations, offices, a conference and a meeting room, and hoteling (or "hot-desking") stations. It will also include a new driver orientation room and a new driver's lounge.

For our Office Team:

The new office will be laid out around an area where the individuals responsible for securing, planning, and dispatching loads work in a cooperative and energetic environment. Supporting departments will all be under

the same roof, creating for clear and frequent day-to-day communication. Hoteling stations will allow for individuals with fluid work arrangements to come and go with ease.

Continued on next page...



New HQ & Drivers Lounge at Eagle Park, continued:

...continued from previous page:

For our Drivers:

Drivers will enjoy a new Drivers Lounge Facility equipped with a kitchenette, eating area, and expanded lounging and entertainment areas. Drivers will have access to additional laundry machines, shower rooms, and relaxation rooms to utilize while waiting on equipment repairs. The lounge facility will be down the hallway from a driver's fleet manager and the various departments and individuals they work with on a daily basis.

For our Organization:

A tremendous benefit of this new facility will be the proximity of all organization functions. Operations, Payroll, Safety, Recruiting, Sales, Maintenance, etc. will all be located at the same terminal site. A boost of efficiency is expected in the daily undertakings of cross-department work. Opportunities to collaborate among departments will become more abundant.

And most importantly, it gives LTI the opportunity to continue to live-out our message to drivers: "Be a Name, Not a Number". A centralized office is progress in counteracting the limited opportunities for trucking companies to connect with their workforces by face and name.

Additional information will be communicated throughout the project. As we get closer to the facility's completion, Human Resource and everyone's individual managers will be in contact with more details. ■



*Right: Renderings of the coming Drivers Lounge, including the kitchenette, lounge area, relaxation rooms, showers, laundry, & more!
Bottom: An early-stage rendering of the entire facility's floorplan, with Operations on one end and the Drivers Lounge on the other. Please note these images are sample renderings. The details depicted are tentative and approximate, and may change.*



2021: A Successful Year Focused on Efficiency

By Brian Gibala, VP of Sales

As I reflect on what was a challenging yet rewarding and successful 2021, three major focus areas stick out that guided our actions in 2021:

- Driver Friendly and Efficient Freight Awards
- Rate Increases to Offset Additional Costs
- Strengthened Partnerships with Key Accounts

Driver Friendly and Efficient Freight Awards

Market conditions were of course extremely favorable for LTI in 2021 which led to great optionality in how, where, and to whom we allocated our capacity for the year. We focused on regional density and market area balance, lane volume density and seasonal consistency, as well as facilities with favorable turn times and pickup/delivery flexibility.

Worker shortages at various facilities across the country which can result in driver detention is, to an extent, outside of our control. However it was of paramount importance to mitigate this by increasing our DROP / LIVE ratio to keep our drivers moving.



securing these necessary increases and our customers truly recognized our value and worked well with us in allowing us to exceed expectations for rate increases overall. We expect continued cost headwinds in 2022 and will need to increase rates further to remain competitive and continue delivering safe and reliable service.

Partnerships with Key Accounts

LTI has a long-term mentality when it comes to customer relationships. While new opportunities are abundant and must be explored, we also must maintain and strengthen our long-term position and relationships with our critical partners. This can be challenging to balance but I am proud of the way LTI rose to the occasion and supported the right customers in 2021.

Looking Ahead

We must be even more obsessed with efficiency for our drivers and meeting our customers' expectations. We need to maintain our focus in these three interconnecting areas and will work diligently to improve overall network health, efficiency, dwell time, rates, and strengthen relationships with current clients while developing new relationships with prospective clients.

With all of the great improvements made across various departments including the McLeod upgrade, Manhattan optimization, the LTI driver app, a new ELD provider, various IT improvements, and so much more, LTI is positioned well for sustained success in 2022 and beyond!



	January 2021	November 2021
% of Stops DROP	53%	69%
Dwell Time Median Overall (Hours)	1:10	0:58
Dwell Time Median – DROP (Hours)	0:37	0:36
Dwell Time Median – Live (Hours)	2:46	3:03

While individual live load / unload times increased network wide, the overall impact to LTI was significantly reduced by converting 162 stops per week from LIVE to DROP and thereby seeing overall median dwell time reduced by 17%.

Operations, Sales, and BI collaborated with each other and externally with our customers to achieve a more efficient mix of freight. This will continue to be a major focus in 2022.

Bottom line: Shippers must work with us to be more efficient and keep our drivers moving or we will move capacity elsewhere. Our drivers' time is valuable and facilities need to stop wasting it!

Rate Increases

To remain competitive with wages and continue to make investments in technology and equipment, we needed to secure rate increases. It was a favorable environment for

Winter Driving Quiz

1. True or False: Reducing the air pressure in your tires improves traction.

A: False: Reducing air pressure doesn't improve traction. It reduces steering ability and can cause a blowout if the tire overheats.

2. Which of these two common incidents is more likely to happen: A vehicle collision or an out-of-vehicle slip and fall?

A: Slips and falls are the No. 1 cause of driver injuries, and 22% of those injuries are serious enough that drivers miss 30 or more days of work.

3. Which weather condition causes more crashes — rain or snow?

A: Actually, rainy weather conditions cause five times more accidents than snowy conditions.

4. Which is the most common reason a truck will go into a skid: driving too fast, excessive breaking/decelerating too quickly for the conditions, over-steering, or over-acceleration?

A: Driving too fast. Driving fast is easy. It is stopping that's a challenge.

5. When driving on a wet road, drivers should: reduce speed by 10%, 25% or 30%?

A: Reduce speed by 25%. For example, if you'd drive 55 mph in ideal conditions, reduce speed to 40 mph when the road is wet.

6. In the winter, drivers should never let their fuel tank get below: 10%, 25% or 30%?

A: 25%. There are two reasons to keep your truck at least 25% full. First, a full tank reduces condensation that can plug up your fuel line. Second, if road conditions take a turn for the worse, you'll be glad to have more fuel than you thought you'd need.

7. On what day of the week are drivers most likely to get into a deadly collision?

A: Saturday is the most common day for fatal collisions in winter, and the odds spike during winter holidays. During the week, Friday is the most dangerous day.

8. When driving on snowy or icy roads, it can take up to 5, 10 or 20 times longer to stop?

A: 10 times longer. Increase your following distance accordingly.

9. In snowy weather, what should drivers do every time



Photo taken by Driver Loren Clem at Pilot in Northfield, Minnesota. For more Photos from the Road, check out p.10!

they pull over: Check weather conditions, check headlights, check reflectors, or all of the above?

A: All of the above. Weather conditions can change throughout the day, so check each time you stop for fuel or a rest break. Clear accumulated snow, ice or road grime off your lights and reflectors. This helps you see better and increases the chance other drivers will see you. Keeping your lights and reflectors clean can also help you avoid getting pulled over. Observable defects are the primary reason for DOT inspections. The weather will already be slowing you down, and a traffic stop will only put you farther behind. Experienced drivers often carry spare bulbs and fuses, as well.

10. What should drivers do if they start to skid? Brake lightly and steer in the opposite direction of the skid? Ease off the accelerator, steer toward a reference point and into the skid? Or, honk your horn to alert others and steer away from oncoming traffic?

A: Ease off the accelerator, steer toward a reference point and into the skid. If your vehicle has a manual transmission, you should also slowly depress the clutch pedal while you ease off the accelerator.

Remember to follow these general safe winter driving tips:

- Go slowly and increase following distance.
- Be gentle with acceleration and braking.
- Plan routes to avoid hills when possible.
- Carry and use chains in states that require them (and practice putting them on before the flakes begin to fall).
- Wear boots appropriate for winter weather.
- Keep survival supplies in the vehicle in case you get stuck. ■

Taking Care of Your Truck

By Camden Civello, Executive VP

As a professional driver, you are in control of your vehicle – which means that you have an impact on your vehicle’s maintenance performance as well. A driver has almost unmatched influence on the uptime of his or her vehicle.

To better direct on this, the Maintenance Department has identified the most simple practices that affect performance, cost, and uptime of a truck and trailer. We reviewed thousands of repair records, interviewed our most experienced drivers, gathered industry benchmark information, and shadowed mechanics’ inspections and servicing of equipment.

The result: a basic summary of what LTI’s highest performing drivers will do to keep their equipment in top-notch condition. We have identified three fundamentally basic reminders of what a driver should check, and three tips for avoiding unnecessary downtime.

The best checks a driver can do for preventative maintenance are the following:

1. **Tires:** You must thump each tire, each day; no exceptions. Tires represent the most controllable maintenance cost and maintenance interruption that can exist on the road. Tire blowouts are not the nature of the beast in trucking – they are preventable by inspecting tires, maintaining proper PSI’s, and avoiding tire curbing.
2. **Fluids:** The best drivers do things right (per the DOT and in general) and never shortcut a proper pre-trip inspection, which includes looking under the hood. Check the levels of your oil, coolant, steering fluid, and washer fluid. Ensure that you have not unexpectedly lost fluid and that you’re prepared for your trip.

3. **Leaks:** Drivers are the maintenance department’s eyes and ears to help us catch leaks early. Look for oil leaks at your engine and coolant leaks at your radiator. Peak underneath the truck to ensure there is no puddle of fluids. Look at your wheel seals and rear end for leaks. Listen for air leaks at your wheel hubs, air lines, and 5th wheel.

The simplest measures a driver can take to avoid preventable damage are the following:

- A. **Accelerate Slowly:** A truck’s speed should be slowly built up. By being patient and letting the gears work as designed, the transmission is going to experience less wear and tear and damage. Slowly accelerating will also prevent any drive line and u-joint damage.
- B. **Back Up Slowly:** A truck never needs to be backed and coupled into a trailer in a hasty manner. The process should be slow and methodical. It only takes 30 lb. of pressure to activate the jaws on the 5th wheel – therefore there is never need to build force to couple into a trailer. Going slow will prevent 5th wheel damage and broken cab extenders.
- C. **Curve Widely:** It’s back to basics here – take your turns widely. By giving yourself room and an adequate turning radius, you will avoid unnecessary tire damage, cab extender damage, and airline breakage.

This 123, ABC reminder lays out the most fundamental and impactful measures that you must take to maximize uptime. Keep these reminders front of mind in the operating of your equipment. All of this will work to your advantage – after all trucks and trailers are the valuable tools you need to do your job, let’s treat them as such. ■

TOP 3 PERFORMANCE CHECKS for preventative maintenance

1 Tires Tire blowouts are preventable. Thump and inspect every tire, every day.

2 Fluids Check levels for oil, coolant, and power steering.

3 Leaks Catch fluid and air leaks early. Inspect hubs and look under the truck.

THE ABC’s to avoid unnecessary damage

Accelerate Slowly Creates less wear-and-tear on the clutch and reduces damage to the drive line.

Back Up Slowly Saves on damage to 5th wheels, cab extenders, and reefer units.

Curve Widely Reduces curbed tires, broken air lines, and cab extender damage.



Off-Duty Reminder

By Ian Mulcahy, Fleet Manager

One of the biggest tips we can give you in managing your time is, first and foremost, always log accurately what you are doing when you are doing it.

When you are stopped and off duty, it's essential that you make sure to change your status to "Off Duty". This will pause your 70hr clock. If you fail to do this, the system will automatically put you in "On Duty" status, burning time from your 70 hours. Remember anything "On Duty" or "Driveline" will burn your 70hr clock.

You of course do have the ability to edit if you make a mistake; on everything except... that's right: "Drive time".

Besides not burning through your 70hr clock, the biggest benefit to you in logging accurately is that it allows your Fleet Manager to get you preplanned on the best next load for you. As you know, more loads means more money.

Also remember when you are at the shipper/receiver you only need to be "On Duty" when you are actively interacting with the customer (ie. Taking care of paperwork, on the dock observing or assisting with loading and unloading). If you are in the sleeper berth you can place yourself in the "Sleeper Berth" or "Off Duty" status.

Remember: Managing your time wisely directly increases your bottom line! Keep it safe out there and keep up the great work you all do. ■



LTI's Recruiting Dept collected over 80 toys this holiday season for donation to SWIC's Grandparent Program! Thank you to all those who contributed!

Health & Wellness: How to Make - and Keep - Your New Year's Resolution

As we reach the new year, you may find yourself reflecting on the past year. This introspection is a significant first step toward selecting a New Year's resolution to help you grow as a person. However, 80% of New Year's resolutions fail by mid-February due to a lack of self-discipline, according to U.S. News and World Report. That's why it's important to set yourself up for success when you're choosing a resolution.

Regardless of what you choose as your resolution, make sure it's a "SMART" goal—one that is specific, measurable, attainable, realistic and timely—to increase the odds that you will stick to it. Here's what that means:

- **Specific** — A specific goal is simple and strategic. It's something you can easily conceptualize. For example, instead of saying you'll eat healthier, be specific about how you can actually do that (e.g., eat a vegetable at every meal, eat breakfast every day or eat fish twice a week, etc.).
- **Measurable** — A measurable goal is quantifiable: you'll be able to see if you're making progress as you go. For example, if you want to save \$500 for your emergency fund or save for a down payment on a

home, you'll be able to track your savings and prove you're making progress along the way.

- **Achievable** — An achievable goal is realistic and attainable. If you've never worked out before, a daily workout goal won't likely be feasible or sustainable in the long run. Alternatively, if you're already taking walks, start with increasing the duration or frequency of them.
- **Relevant** — A relevant goal needs to make sense or be appropriate to you. You want your goal to matter, so reflect on the past year about what's working in your life and what's not. Timing is equally important, so ensure this is the right time for you to tackle the resolution.
- **Timely** — A timely goal is accomplished within a specific time frame. You can adjust this period as needed and make new goals or deadlines after achieving the first one.

Remember that New Year's resolutions don't have to be health-related, so find what matters to you to help you live a better life in 2022! ■

Photos from the Road



Left: Photo taken by Driver Loren Clem during a snowstorm at Pilot in Northfield, Minnesota

Bottom: Photo taken by Driver Jason Chadd inside The Carthage Underground, an extensive cave system owned by Americold in Carthage, Missouri!



Bottom Left: Photo taken by Driver Loren Clem at a rest stop in Pennsylvania

Bottom Right: Driver James Budd showing off his truck after some cleaning over the Christmas weekend!





Our contestants of LTI's Annual Ugly Christmas Sweater Contest!

Do you follow LTI on Social Media?

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



Happy Birthday to You!

January

Jimmy Andrews
Ronald Biddle
Robert Briggs
Melissa Burnett
Sharon Coleman
Keith Diester
Malcolm Glover
Lori Halverson
Deramous Harris
Theresa Horn
Edward Krawczynski
Jocelyn Leblanc
Derrick Lee
Edward Martin
Sean Mauk
Keith Mcdaniel

Tarl Miller
Harold Peake
Danielle Rist
Alfred Robinson
Sammie Robinson
Michael Rosso
Deandre Rush
Deidra Sanders
Joshua Schildroth
Dwayne Steele
Tara Sullivan
Mark Summers
Justin Vance
Michael Vinson
Jesse Webb
Amy Willers
Aaron Williams

February

Dan Allison
Stephen Allums
Jeffery Bartlett
Michelle Butcher
Joanna Campbell
Bruce Claiborne
Kenyata Curry
Michael Flynn
Wade Gaston
Ronald Ike Sr
Tikeyia Jones
Christopher Long
Jeffrey Miller
Stephen Milligan
Latonya Reed

David Roberts
Stephen Russell
Chris Slawson
Lyndon Spencer
James Swanson

March

Anel Avdic
Lisa Barton
Frank Bennish
Justin Braneky
James Budd
Craig Campbell
Dennis Connor
Penny Eaves
Duane Galyean
Kenneth Gebhardt

Walter Harris
Jerome Henrichs
Hezekiah Kelly
Larry Lansdon Jr
Willard Myers
Thomas O'Neill
Earon Randle
Michael Ratley
Elmer Schultz
Karen Shipp
Austin Thielen
Ralph Thurston
Twinella Thurston
Percy Watson
Karl Wernsing
Anthony Williams
Mike Wilson

Upcoming Anniversaries:

1 Year

Jeffery Bartlett
Travis Bell
Ann Brands
Robert Briggs
Keith Craft
Forrest Davis
Shad Demerson
Edward Dennis
Paula Hemm Vushaj
Jocelyn Leblanc
Katie Marie Mettill
Stephen Milligan
Robert Noto
Michael Paige
Paul Robbins
Deandre Rush
Harry Rush

Robert Sims
Lesa Smith
Lyndon Spencer
Chad Torgerson
Joseph Vaughan
Aaron Williams

2 Years

Morgan Braithwaite
Thomas Hunsberger
Freddie Ivory
Matthew Kern
Craig Latona
Larry Rutherford
Roscoe Teague
Vernell Thunderbird
Angela Wallis
Kennedy Ware

3 Years

Tricia Betts

4 Years

Ronald Biddle
Rebecca Howard
Terry Perrell
Sheril Pringle
Desmond Ritchie

5 Years

Brandon Benton
Nathan Chartrand
Michael Jacobs
Monea Kimple
Tod Owens
Mickey Stahlman
Mark Summers

6 Years

Dennis Loux

7 Years

Erika Bolton

8 Years

Jeffrey Hamblen
Norman Nelson
David Roberts

9 Years

Lori Halverson
Mark Rosenkoetter
Saundra Snowden

11 Years

Dan Allison

Frank Bennish

12 Years

Paula Naugle
Ralph Thurston

18 Years

Travis Murray

21 Years

Jon Howell

31 Years

Rodger Yount

37 Years!

Kevin Boeckmann

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



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