

# THE MILE MARKER

Company Newsletter | Summer 2023



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## The Cover

**LTI THE MILE MARKER**  
Company Newsletter | Summer 2023



*This Mile Marker's cover features a picture taken out on the road by LTI Dedicated MoLo Driver, Ron Biddle in Lancaster, Pennsylvania.*

## Message from the President

I wanted to take a moment to reflect on what truly sets LTI apart as a strong and successful company: our exceptional customer base and our dedicated drivers. It is with great pride that I acknowledge the pivotal role they play in our continued success.

By fostering a culture of appreciation, respect, and open communication, we can create an environment where our customers and drivers genuinely love doing business with us. Let us embrace this opportunity to exceed expectations and uphold LTI's reputation as the premier

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***"By fostering a culture of appreciation, respect, and open communication, we can create an environment where our customers and drivers genuinely love doing business with us."***

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As we move forward, it is crucial that we always bear in mind the significance of our customers and drivers—the lifeblood of LTI. Without their unwavering commitment and support, our company would not thrive as it does today. Therefore, it is our collective responsibility to go above and beyond to ensure that both our customers and drivers enjoy a positive and fulfilling experience with LTI.

choice within our industry.

Each one of us has the power to make a lasting impact and reinforce our company's success. Together, we can continue to achieve greatness and reach new heights.

Thank you for your unwavering dedication and commitment.

Nicholas Civello  
President & CEO

LTI Trucking & Logistics Services, Inc. ■

## Network Optimization

By Bill Riley, VP of Operations

Just as with everything else in our lives, freight matching and freight analytics has continued to become more and more complex, requiring sophisticated calculations that can only be completed by computers. Recently Brian Gibala, Vice President of Sales, and I had the honor of going to a freight management workshop with other carriers, hosted by Truckload Wizard. You may not have heard of Truckload Wizard, but they have been a pioneer in the freight analytics business for over 35 years and have represented some of the largest carriers in the nation during that time. Truckload Wizard is to Transportation what Billy Beane is to Major League Baseball. If you don't know who that is, it is Brad Pitt's character in *Moneyball* (2011).

While at the workshop, we analyzed our freight and markets, reviewed tools available to LTI to make us all more successful, and shared ideas with other carriers to learn better ways to improve our procedures and make LTI a better company. This workshop was very beneficial as it is always valuable to have an unbiased, outside set of eyes review your network and tell you what they see is working and not working, and show you the data to support their position.

While interacting with other carriers, it is always interesting to discuss how they complete their core tasks. It doesn't matter if you have 100 trucks, 1,000 trucks, or even 5,000 trucks—most of the tasks are still completed very similarly

as we all routinely look at the same metrics, attend the same meetings, and deal with the same issues; larger companies simply deal with them on a larger scale. After speaking with larger carriers, I do believe that LTI has the advantage of being more flexible and is able to work quicker to solve our drivers' issues or concerns than some larger carriers.

***"With this change in focus, we will be more efficient, provide better service to our customers, and produce greater financial returns to pave the way for future growth."***

This workshop has helped push a culture of change in our Operations and Sales departments. These tools bring heightened awareness of operational and financial yield metrics to key users in both departments. Most of these changes will be seamless and will not only satisfy our customers' needs but give our drivers what they are always asking for: more miles, more efficient time under dispatch, and less broker loads. With this change in focus, we will be more efficient, provide better service to our customers, and produce greater financial returns to pave the way for future growth. ■



## Introducing: Monica Cruthis, Director of Safety & Loss Prevention

With a decade of expertise in transportation safety, Monica is a top-notch professional who knows the ins and outs of the industry. Her passion for safety began with her family's trucking company in Granite City, IL. She is a Certified Director of Safety (CDS) with North American Transportation Management Institute (NATMI), and her skillset includes Risk Management, DOT Compliance, HOS, behavioral based learning, recruitment and skill training.

Monica lives for results and loves to help her team succeed!

When she's not working hard at transportation safety, Monica can be found spending time with family, cooking up delicious meals, baking sweet treats, or hiking to the tops of mountains to enjoy breathtaking views!



## Summer Driving Hazards

By Monica Cruthis, Director of Safety & Loss Prevention

The summer months bring sunshine, warm temperatures, and longer days. Unfortunately, it also brings a unique set of hazards that truck drivers must be aware of while on the road. Below are some critical summer driving hazards to keep an eye out for and how to handle them.

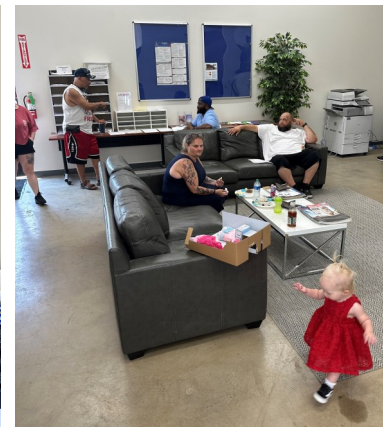
Summer is the time for fun, relaxing, and outdoor activities, but with that comes increased traffic from vacationers, pedestrians, and bicyclists. It's crucial to share the road and be attentive to your surroundings. If you're unfamiliar with the area, plan ahead to avoid distractions, stay focused on the road, and get to your destination safely. Remember to make quick glances at GPS devices and mirrors, and refocus on the road.

Another significant hazard that drivers face during summer months is adverse weather conditions. Tornadoes, high winds, heavy rain, hail, and thunderstorms are common summer hazards that can make driving treacherous. It's essential to keep an eye on the weather forecasts before heading out on the road. Checking forecasts will help drivers prepare for the road ahead and prevent accidents.

If you're experiencing any adverse weather that may interfere with safely delivering your load, inform Operations as soon as possible.

With more daylight hours during summer months, many drivers may feel tempted to keep driving longer than usual. However, fatigue and drowsiness can be dangerous even for the most experienced drivers. It is essential to take frequent breaks, stay hydrated, and get enough sleep before hitting the road. Ignoring fatigue can impair your judgment and reaction time, leading to poor decision-making while driving.

Summer is also a big season for construction work, and it's not uncommon for the roads to be filled with construction crews and work zones. As a truck driver, it's crucial to pay attention and slow down when passing through construction areas. Abide by the posted speed limits and be aware of any changes in traffic patterns. Exercise extra caution when entering and exiting work zones and pay attention to your surroundings. ■



*LTI Drivers Michael Ratley & Mark Taylor making use of the new Drivers Lounge patio by hosting a 4th of July barbecue for all drivers and families present at the yard on the holiday!*

## Embracing Automation Technology

By Deidra Sanders, Director of Logistics

I am pleased to announce that LTI Logistics Services has signed an agreement with Hubtek, LLC. Hubtek provides automated solutions for rate quotation and other processes. With their virtual assistant, Tabi, LTI Logistics will be able to capture significantly more spot load opportunities, instantly collect important information on our customer needs, and gain more in revenue and margin. This is an exciting development for us and marks a significant step toward improving the sophistication and abilities of our technology with cutting-edge intelligent automation. I feel we have stepped into the future of this process and technology, and I am excited to see the results to come.



In the month of June, we had the opportunity to test this technology. The revenue gained was 3% of our overall revenue and resulted in 8% average margin made per load. With further work, we plan to take this to the next level with load count, market share, revenue, and margin for both our logistics and assets. ■

## Improving Communication

By Christian Civello, Director of Marketing & Recruiting

In any given organization, team members are only as productive and successful as the information they are provided with allows them to be, which is why clear and constant communication is so important for an organization's health. Especially so when you and your coworkers are separated by hundreds of miles of highway. LTI is currently undergoing many changes that will benefit our company, one of which is a focus on improving communication.

Recently, Operations updated our phone mapping system, which allows callers to be better directed to the proper Operations personnel depending on the time of day or day of week they're calling in, to help ensure someone is always there to assist our drivers at any given time.

In addition, Payroll has created a new ticketing system to better manage issues submitted through Samsara's Pay Inquiry document. The new ticketing system helps ensure every pay inquiry is responded to and resolved in a timely manner. As we work on reducing response times, this ticketing system is a great first step toward improving the experience drivers have when they reach out with questions and issues.

Also, our Maintenance Department has now increased their staffing to

accommodate 24/7 breakdown assistance in-house (see next page).

There are other initiatives on the way that will help drivers with ease of access to necessary resources and proper personnel. However, productive communication is not just a driver-directed process. Rather, it relies on each of us doing our part to make sure that we are available to our team members, whether you work in the office, in a truck out on the road,

or anywhere in between. Clear & constant communication is the lubricant that allows the many gears within a company to properly function. We all must do our part to improve the quantity, and quality, of communication as it pertains to each of our responsibilities.

There is still much improvement to be made, but I am confident we are headed in the right direction. ■



*Our Sales team meeting with our valued customers:*

*Top: Lesa Bault (2nd from the right) entertains Aurora Organic Dairy at the ballpark after our business review.*

*Left: Brian Gibala (left) & Lesa Bault (right) with Matt Boselovic (center) of Armada on his visit to LTI's new HQ.*



## Maintenance Department Improvements

By Brandon Jacoby, Maintenance Terminal Manager

In the Maintenance Department, we are always adapting, growing and changing to meet the demands of our industry and to offer the best service to our drivers. We have been working on ways to keep our drivers moving longer with less breakdowns and faster response times, and are thrilled to announce the following changes.



From Left to Right: Jerad Burch, Cassie Norris, Mike Rosso, Tricia Betts

### 24 Hour Breakdowns:

In the past, we have used TTN Fleet Solutions to assist the department with after hours breakdowns. We are now staffed to handle breakdowns 24/7 and will no longer utilize TTN for after hours calls. This is a major accomplishment for our department. Having LTI personnel accessible to our drivers directly will result in a better breakdown experience for our fleet – saving money and boosting uptime.

### Shop Office Hours:

Breakdown Calls: 24/7  
 Monday: 6am-6pm  
 Tuesday: 6am-12:30am  
 Wednesday: 6am-12:30am  
 Thursday: 6am-12:30am  
 Friday: 6am-12:30am  
 Saturday: 6am-12:30am  
 Sunday: 6am-6pm

### New Team Members:

Cassie Norris is our Maintenance Coordinator. Cassie oversees the Breakdown Administrators and truck cleaning crew, and handles driver

services. She is the main shop contact for drivers and truck assignments.

Courtney Butcher has joined the Maintenance Department from Operations. Courtney will join Mike Rosso on day shift as a Breakdown Administrator. Courtney handles all breakdowns that occur over the road. Courtney and Mike will cover day shift breakdowns 7 days a week with rotating shifts.

Jerad Burch has been promoted to Maintenance Compliance Manager. Jerad is the point of contact for equipment instruction and driver protocol. Jerad will work to track driver idle time and fuel usage, truck recoveries, and pre-trip/post-trip compliance.

Marilyn Yates is our 2nd shift Breakdown Administrator. Marilyn is responsible for all local and over the road breakdowns.

Darek Sellers and Kenny Stricklin are our 3rd shift Breakdown Administrators. Darek and Kenny will be on call for any breakdowns that occur on the road overnight. ■

## Health & Wellness: How Nutrition Impacts the Brain

Nutrition plays a critical role in brain function, as the brain is one of the most metabolically active organs in the body. The brain requires a constant supply of nutrients to maintain its structural and functional integrity, and a deficiency in any of these nutrients can significantly impact brain health.

Certain nutrients have been shown to have a positive impact on brain function. For example, omega-3 fatty acids found in fatty fish (e.g., salmon and tuna), nuts and seeds have been shown to improve cognitive function, memory and mood. The B vitamins in leafy greens, legumes and whole grains are important for producing

neurotransmitters that regulate mood and behavior. Antioxidants, which are found in colorful fruits and vegetables, protect the brain from oxidative stress and inflammation. Overall, a well-balanced diet rich in nutrients and low in processed foods

and sugar is essential for optimal brain health and function.

Talk to your doctor if you have questions about brain health. ■

### Brain Foods That Help You Concentrate



Fatty fish



Green, leafy  
vegetables



Berries



Nuts



Green tea

## Let's Tell It: Darryl Losh

By Michelle Butcher, Recruiter



Let's Tell It about Darryl Losh!

Darryl has been with LTI for almost 4 years in one of the dirtiest, toughest jobs here: cleaning trucks.

Truck cleaning is no easy work. Opening the doors of different trucks all day every day, you never know what you're going to be tasked with, and sometimes, you wouldn't want to know. And yet, every day, Darryl takes on the challenges of his job with great pride and a positive attitude.

Darryl has a daughter, Cheyenne and a granddaughter, Willow. He considers no one a stranger and is a friend to all he interacts with. You won't catch him in a foul mood, and he will often have you laughing in no time at all. LTI drivers, like Michael Ratley & Derice Collins, sing

his praises, saying, "He's very social, really gets our trucks clean, and drivers love him."

Through sleet and snow and 100 degree weather, Darryl works on keeping our fleet clean and fresh so that our new drivers can feel comfortable and confident in the quality of their new equipment. In the years he's been here, Darryl has cleaned well over 1,000 trucks!

Thank you Darryl, for all the hard work you do, day in and day out. And thank you drivers, for doing your part to keep our trucks tidy and presentable for future drivers, before Darryl even steps in! Next time you see Darryl, tell him thanks, but don't try to get any gross truck stories out of him, he doesn't clean and tell. ■



## How Well Do We Comply?

By Jerad Burch, Maintenance Compliance Manager

As my new role as Maintenance Compliance Manager takes shape, I will be overseeing driver idle time, fuel efficiency, and shop compliance according to OSHA and EPA regulations. I believe we, as a collective group, have much work to do to improve what we can, when we can.

For drivers, this includes properly setting and running your APU to cut down on wasted fuel. Yes, we do have parameters in place so the truck can idle when the outside temperature is above 85 or below 20, but that does not always mean that you should let it just idle your truck. You can still set Optimized Idle and let your APU do most of the work. As a company, this is a major component of lost revenue that we can improve on. It's important that we each do our part in running the APU as much as possible.

A major component of the Maintenance Compliance Manager role involves driver use of equipment. This includes the interior and exterior

of the truck and trailer. How well do you, as a professional driver, do a pre-trip and post-trip? These 2 steps, when done well, can help you prevent unnecessary breakdowns on the road. Do you Get Out And Look (GOAL) before backing under every trailer to make sure you do not miss the kingpin of the trailer? Do you ease back into the trailer to hook up? If a DOT Officer looks inside your truck, will they be satisfied with what they see? These are just a few questions to keep in mind as you, a professional driver, get to your next load.

Another part of my new role is shop compliance, which includes ensuring that procedures are set and followed for safety and efficiency for all our drivers and personnel. To that end, going forward we ask that all drivers who need assistance check in at the shop office. We've recently upgraded the shop office—if you haven't seen it, come stop by and check it out for yourself!

I look forward to this new role as we

make improvements that are needed and expected. We can all make small steps together to make a big impact. Thank you, drivers, for all that you do. Your job is not an easy one. ■



Left to Right: Local Driver, Kyle Fickel, Director of Safety & Loss Prevention, Monica Cruthis, & Maintenance Compliance Manager, Jerad Burch

## Summer Safety Tips

By Monica Cruthis, Director of Safety & Loss Prevention

It is important to take extra precautions to protect yourself and your equipment during the summer season. As a driver, you should be mindful of the many risks and challenges that come with summer driving. Here are just a few tips on how to stay safe and healthy on the road during the hot summer months.

**1. Stay Hydrated:** It is crucial to stay hydrated when driving during the summer season. Dehydration can lead to serious health issues and can impair your ability to drive safely. Always keep water in your truck and take regular sips throughout the day to replenish the fluids lost due to sweating. You can also consider carrying sports drinks to replace the electrolytes lost. Avoid sugary beverages and alcoholic drinks, as they can cause dehydration.

**2. Wear Sunscreen:** Ultraviolet rays can penetrate through your truck's windshield all day and cause skin damage. You may not even realize when you are getting exposed to the sun while driving. It is always important to apply sunscreen to any

skin that will be exposed while driving. Wearing long sleeves and sunglasses can also protect you from UV exposure.

**3. Complete Pre-Trip Inspections:** Regardless of the season, you should always complete a pre-trip inspection before starting your journey. During the summer, you should pay extra attention to some crucial areas:

- **Tire Blowouts:** High temperatures can cause tire blowouts, so it is crucial to keep your tires properly inflated.
- **Coolant Levels:** Hot engines and summer heat can cause your engine to overheat, so always check your coolant levels.
- **Brakes:** The heat can cause a reduction in friction between brake components, so make sure to check your brakes.

**4. Take Breaks:** Driving during the summer heat can be tiring and exhausting. It is important to take regular breaks to rest and refresh yourself. Avoid driving long hours or pushing yourself beyond your limits.



Make sure to take breaks in an air-conditioned environment to cool off and hydrate yourself.

**5. Maintain a Clean and Cool Cab:** Finally, it is important to maintain a clean and cool cab to ensure a safe and comfortable journey. Make sure to check your air conditioning system and get it serviced if necessary. Clean your truck cabin regularly to prevent the accumulation of dust and allergens that can lead to health issues.

By following these tips, being vigilant and communicating with the operations staff to report any potential hazards, truck drivers can enjoy a safe and successful summer season on the road. Remember, safety should always come first! ■

## Drivers, Are You Receiving Your Settlements?

Every Thursday night, LTI's Weekly Update Emails are sent out to our entire fleet of drivers, which includes important information, most notably, that week's settlement which breaks down your loads, miles, earnings, and deductions for that week's work.

We've increasingly heard from drivers that they are not receiving their Weekly Update Emails. In actuality, what is happening is that for some recipients, they are getting blocked up by the recipient's email server (Gmail, Yahoo, etc.).

If you do not see yours, make sure you check your junk or spam folder. The emails come from LTIUpdates@litrucking.com with

the subject line "Your LTI Weekly Update". Once you locate an email, you should mark it "Not Spam", which may prevent future emails from being blocked. Also, adding LTIUpdates@litrucking.com to your contact list or safe sender list is the best way to prevent future emails from being blocked. You will then be able to receive your settlements each week uninterrupted.

While checking your spam should be your first step in locating missing settlements, you are always welcome to reach out to the Payroll Team with any questions or issues via the Pay Inquiry Samsara document. ■

The screenshot shows the LTI Weekly Update email interface. It features a white background with a dark blue header and footer. The main content is organized into three sections: Settlements, Company Updates, and Resources. The Settlements section has a red header and contains text about the latest settlement statement and a link to contact the Payroll Department. The Company Updates section has a dark blue header and contains text about the latest Mile Marker and a link to check it out. The Resources section has a light blue header and contains three buttons: Driver Resources Page, Social Media, and Website.

## Happy Birthday to You!

### **July**

Daniel Barrientos  
 Craig Brennfoerder  
 Jerad Burch  
 Connell Byrd  
 Camden Civello  
 Waymon Daniels  
 Clifton Davis  
 George English  
 Julian Haywood  
 Darryl Losh  
 Dennis Loux  
 Michael Marshall  
 Thomas Mercer  
 Katie-Marie Mettill  
 Frank Milos  
 Gary Parker  
 Michele Pierce  
 Garney Pinnix  
 Christopher Quinones  
 Austin Williams

### **August**

Terrell Arnold  
 Samantha Barton  
 Timothy Bayne  
 Jason Canaan  
 Mellodi Coll  
 Timothy Deese  
 Sidney Evans  
 Jose Fraser  
 Nicole Fray  
 James Glassmeyer  
 Paula Hemm  
 Matthew Herrmann  
 Rebecca Howard  
 Steven Howell  
 Damon Hutsona  
 Lester Jackson  
 Jessica Kovarik  
 Robert Martini  
 Norman Nelson  
 Robert Noto  
 Keith Peoples  
 David Perry IV

Alexander Primavera  
 Desmond Ritchie  
 Sandra Snowden  
 Mickey Stahlman  
 Nancy Stewart  
 Dale Visser  
 Kenji Walker  
 Steve Ward  
 Richard Williams  
 Scott Wilson  
 Richard Wylie  
 James Young

George Johnson  
 Todd Lovallo  
 James Mattingly  
 Katie Mulholland  
 Travis Murray  
 Gabriel Newman  
 Ralph Parker  
 Thomas Pinkston  
 Bill Riley  
 Larry Rutherford  
 Timothy Shea  
 Michael Smith  
 Kenneth Stricklin  
 Rita Swenson  
 Mark Taylor  
 Michael Thaxton  
 Heather Turner  
 Karl Van Fossan  
 Enrique Vega  
 Steve Wiggins  
 John Zorn

### **September**

Giordany Alexis  
 William Bowling  
 Sherie Byrd  
 Lashanda Carter  
 Derice Collins  
 Mark Davison  
 Richard Donk  
 Matthew Doyle  
 Nicole Harper

## Upcoming Anniversaries:

### **1 Year**

Morgan Braithwaite  
 Shelley Campbell  
 Lori Cornelison  
 Clifton Davis  
 Christopher Harris  
 Edis Hazirovic  
 Matthew Herrmann  
 Jacqueline Higgins  
 Valencia Hunter  
 Brandon Jacoby  
 Katrina Mackey  
 Gabriel Newman  
 Maudi Newman  
 Thomas Pinkston  
 Drake Richardson  
 Jaelan Sellars  
 Benjamin Smith  
 Pamela Sommer  
 Darrell Streeter  
 Michael Thaxton

Dennis Vanmeter  
 Enrique Vega  
 Kenji Walker

### **2 Years**

Lisa Barton  
 Danielle Harmon  
 Shayla Hermann  
 Damon Hutsona  
 Tommy Huy  
 Edward Martin  
 James Moad  
 Kenneth Price  
 Dwayne Steele  
 Doucette Sylvain  
 Mark Taylor  
 Austin Thielen  
 Twinella Thurston  
 Steve Ward

### **3 Years**

Anel Avdic  
 Mark Davison  
 George Johnson  
 Latonya Reed  
 Stanley Travis  
 Stanley Travis

### **4 Years**

Michelle Butcher  
 Shawn Dunn  
 Paula Hemm  
 Todd Lovallo  
 John Sturm

### **5 Years**

Walter Harris  
 Charles Hoak  
 Dale Visser

### **8 Years**

Clarence Rhodes

### **9 Years**

Brian Gibala

### **10 Years**

Ralph Parker  
 Mark White

### **11 Years**

Gordon Bressler

### **24 Years**

Lesa Bault

### **31 Years**

Jerry Henrichs

### **44 Years!**

Steven Haas

**Do you follow LTI  
 on Social Media?**

Check us out on Facebook, Twitter,  
 Instagram, YouTube, and now, TikTok for  
 more tips, information, giveaways & more!

