



## World Class Service

I have mentioned in my past newsletter articles and have told many people that the favorite part of my job is working with our customers. I always look forward to going to see them in person and talking to them about how well we perform and provide value to their business. Often I receive compliments about our service, our drivers, our dispatchers, ect . I am going to do a lot better job of sharing these compliments and good reports on how well we “Take Care of Our Customers.”

I have one now that I would like to share.

This letter comes from a major customer of ours. The customer service center manager in Orlando Florida wrote this letter to the manager of Truckload Transportation at the corporate offices in Arkansas.

To: Manager , PT program

From : Manager, Orlando Florida, Service Center

The \_\_\_\_\_ carrier is late again and I have had no contact from them. This carrier's arrival time is at 0700 and they are a no show. We did not even know the status of this trailer until 0910 when they finally arrived. Transco Lines runs this same log for us as well as \_\_\_\_\_ carrier. I have noticed that Transco Lines will often get out of our origin hubs an hour or later than the other carriers, but they will always deliver first. Usually earlier than their scheduled show time. Transco Lines delivers “World Class Service” for us. Why can we not get this type of service from the other carriers?

I would like to recognize some special TLI drivers that service this particular customer on a regular basis. These folks have given us the reputation of “World Class” with our customers in Florida.

Mr. Justin Derrick, Mr. Jerry Soares, Mrs. Eileen Coates,  
Mr. & Mrs. Alan Davis, Mr. & Mrs. Tony Deering, Mr. & Mrs. Dan Casto,  
Mr. & Mrs. Scott Lapetina, Mr. & Mrs. Ronnie Merritt, Ms. Vicky Rodgers,  
Mr. & Mrs. Greg Brooks, Mr. & Mrs. Jere Kirkpatrick,  
Mr. & Mrs. Joe Williams, Mr. & Mrs. Jimmy Tilley,  
Mr. Joe Ritter, Mr. Willie Hinson

Thank you for taking care of the customers,  
Michael Barr

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# Preacher's Column

Well, another month has come and gone. There has been some adversity but there has also been some blessing. The 11<sup>th</sup> Chapter of the Book of Hebrews is often called the FAITH chapter, because the word faith is mentioned 23 times in 40 verses.

One of the most often quoted verse is verse number 1, which reads:

*“Now faith is the substance of things hoped for, the evidence of things not seen.”*



Our faith gets tested every day. It's real easy to give God thanks for the big things that he sends our way but a lot of the times we fail to give Him thanks for the small things we ask or hope for. If we are a Christian and letting the Holy Spirit guide and direct our lives, we should be just as thankful for all the little things that come our way as well as the big ones. Generally, when He sends a blessing our way to take care of a real big need, He does it in such a way that we know it could only come from him and it leaves no doubt in our mind, hence we give proper praise and thanks.

Sometimes the little ones are not so mindful and we chalk it up to our own skill, forethought, or just plain luck. It really shouldn't be that way. *What about when you see those brake lights coming on over on the next hill?* You start slowing down, and you come upon a pile-up in your lane. Is it by your skill and forethought that you have your truck under control and are able to avoid it? Some would say so, but if you are a Child of God, you give thanks for having been given that skill and forethought to avoid getting caught up in it.

*What about when the tax refund comes just in time to cover some unplanned bills.* Do you say, “man, what luck”, or do you thank God for meeting a need. We all face the same things daily in life, whether Christian or not. It's just a matter of how we do it. *Do you start each day saying “Good Morning Lord” or is it more like “ good lord, it's morning”.* When you start each day acknowledging his presence, you are asking him to watch over you and guide and direct your life that day. The other way, you are on your own, and we have been known to make a mess of things sometimes, if left to our own devices.

Who drives your truck?????

God Bless and Let's Be Careful Out There

Preacher

E. Wayne Bookout

Sr. VP / TLI



# Driver Relations

# Top Ten

Hello TLI team, wanted to let everyone know that the new trucks will be arriving this month. We will try to give you as much notice as possible when you'll be getting yours. Please if at all possible have your truck ready for the next driver (clean), if not super Dave can have it detailed for you. If there are any repairs needed please make sure you turn in a write up to maintenance so the next driver doesn't have to discover them away from the terminal. I want to thank all of you that have worked hard to improve your fuel mileage. When you improve just a few tenths you would be surprised how much that is in savings to our company. Also please make sure that you are fueling network as much as possible this is a huge savings in fuel cost. I appreciate all the hard work you do each and everyday to make our company successful. This will gain recognition in our industry as a safe company that knows how important our customers are to all of our success. As we continue to provide our customers with on-time service. Everyone have a great month.

Thanks, Robert Smith

4505 Campbell	7.2
4388 Schilling	7.2
4385 Hinson	7.0
4425 Wommack	6.9
4432 Cogburn	6.9
4426 Derrick	6.8
4555 Anderson team	6.7
4440 Young	6.7
4394 Clark	6.7
4382 Yasko	6.6

# Most Improved

	Was	Now		Was	Now
4363 Duvall	6.6	7.1	4382 Yasko	6.2	6.6
4387 Wall	6.1	6.6	4388 Schilling	6.7	7.2
4403 Lindsey	6.0	6.4	4416 Fritz	5.9	6.5
4447 Peek	5.5	6.0	4448 Duncan	5.4	5.8
4458 Perrin	5.5	6.0	4459 Davis	5.1	5.9
4461 Smith	5.9	6.4	4463 Washington	5.2	5.6
4464 Kretzer	5.5	6.3	4468 Bovey	5.4	5.8
4470 Morast	5.1	5.9	4479 Hicks	5.6	6.3
4488 Newton	5.1	6.1	4492 Rogers	5.6	6.1
4498 O'Brien	5.1	6.0	4522 Royal	5.4	5.8
4538 Edmonds/Jones	5.3	5.7	4544 Box	5.8	6.2
4545 Roberts/Snyder	5.9	6.7	4552 Snow team	5.6	6.0
4568 Merrill	5.3	6.0	4570 Dileo/Jones	5.6	6.2

# DRIVERS OF THE MONTH

Kristi Ferrell

Caroline Pool

Howard Rogers

OJ Brown

# TEAM OF THE MONTH

Bo & Teresa McDowell



# TLI BIRTHDAYS



Rick Stratman	5/01	Kevin Baker	5/18	David McClure	5/27
Terry Blaylock	5/01	Deana Robinson	5/18	Shelton Daniels	5/28
David Merrill	5/02	Tracy Speakes	5/20	Willie Hinson	5/28
Jimmy Tilley	5/03	Christine Burress	5/21	Eric Howard	5/28
Robert Huffman	5/07	Tiffany Mojeske	5/23	Jimmy Vanmeter	5/28
Janice Kookan	5/07	Connie Moore	5/23	Marsha Farrar	5/30
Leigh Thorne	5/08	Franz Yasko	5/23	Greg Racicky	5/30
Max Trowbridge	5/10	Donnie Jones	5/24		
Randy Westbrook	5/10	Kristi Griffin	5/25		
Derrell Box	5/13	Deborah Duke	5/26		
Kristi Ferrell	5/13	Jerome Soares	5/26		
Travis Bohy	5/15	Doug Cole	5/27		

# TLI Anniversaries

Ruth Thein	5/01/89	16 Yrs	Ida Nix	5/24/00	5 Yrs
Scott Crumb	5/06/03	2 Yrs	Betty Anderson	5/24/04	1 Yrs
Rita Fuller	5/06/03	2 Yrs	David Anderson	5/24/04	1 Yrs
James Bean	5/08/00	5 Yrs	Doug Cole	5/25/04	1 Yrs
Victor Nutt	5/10/04	1 Yrs	Michael Bookout	5/25/04	1 Yrs
Billie Bracken	5/12/04	1 Yrs	Doug Cole	5/25/04	1 Yrs
Judy Snow	5/13/03	2 Yrs	Jermaine Dunbar	5/26/04	1 Yrs
Andrew Snow	5/13/03	2 Yrs	John Hackney	5/26/04	1 Yrs
Tiffany Mojeske	5/15/01	4 Yrs	Lisa Sturgeon	5/27/04	1 Yrs
Felicia Wise	5/19/04	1 Yrs	Jimmy Van Meter	5/27/98	7 Yrs
Paul Woods	5/19/04	1 Yrs	Norm Houser	5/28/03	2 Yrs
Wanda Daniels	5/20/03	2 Yrs	Shelton Daniels	5/20/03	2 Yrs
William Baker	5/24/01	4 Yrs			

# A Note From Safety



## Guys & Gals

O.k. The 5th season is in full bloom so lets keep our act together and slow down. Construction season is never any fun but it is a necessary evil. Watch your speed and space between vehicles. Please call SAFETY before the end of the next business day to report all tickets, warnings, and inspections of any kind , good or bad. If you get a write-up, ticket, or warning on something, get it fixed if at all possible. Don't leave it for the next person to do . They may have less time than you do . Also call Misty or myself on any accidents during business hours, even if you have already called and reported to night dispatch. Those guys are busy and may not get everything needed.

**BE CARFEFULL OUT THERE AND LETS HAVE A GREAT YEAR !!!!!!!**

Thanks, Safety Dept.

Will Carter ( Blue Devil)

# OPERATIONS

Well, we made it through all the FedEx changes on lanes and we are going strong with all the new ones. Many thanks for all the drivers that help make this possible. I know it was hard on us trying to tie loops together and making sure each new lane was good for the driver and for the company. Putting it all on paper is one thing, but actually going out and doing it is another. We are still having problems with trucks bob tailing in and out of customer trailer pools. Please be sure to talk to your dispatcher or night dispatch before you do this. Even if you have been doing this for a long time, lets stop and talk about it before it is done. I am not referring to getting something to eat or while you are on time off. This pertains to taking a trailer out of a customer pool without putting one in. We should always drop one and pick one up unless there is some special circumstances. Every time a trailer is pulled from a customer location and one is not put in its place, we are possibly loosing a customer load and this costs the company an unneeded expense. Just communicate with us so we will know what to do. Hopefully in next months newsletter we will have information on how driver of the month and year will be selected. We are trying to improve this area so that the recognition will be greater than what we currently have.

Thanks

Victor Nutt

Director of Operations

## TLI Spotlight

### DEANA ROBINSON



Let me introduce you to Deana Robinson, who is assisting the Administration Dept.

Deana began working for TLI in Jan of 05.

Deana moved from Corpus Christi , TX. She is married and has 2 dogs.

When she is not working she enjoys being outdoors, playing softball, and traveling.

What did Deana have to say about TLI.?

“ TLI is a great place to work and the people here make it the successful company that it has grown to be.”

Her favorite thing about TLI is the diverse work environments and personalities.

# Recruiting

Hi everybody! I just wanted to give everyone an up-date on our needs in certain areas. We need one team out of Memphis and one team out of the Atlanta area. Keep in mind that as long as a team lives in our hiring area we can bring them in to run general freight, it just won't be dedicated lanes. Remember, there are teams out there that want plenty of miles and don't mind staying out 2-3 weeks> Get um''''''''!

Bonus reminder: \$400.00 for single; \$600.00 for team.

When talking to recruits, make sure they are aware that Hazmat is required and if they don't have it, it takes 30-60 days for FBI finger print check.

Thanks to everyone for all the new recruits you send us.

Your efforts are really appreciated!  
Super Dave

## FOR FUN



My boss's wife, Sherry, was exasperated with her younger sister, who bought an unreliable car and called her for a ride every time it broke down. One day Sherry got yet another one of those calls. "What this time?" she asked. "My brakes went out," her sister said. "Can you come and get me?" "Where are you?" Sherry asked. "I'm in the drugstore," her sister responded. "And where's the car?" "In here with me."

## Brain Boggler:

Forward I'm Heavy , Backward I'm not. What am I ?  
( one word)