



# TRANSCO LINES, INC.

## TLI Highlights

### Inspiration:

- "Do not follow where the path may lead. Go instead where there is no path and leave a trail." —Ralph Waldo Emerson
- "Things which matter most must never be at the mercy of things which matter least." —Goethe
- "That which we persist in doing becomes easier—not that the nature of the task has changed, but our ability to do has increased." —Ralph Waldo Emerson

### SATELLITE TRACKING ON TLI TRAILER FLEET?

We are currently looking at purchasing satellite-tracking capability on our entire trailer fleet – over 600 units, 3 trailers to every 1-tractor ratio. It is expected to reduce the number of lost or stolen trailers, provide improved customer service, reduce cargo losses and insurance rates, but most of all reduce our trailer-to-tractor ratio. We will not make this decision until we are sure the investment will yield proper return to our bottom line. At this time we are still looking into it further but we do have several units in service as we are currently testing the products available.

### SALES. GETTING BACK INTO OUR PRIMARY LANES

We have been working with our customers and have been talking with new customer contacts as well in an effort to run our trucks in a more defined pattern. I see that we have a weak spot in that we overextended ourselves in an effort to assist customers in a tight transporta-

tion market. We have gotten some of our capacity in freight lanes where we do not need to be in on a regular basis. Our operations and sales folks have been identifying traffic with low yield and traffic which places us in areas that we do not do well getting out of, and replacing this with more profitable freight that runs in our key markets.

### WEST COAST TRAFFIC

We are working on securing more loads to the West Coast. I know the drivers are asking for more loads to the west. Please understand that all of our customers who have consistent dry van traffic to the west put the majority of their tonnage on a rail contract service. The railroad service is usually only 50% longer than truck, but it is 30% of the cost. We are going after several smaller shippers who do have this traffic and in some cases adjusting rates lower if the traffic will be shipping on a consistent basis. The West Coast traffic does improve equipment utilization when scheduled properly and does give the

drives and dispatchers more choices when trying to reach each other's goals. We are having some success in our sales efforts, which should create some new business and happier drivers & dispatchers!

### GREAT JOB DRIVERS!

Our safestat scores and DOT safety ratings have never been any better in the history of the company than they are today. I want to say to the TLI driving force, "JOB WELL DONE!". To stay at your best you must always drive safe, and on today's highways with congestion with tight schedules, it's not an easy job. Thank You.

### FUEL MILEAGE

Everyone please keep working on improving our fuel mileage. These new engines and high fuel are eating away at our bottom line. We will have to keep working on making some kind of turn around to hedge the impact of the new trucks getting poor fuel mileage.

Michael Barr

General Manager



## Better Safe Than Sorry

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Hello again.. Here we are in September and 2004 is almost gone. I have a few topics that I would like to cover today. The first topic has to do with moving violations. The second topic has to deal with Goody's and their customers who say the driver must do a live count. The third is fall and winter is upon us once again. Last but not least is driver recruiting.

I have mentioned several times lately that we are receiving too many moving warnings/violations. I am still not pleased with this month's numbers. Those of you who know me know that I am a fair and, in most cases, patient person. This is one area that my patience is starting to run out. If I don't start seeing some major improvements real soon, I will start addressing the violators personally. I would hope that we are trying to achieve the same goals. Most of the moving violations that I have seen are just plain inattentiveness

of the construction zones. Look sharp and be proud when going down the road. Protect our image and be proud of your company. Don't put yourself behind the eight ball.

We have been experiencing a rash of Goody's claims coming up short. When it says driver must do live count, I want you to count every box as it is loaded onto the trailer. Do not leave the trailer unattended for any reason when being loaded. It is your responsibility to make sure every box is on the trailer. Do not assist them in locating missing boxes. Never leave your trailer unattended until every box is loaded and a seal has been placed on the trailer. Make sure you note the seal on the bills and have the guard or dock supervisor sign the bill noting the trailer is sealed. If you run into problems, contact your fleet manager immediately. Do not leave the shipper until you have spoken with your fleet manager and the problem is re-

solved. Do not let anyone talk you into letting them count for you, or tell you to count it on the dock while you rest in your truck. **You Must Count As It Is Loaded Onto Your Trailer.**

Well, this goes without saying; ice, sleet, and snow is upon us. Please start thinking about your surroundings. It is becoming a lot cooler in the upper elevations at night. This means you can experience a lot of different weather situations really fast. I just want us to get a jump on it, so our team members are thinking and planning ahead.

RECRUITING! We really need our team members to help recruit great drivers like yourselves. Our #1 recruiting tool is you! If you run into a driver who would fit into our way of business, please give SUPER DAVE a call. You help is tremendously needed and greatly appreciated. I want to thank all of you who have recruited for us, and invite others to join in. Until next time, GOD BLESS & BE SAFE!

Chuck Pipes

Director of Safety & HR



- “Tell me and I’ll forget; show me and I may remember; involve me and I’ll understand.”  
- Chinese Proverb
- “Our greatest natural resource is the minds of our children.”  
-Walt Disney



After a raining Friday evening, Saturday the weather switched gears to hot, bright, and sunny. With about 70-80 trucks entered in the show, everything was really looking good. The turnout also seemed pretty good.

Well, as a member of the TLI family for 4 years, I’ve been thinking about entering a truck show, but never really considered this particular one. But, I went ahead and entered for one reason, To Glorify God! With this comes the responsibility of representing what I believe is “The Best Small Trucking Company in America.” To any

## Preacher’s Column

Well, if we make it until the 1<sup>st</sup> of October, we will have been at all these fun and games for 20 years. That seems like a long time to stay in one place and for that matter, to stay in this business. One interesting thing about this business is the daily challenge that comes along with it. I can’t remember any two days being the same. As a driver, you travel the same road a lot, doing the same thing but it’s never quite like the last trip. Same old road, going to the same place, just a different bunch of folks out there than the last time, and our opinion of some of them is best kept quiet.

Jesus traveled a lot of the same roads during his earthly ministry, but things never were the same. It was always something different that each person needed. Some were blind, some were lame, some had leprosy,

some were near death or had already died, but all of them needed his merciful, healing power. The one thing all these people seemed to have in common was that they all had faith that he could supply their needs.

You know, maybe we have faith in Jesus, but when things are going fairly well, a lot of folks tend to push him aside and handle things themselves, doing what they feel like, and then when trouble rears it’s head, they call on him. It’s strange how he might not be as close as they had hoped.

When somebody ignores you, and it’s obvious they don’t want you around, most folks generally leave. Why would you think that Jesus would be any different???

When someone leaves, then

they are not next to you anymore, and when they are not next to you, that means they are off somewhere and if they are, then it may take them awhile to get back to you if you call. Sometimes they may have moved so far away they can’t hear you call or it may have been so long since you called them, they may have forgotten who you are.

**Jesus won’t forget who you are, but if you have shunted him aside, he may be a little farther away than what you’d like. Let him be the Lord in your life in the good times as well as the bad.**

*God Bless and Let’s Be Careful Out There*

*Preacher  
E. Wayne Bookout  
Sr. Vice President*

## 14th Annual America’s Truck Wash & Chrome Shop Truck Show

professional driver who understands hard work, commitment, and attitude, then TLI is the place of opportunity to fulfill your dreams. I know because I am living my dream.

My name is George Hurst, and I’ve driven for almost 14 years now. But, when I came to TLI 4 years ago, I had very little to my name. Now, I’m doing a lot better, own my own truck, and live each day now, glorifying God and keeping a positive attitude. Drivers, when you read this, please don’t take it the wrong way. That will only hinder you. Instead, tell yourself “my dream is...”, and then

really believe it! Finally, go make it happen! Because, one thing I know is, if I can achieve what I have, you can too! Also, I know that TLI believes in each of us, otherwise they wouldn’t have hired us in the first place.

Well, enjoy your ride, remember your blessings, and live your dreams! If you think you can, or if you think you can’t, you’re probably right. God Bless! Drive Safely & Courteously!

*Gorge Hurst #3203*

*P.S.) If you get the chance, go to a show – it’s fun and exciting!*



*#3203 George Hurst - Eagles Nest - 3<sup>rd</sup> Place - Wash & Show - Bobtail Only*

## From Maintenance

As we approach the 3<sup>rd</sup> anniversary of the worst Terrorist Attack on the World Trade Center, it is a sad time for those who have lost loved ones, and never got the chance to say "goodbye". Let us reflect on the importance of knowing that this Nation has endured a great deal of loss even with the War on Terrorism in Iraq and Afghanistan continuing to loose lives there almost daily.

But knowing, that every time

we meet someone in our day to day lives, whether it be passing them or greeting them at a fuel desk, smile and give them the courtesy they deserve. You just never know how proverbial words of wisdom, or how we conduct ourselves can make another persons day a bit brighter.

Now the TLI Maintenance Department would like to take this time to thank each of our drivers for their dedication and

commitment.

We would like to remind everyone to please make sure that the daily pre-trips are being done. If we know one of the trailers has a problem, please red tag the unit so we are able to get the work conducted. This not only saves you time, but our next driver as well.

Thanks,

Mike, Pat, David and

TLI Maintenance Department



## High Impact—Makes a Difference

Our High Impact Care Managers work diligently with our customers to make a difference in their employees' lives, one person at a time.

Here are some real live examples of the impact being made by our Care Managers:

- A member, who has a long-standing history of diabetes, was making frequent trips to the emergency room whenever her blood sugar levels got out of control. This resulted in not only the costs associated with the ER visit, but also with the thousands of dollars that were incurred every time she was admitted. Under the guidance of a High Impact Care Manager, the member began following a prescribed diet, monitoring her blood sugar level, scheduling annual eye and foot exams,

and exercising. Today, the member is experiencing good results: her hemoglobin A1c level has improved and there has been an avoidance of unnecessary physician visits, emergency room visits and hospital admissions resulting in potentially tens of thousands of dollars in savings for her plan sponsor.

- A Care Manager worked diligently with a member who was on a leave of absence due to a hand injury. Because of continuous contact with the Care Manager, the member more closely adhered to prescription and physical therapy regimens resulting in the members' return to work 10 days earlier than expected.

\*\*\*High Impact uses predictive modeling to identify high-risk

members within a group—the ones who will be responsible for driving a disproportionate amount of a group's future health benefits costs. Once identified, a High Impact participant is assigned a Care Manager who works with him or her to ensure the highest quality of care in the most appropriate setting. Care Managers are Registered Nurses and are responsible for monitoring all of the member's healthcare activities, providing lifestyle coaching, aiding the navigation of the healthcare system and acting as a liaison between the patient and the physician. As a result, costs for both the member and the plan sponsor are minimized.

HealthSCOPE Benefits

July 2004 Newsletter

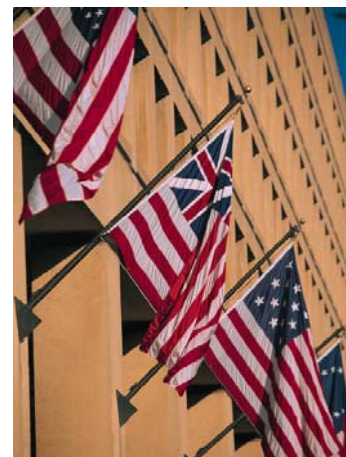


- "To touch the soul of another human being is to walk on holy ground."

- Stephen Convey

- "Determine that the thing can and shall be done, and then we shall find the way."

-Abraham Lincoln





## Overconfidence

When I started driving 5 years ago, I remember being told that most accidents happen within the first year of driving, and then rise again after 4 years. Without a doubt, inexperience, lack of confidence, as well as a few other factors are common causes of accidents. These accidents usually occur within the first year of driving. After the fourth year of driving, possibly sooner, confidence can rise to the point where we become overconfident.

I was given the opportunity to take part in some training on a "skid pad", which simulated extreme rainy and wet conditions. (Not ice, just rain) We were given instructions to do four different maneuvers, each at a few different speeds. (20, 25, 30, & 35 mph) I would never have imagined what a difference just 5-mph could make.

Before we began, we were given the chance to become familiar with the equipment. The first maneuver was really

simple. We had to enter the pad at 20-mph, then brake until we came to a stop. At 20-mph, this was fairly easy and possible to do so without skidding. Then we had to do this again at 25-mph, which made it a whole different experience. We started sliding and spinning a bit, and still had to regain control of the truck.

The next maneuver that we did was change lanes. During the lane change, we had to brake just long enough to lose control (which was maybe a second) then let go of the brake and regain control until we came to a stop.

The third maneuver that we had to do was to change lanes twice. (From right lane to left and then back to right lane.) This was the only maneuver where we had to keep the same speed, from entering the pad to exiting the pad.

Our last maneuver was to avoid a sudden obstacle. We either had to move to the left or right

of the obstacle. But, we were only given one second of notice to avoid it before we ran into it.

As you may already realize, one big thing that I learned was that a few mph would make a great difference. I also learned that wet road conditions are just as dangerous as icy or snow-packed roads. Not only because you can lose control of your vehicle, but because there are thousands of people out there, who underestimate these dangers. Most of these people are not even professional drivers. (I used to be one of them.)

So, ask yourself: "Can I afford to reduce my speed 5-10 mph? Is it worth it for me to lose about 10-30 minutes of free time at home, a motel, or truck stop? There is only one answer: "You can't afford not to!"

*Safety Essay*

*Martina Jordan*

*TLI Driver #1484*



"Don't bother just to be better than your contemporaries or predecessors. Try to be better than yourself."

*-William Faulkner*

## Safety Concerns

The safety department would like to share with you a few concerns, the first one being that of our safestat score. Let's strive to keep our tickets and bad inspections at a low. We did not do so well with our tickets these past couple of months. Please, be aware of the posted speed limit in your area and abide by it. There are "speed traps" out there as well, so use your best judgment.

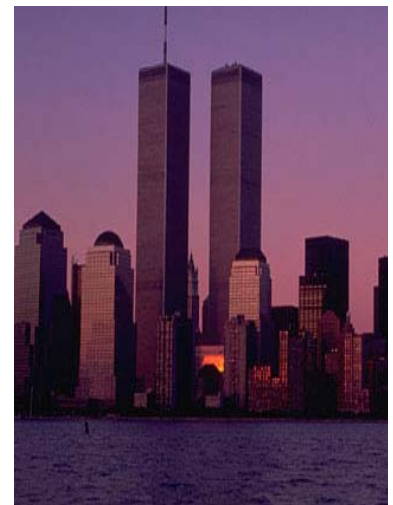
Secondly, school is back in session, so please be very cautious when traveling in school zones. We are all aware that student drivers are not experienced and, in some cases, very irresponsible. Watch Out!

Lastly, we have been witnessing a swarm of severe weather in the majority of our southeastern states. A few of us have even witnessed it firsthand. Please be extra cautious

when traveling in these areas. There will continue to be a lot of rain and wind for some time ahead. Stay up-to-date on the weather report in your area, as well as the reports for the areas you will be traveling, and keep necessary supplies in stock for emergency situations.

*Be Careful Out There!*

*Safety Department*



## TLI Birthday's

|                      |      |                 |      |
|----------------------|------|-----------------|------|
| Christopher Coachman | 9/1  | Victor Nutt     | 9/15 |
| Jerry Collins        | 9/1  | Zach Hardesty   | 9/16 |
| Judy Snow            | 9/1  | Dawn Yost       | 9/16 |
| Mary Steadman        | 9/1  | Johannah Blum   | 9/17 |
| James Ellis          | 9/4  | Teresa McDowell | 9/17 |
| Laurindo Flowers     | 9/4  | Charles Wommack | 9/17 |
| Karl Kretzer         | 9/4  | Gary Kramer     | 9/19 |
| Ronald Perrin        | 9/4  | David Newton    | 9/20 |
| Brian Brown          | 9/5  | Mearl Hale      | 9/21 |
| Darlene Nunnery      | 9/6  | James Nye       | 9/21 |
| Lorrie Powell        | 9/7  | Karin Ring      | 9/23 |
| Stephen Rogers       | 9/8  | Melvin Keylon   | 9/25 |
| Troy Scott           | 9/8  | William Ring    | 9/26 |
| Floyd Walker         | 9/8  | Wanda Daniels   | 9/27 |
| Gregory Brooks       | 9/10 | Randy Fowler    | 9/27 |
| Cassie Gipson        | 9/10 | Lisa Donovan    | 9/29 |
| Wilbert McDowell     | 9/11 | Billy Marquis   | 9/29 |
| Michael Loriaux      | 9/13 | Freddie Baggett | 9/30 |
| Don Bridges          | 9/15 |                 |      |



## Driver's of The Month

### Don & Maureen Crisman

Don & Maureen have been a part of the TLI team since 1/13/04 and are a part of Corey's fleet. They currently reside in Clearwater, FL.

### John Hackney

John has been a part of the TLI team since 5/26/04 and is a part of Mark's fleet. He currently resides in Benton, AR.



"Bear in mind that the wonderful things you learn in your schools are the work of many generations. All this is put in your hands as your inheritance in order that you may receive it, honor it, add to it, and one day faithfully hand it on to your children."

*-Albert Einstein*

## TLI Anniversaries

|                 |          |                   |        |
|-----------------|----------|-------------------|--------|
| Mike Standridge | 10 Years | Robert Campbell   | 1 Year |
| Brooks Evants   | 7 Years  | James Tinnin      | 1 Year |
| Leslie Bowman   | 7 Years  | Christine Burress | 1 Year |
| Karl Kretzer    | 2 Years  | Clyde Burress     | 1 Year |
| Eugene McNeal   | 2 Years  | Dwayne Craig      | 1 Year |
| Melvin Young    | 2 Years  | Billy Lepper      | 1 Year |
| Ray Martin      | 2 Years  | Teresa Lepper     | 1 Year |
| Rickey Raby     | 2 Years  | Carson Liebenow   | 1 Year |
| Ojay Brown      | 1 Year   | Judy Liebenow     | 1 Year |



# PATRIOT DAY

A P A U L R E V E R E A M O E N N K  
D O L D N O R T H C H U R C H O N I  
B A M E R I C A N E O B H R I S Y N  
U U P E I A T R R S N C O T E T M G  
N W I H A I E R E E E R U S R S S G  
K T A E I T N I P G V T Y A T T T E  
E I A S N L N D R T I O P D T O S O  
R N O A H O A O E T A A L E A N N R  
H T L O L I F D S P E X S U E W S G  
I O U O T Y N N E T E U A M T T E E  
L L C D E L O G N L H N E T A I C S  
L E N L T C L M T C P T D O I D O O  
E R L H Y A O O A O U H C E E O W N  
O A O V R D I S T N N D I I N M N N  
V B H E E R S C I T E H P A A C E T  
O L N E T A F M O R H B A T T L E S  
P E R A M C H G N L E X I N G T O N  
G F P E D M I D N I G H T R I D E B



|              |                  |                |
|--------------|------------------|----------------|
| AMERICAN     | INDEPENDENCE     | PAUL REVERE    |
| ARREST       | INTOLERABLE      | PHILADELPHIA   |
| BATTLES      | KING GEORGE      | REDCOATS       |
| BOSTON       | LANTERN          | REPRESENTATION |
| BUNKER HILL  | LEXINGTON        | REVOLUTION     |
| COLONIES     | MASSACHUSETTS    | TAXATION       |
| CONSTITUTION | MIDNIGHT RIDE    | TEA PARTY      |
| FREEDOM      | MINUTE MEN       | VALLEY FORGE   |
| GENERAL      | OLD NORTH CHURCH | WASHINGTON     |
| HENRY DAWES  | PATRIOT          |                |



“The glory of friendship is not the outstretched hand, nor the kindly smile nor the joy of companionship; it is the spiritual inspiration that comes to one when he discovers that someone else believes in him and is willing to trust him.”

- Ralph Waldo Emerson

## Tips For Better Fuel Mileage

- Always plan the shortest route to your next destination before you start driving.
- When accelerating from a stop, gradually go through the gears watching your turbo and rpm gauges. Keep them low to reduce fuel consumption. Consult the employee handbook or the shop for engine specifications for both ranges; do not make it a race!
- While you are driving, keep track of all loaded and empty miles and fuel you get. Divide the two totals to keep an on-going record of your mpg; this keeps you up-to-date on how you are doing.
- Keep your distance from the vehicle ahead of you. Following too close makes you stop and go like a yo-yo, which will burn more fuel.
- How fast you drive will have a direct impact on or disadvantage to fuel mileage. I drive 65 or less at all times, averaging 60 most of the time. Dispatches rarely require a driver to drive as fast as the truck will run (assuming prudent time management before and during the run by the driver).
- While driving, listen to local radio or the CB to get traffic information. Avoiding the construction zones, traffic jams, or accidents can improve mpgs. Your Pre-Pass will also help keep you rolling past weigh stations.
- Lastly, you must keep your idle time to a minimum. I average four hours or less every week. When not in your truck, turn it off. When weather permits, turn it off.

