

The Super Service Newsletter

“Happy New Year!”

Happy New Year! Thank-you for what you do for Super Service LLC. Last month we asked for some ideas to complete our fifth random thought and received a strong response. Professional Driver Leonard Vandruff wrote, "Live safe today, tomorrow never gets here, yesterday is already gone." We awarded Leonard some Super Service LLC logoed gear. Several people suggested the last point should be, "Treat others the way you want to be treated."

In business, we like to take it a step further. "Treat others the way THEY want to be treated." If you take the second step, the difference is you have to know your associate to understand how they want to be treated. You may have a preference or like which is different than your associate. So if you treat them the way you want to be treated, you might be missing the point entirely. The key is getting to know your associates as people. This is challenging for most leaders and very difficult in our environment. A little effort goes a long way.

2012 is here and we are excited to have so many opportunities in front of us. Our 2012 themes for improvement are safety, fuel, utilization of our equipment, maintenance expense and staffing of our equipment. We laid out our plan several weeks ago. If you are uncertain of your role in our 2012 plan, please talk with your supervisor. Our company is primed to make great improvements in 2012 and we can't do it without you. We appreciate your contribution. Let's make 2012 safe, healthy and productive!

- Dan Strong, CEO

Welcome Our New Employees:

Matt Gregory - Brokerage Mgr (MI)
Kyle Smith - Safety Lane Tech (GA)
Kurt Smith - Mechanic (MI)
Eric Royer - Mechanic (MI)
Jeff Golden - SE Regional Sales Manager
Danny West - Mechanic (KY)
Darren Mosley - Mechanic (GA)
Stephanie Davis - Recruiting Asst (KY)
Tony Celii - NE Regional Sales Mgr

Quote of the Month

Judge each day not by the harvest you reap but by the seeds you plant.

- Robert Louis Stevenson



NEW HOURS OF SERVICE

The Federal Motor Carrier Safety Administration (“FMCSA”) released its much anticipated Final Rule detailing the changes to the hours of service regulations in 49 C.F.R. Part 395. The good news to the motor carrier industry is that the Final Rule retains the current 11-hour daily driving limit. The Final Rule, however, makes two significant changes to the current HOS rules, effective **July 1, 2013**:

1. **34-Hour Restart**. With respect to the 34-hour restart, the restart period must include two periods between 1:00 a.m. and 5:00 a.m. (based upon the carrier’s home terminal time), and may only be used once per week.
2. **New Rest Break Requirement**. Drivers will be required to take at least a 30 minute off-duty break when working 8 or more hours after a 10 hour off-duty break. This break can be taken any time within the 8 hours, but there can be no driving after eight consecutive hours on duty even if an earlier break had been taken. This off-duty time does not change the ban on driving past the 14-hour limit after the driver first comes on duty following off-duty time of at least 10 hours.

The Final Rule also makes a few less significant changes to be effective on **February 27, 2012**, including the following:

1. The definition of on-duty time is changed to exclude any time resting in a parked commercial motor vehicle. Thus, drivers can, for example, take their 30 minute rest break sitting in a parked CMV.
2. Egregious violations of the HOS rules can result in fines of up to \$11,000 per offense for carriers (\$2,750 per offense for drivers). An egregious violation is defined as exceeding the 11-hour driving limit by 3 or more hours.
3. Waiting time under the oil field exemption must be shown by the driver on his daily log or electronic equivalent as off-duty and identified by annotations in the remarks section of the record of duty status.

The Final Rule can be reviewed, along with additional commentary issued by the agency on the FMCSA’s web site at www.fmcsa.dot.gov/rules-regulations/topics/hos-final/hos-final-rule.aspx.

A Hard Turn: Better Health on the Highway

By ABBY ELLIN

After driving hundreds of miles, the last thing Roy Williams, a truck driver from Denton, Tex., wanted to do was [exercise](#). After a day trapped in the cab, stopping only to gorge on greasy fare at truck stops, who could think of working out?

But once he ballooned to 405 pounds, he knew he had to make a change. So last year, Mr. Williams, 58, did something all too rare for someone in his profession: He embarked on a [diet](#) and exercise program.

The six-pack of Coca-Cola he drank each day? Gone. The hamburgers, chips and chocolate he relished? No more. Today, he drinks a protein shake mixed with ice water or soy milk for breakfast, nibbles cantaloupe and red grapes, and makes “sandwiches” with thinly sliced meat and cheese but no bread. He keeps a fold-up bike in his truck and zips around rest areas on his breaks.

His weight is down to 335 pounds, and he’s managed to reduce the amount of [blood pressure](#) medication he takes. “I rarely, maybe once a week, even go into a truck stop,” said Mr. Williams, who has been navigating an 18-wheeler for the last 30 years.

Mr. Williams’s predicament is hardly unique. On the road for weeks on end, with the sorts of diets that make nutritionists apoplectic, the nation’s truckers are in pretty bad shape. Now, beset by rising insurance costs and desperate to ensure their drivers pass government health tests, trucking companies and industry groups are working hard to persuade road warriors to change their habits.

It’s a long haul, so to speak. Eighty-six percent of the estimated 3.2 million truck drivers in the United States are overweight or obese, according to a 2007 study in *The Journal of the American Dietetic Association*.

“[Obesity](#) is a terrible problem in the trucking industry,” said Brett Blowers, director of marketing and development for the Healthy Trucking Association of America, an industry organization in Montgomery, Ala.

A few years ago, Mr. Blowers’s group conducted a blood pressure screening of more than 2,000 drivers at an annual truck show. “We sent 21 directly to the emergency room, and one of them had a [heart attack](#) on the way there,” he recalled.

It’s a problem not just for truckers, but for anyone who shares the road with them. In 2010, heavy and tractor-trailer truck drivers accounted for 13 percent of all fatal occupational injuries, according to preliminary data from the Bureau of Labor Statistics. A [2007 report](#) from the Federal Motor Carrier Safety Administration found that 87 percent of crashes involving truckers stemmed to some degree from driver error. Twelve percent of these cases were because the driver was asleep, had a heart attack, was in diabetic shock or had some other health problem.

“Of the accidents that are preventable, I’d say about 10 to 25 percent, if not higher, were from drivers who were tired, had [sleep apnea](#) or were not physically fit,” said Chad Hoppenjan, Director of Transportation Safety Services at Cottingham and Butler, an insurance broker in Dubuque, Iowa.

The United States Department of Transportation requires drivers to pass a certifying medical exam every two years. Drivers are checked for severe heart conditions, [high blood pressure](#) and respiratory maladies, including [sleep disorders](#).

While the statistics are bleak, they’re not especially surprising. Driving is a sedentary activity. Most truckers are paid by the mile, so they tend to squeeze out every last second of the 11 hours they’re allowed on the road in a 24-hour period.

“Some days I’ve driven 600 miles and didn’t even stop,” said Barb Waugh, 58, of Fairfax, S.D., one of an estimated 190,000 female truckers. In a typical week she logs 2,500 to 4,000 miles. “I feel like a

marshmallow because I don't get to exercise," said Ms. Waugh, who weighs about 300 pounds.

Routines that keep other Americans healthy — hitting the gym, cooking at home, scheduling a doctor's appointment — are nearly impossible, since drivers are rarely in one place for more than a day or two. The only exercise for many is pressing the gas pedal; most don't load and unload cargo.

When they do leave their vehicles, it's usually at truck stops and fast-food restaurants where nearly every option is greasy or fatty or served up in calorie-rich buffets — which some truckers say stands for "Big Ugly Fat Fellows Eating Together."

"Everything's fried, fried, fried — chicken, hot dogs, hamburgers, chili, burritos, corn dogs," said Bill Johnson, 50, of Lubbock, Tex., a 25-year industry veteran.

Jill Garcia, 50, a driver from San Antonio who is obese and has sleep apnea and hypertension, said: "I swear, the truck stops have a candy-a-holic at their corporate offices. You can get two king-size bars for \$3. I got four packs of M&M's for a buck."

Until recently, few in the transportation industry cared to tackle its health issues.

Now transportation carriers, industry organizations and even truck stops are unrolling initiatives to help truckers slim down, shape up and improve their health. Employers are holding health seminars, building on-site gyms, bringing in nutritionists and fitness trainers, and offering financial incentives to employees who stop smoking or lose weight. Some drivers are cooking in their rigs, walking or bike riding around truck stops, blogging about their experiences at sites like truckingsolutionsgroup.org and safetythruwellness.com, and writing books.

Lindora Clinic, which operates weight-loss centers, last year unveiled "Lean for Life On-the-Road," a nutrition and exercise program for the trucking community. The company has teamed up with the Truckload Carriers Association, which represents 400 carriers, for a "Trucker Weight Loss Showdown" to begin in January. For two and a half months, 10 fleets, each composed of six drivers and six office workers, will exercise and follow low-carb, low-fat, moderate-protein diets.

This year, TravelCenters of America/Petro unrolled a program called StayFit, which includes fitness rooms, mapped walking trails and healthier foods at its stops. Snap Fitness, an international chain of 24-hour gyms, has announced plans to open a workout facility at one, and perhaps many more, of the 550 Pilot Flying J Travel Centers across the country.

While concern for driver health is certainly a force behind the wellness initiatives, economics also plays a role. The trucking industry is grappling with sky-high insurance rates and rising medical costs. The 2010 Cottingham and Butler Trucking Compensation and Benefits Benchmark Survey, an annual report for the trucking industry, found that deductibles and out-of-pocket costs to truck drivers and their employers are 40 percent to 70 percent higher than in other industries.

The industry also is struggling to retain veteran drivers while recruiting new ones. According to Debbie Sparks, vice president of development for the Truckload Carriers Association, the industry is short about 150,000 drivers, and she expects that number to rise to 300,000 by next year. But nearly 40 percent of new drivers quit within their first 90 days.

"We've got to make ourselves more attractive to recruit a new generation of truck drivers," said Ms. Sparks.

Still, it's likely to be a long time before truckers are clamoring for steamed tofu and doing Sun Salutations at rest stops. "Unless the driver is scared to death for their life, unless they've had a medical event, they're probably not going to change," said Michael Metzger, 37, whose Web site, [HealthyTruckerLifestyle](http://HealthyTruckerLifestyle.com), chronicles his weight-loss experience (70 pounds and counting) and offers recipes and exercise tips for drivers.

“You’ve got to go to them, and you’ve got to speak their language,” said Mr. Perry of Rolling Strong. “They truly don’t want to be told what to do — they have to feel that they’re making this decision on their own.”

When the Lindora Clinic started working with truck drivers, recalled Cynthia Stamper Graff, the company’s executive chairwoman, she often received beleaguered phone calls. “The drivers said: ‘I don’t think we can do this. This is too difficult,’ ” she recalled. “The challenges of life on the road — no structure, not being at home where you have a refrigerator, no proper food choices. And they weren’t exercising.”

But slowly, she said, drivers embraced the company’s 10-week program, which includes weekly phone consultations with a “nurse coach” and costs \$360 a person, often paid wholly or in part by the employer. So far, the 75 drivers who have completed the program have shown an average loss of 8.4 percent from their starting weight.

Mr. Johnson signed up with Lindora this summer after hitting 226 pounds. Beforehand, his only exercise was “walking into the truck stop restaurant, eating a bit and going back to the truck,” he said.

Today he weighs about 208 pounds, and his truck doubles as a makeshift gym. He does sit-ups inside the trailer and pull-ups below. He fills a cooler with 60 pounds of ice and lifts it over his head 10 to 15 times. He power-walks around truck stops, some of which cover four or five acres, though he balks at the idea of using the area around his truck as a running track (32 laps around a rig is a mile, drivers are sometimes reminded).

“That’s just goofy,” he said.

Some drivers have even turned to private trainers. Kevin Melton, 39, a trucker in Black Mountain, N.C., used to snack on Snickers bars and three or four Little Debbie pies a day while driving. His weight shot to 260, his joints and back ached, and his [cholesterol](#) was “through the roof.”

Two years ago, he began working with Chadwick Slagle, a trainer. Together they devised a nutrition plan: Mr. Melton now eats five meals a day, drinks water instead of soft drinks, and snacks on fruit and nuts. He wakes up at 4:30 a.m. to exercise, running on a treadmill or around a parking lot. He now weighs about 200 pounds and hopes to get down to 190.

He has had to rethink some of his beliefs. “You hear Snickers are healthy because of the nuts, that they give you energy,” he said. “But when you read the label you realize they’re surrounded by caramel.”

For Ms. Garcia, who recently joined WeightWatchers, a new lifestyle was an easy decision. She takes medication for high blood pressure, and she worries that the day will come when she won’t pass her physical.

“I’m being stupid if I don’t lose the weight,” she said, “because I’ll lose my job.”





Are You A Safety Professional?

I recently saw two different safety posts on social networking sites commenting on our roles as Safety Professionals. One lamented being called Professional when we don't call others, like Lawyers and Doctors, Lawyer Professionals and Doctor Professionals. The other article commented along the lines of the Marines: once a Marine, always a Marine, saying once in Safety, always in Safety. I pondered these two comments on the site after I read them and tried to think about what being in safety means.

Being in safety means you have taken safety on as a full time role and it is your reason for existence. But how does this differ from others? It should mean the same thing--you are a professional and being safe is your reason for existence because, without it, we cannot be successful in our individual jobs. Yes you might be a Dispatcher, Mechanic, or Planner, but what do those roles mean without safety? Do you dispatch illegally, rolling the dice and hoping nothing will happen? Do you not fix what you know will cause a breakdown or injury? Do you plan a load knowing it does not match DOT regulations?

Sure, all these things happen but the result is tragic. Maybe not today, or tomorrow, but one day the results will be tragic and we will own those results. We will have to determine our responsibility. This is where professionalism enters. We should do things right without anyone watching, knowing it is the right thing to do, and knowing the outcome of our decisions could impact lives.

So as you make your decisions to plan, dispatch, repair, or drive, consider the choices you have made and determine if you are a Safety Professional. Decide if you are part of the solution, knowing once you are a Safety Professional you will always be a Safety Professional.

By: Rick Earl—Director of Safety

Congratulations on Achieving ASE Certification!!!

ASE stands for National Institute for [Automotive Service Excellence](http://www.asecert.org)
(www.asecert.org)

You may have seen the ASE blue logo at a repair shop or seen the ASE blue patch on the sleeve of a Technician's shirt. ASE is a national testing organization which sets standards for automotive technicians. To become certified by ASE, a technician first must have repair experience on a particular system, then take and pass the ASE test for that system.

Super Service provides additional compensation to its Technicians for each ASE certification received.

The following Maintenance employees achieved ASE certification in the month of December:

Rob Grillo - Received the Electrical/Electronic Systems and Heating, Ventilations, and Air Conditioning certifications.

John O'Connor- Received the Preventive Maintenance and Inspection certification.

John Jurczuk - Received the Painting and Refinishing certification

Laif Lampson - Received the Painting and Refinishing and the Non-Structural Analysis and Damage Repair certifications.

Larry Smith - Received the Preventive Maintenance and Inspection and Heating, Ventilations, and Air Conditioning certifications

Aaron Brinks - Received the Drive Train and Suspension and Steering certifications

Jim Miller - Received the Brakes and Preventive Maintenance and Inspection certifications

Randy Davis - Received the Diesel Engines and Preventive Maintenance and Inspection certifications

Dallon Mathews - Received the Preventive Maintenance and Inspection certification

Keith Nicholas - Received the Preventive Maintenance and Inspection certification

Anthony Celidonio - Received the Brakes and Preventive Maintenance and Inspection certifications

Thomas Nauss - Received the Brakes and Preventive Maintenance and Inspection certifications

Randy Kremm - Received the Preventive Maintenance and Inspection certification

John Wolf - Received the Preventive Maintenance and Inspection certification

SECRET SANTA

For many years, the Somerset employees have participated in a Secret Santa game during the Christmas holiday. However, this Christmas, they wanted to be a Secret Santa to families that were truly in need. We were given the needs of two families by a local pastor, Brother Yulanda Price. One family was a 90 year old lady that survives on less than \$ 300 per month income. The other family was a grandmother raising two small grandchildren. Both parents of the grandchildren are in prison. The grandmother also cares for her son who has some mental disabilities. Everyone at the Somerset terminal got involved and began to buy food items, household items, clothing and toys for the children. Some also donated cash to give to the families. The items were collected over a two week period and the result was amazing. When Brother Price came to pick up the goodies, he was overwhelmed with the response we had. He reported back to us that the families couldn't believe that total strangers would be so generous to people they didn't know. Thank you to everyone that donated to make Christmas a little more joyful for two families who truly needed a little more joy in their lives. This really is what CHRISTMAS is all about.

By: Ruth Skaggs

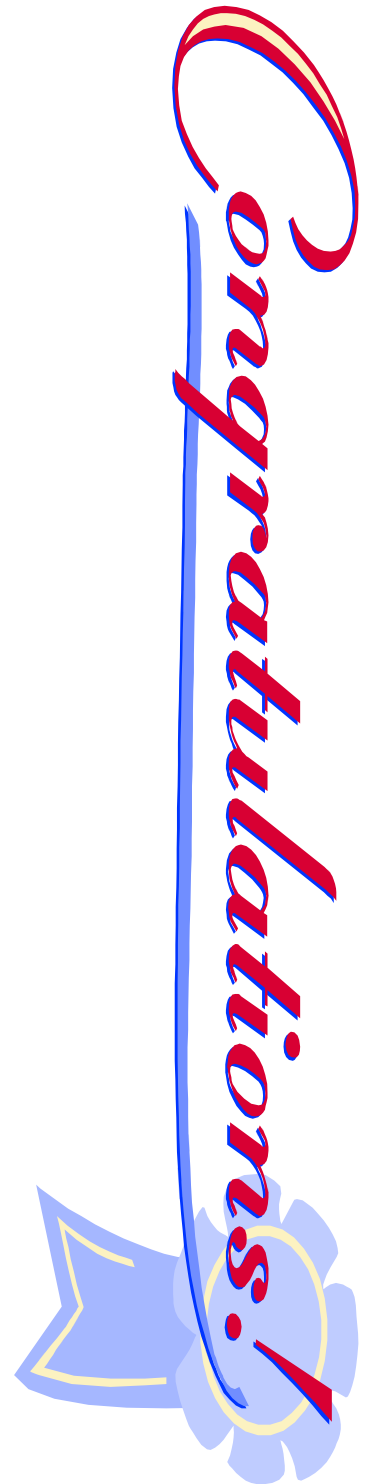


January Driver Years of Service Recognition—Thank you!!!

Name	Years of Service	Name	Years of Service
Allen, Glenn	1	Reichert, Steven	2
Arnio, Todd	1	Martinez, David	2
Corbett, Herbert	1	Diaz, Hector	2
Coulter, Roy	1	Daniels, Linwood	2
Gleaton, Holly	1	Gilbert, Dennis	3
Green, Otto	1	Graves, Gerald	3
Hartley, Ed	1	Sims II, Thomas	3
Hawthorne, Richard	1	Carter, Randy	4
Homant, Daniel	1	Sealing, Paul	4
Johnson, Lawrence	1	Gartside III, Fred	4
McKelvey, Thomas	1	Castle, Jason	4
Mzuka, Peter	1	Erbe, Gene	5
Niles, Albert	1	Johnson, Tim	5
Parker, William	1	Hanawalt, Jeff	6
Parra, Shawn	1	Stone, Jeff	7
Rogers, Eugene	1	Hopkins, Michael	7
Ross, Shannon	1	Clifford, Rose	8
Schleusner, Larry	1	Hall, Michael	9
Wallace, William	1	Jergens, Terrence	9
Warner, Walter	1	Noonan, Patrick	9
Corbin, Anthony	1	Kolbas, Steven	10
Collett, Ricky	1	Luther, William	10
Garrison, Douglas	1	Fallen, Allen	11
Norman, Talmadge	1	Hamilton, Dennis	11
Perry, Michael	1	Henrie, Dean	11
Fuentes, David	1	Smith, David	11
McDowell, James	1	Castle, Robert	12
Prewitt, David	1	Miller, Bill	16
Nolen, James	1	Carroll, Burke	17
Wallace, Daniel	1	Hughes, Raymond	17
Russell, Helen	1	Stansberry, Dennis	18
Bolding Jr, Roy	2	Reynolds, Erik	19
Clark, Dana	2	Castle, Jerry	21
Lane, Keith	2	Colbert, Nathaniel	23
Lineback, Keith	2		
Moorer, James	2		
Pauly, Douglas	2		
Thomas, Robert	2		
Honore, Arlande	2		

Jan. Non-Driving Years of Service Recognition—Thank You!!!

<u>Name</u>	<u>Years of Service</u>	<u>Position</u>
Bastin, William	1	Mechanic—KY
Price, Tara	1	Maint Clerk—KY
Rivera, Ed	1	Driver Manager—NY
Treubert, Chris	1	Sales Executive—NJ
Wilder, Cassie	1	Recruiter—MI
Maat, Steve	2	Director of HR—MI
Santee, David	2	Breakdown Coordinator—KY
Brinks, Aaron	4	Mechanic—MI
Celidonio, Anthony	4	Mechanic—GA
Daughetee, Sherry	6	Accounting/Payroll—KY
Murray, Brian	6	Driver Manager—MI
Whitis, Gary	6	Body Shop Tech—KY
Bryant, Danny	6	Terminal Manager—GA
Richardson, Vickie	8	Log Clerk—KY
Amaya, Jose	9	Mechanic—TX
Fransen, Hilda	9	Payroll Administrator—MI
Wolffis, Jim	10	CSA Manager—MI
Mounce, Darlene	21	Customer Service—KY
Ulrey, Tamara	22	Safety Coordinator—MI
Venlet, Kris	23	Receptionist—MI
Rogers, Johnie	24	Customer Service—KY
Caudill, Mike	26	Sales Executive—KY



Upcoming Events

- We have Safety Meetings every Friday at Super Service terminals. Join us for some good grub and important safety information. Safety will be available to answer questions.

Thank You Lynn Denzinger and Mark Dearman!!!

CJ Peterson from Atomic Transport, LLC had the following to say about Lynn Denzinger, Customer Service Rep, and Mark Dearman, Professional Driver:

“Lynn...you’re the best. I’m officially spoiled now when dealing with any other carriers!

In addition, all the drivers have been extra polite and I want to let you know Mark was absolutely great. So if there is any process to make sure a customer wants to show his happiness with a driver, I would love for Super Service to know that I am very pleased with all the service I have received, especially with Mark!”

Great Job Lynn, Mark, and all the other drivers who serviced the Atomic Transport, LLC account!!!

Mark was given some Super Service logoed apparel for his efforts.

Refer Safe, Qualified Drivers and Earn \$\$\$\$

As we all know, one of our seven company goals is “number of manned trucks”. The success of our company is commensurate with our ability to attract Safe, qualified drivers to our company.

Remember, we do offer a generous \$1000.00 recruiting bonus for each Safe, qualified driver *you* refer when they complete orientation and deliver their first load! And now, we offer the recruiting bonus for owner-operators as well!

Contact recruiting for all the details! Refer drivers & owner-operators and start earning \$\$\$\$ today!

- Super Service LLC Recruiting

Super Service, LLC
6000 Clay Ave SW
Grand Rapids, MI 49548
616-530-8558 ph
616-261-4942 fax
smaat@superservicellc.com