



# Newsletter...

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## Log Compliance Update

I want to share some information that may help you understand why we audit logs internally the way we do.

I have always stood firmly by the statement that if we are told "why" something is handled the way it is we are better able to embrace the policy or regulation in our daily work.

The Federal DOT's current emphasis on drivers' logs is FALSIFICATION, or simply, put log accuracy.

They believe, as do I to some degree, that if the logs are not accurate or truthful with respect to where you say you are geographically, then the times you enter for breaks or driving times may also be suspect as to their accuracy.

We use a 30 minute plus or minus factor when auditing your logs to allow for differences in clock settings and times that fall in the middle of a 15 minute log block.

We are being prepared by the DOT for electronic logs in the future, so all departments ( Operations, Auditing, Settlements, etc.) will have to get used to this level of accuracy.

Plan your trip and consider your logbook a diary that records your movements as you accomplish the plan.

The conversion to electronic logs will be simple if we continue on this path of log accuracy as a company.

## Safety Corner

By Ed Heath

*Director of Safety and Driver Relations*

### RoadCheck 2008 June 3/5-2008

As sure as the spring rains bring new growth, the month of June brings the annual 72-hour inspection blitz called RoadCheck. This year the nationwide inspection campaign will be June 3, 4, and 5, 2008.

We are in a unique position this year. Our SafeStat scores are back to a very favorable position thanks to everyone's effort and focus on compliance.

The unique position I mention above is this. We are not inspected very often at the scales or on the side of the road because of our favorable Driver Out of Service scores. Our ISS (Inspection Selection System) score is currently categorized as "PASS", due to these good numbers.

This calls for us to be **EXTRA** focused on roadside and scale inspection compliance during RoadCheck 2008 since **ANY** Driver Out of Service inspections will negatively and immediately affect our scores.

We know what to do to be in compliance, we will just need to stay focused at all times. Allow me to recap some tips I call "Six easy steps to log compliance."

1. Have 8 days of log copies available for review at all times.
2. Be current to the last change of duty status.
3. Drive no more than 11 hours after a 10-hour break.
4. Be on-duty no more than 14 hours after a 10-hour break.
5. Be on-duty no more than 70 hours in 8 days.
6. Be where you say you are **AT ALL TIMES** as compared to timed, dated documents and events.

RoadCheck is an important event where we can use our knowledge and skills to increase our number of Clear Inspections and drive our scores even lower.

I thank you all and look forward to another clean RoadCheck this year.

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## Operations Update

By Tom Scholl Operations Manager

Effective Saturday, May 17, 2008 we will be extending the hours that we will be recording check in and checkout times to the yard. We will be adding the hours of 0500 to Noon on Saturdays to the gate log program.

An issue I would like to address is the amount of time drivers are spending in the office areas.

I do not in any way want to discourage our open door policy and communication between drivers and office staff; however, I have seen an increase of drivers spending considerable time in the office.

Please be mindful that we are all trying to do our jobs. Sometimes when we are slowed down getting our job responsibilities done it affects drivers that are on the road.

### Reminders:

- **Seal all Loads.** We have a claim pending due to a driver not putting a seal on a load. A shortage occurred that we will be charged for since no seal was used and no seal record exists.
- **Earp Loads.** We CANNOT mix ANY products with ANY of their loads. Trailers MUST be clean inside and ALL their loads must be bolt or wire sealed. Shippers are the first line of responsibility for this but they will occasionally miss taking care of these points. DO NOT leave their facility until corrected. Any issues call Operations immediately.
- **Home time requests.** These need to be requested at least 5 days ahead of the 1<sup>st</sup> day being requested off. This allows us to adjust the volume of loads we commit to for that time period. Coming out of the house on time is also important as we have already planned you on a load and counted on you to transport that load.
- **Qual Comm.** Please use Qual Comm as much as possible. Nobody likes to be on hold on the phone and the more we use the phone the more this will happen.

Operations Continued on Page 4

## From the Family

By Darrin Karley

Vice President

Fuel continues to garner the lion's share of attention of the expense side of our company.

At this time, all but a few APU's have been installed. Most everyone has brought their idle time below the 5% threshold. Thank you for your efforts in that regard.

It is essential that we hit that target in order to gain the full benefit of purchasing that equipment.

Coming in June, there will a significant change to your fuel network.

Love's Travel Centers will be added as a primary fuel stop.

We are in the process of publishing new fuel network books and will have them for you sometime in June. Please make a note to pick one up.

I am monitoring compliance to the network, as that is where our discounts are. At this point, I have not shut non-network stops off the card.

As long as network compliance is being adhered to, we will continue on the honor system.

Those of you who are Owner Operators are free to fuel where you wish. However, remember that we only charge you what we get charged. Therefore, in order for you to take full advantage of our buying power, buying in our network will save you money.

## New Office Staff

Lisa West has joined our accounting department

Michelle Hibberd has joined All Freight as a recruiter to help us meet our goals and needs for service and growth.

**Owner Operators** - Maintenance envelopes are due in Safety by the 15<sup>th</sup> of each month for the previous month. If you prefer, you can be inspected once each quarter by our shop instead of maintaining these records.

## General Reminders and Updates

- **400 pound Federal APU Weight Exemption.** All Company trucks should have APU's installed as this is written. We have available details of the Federal Law that allows 400 pounds extra gross and axle weight when an APU is installed. Use this when stopped at a scale, but be aware that many states have not "officially" adopted this Federal Law. Let us know if you have issues with the 400-pound APU weight exemption. See Paragraph (n) of the the law. These may be obtained from Safety.
- **Idle Time with APU's.** We have set a goal of 5% idle time for company trucks equipped with an APU. We are working with drivers who have downloads above this number and sorting out issues that may be affecting the ability to reach this goal. One concern is letting the truck idle to cool down the turbos after coming off a hard pull. The shop tells us that if you will switch on the manual fan override when you are 5 minutes from getting parked the turbos will be sufficiently cooled and you can shut the truck down immediately. Shut the truck off every time you stop.
- **Qual Comm and Truck MPG's.** I have noted many of you monitoring your MPG's and Idle Time on the Qual Comm. While we appreciate your focus and concern, be aware that the sensors and information on the Qual Comm in this area IS NOT ACCURATE. It may give you an idea, but the only true data is that which is downloaded.
- **MVR and Annual Review Procedures.** An MVR will no longer be provided with the DOT required Annual Review document. You must recall and report on this form once each year what, if any, moving violations you have been convicted of.
- **Wal-Mart delivery times.** Please note, the time considered by Wal-Mart as "on-time" is when you check in at receiving, NOT when you come through the gate.
- **Thanks for all your hard work and effort it is appreciated!!**

## QualComm Message Review

The Qual Comm is an important part of our business as it allows 2-way communication with you almost anywhere in the United States.

We still have some challenges with the proper and timely use of the Qual Comm and will be reviewing a critical message / macro each newsletter in this space.

This time we will take a look at the Load Confirmation (Macro No. 1)

At first glance this message appears to be simple and have little importance, but that is not the case!!

This message actually "confirms" the load and set several different processes into motion.

If you cannot pick up on time as asked (or if the load you have been sent does not have a pickup time in the data), answer "N" for no and check with your dispatcher. Be prepared with an answer to their question of why you cannot pick up on time.

If you cannot deliver to the final destination, which can include reasons such as running low on hours after you pick up, health concerns and many others, answer "N" and contact your dispatcher.

Same with the question "I have hours to deliver final". If you don't or will run low, insert "N" and contact dispatch.

We do not want or expect you to just automatically insert "Y" in the blanks and go deliver the load. This message and the follow-up with your dispatcher is designed to allow a dispatch to be corrected in its early stages.

This could be by reassigning, having you go ahead and load the cargo and get as far as you legally can get and then swap, change the delivery appointment or even change the load onto someone else.

Every message has a critical and important function and they must be sent every time and in a timely fashion. Next Newsletter, **Depart Shipper.....**

## Operations Update – By Tom Scholl (From Page 2)

### Reminders – continued.

- **Load Advances.** I must personally authorize anything over the normal trip advance. This must be requested during normal business hours. Night and Weekend staff are not authorized to issue personal advances.
- **Qual Comm Messages.** Please send all messages, especially Daily Check Calls in a timely manner. This is a requirement that will help everything run smoother.
- **Departure Times.** Please plan your trip to leave at the agreed upon departure time. If unable to do so, you need to inform Operations immediately so corrective action can be taken.

Thanks for all your hard work and dedication.

Tom

## Compliance Update

Our current **Driver OOS** percentage is **5.3%**. This is up slightly from 5.2% as reported in our last newsletter.

Unfortunately, we have experienced a Driver OOS since the last newsletter. Our focus needs to continue on planning our trips and making certain we are prepared for an inspection at ANY TIME.

Our **Equipment OOS** percentage is **11.4%** as compared to the National Average 23.14%. This is up slightly from the 11.3% reported last month. The defects that created this increase included lights and brakes.

No Violation inspections are the key to future success in this area and we appreciate your attention and efforts to NOT be placed Out of Service.

Please plan **EVERY** trip and run legal logs. Our Future is in your hands.

**NO VIOLATION INSPECTIONS =  
PREPASS PRIVILEGES**

Help meet the Company Idle Goal of 5%.

**SHUT THE TRUCK OFF!!**

## The First Hour

By now everyone knows that we are very focused on your Safety Culture (Habits) at All Freight Systems.

These positive safety habits are what allow you to do a very challenging job safely day in and day out.

An interesting fact I discovered recently that needs to be shared and included in everyone's safety culture is that the majority of accidents and problems happen during the first hour of either beginning your trip or coming on-duty.

I was somewhat surprised by this and have always been concerned about your focus, fatigue, and safety as you get towards the end of your allowed log time or the 11<sup>th</sup> hour.

Why is this? Most sources indicate that it is adjusting from your off-duty time to the act of driving. Driving a Tractor-Trailer is a serious and detailed process; you must make multiple decisions each mile you travel as well as keeping a sharp watch for the other drivers on the road.

In this "switch-over" you sometimes can become tired and just not watching as closely as you do once you are in the rhythm of driving.

Watch out during that first hour. Be extra focused and take time to adjust to driving as you leave on your trips.

## Three Point Stance

This is the **ONLY** acceptable procedure for getting in and out of your truck. It means facing in towards the truck **AND** keeping 3 parts of your body in contact with the truck at all times during entry and exit.

Sadly, I still observe many drivers coming out of the truck **FACE FIRST** with only one hand supporting them.

You can seriously injure yourself if you lose your grip and fall from the truck. Please use the Three Point Stance at all times.