

National Navigator

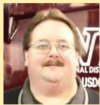
Monthly Newsletter of National Distributors Leasing, Inc.

August 2011

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A Word From Safety



Jeff Kaps
VP of Safety and HR

It's been a tremendous year and we are looking forward to big things through Q3 and Q4 of this year. I don't know about you but I'm glad that July is gone! It's just a bit problematic for those of us in transportation with plant shut-downs for vacations, retooling etc. However once through those first few weeks of July everyone is gearing back up and in full swing! That means better freight opportunities for us moving into August and beyond! Remember and take to heart that old adage "Better be making hay while the sun shines"!

You will notice several articles about "Back to School" and school bus safety! It's that time of year, be prepared and be alert. Please read

Continued on P.2 , Col. 1



From the Desk of Keith Vaughn...



Keith Vaughn
President & CEO

I've been looking over some areas where I would like to see some performance improvement and I need your help. I have two areas selected, idle time and turning in your paperwork.

Reducing idle time has an immediate and impressive effect on our bottom line finances. We have seen idle time trend up over the past couple of months and we expect to see some of this when temperatures are high and especially so with drivers that don't have an APU. However the trend has been higher than we have expected. I need your help in bringing our idle percentage averages down. I know that you need to be comfortable in order to rest and I want you to be. Where I want you to focus is on the time that you can turn off the truck with no impact on your comfort. For example, when you stop for a break, go to eat, take a shower, go in to a shipper or receiver. These are all times that you can turn off the engine and save some fuel and maintenance expense. Please help me where you can!

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Continued from P.1

these and think about all the ways that we can make sure we are ready for the back to school season.

Something that we have talked a lot about and spent a lot of training time on is CSA and our Maintenance Basic. I'm encouraged that we are doing better and seeing a lot more clean roadside inspections coming in. The "clean" or "no violations found" inspection is pure gold this day in age! For those of you that have been receiving these, Thank You! AND be on the lookout for your thank you card and gift certificate. It's just a small token of our appreciation and hope that it helps you a bit somewhere down the road. For those of you with violations... well, you know don't you? Let's keep working to get them all "clean"!

Property damage crashes are very expensive and all too often preventable. Please focus on making certain that you are clear everywhere when maneuvering around a lot or backing in any congested area. Practice G.O.A.L. – Get Out And Look! Make sure whenever there is any question in your mind that you are clear before you move. Overall everyone is doing a great job! However we do need to focus in this area, and of course never take our eye off of the larger picture which is to make sure that we are driving safely and defensively everywhere that we go!

You folks are the best in this business and I'm proud to be able to work with you. Thank you for all that you do and never forget to come home safe! •

Economic Stress



John Canter
Prayer Leader/CFO

Just look at the headlines, "How a US default could hurt you", "Gas prices rising", "Food prices rising", "Unemployment on the rise", "The coming Social Security

(Kieth's Piece) Continued from P.1

We have been using a scanning service to allow you to send transmit your paperwork into our accounting area. This allows us to do two very important things. Having your signed bills of lading from your load allows us to process your pay and get it in the queue and it also allows us to bill our customers which gets us paid! I need you to focus on getting that paperwork scanned in to us the same day that you deliver if possible, if not then scan it as soon as you can the next morning. If you for some reason can't scan in your paperwork the day of or the next day after delivery, talk to your fleet manager and see what we can do to help you.

I appreciate everything that all of you do for National and thank you for your hard work! Don't ever forget, if you see a way that we can improve, I need you to call me with your suggestions!

"If you'll not settle for anything less than your best, you will be amazed at what you can accomplish in your lives." ~ Vince Lombardi •

shortfall"... NO WONDER EVERYONE IS STRESSED OUT! HECK, I AM STRESSED AFTER WRITING IT! But at the end of the day we have to face these challenges the best we can and make the needed changes in our lives. Many relationships are destroyed due to money/financial issues.

So how do we attack these financial challenges? You know my first comment, **PRAYER.**

1 Corinthians 10:13 ¹³ No temptation has overtaken you that is not common to man. God is faithful, and he will not let you be tempted beyond your ability, but with the temptation he will also provide the way of escape, that you may be able to endure it.

So, if we belong to Him, God will not allow any difficulty to come into our lives that we are not capable to bearing.

The above being *numero uno*, there are also tons of websites that give tips on cost-cutting in our personal lives. Just do a search, "cost-cutting at home", and see the tips you get.

- Budgeting
- Energy savings

- Grocery shopping
- Entertainment
- Transportation
- Do it yourself projects

I actually try a lot of these ideas. It is difficult sometimes to change our spending habits but when you see the positive results it gets easier.

In conclusion, be mindful of the stresses you are under, pray about it and try to work through it. Pass your success ideas on to others. •

National would like to welcome Jason Clark back to work! Jason was injured in an accident at the Sportsdrome in Clarksville, IN last month. Welcome back, Jason! •

News from Richmond



Duane Patterson
Richmond Terminal MGR

The freight was slow for a couple of weeks with Ceva shutdown for inventory but they have opened again and we are in the process of securing as much freight as possible to help fuel the otr division as well as trying to increase our capacity with our local customers. We are always here to help. Be safe. •

Back to School, Yay!



Peri Standlee
General Manager

It's that time of year again when our children head back to the classroom. What does that mean to us in the transportation industry? More pedestrians for one thing; but let's not forget about the added traffic. We will have school buses on our city roads with stop and go traffic. We will have parents driving the younger children to school. AND we have many young and inexperienced motorists on the road at the same time our truck traffic is on the road. As a professional truck driver it is our responsibility to be respectful to other motorists and pedestrians. Do not assume the other motorist is paying attention to you... we must all take on a defensive driving mentality.

- Be mindful of all posted speed zones; pay particular attention to the changing limit in a school zone.
- Do NOT be on your cell phone while driving, especially not during school hours. *In some areas fines are doubled for talking on your cell phone in a school zone!*
- Keep both hands on the wheel; refrain from smoking or playing with the radio, especially while in congestion.
- Slow down. Slow down again when pedestrians are present.
- Back off! Be sure to have plenty of reaction time to quick changes in traffic flow.
- Be Alert!
- Please, for everyone's sake, buckle up!

Please continue to keep safety as your top priority so your loved ones can welcome you home soon. •

School Buss Safety

As the summer of 2011 quickly comes to an end, schools throughout the country will be opening their doors to students returning from their brief summer recesses.

For 24 million students nationwide, the school day begins and ends with a trip on a school bus. The National Safety Council indicates there are approximately 325,000 school buses operating on any given school day, with each travelling an average of 12,000 miles per school year.

What tragedy could be worse for a parent than to lose a young child in a school bus accident? What tragedy could be worse for a trucking professional than to be involved in such an accident? There are steps that can be taken by professional drivers to minimize the potential for these types of losses.

1. Recognize And Obey The Rules Of The Road – When approaching a school bus, be extra cautious. Look for the possibility of warning signals to activate and be prepared to stop. Remember that in most every state, and in most circumstances, it is unlawful to pass a stopped school bus that is either loading or unloading students. Additionally, most buses are required to stop at railroad crossings, so be prepared. Always maintain a "cushion of safety" to avoid rear-ending a school bus.

2. Obey School Zone Speed Limits – If you must travel through a school zone to complete your delivery, obey the restricted speed limits, and always yield to school buses, clearly giving them the right-of-way.

3. Be Prepared For The Unexpected – When following a bus that is making frequent stops, don't take a chance making an unsafe pass. Remember that school buses often pick up children during early morning hours, when fog and darkness may cause reduced visibility.

As professional drivers, we must use common sense, be courteous, and stay within the law. Think "CAUTION" anytime you observe a school bus.

At times, the trucking industry will take the position that some accidents are inevitable. Yet, when the cargo is as valuable as that carried by our school buses, nothing less than a total safety effort is acceptable.

Let's give our children a safe and happy school year! •

Article courtesy of Cottingham & Butler Transportation Group

Del Rio Remarks



Auggie Beltran
Del Rio Terminal MGR

I'd like to start off by saying I am glad to be back and part of this great company. Business seems to be growing in Del Rio and customers are impressed with our services and our integrity as a company. I look forward to the success and continuous growth of NDL. On that note, for all of you hard working drivers that come here to Del Rio, my door is always open and I am here

to make your time here an enjoyable one. I am open to any of your concerns and possible changes we can make to give you a better experience in Del Rio. The heat wave here is tremendous so come on in and put your feet up. I will leave you with this thought: People will forget what you said, people will forget what you did, but people will never forget how you made them feel. •



Only a Thousand



Dave Edmondson
Safety Training MGR

That was what my daughter said to me after she tore up her car running over a lane divider. "Dad, it was only a thousand dollars!" Only from the mouths of babes is what I could think. That still did not ease the pain. She thought of it as people just went out back to the Dollar Tree and picked up the \$20 leaves that fell to the ground. But that got me to thinking, isn't that how some of us think about our Companies' money?

We hit something that is sitting still and blow a tire. The cost to replace a Super single if we tore up the rim as well is right around a \$1000.00 dollars and we think "well, it was only a thousand dollars, the company has that." There are many problems with thinking like this. The average trucking company operates on about a 2 percent profit margin. That means after we get paid for the load and we turn and pay everything from you the driver down to the light and water bill and let's not forget Uncle Sam who gets his share no matter what. That leaves us with approximately \$2.00 for every \$100.00 we take in.

Let's put it in another light, using the blown super single and destroyed rim from above as the example. We had to spend \$1000.00 of our companies profit to repair the damage. **For us to get that \$1000.00 back into the company we must take in \$50,000.00 at a 2% profit margin.** Just using rough numbers, if our average load paid a thousand dollars that means we have to haul 50 loads just to get back to even. If we had 3 incidents like that in a week, every driver in the company would need to run an extra load that paid \$1000.00 to stay even.

Now, you may think that a \$1000.00 is not much in the grand scheme of things. How-

ever, when you think about how hard as a team we have to work to earn that \$1000.00. It seems pretty significant! That extra thousand could be put to better use elsewhere in National Distributors.

Now you may be asking yourself what this has to do with Safety. This is exactly what we do in safety other than try to protect you and the motoring public. We try to save the company from spending money that does not need to be spent. This is why we teach you the safe driving techniques like getting out to look before you back into a dock. Use your legs when lifting to keep from hurting your back. All of these things besides being for your protection are designed to keep from spending money needlessly. •

Recruiting Remarks



Mary Lucas
Director of Recruiting

Well the hottest month of the summer is approaching please make sure that you have plenty of fluids in your truck and light snacks to be able to stay hydrated and snacks to keep up your energy the risk of a heat related illness or heat stroke can come on very fast. The best defense is prevention.

Heat stroke warning signs:

- An extremely high body temperature (above 103°F, orally)
- Red, hot, and dry skin (no sweating)
- Rapid, strong pulse
- Throbbing headache
- Dizziness
- Nausea
- Confusion
- Unconsciousness

What to do for a heat stroke:

- Get the victim to a shady area.
- Cool the victim quickly using whatever you can – put them in a tub or shower of cool water; spray them with cool water from a garden hose; sponge them with cool water.
- Monitor body temperature, and continue cooling efforts until the body temperature drops to 101-102°F.
- If there is vomiting, make sure the airway remains open by turning the victim on his or her side.
- Do not give the victim fluids to drink.
- Get medical assistance as soon as possible.

Heat exhaustion warning signs:

- Dizziness
- Headache
- Nausea or Vomiting
- Fainting
- Heavy sweating
- Paleness
- Muscle cramps
- Tiredness
- Weakness

What to do for heat exhaustion:

- Drink cool, nonalcoholic beverages.
- Rest in a cool or air-conditioned place.
- Take a cool shower, bath or sponge bath.
- Put on lightweight clothing.
- Seek medical attention.

Don't forget our driver referral bonus! Please see me for referral cards to hand out.

We would also like to welcome all the new hires for July to the NDL Family: John Noffsinger, Boyd Dennison, James Coleman, Carla Moore, Michael Strickland, Patrick Sullivan, Marcus Williams, Michael Amburgey, Timothy Exterkamp, Charles Kandler, & Timothy Webb.

If you see these drivers at a terminal or at a customer give them a big Welcome Aboard!

Please drive safe. •

Tires and Breakdowns



Bill Knapp
Assistant Shop Manager

It's that time of the year when tire repairs are the most common type of repair we have. We need every one to help us by making sure you have a spare tire at all times on your truck, this saves us hundreds of dollars of on road repairs. Please remember to make sure you are checking your tires often. Proper inflation is key to tire life.

Also when you arrive at any of our terminals please make sure you turn in a write up complete with mileage. We use this to see if your truck is due for any preventive maintenance while it is here.

Lastly when you have a breakdown and call the shop (x604), help us help you by giving us all the information we need. Here is a list of things we need to know:

- Driver's name and truck number
- Call back number
- Correct current location
- Brief description of the problem
- If it's a tire do you have a mounted spare?
- Can you drive it?
- Is there a shop near •

KEEP 'EM COMING

Take a picture of your NDJ truck and send it to jinkaps@ndsinc.com and your photo may be used in the next issue of the **National Navigator!**

Guest Post: Gut Check



David Guess, CDS
Jeffersonville, IN

That was a phrase I often heard growing up. My parents would tell me to apply a gut check to whatever I was trying to decide. What they really meant was; what your heart is telling you. Does this feel right with everything else you know and the values you have. I am sure all of us have had that same conversation at some point in our lives. "Go with your heart", "Be true to yourself", "and trust your instincts". The list goes on and on.

I have always used this in my life, I trust what I feel. What hit me like a ton of bricks when I read Paul and Elders thoughts on how the brain works is I never question those feelings and the influence it may be having on my thinking. They state, "our mind is continually communicating three kinds of things to us: 1. Thoughts about what is going on in our lives; 2. Feelings (positive or negative) about those events; and, 3. Desires to pursue, driving us in one directions or another (in light of 1 and 2), (Paul & Elder, 2006).

Basically, we *think* something, perhaps thoughts that dispatch wasn't honest with me about this load, or a co-worker isn't pulling their share of the weight. So we *feel* upset and worried about having to work or have contact with them and we *want* to find a way out of the situation. All of a sudden it struck me that through the years I had never taken the time to work that scenario backwards. To stop and say, why do I want out of the situation? Ok, I feel I cannot work with this person. Ok. Why? Really, why?

Is there something clouding my thinking? Do I have a preconceived idea about this person or maybe it goes deeper than that. In just scratching the surface, it becomes obvious that to really grow and become the most effective leader possible, you MUST challenge your own thinking. You MUST take the time to see what could be getting in the way. That will not be easy work. It will be a lifetime of ideas, beliefs, and experiences. It will be a set of internal rules and assumptions that are deeply ingrained. Not all will be bad, but all have an influence.

I still feel the "gut check" is a valuable tool. Sometimes that feeling that something is not right may save us. The challenge is to hold those feelings up to the light of day to see what is real, what is not, and how it may be affecting how we think and make decisions. Many of us in this industry consider ourselves Christians who are not biased or prejudice towards others and in the big picture we are probably not. But what about the little ways that we are not even aware of? Those are the things we need to ferret out and examine to make sure our thinking is as clear as possible.

Our goal in the next coming weeks should be to stop ourselves when we're making a decision based on feeling and examine those feelings. We shouldn't want to start so much changing our behavior as examining it and getting a sense as to how we make decisions in the first place. How many are made with the 'gut check'? How many are thought out, rational, data based? From this I hope to start the harder work of becoming a better thinker.

References

Paul, R., & Elder, L. (2006). *Critical Thinking learn the tools the best thinkers use (Concise ed.)*. : Pearson Prentice Hall.



Drive4NDL.com

National Distributors Leasing, Inc.
The International Connection

Locally Owned and Operated
CDL-A Drivers Wanted



My Time _____

Congratulations to Alan Barnes

(Director of IT). Alan correctly answered July's puzzle with 2 Hours.

Alan, please see Jeff Kaps to claim your prize.

Remember to send your response to pstandlee@ndsin.com or call me at extension 544 with your answer. All correct answers will be placed in the drawing for a prize. The winner will be announced in next month's newsletter.

MAKE SOME EXTRA CASH
with our
DRIVER REFERRAL BONUS

\$2000 for teams
\$1000 for singles

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2							1	9
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			7		2			
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			2		6		9	

Un-jumble the letters to form familiar words:

- K N C I G U R T _____
- G F I T E H R _____
- S P L U Y P T A _____
- M I A N R E T L _____
- S L I M E _____

Use the red letters in the above puzzle to answer the question:

What's the first step to a good CSA 2010 score?

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