



We have loads of opportunity!

Message from the President

It's already the end of 1st Quarter, it seems like it was just Christmas. At least the bulk of snow and cold is behind us again.

In regard to the business side of things, we are managing to stay busy. You will find a few spots, or regions, where you may have to sit a day but for as bad as the media is reporting the economy is, we are doing very well. Our team of drivers, contractors and support staff must be complimented on a job well done. Transport Design Inc. received the much sought after carrier of the year award from Andersen Windows. This award is for outstanding service in

2008. Twenty carriers are involved in the transportation of Anderson Window products so this is a big feather in our collective caps. Andersen has slowed a little in the last few months, as expected, but I am seeing a slight increase in the window volume lately, as more loads have been booked. A big thank you to all involved in our Anderson Window business!

We are also working very hard on some new traffic lanes that you will be experiencing as you are dispatched. Don't worry we are not departing from our comfort zone, and what we do best, but some of the destinations and customers will

be new.

It is nice to see fuel prices have stabilized for a while. Stephanie is reporting our fuel discount program is really gaining momentum. Owner operators have been seeing savings \$400-\$600 dollars per month on average. It will not surprise me to see fuel spikes again this summer.

I hope everyone continues to make safety a priority. Lets hope the weather and economy continue to get better.

Leonard Korbel
President

Individual Highlights

Safety	2
Operations & Payroll.	3
Recruiting	4
Driver input	5
Drivers of the Quarter & Birthdays	6

Andersen Windows

On February 26th, 2009 Andersen Windows held a Carrier Conference.

The theme was to focus on "CONFLUENCE" – Our Continued Journey of Coming Together. It was very productive and informative, focusing on the future of Andersen Windows.

Andersen Windows awarded Transport Designs Inc
"2008 Carrier of the Year"

The factors in the decision were as follows:

Customer Service - On time performance to the hour was **98.52%**
Ranked # **1** overall

Communication = **100%**, EDI responsiveness, End customer satisfactor AW operations satisfaction, Commitment to deliver challenging loads 100
Rejected loads **0%**, Jobsite deliveries - **9**, Delivery issues **100%**

**Working together we accomplished something to be proud of.
Congrats to all TDI employees**



Linda and Mike accepting the award for Carrier of the Year.

News from Safety

Roadside and State Scale Inspections and Traffic Violations are occurrences with severe consequences for both the motor carrier and driver. Over the past two and a half years, we have tried various ways to get all of our drivers to make an effort to avoid getting into accidents, avoid getting violations during inspections and avoid getting traffic tickets, yet we continue to have accidents, and get Out-Of-Service Violations, Warnings and Tickets.

The Good:

Most of you are doing an excellent job; allowing plenty of time to get to destinations on time, doing Pre-Trip Inspections and Post-Trip Inspections, driving in a safe and prudent manner at all times, keeping your logs caught up to the last change of duty status, paying attention to detail, getting stuff fixed as soon as it needs it and taking your job seriously.

The Not So Good:

We have some drivers that let their guard down from time-to-time in one way or another, get sloppy, get complacent and caught, winding up with a violation or ticket for something that could have been easily avoided by paying closer attention.

The Ugly:

Then there are those drivers that are irresponsible and those that don't care. Not bothering to do complete Pre-Trip or Post-Trip Inspections, not bothering to get things fixed when they need it, falsifying logs and pulling other stunts that not only make us all look bad, but bring unacceptable legal and regulatory exposure to Transport Designs.

The Facts:

When **customers** are looking for a new motor carrier to do business with or look at what motor carriers to keep and what motor carriers to get rid of, the first place they look is at their SafeStat score and then they look at the motor carrier's on-time record.

When **insurance companies** are looking at a new motor carrier to insure or to renew existing business with, they look at loss runs and also immediately look at the motor carrier's SafeStat score and Carrier Profile. Insurability and the insurance rates are partially determined by the SafeStat score.

When a **State Scale** pulls you in for an inspection, one of the first things they look at is the motor carrier ISS-D score and SafeStat. The ISS-D score is generated by SafeStat. When **attorneys** take a case involving a truck crash they immediately look at the SafeStat score and carrier profile of the motor carrier to try to bolster their case.

When **television reporters** are covering a truck crash, they have the motor carrier's SafeStat scores before they go on the air and it is usually part of their news story.

Here is Reality:

In order to stay in business and stay competitive in today's environment, we need to manage our resources, operate efficiently, keep our operating costs down, minimize accident related costs, control our insurance costs, maintain our customer base and control our SafeStat Score.

Every time one of our drivers is in a **DOT Reportable Accident**, is put **Out-Of-Service** at a Roadside Inspection or State Scale Inspection, gets a **Warning** as the result of an Inspection, or gets a **Ticket** for a traffic or CDL related violation, it goes on our SafeStat record, stays there for 30 months and affects every driver at Transport Designs.

An authorized user (FMCSA Official, DOT Official, Inspector, Trooper or Safety Director) can index the 30 month SafeStat inspection history of a driver or of a piece of equipment. The collective 30 month inspection results provide an insight to the inspector regarding what specific areas to look at for violations when inspecting a specific driver or motor carrier's equipment.

If the driver has a history of Log Falsification, the inspector will focus on matching up receipts, bills, fuel, and scale interactions with the driver's daily logs. They may contact other State Scales to see what time you passed by their facility or use other means at their disposal to verify where you were and when.

If the driver has a history of 'right side violations' or other indicators that would lead the inspector to believe the driver to be lax on the Pre-Trip or Post-Trip inspections, the inspector will start a level II inspection and depending on what they find they may escalate it to a level I inspection.

If the driver has stuff sitting on the dash or scattered on the floor, or seems to be fatigued, ill, or unclean, the inspector will inspect a little closer.

If the driver has a DOT Reportable Accident record, the inspector will look much closer at all aspects regardless of the level of inspection being performed.

The Bottom Line:

- 1) Drivers that pass the Roadside Inspections or State Scale Inspections and turn in their inspections, get \$25.00 each time they turn in an inspection free of violations.
- 2) Company drivers that get an Out-Of-Service Violation, a Warning for a Violation on an Inspection or a Written Warning or Ticket for a traffic related offense, lose their Safety Bonus for that year.
- 3) Drivers who are put Out-Of-Service for obvious equipment violations that could have and should have been found on their Pre-Trip or Post-Trip inspections will be suspended for 7 days, put on

probation and will face immediate disciplinary action up to and including immediate terminated if they get another Out-Of-Service violation within 12 months.

4) Drivers who are put Out-Of-Service for False Logs will face immediate disciplinary action up to and including immediate termination where they are put Out-Of-Service.

5) Drivers who get a ticket or warning for a violation in a bodily injury or fatality accident will be subject to disciplinary action up to including immediate termination.

6) If you get a ticket or a warning, don't call me and try to blame it on someone else. If you mess up, have the backbone to say so. Don't call me and say "I got a good inspection, but the guy gave me a warning, otherwise it's clean".

Avoiding Trouble:

- a) Keep an accurate LOG RECAP and always keep your logs current to the last change of duty status.
- b) Do a thorough Pre-Trip and Post-Trip inspection as required, each day you drive a CMV.
- c) Get stuff fixed when you find something in need of fixing.
- d) Drive in a safe and prudent manner at all times.
- e) Make sure your lights are working and tires are inflated before you cross a State Scale.
- f) Axle out at the shipper, or at the very least before you get out of a shippers area. Don't wait until you are too far from the shipper to call in and say your' over gross or over axle and can't get legal.

Remember:

If you do get a warning for a mechanical defect, get it fixed right away. The repairs have to be made before the next dispatch. If you are inspected, fax in the inspection within 24-hours unless you are going to be at Savage or Salt Lake City within 24 hours, then you hand it in within 24 hours.

This article should lay to rest any doubts about the seriousness of getting in a DOT Reportable Accident, getting put Out-Of-Service or to getting Ticket or a Warning on an inspection. Again an inspection with a WARNING is not a clean inspection. We expect that all drivers at Transport Designs will drive in a safe and prudent manner at all times, obey the law, keep true and accurate up-to-date daily logs, do thorough Pre-Trip Inspections & Post-Trip Inspections and get stuff fixed as needed. To do otherwise is unacceptable.

Joe Neves
Safety Director.

News from Burnsville Operations

With the economy in its current condition, "good freight" is at a premium and it comes with ever increasing competition to obtain it. This is evident with both our customer freight and broker freight. Our ability to maintain a high level of service will help ensure that we receive as much as we can to keep the trucks moving. As freight slows and capacity increases, sales forces will be out knocking on doors. We do not want to give any of our customers a reason to entertain these calls. Everyone in the company should take pride in their contribution toward Andersen Windows selecting Transport Designs as the "Carrier Of The Year" award for 2008. It's the attention to detail and the commitment to satisfy the customers needs that result in such awards. This dedication is the means by which we increase our percentage of "good freight".

The percentage of broker freight has increased to fill in the gaps during this downturn, and we must be mindful of the consequences. More broker

freight results in increased pressure and stress on the system. Broker rates have fallen with the increased capacity and this requires many more calls to find an acceptable load. It takes more time and work for everyone, (dispatch, settlements, billing, drivers etc.) to process a broker load. Brokers typically require drivers to make daily check calls and to call them when loaded and empty. It is imperative that drivers make these calls. We get numerous calls from brokers tracking their loads and this just takes valuable time away from the dispatcher's efforts in securing new freight.

Malt-O-Meal is currently stocking their new distribution warehouse in Kansas City, MO and our contribution has been to supply the inbound moves from their Tremonton facility. Outbound MOM lanes will eventually develop out of KCMO. With this new "lane" we have decided to change some geographical responsibilities within dispatch. Mike Childs will now be handling all drivers terminating in the states of Oklahoma, Kansas, and the metropolitan area of Kansa City, MO. Harlan will continue to be responsible for the remainder of Missouri.

Reminder on Vacation / Time Off:

Vacation time requires advanced notice, typically two weeks is sufficient. Requests must be submitted to Andy Powers for approval.

Annual Trailer Inspections: For the past couple of months we have been putting an increased effort into identifying and routing trailers back to MN that are in need of updated annual inspections. This is not a special occurrence but a continued necessity. Any trailer within 60 days of needing an inspection should be directed to the Savage shop. We all need to put forth the effort needed to accomplish the goal. Drivers are required to identify this date with every trailer they move. When dropping and hooking be aware of these dates. If you are in MN, pick an empty that may need an inspection and bring it to Savage. If you are loading outbound from MN, make sure NOT to use a trailer that is in need of inspection. If you are dispatched on a load

coming back to MN, try and pick a trailer that needs to come back to MN. Dispatchers should be coordinating specific trailers to inbound MN loads whenever possible. Current inspection dates have been updated in the computer for quick and easy reference to help in this planning. . At times we have been forced to do an annual inspection in a different State to keep it legal, but since we are a MN based carrier our trailers require a MN annual inspection. Getting the trailers back to MN in time will help prevent paying twice for the same inspection.

Andy Powers
Operations Manager

"No Violations" found roadside inspections

The following Drivers have received a roadside inspection with No Violations!

January

Daniel Esquibel
Stephan J. Parish
Bernard L. Gray
James V. McCauley
Juan Rangel
Jeremy Riley
Herman T. Nelson
Robert L. Bateman
James R. Friedl
Scott M. Johnson
David M. Hughes
Dennis Fernelius
Dennis L. Tate
Chad E. Selsor
Wayne F. Boatman

Clarence E. Donahue
Jiri Laznicka
Mark A. Ticknor
James R. Friedl
Jonathan E. Schoch

February

Stanley V. Walker
Donald P. Clemens
Dennis L. Tate
Thomas M. Emmett
Scott R. Miller
Sean M. Vanepps
Roger D. Bilbruck
Donald P. Clemens
Joseph Lacivita
John L. Bierman

Earl W. Taylor
Allen Reed
Kenneth W. Arndt
Sean M. Vanepps
Gregory A. Gwinn
Richard C. Kane
Daniil Biza
Rocky S. Haynes
John F. Koehler
James McCauley
Robert L. Bowman
Susan A. Pritchard
David Zett
Donald P. Clemens
March
George E Simek

Kent H. Halvorson
Andrew Centauri
Kenneth W. Arndt
Timothy I. Palmer
Robert L. Bateman
Darryl E. Witkowski
Gregory C. Warner
James R. Friedl
John C Hope Jr.
Milton H. Smail
Chad E. Selsor
Champion L. Barner
Ricky D. Baker
Brian R. Hamilton

News from S.L.C Operations

You can leave a message with any of us that answer the phone when calling Salt Lake to let us know when you will arrive. You do not have to wait on hold to talk to Earvin. Also, when I get too many people in my office talking I have a hard time hearing the phone call I am on, please feel free to wait in the drivers lounge while conducting your business.

Reminder

The east side of the yard is for empty trailers only; I've had 2 loaded trailers sink when dropped on the east side.

Earvin Payne
S.L.C Operations

Payroll News

The Ladies in Payroll wish to let everyone know that they think you are doing a great job, keep up the excellent work! Also they have the ability to email settlements, if you would prefer that please contact Melissa and let her know.

Recruiting News

I don't know about all of you, but I am really glad to be done with most of winter! Freight levels seem to be running the gamut last quarter. One week we would be stacked deep in freight in Salt Lake but short in the North West. The following week the North West would take off and we'd be struggling here in Minnesota or getting trucks back from Chicago and Wisconsin. It has been "all hands on deck" looking for freight from time to time last quarter. Working temporarily, on occasion, with operations I learned two things. First, some of you are missing out on possible loads because you didn't pick up your cell phones, to accept the load, so the next driver on the list was called. The driver that was "unavailable" sat. The second thing I learned is how deflating it is to have to give back a load, or not accept a load, on a particular driver's behalf. The reason I couldn't book the load? I couldn't confirm if the driver was running on time, or the status of the operator, in a timely manner. Again, the driver sat and an opportunity was missed. Please understand that freight is being posted, and booked, so fast that if a dispatcher isn't clear on your status, and can't act immediately, the load will be gone. I'm asking everyone to crank up their cell phone "availability" and communicate, communicate, communicate.

Fuel

Stephanie Watkins has been working very hard to negotiate "cost plus" fuel pricing from our major vendors. Here is what happened. Truck Stops of America was the first to come in with "cost plus" fuel discounts. We asked for your help to stop buying Flying J fuel and most of you stopped buying it! Flying J came back and gave us "cost plus" fuel pricing as well, matching the TA. The latest vendor to come back to the table is Pilot. They are now giving us "cost plus" fuel discounts matching TA and Flying J. As an added bonus the Pilot will also pay the one dollar transaction fee. Congratulations! With a little team work, and pressure, much has been gained. Owner Operators if you haven't given Stephanie your e-mail address for daily pricing sheets you should! The more information you have, the more you can save.

2010 License Plate tabs, cab cards, OR. Permit and IFTA stickers

Well we made it. Every year the process of getting these documents, and stickers, out to the fleet is a daunting task. By February 27th every single cab card was gone and hopefully all of you had your permit books reorganized with the new documentation. Thanks to everyone (Doug/Earvin) who facilitated this process! The only thing left to

give out this year is the new insurance documents at the end of June. The award for the last cab card issued goes out to Greg Nelson this year. Greg and I had a few laughs about this dubious accomplishment.

Trucks

The winter was hard on the fleet and the shop is scrambling to recover. We have a goal this year to get much more efficient in the service of our company vehicles. Transport is in the process of designing a system that can be accessed jointly on our main frame to keep close track of our company service intervals. The nuts and bolts of the project include recording accurate service due mileages numbers, and default service due dates from the shop. This information will be accessible to us in the office and progress updated when you give us your mileages on Friday. In theory, this should give us the ability to become more proactive in getting you back to Minnesota for service. Everyone will have to work together to pull this off but it can be done. A common problem that we are seeing right now is drivers will be in Minnesota, or passing through Minnesota, and won't take the time to schedule or have service completed. This is unacceptable and is easy to figure out when the tractor finally comes to our attention. I still occasionally run into a driver who wants to claim service isn't his job. Putting a wrench on the truck might not be your job but staying on top of your service intervals is. This will become part of your annual driver performance review in 2009.

Owner Operators have been failing annual inspections at an alarming rate lately. The two biggest reasons are: Exhaust leaks and ABS dash lights. The exhaust leaks are usually found at flex pipe connections. The ABS light must come on and go out like all the rest of your warning lights. Pulling the ABS light out of the dash doesn't fix the problem.

Way to go!

A big "atta boy" goes out to Dan Stone last quarter. Dan stopped to help an Owner Operator that was having mechanical problems. This effort was greatly appreciated and the owner operator got going. Please don't pass our trucks on the side of the road; it might be you needing assistance one day.

Recruiting News, Finally...

Transport has always had extremely low turnover and since November you guys have been super solid. I've been doing this job for quite some time now and I have never seen such a flood of qualified driver applications. For those of you who have called trying to get your displaced driver friends jobs, I have not been able to offer

much help, and I apologize. We just haven't had many seats come open in 90 days. The state of the economy, and trucking moreover, leads me to believe the high turnover rates, that plagued the industry for so long, may be ending. We will always need to purge the unsafe and bad hires, but that is nothing new and remains fairly consistent. Thank you for sticking with us during these difficult times.

Chains

This seems like the wrong time to be talking about chains, right? Well, I'm going to talk about it the rest of the year. The problem with chains is, we start talking about chains too late in the year to do anything meaningful about it. We are going to make sure between spring, and fall, that everyone has iron and knows how to install them. I will update you with the specifics of this program in the next newsletter.

Spring Clean Up

We have been seeing some very dirty company trucks rolling in to the shop. It is not my intent to tell anyone how to live, however, we must maintain "good housekeeping" standards for your health and to help stop deterioration of the trucks interiors. Please remember everything in the cab must be properly stowed away and secured, this is a safety issue. John, the shop manager, will not allow any mechanic to enter a filthy, or unsanitary vehicle for any reason. Your help and consideration on this housekeeping issue is appreciated.

DRIVER INFO LINE: 866-496-7412 available 24/7 and update every Friday. Get some news you can use.

Brian Patton
Recruiting



Example of a "messy truck"

“A View from the Driver Seat”

The following articles are driver submissions.

As we all know there are two seasons for truck drivers, WINTER and ROAD CONSTRUCTION. This past winter has seen many storms and I don't doubt a couple more to come, so I can honestly say I am looking forward to a change.

Change, that seems to be the new “catch phrase” these days and for better or worse I believe changes are coming. Over the years we have all had to make changes for one reason or another. Just in the last several months we have all seen the changes in our economy, our fuel pricing, in rates, and the downturn of the trucking industry.

I do not believe in all the “doom and gloom” that is being discussed by our government, economists, and people on the streets. I know the downturn in the economy and the trucking industry will have us all facing difficult times as we struggle with falling stock markets, depressed property values, and less freight moving.

These things affect us all, my bottom line is no exception

However, I would like to remind everyone of the positive side. The past several months we have seen a huge drop in fuel pricing, it wasn't that long ago a \$1,000 didn't top off my tanks. The typical slow first quarter is almost over and I do believe the miles will be back and freight will be moving again. I strongly believe there are great opportunities out there for those willing to take some risk and those who are able to ride out these difficult times will be much stronger in the end.

I am a new Owner/Operator here at Transport Designs and I came here looking to find a home and I believe I have. The things I was looking for are all here; mostly drop & hooks, light loads, a high fuel surcharge, a terrific fuel discount, a very fast turnaround on settlements, exceptional support, and of course nothing east of I-79 and north of I-70. All these things and support from TD personnel affect our bottom line and that's what is important to us all.

I would like to take this opportunity to express my appreciation for all the hard work and effort all the staff at TDI put in every day to make our business run smoothly. Thank you to all our dispatchers for keeping us moving and getting us home, to Joe in Safety for your advice and knowledge, to Brian and Linda for your driver support, to Stephanie for fuel reports that save me hundreds of dollars, to Melissa for always processing our settlements so fast, to Andy for resolving issues, to Taralyn for doing a great job, and to all the other personnel not mentioned and that I have not had the pleasure of meeting.

THANK YOU ALL

Scott & Lori Johnson

Letter to the Editor

It seems like every time you turn on the TV or Radio there is another story about how bad the stock market is. We are also in a time period when freight becomes slow. It also seems like every time you go into a truck stop somebody is

talking about going out of business and selling their truck. Yes, there is no doubt we are approaching difficult times. Due to the Freight slow down even the traditional cheap freight companies are hurting. Just about everybody has had to streamline their operations.

Now more than ever we all need to pull together and be patient. It will get better as the year progresses. Things have been rough before and it always gets better.

So I would like to extend a heartfelt thanks to all the people at Transport Designs that have worked so hard to keep us running and soften the blow from our faltering economy. So many people in other businesses have just lost their jobs. I do not know what I would do if I lost my job and had to start over.

Here is looking to the future.

Sincerely,
John Cabena

The Padelfords write in

Even though the snow and ice are still slowing us down and closing many roads the calendar says it's spring. Spring brings many things, including farmers with slow moving tractors, plows, motorcyclists, bicyclists, motor homes, campers, and the dreaded road construction. Remember that accidents can happen in road construction zones and fines double for speeding. Please be alert for all the “slow downs”.

Want to spring clean that old thermos?

You can make your coffee taste better & fresher by cleaning it. However do not use dish soap, it can leave residue inside. Instead get some effervescent denture cleaner, fill the thermos two thirds full of boiling water, add a couple tablets of the denture cleaner, when the bubbling stops add more hot water, cap it and leave over night. You will be amazed at what you pour out in the morning.

Keep safe & we'll see you on the road again!

Barry & Donna

Driver Reminders

- Please remember to make your check calls between the hours of 8:00am & 1:30 pm CST.
- If you will be on vacation or at home please let Taralyn know ahead of time so we don't call and bug you.
- Let us know when you've had a restart so we can make sure it gets into the computer.
- Make sure the hours you are calling in are the total hours worked (drive time + on duty not driving).
- Please remember not to combine months on your off duty logs.
- If you will be in the area you should check with Melinda or Kris to see if you have anything in your file that needs to be taken care of.

“The 3 R’s” of Business Ethics

Like to enhance your reputation as an ethical business person and team member? One of the best ways to do that is by focusing on – and mastering – “The 3 R’s”:

The first “R” of business ethics is **RESPECT**. It’s something that must be applied to people, organizational resources, and your environment. And it includes behaviors such as:

- Treating *everyone* (customers, coworkers, vendors, etc.) with dignity and courtesy;
- Using company supplies, equipment, time, and money appropriately, efficiently, and for the business’ business only;
- Protecting and improving your work environment, and abiding by all rules and regulations that exist to protect our world and our way of life.

The second “R” of business ethics is **RESPONSIBILITY** – to your customers, your coworkers, your organization, and to yourself. Included here are behaviors such as:

- Providing timely, high-quality goods and services;
- Working collaboratively and carrying your share of the load;
- Meeting all performance expectations and adding value to everything you’re involved with.

The third “R” of business ethics is **RESULTS**. More accurately, it’s *right* results – the kind where the *how’s* are equal in weight to the *what’s* ... where *means* to achieving ends are just as important as the ends themselves. Obviously, you’re expected to get results for your organization and for your customers. But you’re also expected to get those results legally and ethically. Allow yourself to lose sight of this, and you jeopardize your business and your career. This article is courtesv of WALKTHETALK.com

Happy Birthday to the following drivers!!!

January

Doug Gander
Clint Noack
Larry Braun
Gerald Ganun
“Super” Dave Allen
Clinton Lovett
Roy Klassen
Robert Hughes
Joan Boice
Carole Bowman
John Page

Duane Pieper
Scott Weeks
Michael Skinner
Owen Halsey
Michael Bendickson
John Walth
Doug France
Tom McKay
Paul Reising
Barry Padelford
February
Terry Brown

Milton Smail
Sean Van Epps
Greg Warner
Larry Maifeld
Tim Palmer
Rudy Torres
Rocky Haynes
George Simek
Derald Garringer
Gerald Murray
Mario Porras
Joe Lacivita
Daniil Biza

Dave Greatwood
Dave Gwinn
Jim Nitcher
Larry Bell
Elvis Maglic
Alan Gaertner
Brent Reich
Tim Mack
March
Bob Crates
Greg Bounds
Otho Waggoner

Joe Overbey
William Allen Jr.
Karl Thayer
Jimmy Hanson
Scott Johnson
Richard Britton
John Cabena
Jessie Chandler
Steve Welch
Wayne Boatman
John Devalk
John Hope Jr
David Hughes

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See us at:

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Drivers of the Quarter

Owner Operator of the Quarter

Scott Johnson

Scott’s trip paks are always neat and complete. Scott hands his things in on time, and he is never missing anything in what he is turning in.

Company Driver of the Quarter

Richard Frazier

Richard had violation free logs for the last 11 out of 12 months, he always made his daily check calls and turned his paperwork in on time.