



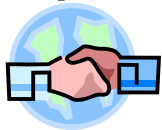
The Rock Solid News

LITTLE ROCK FARM *Trucking*



Teamwork

"The key elements in the art of working together are how to deal with change, how to deal with conflict, and how to reach our potential...the needs of the team are best met when we meet the needs of individuals persons."



The art of teamwork is to recognize the personal strengths of each of ourselves. None of us are great at everything, that's why teamwork is necessary to make Little Rock thrive. More importantly, we must also identify our own weaknesses and function in accordance to our own capabilities. Over time we can improve ourselves with the support and knowledge that our team members are willing to share. Most importantly, we need to respect each other's personal abilities and step up to the plate when the team is slipping.

***There is no
"I"
in
"TEAMWORK".***

February 2008 – Team Work

Mark's Message

This month's focus is teamwork. Have you ever been on a team where there's a person who verbalizes before the game starts that it's no use, the other team is better...and proceeds by letting everybody on the team know their weaknesses implicating his/her skills are superior? These people have bad ATTITUDES!

What is it? Attitude is how you think and whether you lean toward the optimistic or pessimistic.

What attitude do you have? You can tell what attitude you have by examining the way you handle interactions with others. Would you rather tell somebody what they're doing wrong or what they're doing right? If facing a problem or difficulty, do you always lean toward thinking the problem can't be solved or too difficult? Would you rather make somebody feel good or bad about themselves?

How does the attitude of others affect me? The same way sunny days make me feel better than cloudy days! It makes you feel good being around positive people whose attitude is *"bring it on"*! Those same people are quick to tell you about your positive attributes which in turn makes *you* feel good about yourself. It makes you feel awful when you are around people with bad attitudes. People with bad attitudes put others down any chance they get or cast a shadow on a new idea or new way. People with bad attitudes drag those around them into a negative tail spin!

Why is having a good attitude important? Your attitude has a direct affect on your happiness and the happiness of those around you. In turn, happiness has proven to directly affect health and longevity. So, generally speaking, people with good attitudes are happy and healthy! People with bad attitudes are usually "down in the mouth", may be depressed and suffer health problems.

Attitudes are sometimes created at a very early age. If you believe you could benefit in changing your attitude and want help, talk to your doctor. Be open about your problem in an effort to find a solution, it is well worth the effort and will benefit you in *every* aspect of your life!

Organizational Tip

Keeping track of customs paperwork can be a chore. **Create for yourself a customs binder.** Separate your forms and put each type of form into a plastic page protector. It's easier to leave home knowing all your documents are in one spot. It's frustrating to realize something is missing when you are at the customer's door.

WELCOME

To The Rock

Ben Neufeld – Long Haul
Bob Miller – Live Chicken Haul
Kevin Waechter – Live Chicken Haul
Ann McGowan – Live Haul Dispatcher



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The Chicken Coop

See what are chicken drivers go through:



Before Swiss Chalet



Chicken Trailer Ready



Arrive At Farm



Chicken Brought To Truck



Driver Sometimes Load



Sometimes Workers Help

Pictures Compliments of Steve Farrow

Chickens load mostly in the midnight hours to be shipped to the processing plants for the day shifts.



Administration

Trucking Binders

Each truck has a binder with insurance and any certificates required for the truck to remain legal. Be sure to check those binders to ensure they have up to date information. A binder that is not up to date needs to be brought into the office immediately to be fixed. Missing certificates or out dated materials is a safety / road violation.

Plan Ahead

Now is the time to start booking your spring, summer and fall holidays. There is a calendar in reception to book your time off. Holidays need to be approved and early notice will may everyone happy.

Legible Proof of Delivery Signatures

Little Rock was forced to pay for another shipment of goods due to a signature that was not readable. If they are scribbling there names, please ask for their names and write it below their signature. Also, Shipper Load & Count was missing because there was a count problem... we had no leg to stand on. Please Help

Announcements

Henry Guenther's wife had a baby girl on December 17 at 3:45am. 9 lbs 10 oz.

Frank Guenther's wife had a baby boy!! Born January 9th at 2:15pm. A little over 8 lbs. This is their first baby.

The Guenther family is expecting 2 more bundles of joy this coming spring.

The Road Ahead In Ontario

Did you know that 4.6 million trucks traveled across the 401 from Toronto to Detroit in 2006. Can you imagine the increasing numbers for the year 2007? When those kind of numbers are shared, think about the Ontario Rest Areas and how unfriendly they are to truck traffic.

In September 2007, the MTO announced that all 23 Rest Areas on the 401 and 400 will be overhauled. All rest stops are individually owned by Shell, Petro Canada, or Esso. The MTO is taking over and looking for one owner instead. Bids are in process to see who will be the new owner of all 23 stops. The new owner will be forced to tear down and rebuild all the rest areas. The land is leased to the new owner and they are promising to increase land space, which includes parking, to accommodate new age trucker volumes and regular four wheeler traffic.

Though there is an emergency need for truck parking spaces for legal hours of driving, it will be interesting to see if the real issue is about the rest areas staying profitable. What is more profitable... an 80 foot vehicle with 1 passenger or a small 10 foot vehicle that usually has a family unloading in a rest area to spend money?

Pavement costs money, but so do accidents from a tired trucker that can't find a place to park. Is the government concerned about trucker safety or is this an attempt to pass the buck to a 3rd party to do an extreme make over for Ontario. You Decide!



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Local Motion

It is no secret that Little Rock's work is completely depended on the current marketplace conditions. All departments are affected by the time of year volumes. Typically in January & February volumes dip but over the past few years Little Rock tends to stay consistent. This year will be "A Wait And See" year.

It's hard to judge what 2008 will be like. Unlike the years before, we seen a slight dip due to the rising fuel price in 2007; however, then the rising Canadian Dollar was factored into the equation. Trading has dipped across the Canadian Border. Suddenly our products are expensive which is causing a slump in the truckers. Competitiveness amongst trucking companies are becoming cut throat.

Being employed by a small trucking company has its advantages when it comes to a market slump. Little Rock doesn't have hundreds of trucks or trailers not being used. In fact, during a typical week you can throw a bowling ball in our yards and not hit a single tractor.

If the markets continue to go in the direction they are, large trucking enterprises will fall to their knees with layoffs and possibly bankruptcies. That doesn't mean Little Rock will be in the clear. We still must be smart with fuel purchases, customer contracts and of course be a leader in customer service from our entire staff.

Peter's Wish List – What Would He Change?

1. Peter feels the new drivers are taking too many chances on the road. Passing, speeding, and no respect for other drivers. He wishes the newer generation would slow down and pay more attention to their own actions.
2. He would like to see it harder to become a trucker than just a soul wanting to truck. He believes higher testing tolerances would keep people who shouldn't drive off the roads.
3. He wishes truckers would respect each other. Get off the CB with negativity and be proud of what they do and do it to the best of their abilities.
4. Customs has become labour intensive and wishes the process would be easier to follow and less intimidating.

Driver Profile

Peter has been with Little Rock since 1994 and he works with our long haul dispatch. He walks into our dispatch office with enthusiasm and has an infectious energetic spirit. It's a wonder how he can say so positive in the 52 years he has been trucking.

We all have juggled our family lives to be on the road. Peter leaves a beautiful wife behind each week as he tackles the road ahead; in fact, if you ever met her, you would know why a smile is engraved on his face. Peter's secret to keeping a healthy marriage is a phone call nightly to his wife. It's a routine, something he and she use to keep in touch. He says "*The cost is worth it!*"



Peter Vandevelte

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Little Rock, to him, is family oriented and feels he is part of a team, whereas a lot of other companies have lost that personal touch. Even with customers, they have become personal friends with him. Peter has visited some of his customers with his wife on their personal vacations.

The cab is always in harmony with gospel, classical, and rock music playing to keep the ride interesting. He admits, "*The gospel gives me positive encouragement to face the day's challenges!*"

Not everyday has been sunny clear blue skies, he faces challenges like the rest of us. Peter prefers to go to places where he has been already. It's a comfort level on knowing where to go and expectations.

Peter has had bad days too. Recently, he faced a wicked case of food poisoning having eaten a fish burger in the states. One can only laugh at the discomfort and visual we know from our own experiences in facing sickness from both ends of our bodies while on the road. On his first year he collapsed at a customer's door step without warning. Johnny and Barb went to Illinois to get him from the hospital. It's that personal touch that keeps him wanting to work for Little Rock.

Continued on the left...

**Nominations for driver profiles are being accepted.
Next month, meet Arnie Crigger.**



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Shop Talk – Equipment Cost

The cost of keeping trucks and trailers roadworthy can be very expensive and eat away at the overall profit.

Some repairs are not necessary but are required to keep drivers moving. Did you know that replacing a broken satellite keyboard costs \$700. The number speaks for itself to ensure drivers are not stepping on or throwing the satellite keyboard around in the truck.

Little Rock has worked hard with chicken producers to ensure tarps are being secured properly. It costs \$600 just to replace the top tarp alone. Drivers are paid a tarp fee to ensure the tarps are secured properly. Be sure to do a physical check of the tarp to ensure it's fastened down properly.

These items get replaced more often than they should. Drivers are asked to be aware the fixing and replacing things come with a price. Keeping purchasing and replacement costs down benefits the entire company. ☺

Sandy's Safety - Scales & Logs

Getting hauled into a scale is very typical this time of year. Officers are looking for trucking binders to be out of date. In the same time they are checking log books too.

Little Rock Drivers need to be on top of their logs all the time, but especially in this time of the year. There is no room for errors because the fines are too expensive for everyone.

Windsor and Sarnia's Super Scales are now open and ready for business. They have set themselves up to catch drivers messing up on logs, inaccurate inspections or not having all their paperwork in order. Many of us were shaking in our boots seeing the construction of the new scales. Now they are open and ready with tickets dying to have someone's name put on them. Those inspection lanes are cash cows for drivers to pay when the rules are not be followed.

Schedule 1

Drivers who haven't received their laminated copy of Schedule 1 for Pre-Trip Inspections, please stop by the office and pick one up.

Sunrise Scare

On I-40 coming out of Little Rock Arkansas, I had the biggest freight of my life. I was new to driving a truck and only into month 4 of my new career. Driving team was normal for me and my truck had been notorious for hitting a lot of wildlife because we were always driving at night.

I was tired and the new sun was just rising in the horizon. I was involved deeply into a radio talk show when suddenly a huge dark object appeared in front of my truck. A split of a second had only passed and I screamed. Of course, I ducked under my steering wheel. I had no idea what the object was. I originally thought that maybe cardboard had lifted off the road but didn't recall seeing anything on the road to hit.



The object hit the truck full force and it appeared to hit just above my windshield. I couldn't figure out what it was that just appeared. I thought whatever it was, it would have bounced off the truck, but I was fearful on the damage to my truck.

I stopped at the next rest area and got out. To my shock, the object I had hit was still up on top of my truck. It was an owl that had swooped in front of me. It looked majestic and powerful though it was lying dead. I had visions of it coming back to life when it was pulled out. The bird had bounced off the front of the horn and then got stuffed between the horn and lights on the top on Truck 1070.

Do you have a trucker tale to share?



Newsletter Ideas Please Share With Michael