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Family of Diversity

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Tri-State Expedited Services is not only built on solid family values, but being able to diversify in an ever-changing market has kept them at the forefront of the shipping industry.



TOP 10 STATES

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INSIDE ISSUE 11.3



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 Question & Answer with
 Charlie Getz at Tri-State
 Expedited Services

ExpediteNow took the opportunity to sit down with Tri-State Expedited Services Director of Recruiting and Safety, Charlie Getz to discuss how Tri-State Expedited Services is built on solid family values, and how being able to diversify in an ever-changing market has kept them at the forefront of the shipping industry.

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Our editorial policy encompasses informing drivers, fleet managers and carriers of the news and information about the expedited trucking community.

News and feature articles are compiled to keep owner operators and drivers apprised of industry trends and events, and other issues which impact those who move this industry.

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COVER STORY



Lawrence McCord, Publisher, ExpediteNow

ExpediteNow Q&A



Charlie Getz, Director of Recruiting and Safety



A FAMILY OF DIVERSITY FOR OVER 40 YEARS!

I had the opportunity to visit with Charlie Getz with Tri-State Expedited Services at the Mid-America trucking Show in Louisville, Kentucky. Tri-State Expedited Services was one of the early pioneers of the expedited trucking industry and has been an industry leader for many years.

Q. Tell us about yourself.

A. I have been in the motor carrier industry for over 40 years. I started with Tri-State Expedited Service, Inc. in 1990; this was the year prior to a major corporate contract that gave us the catapult in equipment to grow and expand. I have held positions in Operations, Customer Relations and Recruiting and Safety. The Tri-State Expedited Service team is very responsive to contractors and drivers.

Q. Give us a little history about Tri-State Expedited.

A. Tri-State Expedited Service began in the mid 1980's before anyone knew what expediting was. The company is family owned, family operated and has never been bought or sold since its inception.

The family goals are ones that we hold near and dear to us every day and treat our employees and drivers like family.

Q. With that long history in this industry, what are some of the biggest changes (or challenges) you've seen in recent years?

A. Reacting to business level changes has always been a major concern. We do not want to get more units than we need, so that all contractors can maintain reasonable earning during some of the slower periods of freight that do occur. We work very hard at trying to maintain the right number of units to properly haul the freight day in and day out.

Q. Tri-State Expedited recently launched a new flatbed division. Can you tell us more about that new service?

A. We have always wanted to be a diverse company; multiple divisions create better revenue flow and also allow for contractors to have multiple opportunities. We were approached by a shipper in Michigan to haul some flatbed freight, and we have risen to the opportunity. We are adding

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EXPEDITENOW Q&A - TRI-STATE

CONTINUED FROM PAGE 6

flatbed-experienced owner/operators and growing that division. We also had the opportunity to hire a dispatcher with a wealth of flatbed experience and knowledge. This has created a major growth in this division including round trip move and great revenue stream for the contractors.

Q. With your diverse fleet, what kind of drivers and equipment does Tri-State Expedited want to partner with?

A. We are always looking for Straight Trucks and Tractors; we have opportunities in expedited and truckload, and our latest expansion division of flatbed. Cargo vans/sprinter used to be the main stay of the industry and we always have opportunities for these types of equipment. Expedited service is the main user of team operations, but we can also utilize solo drivers on expedite, truckload or flatbed qualified drivers for the flat bed operation.

Q. Driver retention is very difficult in 2014. What kind of efforts is Tri-State Expedited making to improve driver retention?

A. We started a fleet coordinator position years ago; this is the major way of addressing retention. The fleet coordinators are in tune with drivers and their concerns on a daily basis. This leads toward retention of quality contractors.

Q. Why do owner operators and drivers want to be part of Tri-State Expedited?

A. I believe that we offer owner operators and drivers a unique family-oriented position. From orientation through the entire corporation they are family and treated with respect. We value our long term relationships with all our owner operators and drivers.

Q. We are well into the 2nd Quarter of 2014. What kind of freight volumes do you expect for the remainder of the year?

A. 2014 has been and will continue to be a very good year Freight volumes are up and we have good forecasts from our major customers that it will remain for the rest of 2014.

Q. Can you recall any recent situations where a Tri-State Expedited driver "saved the day" for your customer?

A. Saving the day is what we do; we have so many successes on a day-in and day-out basis that it is hard to specifically list each and every one. That is our business; that is what the customers expect and what we deliver 365 days per year. Our many owner operators operating at over 98% on time service deserve the thanks for our success.

Q. What industry organizations is Tri-State Expedited affiliated with?

A. We have never been a large joiner of industry organizations; we are focused on operating a profitable company that gives the opportunity to owner operators to be profitable also. We have a successful program; we know that because we have many long term quality contractors.

Q. What's on the horizon for Tri-State Expedited?

A. We are looking for some quality contractors to allow us to grow. We do not want to be the biggest, but we want to have a group of quality contractors and what we do to keep them and us profitable every day.

Q. Anything else you'd like our readers to know?

A. Tri-State Expedited Service, Inc. has the infrastructure to offer owner operators a great home; we know that we have a program that allows for success. Come join the family! **EN**

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by Shelly Benisch, C.I.C.

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TEANA has been asked by their Members to implement a Best Practices method for Verification of Insurance to address the Danger of Risk Exposure.

You may have heard of recent unpaid claims in our Expediting Community that were a result of improperly structured insurance plans that had gaps in coverage.

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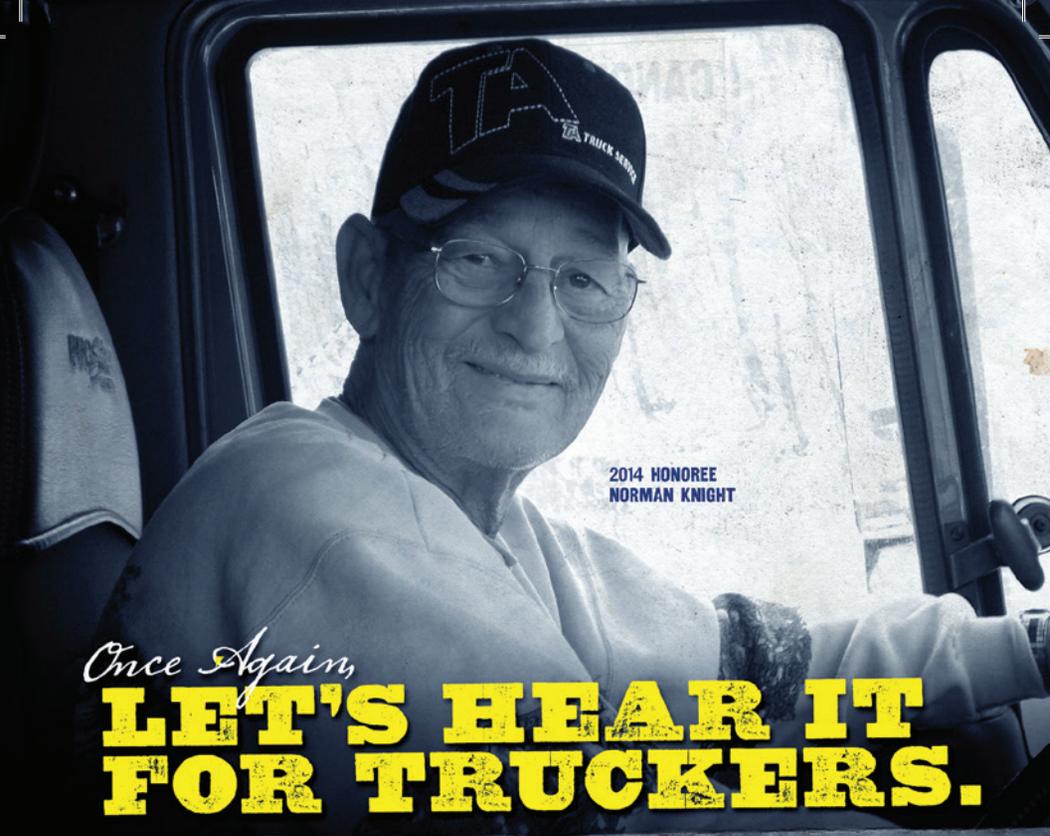
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What a Way to Spend a Weekend!

Expedite Expo 2014

July 25th and 26th

By Sandy Long, Contributing Writer

America's largest trucking show for expeditors; the Expedite Expo will be held July 25th and 26th at the Roberts Convention Centre in Wilmington Ohio, I-71 at Exit 50 (rt. 68). The show times for both days are 9am-4pm EDT. Expedite Expo provides a weekend of family fun, learning and networking for all who are interested in expediting, already in the field or interested in trucks. Admission and parking are free! Register to attend at expediteexpo.com.

This year the Expedite Expo is proud to have scheduled Ann Ferro director of the FMCSA as a featured speaker. Ms. Ferro will be speaking on subjects such as crash accountability, time weighting, and the 30-minute and 34-hour restart rules in the Hours of Service. After Ms. Ferro's talk, she will conduct a question and answer session to address attendees' questions and concerns.



WORKSHOPS

Many of our workshops this year are transforming into live forums, with panels of industry professionals with hands-on experience who, in plain language, present to you the information you need to be a success in this business. They will be answering questions from the audience to help you to get those answers you need to make well-informed decisions.

Friday at 2:00 pm we will offer a speed networking session called Growing Your Business Through Networking. This session is for trucking companies ONLY. At ordinary networking events the focus is on building relationships and getting to know each other in a relaxed and informal setting. This event is guaranteed that you will meet and talk to at least 25 new contacts within one hour. It's fast, energetic, and amazingly effective! The idea is that within a few minutes of talking to someone you will be able to work out whether it is possible to do business with that person. This makes it a very efficient form of business networking.

On Saturday, Women in Trucking will have a session at 12:00 pm and our 2:00 pm session will answer the question "What is VOI?" Our final session of the day will offer a panel to help you with How to Be a Healthy Trucker; they will talk about physical and mental health issues.

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GREAT LAKES CONVOY

There was a great turnout for this in 2013 so they are back this year. The Convoy will begin at the Roberts Centre at 4:00 pm. Friday, July 25. The Convoy, a charitable organization that raises money to help battle women's cancers, will make a 30-mile loop with a police escort before returning to the Roberts Centre.

ENTERTAINMENT

There will be plenty of fun to go around with Expo entertainment including a performance each day at 2:00 pm by Jungle Jack Hanna's troupe featuring animals from the Columbus Zoo. If that weren't enough, on Saturday at 11:00 am, Phonic Uproar, an A Cappella singing group, will be sharing their talents. These events occur at the FedEx booth C3.

Fun abounds throughout the Expedite Expo. Starting off the Expo both mornings, a PJ walk is conducted for those who wish for some exercise to get them loosened up for the rest of the day.

In conjunction with the Expo, The All American Antique Truck Show gives folks a look at the trucks of yesterday. Registration and parking are free for the truck shows.

Friday evening, join us at 7:00 pm for Casino Night sponsored by CIS. There is no cost to play, and you can win some fabulous prizes! The fun continues after Casino Night at the Party on the Patio sponsored by SmartTruck.

DRIVERS' CHOICE AWARD

The 2014 Drivers' Choice Award will recognize the best of the expedited trucking industry's best - with Expo attendees as the judges. Attendees can

vote for their favorite truck. This ballot is also your chance to a \$1000 cash prizes presented Saturday, at 4:00 pm each day.

The Drivers' Choice Award will be presented to the winning truck at 4:00 pm Saturday, July 26, at the close of Expo.

DRIVERS' COOKOUT

At 5:00 pm, following the close of expo on Saturday, the annual Drivers' BBQ Cookout, hosted by ExpeditersOnline.com and open to all drivers, serves hot-off-the-grill burgers, dogs and brats. Kick back, relax, eat and recap the expo. Please bring a side dish to share and any water bottles you might have leftover. **EN**

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EOBRs, ELDs

Spell Controversy

By Sandy Long, Contributing Writer

The debate on mandatory electronic logging devices has been going on for a long time. Drivers are either for them or against them, while larger companies are definitely for them.

The main contention of the large companies is that E-logs will improve safety. However, a major factor is that it will save the large carriers approximately \$1 billion a year in not having to keep so many supporting documents required for using paper logs, so the ATA says. As in anything, in trucking one has to follow the money trail.

It appears according to a video release put out by the ATA, that companies with E-log systems now will be allowed to grandfather in and not replace what they already use for at least two years after other companies have to purchase the required systems. Companies not now using E-log systems of course will have to comply most likely within two years after the final regulation is in place. The cost for the unit alone is \$600-800 each plus a monthly service fee. While this may not seem like it would be too costly for some, for a 100-truck company, that would be \$80,000 they would have to come up with just to buy the units. Add the monthly service fee, for argument's sake say \$5.00 a month per unit, that would be an



additional \$500 a month or \$6,000 a year. That is a lot of money for a small company to come up with in today's economy.

Furthermore, according to a recent poll, 51% of the experienced drivers polled said that if this regulation goes into effect, they would leave trucking. Is this another branch in the money trail? Experienced drivers are at the top of the pay scale, with the so-called driver shortage already in play, and older more experienced drivers retiring, could this be a ploy to run those experienced drivers out of the seat to be replaced with inexperienced and foreign drivers paid less increasing a company's bottom line? Billy Woolsey, President of Midwest Compliance Inc., states in a letter to the editor to Transport Topics about EOBRs, "But all that information carries a price because drivers are likely to favor carriers without e-logging devices." Therefore, driver retention also enters the mix of winding money trails.

One of the major causes of disagreement is the report of harassment used against those drivers running E-logs. There were so many of these reports that OOIDA filed suit against the FMCSA and won. Congress also in MAP-21 told the FMCSA, as did the Federal Courts, to come up with ways to ensure that the E-logs could not be used to harass drivers. Recently, they came up with eight points against harassment use.

Requiring drivers' access to records: The rule would require that drivers have the ability to obtain copies of their ELD records "on or through" the devices. It also would require that carriers give drivers copies of their records (for the six months carriers are required to keep the

CONTINUED ON PAGE 32

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records) when a driver asks for them.

This will help a driver in their tax preparation but how will it stop harassment?

Explicitly prohibiting harassment: In the rule the agency prohibits carriers from harassing drivers with the devices. Harassment, per the rule, means, "An action... involving the use of information available through an ELD...that the carrier knew or should have known would result in" a driver violating FMCSA regulations regarding fatigue or illness.

There has been a regulation on the books for decades where the driver makes the decision as to whether it is safe to go or not due to weather, illness or fatigue, and we know how well that works!

Instituting complaint procedures: The rule implements a process by which drivers should file harassment complaints, including what the complaint would need to include the action the carrier took and how ELD technology was used to contribute to the alleged harassment action.

It takes acrobatic maneuvers to file a complaint now; most drivers get frustrated and give up before completion. The government makes it so easy to get anything done in their systems; can anyone say DATA Q?

Stiffening penalties to deter harassment: The new rule dictates that harassment will now be considered a violation of hours-of-service rules, and "the penalty for harassment would supplement the underlying HOS violations," according to the rule.

This one makes little sense. There should be no HOS violations if everyone is doing the E-logs legally. Will the driver take a hit on an HOS violation too?

Requiring mute functionality: As drivers have complained of carriers contacting them during rest periods through an ELD or related fleet management system, the rule stipulates that when a driver places an

ELD into sleeper berth status, the device must automatically mute and turn off any sound output or at least allow the driver to manually mute the device when in sleeper mode.

They forget cell phones, having another company driver stop to bother the driver, or even as has been reported, having the local police come out and do a 'well being check' on the driver.

Instituting edit rights: The rule allows drivers and carriers to request edits to the electronic records of duty status. "Edit," according to the rule, means a change that would not overwrite the original record, however. All edits or annotations on the records would be required to show who made them and the reason for the change. Edits made by carriers or drivers would need to be sent to the other party for approval.

Since the first E-log went into a truck, dispatch has figured out a way around them to 'make' more hours available. I give them 24 hours; they will figure it out this one too.

Limiting portions of vehicle location tracking: The rule does not require real-time vehicle tracking or location recording and does not require transmission of real-time location to carriers or law enforcement. Location data will be sent when a driver changes duty status, a driver inputs personal use or yard moves, the truck's engine powers on or off and at 60-minute intervals when the vehicle's in motion.

Unless the driver is going to the bar, what good is this? Any satellite system can 'ping' upon command and dispatch can always make up a reason to do so.

Allowing privacy in enforcement proceedings: MAP-21 directs FMCSA to institute measures to protect drivers' personal data when information from an ELD is used in enforcement proceedings. To do this, the agency says it will redact information before a document is made publicly available.

CONTINUED ON PAGE 34

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Any of you believe this will really happen? no thinking driver will.

One of the main issues concerning harassment reported by drivers using E-logs is being forced to drive if they have available hours no matter what. Yes, there is the now mandatory 30-minute break, but other than that, reports flow in that if a driver stops else wise, they are chastised, or threatened with job loss even if they are nodding off and need a nap. Yet, this form of harassment is not addressed in the above. Forcing a driver to 'maximize' their hours no matter what is all about productivity equaling money and for the carrier to meet contractual agreements, not at all about safety, or a driver's well being.

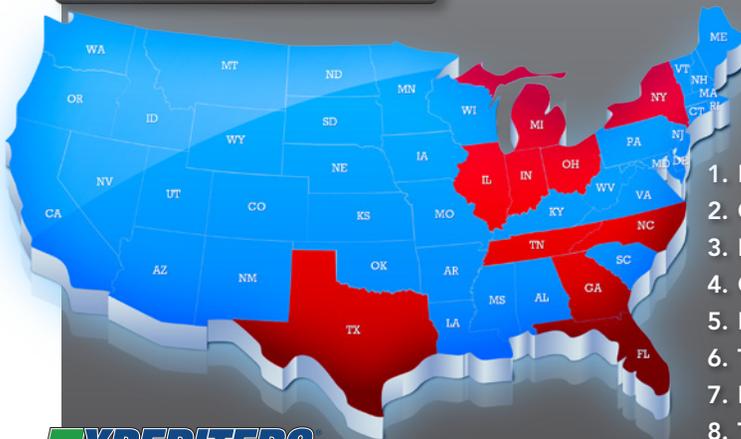
There have been ample HOS regulations for decades; the problem comes in with enforcement. The FMCSA can make all of the regulations they choose, but without enforcement, they are worthless. This EOBR or ELD regulation is not going to affect safety in a positive way; seeing how many carriers using E-Logs end up in the ditch or

worse every day proves this. This is all about money and leveling the playing field in the dog-eat-dog world of trucking for the large carriers. These large carriers have to squeeze out small carriers that can run faster or by forcing those same companies to go broke trying to buy the new technology, the large carriers are pushing for a competitive edge through regulation.

The proposed rule has yet to be published in the Public Register at the time of this article, but it is thought to do so by the end of March 2014. This will open up the 60-day comment session. Anyone can make comments and you can be assured that the ATA and the special interest safety groups will make their presence well known. E-logs should be a business choice, not a mandatory regulation forcing everyone into the same business model for any reason because it sure is not about safety at all. If you would like to make a comment on this issue look for docket number FMCSA-2010-0167 when the proposed rule goes into the comment period. **EN**

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- 10:30 am Pre-Trip Challenge
- 10:30 am Getting The Most Out of Your New Automated Transmission and Engine
- 11:00 am LIVE FORUM! Learn How CSA Can Affect You
- 11:30 am Let's Get Technical - Oil & Filtration. Current and Future Trends
- 12:30 pm Pre-Trip Challenge
- 12:30 pm Getting The Most Out of Your New Automated Transmission and Engine
- 1:00 pm Thermo King units and the benefits to your business
- 1:30 pm Let's Get Technical - Tires, Tire Maintenance, Inflation & Alignment
- 2:00 pm LIVE FORUM! How To Build A Fleet
- 2:30 pm Pre-Trip Challenge
- 4:00 pm Show Closes
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- 8:00 am Health Walk - Outside North Entrance
- 9:00 am Expedite Expo & All American Working & All American Truck Shows
- 9:30 am Let's Get Technical- Rolling on through the Seasons
- 9:30 am Thermo King units and the benefits to your business
- 10:00 am How To Comply With California's Heavy-Duty Diesel Vehicle Regulations
- 10:30 am Pre-Trip Challenge
- 10:30 am Getting The Most Out of Your New Automated Transmission and Engine
- 11:00 am LIVE FORUM! Straight Talk On Buying A Truck
- 11:30 am Let's Get Technical - Oil & Filtration. Current and Future Trends
- 12:30 pm Getting The Most Out of Your New Automated Transmission and Engine
- 1:00 pm LIVE FORUM! What You Need To Know To Become A Successful Owner Operator
- 1:30 pm Let's Get Technical - Tires, Tire Maintenance, Inflation & Alignment
- 2:00 pm LIVE FORUM! Women In Trucking
- 2:30 pm Pre-Trip Challenge
- 3:00 pm Espar D2 New Digi-Max Controller Giveaway (\$2000 Value) Espar Booth
- 3:30 pm All American Working & Antique winners announced, booth C3
- 3:30 pm Drivers' Choice Awards booth C3
- 3:30 pm \$1,000 Cash Giveaway booth C3
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