

The Waggoners Trucking **BUCKBOARD BULLETIN**

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THE WAGGONERS TRUCKING

EXCELLENT
STORIES INSIDE—
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A Family Tradition Since 1951

Celebrating 63 Years

Education Continues beyond the Classroom...

For many of us, back-to-school days are long gone (or at least on hiatus). However, the truth is we're all students of life.

The Waggoners Trucking provides new drivers 2.5 days on average in an orientation class that is a well rounded introduction to Waggoners including:

- ★ Benefits
- ★ Workers Comp

- ★ HOS (Driver Safety)
- ★ Permits, Dispatch and Qualcomm
- ★ CMV Basics
- ★ Quality and Accidents
- ★ Maintenance
- ★ Securement

These important first days touch on every aspect of the driver's career with Waggoners with an emphasis on Federal Regulations and how those regulations impact not only the driver but

the company as well. During orientation and throughout the course, the instructor tests the new hire's knowledge received while in class.

Abraham Lincoln once said, "No man has a good enough memory to be a successful liar." With definitions of the various types of HOS (off-duty, mandatory break, restart, etc), Waggoners Trucking's

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From David Waggoner's desk:

It has been six months with big transitions and changes within Waggoners Trucking. We have had the opportunity to review what we do and where change is needed. During this transition, we have gained and lost some very good people.

Now, within our smaller company, we have all been able to set back and review areas for improvement with our drivers, administrative personnel and our customers.

Customer service remains our largest and most important objective. In the freight business we have as many as 1,000 billing customers with probably two times that number in shippers or receivers status.

We are focusing on upgrading and improving the

road fleet with twenty new Freightliners on order for the Sprinter operations in Ladson, SC, and ten new Kenworth are being delivered this month for the Freight side.

Wayne continues to be busy as usual with converting equipment previously used on the Automotive side to handle the largest of the Sprinter products. Although hauling three units doesn't seem like much compared to eleven unit auto shipments, it truly has it's own set of hurdles to overcome.

All considered we still have plenty to keep us all quite busy and look forward to what the Fall brings to both sides of our operation.

Thank you all for your continued support and loyalties...



COMING SOON...



BYE, BYE... :-(



Milestones and Transitions

IRVING TERMINAL

TXDOT—The Texas Department of Transportation has completed the purchase of the facilities and parcel of land. The old office building is officially closed. Although this location is closed, the employees remaining in Irving (LTL, Irving Maintenance, HR and CFO) have taken up residency in our newly remodeled LTL building (with the exception of the Maintenance Dept).

The new address is:
5210 W Airport Fwy
Irving, TX 75062

Irving Terminal employees include -

- ★ Wayne Waggoner, Chairman
- ★ Todd Miltzer, CFO
- ★ Amanda Wheless, HR Director
- ★ Jim Kostak, Maintenance Inventory Auditor
- ★ Rob Biggott, Terminal Manager
- ★ Debbie Hailey, Receptionist
- ★ Terri Patterson, Benefits

- ★ Katrina Mayes, Sr. Staff Accountant
- ★ Brenda Terry, A/P Clerk
- ★ Natasha Bickham, Claims
- ★ Cindy Morrison, A/P Clerk, LTL Clerk
- ★ Michelle Dominguez, LTL Clerk
- ★ Tim Sperl, P&D Driver
- ★ Mushunne Williams, P&D Driver
- ★ Phillip Hernandez, P&D Driver

IRVING TRANSITIONS:

Charlotta Simpson—Irving LTL Clerk—has moved on to pursue other ventures. Charlotta proved to be an excellent asset to Waggoners after Lewis passed away. We would like to extend our best wishes to her in her next endeavor.

Byron Teel—Irving P&D—has also moved on to pursue other ventures. Byron joined Waggoners in March of 2010 as a local driver for the Irving LTL Terminal. He took a position in the Safety Department providing Orientation to newly hired drivers. After the sale, he returned to his roots in LTL. Wishing Byron the best of luck in his new endeavor.

Education Continues beyond the Classroom continued from page 1:

training focuses on logs; in particular recording/reporting factual hours worked. After the driver completes Orientation and fulfills the required (if any) number of days of “on-the-job-training” to become a full -fledged driver for Waggoners Trucking, our Safety and Log department kicks in to help keep logs on the straight and narrow, providing sustained training as needed with the goal of 100% log book compliance. Although this goal may seem lofty, the truth is DOT Inspectors will use visual clues to pull a driver over. When they have the truck and driver they have the right to review logs at the same time. Logs must be in order so the driver passes the random/planned road side inspection, keeping not only their record clean but Waggoners record, as well, helping us all to maintain a healthy CSA scorecard.

Our conscientious approach to the driver experience is to anticipate pitfalls and roadblocks that trap the driver into any false sense of se-

curity. Famously, Al Gore said “We are ready for an unforeseen event that may or may not occur.” This approach may sound like an oxymoron, but in transportation it’s vital to the health of a carrier to provide the best instruction and support to the driver so he/she can continue to roll without any encumbrances.

In closing, B.C. Forbes once said “There is more credit and satisfaction in being a first-rate truck driver than a tenth-rate executive”. We want all of our drivers to possess the knowledge they truly are the butter to our bread.

Stay safe and keep rolling....

Your Waggoners’ Safety Team:

- Tim Meredith
- Richard Logan
- Valery Schmidt
- Paula Miller



Educating, equipping, training and re-training our drivers to be 100% in compliance



TIME IN THE SADDLE:

Congratulations to these members of the Waggoners Trucking team that are celebrating significant anniversaries (10+ Years) with us in Oct, November & December. Thank you all for your continued hard work over the years and we look forward to having you around for many more! A special thanks to those that have been with us for **10 Years or MORE!**

ADMINISTRATIVE PERSONNEL:

Name	yrs svc	Name	yrs svc	Name	yrs svc
Billings					
Beran, Mary Ann	36	Denver		Ladson	
Axtell, William J.	22	Robinson, Mark A.	1	Sanders, Wayne P.	16
Brown, Ross W.	21	Greer		Lewis, Greg R.	4
Smith, Carmen L.	19	Compton, Rena	18	Russom, Paul R.	4
Hoy, Robert J.	6	Compton, Jan Richard	8	Stanley, Mashood A.	4
Sabo, Leni M.	3	Houston		Longview	
Schwindt, Valerie R.	3	Logan, Richard G.	9	Goodman, Billy R.	5
Anderson, Jeffrey W.	2	Meredith, Timothy A.	3	OKC	
Coey, Lois J.	1	Moye, Roni	17	James, Melven D.	16
Elliott, Doreen W.	1	Nieberding, Sandra D.	9	Tontz, Calvin D.	10
Zimmer, Cynthia C.	1	Williams, Donald J.	9	Gassaway, Charles H.	9
Broussard					
Price, Randall Q.	7	Hunckler Jr, Ivan L.	7	Hocker, George E.	4
Dupuis, Katina M.	6	Gamez, Jose R.	6	Blasingame, Brian D.	2
Casper					
Gilmore, Shannon K.	7	Orrantia, Jose A.	6	Brown, Christopher K.	1
Columbus					
Owens, Milledge G.	7	Villarreal, Sylvia V.	5	OKC - Shop	
Columbus - Shop					
Forno, Ruben J.	25	Bierbower, April M.	4	Munoz, Martin Zuniga	14
Coxum, Antonio L.	10	Plank, Christopher M.	4	Verdoza, Manuel Ramirez	14
Harris, Lawrence	9	Phillips, Lisa M.	3	Davis, Victor D.	13
Hurt, Terrence E.	9	Diaz, Ricardo	2	Verdoza, Ignacio Ramirez	13
Race, James H.	9	Houston - Shop			
Robinson, Kim	9	Hodge, John R.	14	Walls, James A.	13
Peeso, Robert R.	7	Candanosa, Jose A.	8	Scott, Douglas J.	9
Rem, Jan L.	4	Cordova, Jose M.	6	Ramirez, Jorge	3
Staton, Arthaniel B.	2	Jones, Jennifer M.	6	OKC Fab	
Columbus Fab					
Roblero, Romeo	10	Gottselig, Carl W.	4	Campos, Evo	17
Customs - Sweetgrass					
Buckley, Erin M.	6	Irving		Parrquairre, Pascual N.	17
		Mayes, Katrina F.	8	Torres, Juan C.	16
		Satterfield-Quinn, Shelly	4	Mejia, Gabino	12
		Terry, Brenda L.	3	Velasquez, Hector	12
		Patterson, Terri	1	Torres, Jose	11
		Tanner, Robert	1	Rancho Dominguez	
		Irving - Shop		Turoczy, David R.	9
		Kostak, Jim	13	Nunez, Alyssa A.	3
				West Virginia	
				Reed, Jerry L.	4

DRIVERS:

LADSON		yrs svc	LTL - COMPANY/TEAM/P&D		yrs svc
167	PETERSEN, GREGORY G.	21	COMPANY	SCHOENEWALD, CHARLES	20
167	ASHLEY, WILLIAM E.	19	COMPANY	SHEPPARD, KENNETH R.	8
167	HUGHES, RUSSELL A.	13	COMPANY	ALDRIDGE, JAMES M.	6
167	CHAMBERS, JAMES B.	9	COMPANY	FOYL, DREW B.	6
167	PADGETT SR, RICKY P.	9	COMPANY	MOTTE, RONNIE	6
167	MOTTI, MICHAEL J.	8	P&D	SANDERSON JR, JOHN M.	6
167	THAYER, NICK	8	Team	THOMAS, KIMBERLY J.	6
167	JENKINS, DANIEL W.	8	Team	THOMAS, WALLACE R.	6
167	CROUCH, MARY S.	4	P&D	BROWN, BYRON D.	4
167	ANDREWS, JOHN C.	4	COMPANY	EVANS, WILLIAM O.	4
167	ROSARIO-ALVARADO, SANTOS	4	P&D	FENDER, TODD R.	4
167	FRENCH, TIM R.	4	COMPANY	HESTER, DONALD L.	4
167	GARRICK, SAMUEL F.	4	Team	HORTON, SUE J.	4
167	CAMPBELL, TERRY W.	3	Team	HORTON, TIMOTHY J.	4
167	DAVIS, JAME L.	3	P&D	MONTGOMERY, DWIGHT A.	4
167	MOORE, ERNEST M.	3	COMPANY	RUDD, FRANKLIN R.	4
167	BODEN, JAMES H.	3	P&D	BURRELL, RUBEN	3
167	O'REILLY, JOHN J.	3	COMPANY	DIAMOND, GEORGE R.	3
167	JUHASZ JR, EDWARD M.	3	COMPANY	ELLIS, ROBERT L.	3
167	CUTLER, MICHAEL R.	2	Team	FERRIO, MARIO G.	3
167	GREENFIELD, RON	2	P&D	JAREK, COUTURE	3
167	MCGRAW, TERRENCE S.	1	Team	MOYERS, PAUL S.	3
167	COPELAND, FREDRICK A.	1	COMPANY	BUZZARD, TOBY D.	2
167	GRAY, CALVIN	1	COMPANY	DEFOE, JONATHAN E.	2
167	MCGRAW SR, CARLOS J.	1	Team	HURLEY, JOHN L.	2
167	MCCOY, JEFFERS	1	P&D	SENEGAL, TRAVIS J.	2
167	LOGAN, KEITH E.	1	P&D	COWIE, HERBERT E.	1
167	SIERS, GLENN F.	1	Team	DENTON, DERRON M.	1
167	ZELANKA, RICHARD	1	Team	EASTON, DANE J.	1
167	TURNER, MARCUS A.	1	Team	EASTON, TAMARA J.	1
167	HAWKINS, KENNETH R.	1	P&D	KATOURAKIS, TODD	1
167	SWE, KENNETH J.	1	COMPANY	MCNEAL, DAVID J.	1
167	YOUNG, ANTHONY T.	1	Team	MOSES-DENTON, CHERI L.	1
			Team	OLSEN, DEBBIE L.	1
			Team	OLSEN, KENNETH	1
HEAVY DUTY					
		yrs svc			
HEAVY DUTY	FISHER, RANDALL L.	3	COMPANY	OTTMAN, SCOTT V.	1
			COMPANY	RUZ, FABIAN	1
			P&D	WENTZ JR, ANDREW C.	1

TRUCKLOAD

TRUCKLOAD	YRS SVC
TRUCKLOAD FREEMAN, CECIL D.	4
TRUCKLOAD JOY, GARY B.	4
TRUCKLOAD GLUCHOWICZ, GARY F.	2
TRUCKLOAD ROBERTS, KEITH D.	1

OWNER OPERATOR

Owner Operator	YRS SVC
Owner Operator SMITH, DENNIS RAY	41
Owner Operator VENNEMAN, FRANK HENRY	34
Owner Operator RIESLAND, KENNETH O.	31
Owner Operator GOETTLE, MICHAEL J.	16

OWNER OPERATOR

Owner Operator	YRS SVC
Owner Operator THOMPSON, DAVID A.	14
Owner Operator GYTE, DALE ALLEN	9
Owner Operator CHRISTENSEN, MICHAEL P.	6
Owner Operator DUNN, JASON L.	6
Owner Operator HOLT, DAVID J.	6
Owner Operator SINCLAIR, JOHN A.	4
Owner Operator MIRRER, DEBBIE L.	3
Owner Operator MIRRER, STEVE	3
Owner Operator SMITH, ROBERT J.	3
Owner Operator SCHOONOVER, CHRISTOPHER	2

OWNER OPERATOR

Owner Operator	YRS SVC
Owner Operator BAKE, BARBARA J.	2
Owner Operator BAKE, DALE J.	2
Owner Operator COMBS, ANTHONY B.	2
Owner Operator DIEMERT, LINDA C.	2
Owner Operator DIEMERT, THOMAS L.	2
Owner Operator JOHNSON, DANIEL & VICTORIA	2
Owner Operator KITTINGER, BURTON L.	2
Owner Operator WHITFORD BONNIE L.	2
Owner Operator WHITFORD, DAVID J.	2
Owner Operator BENTON, KEITH S.	1
Owner Operator RIDER, BELINDA W.	1



REMEMBERING THE 4TH OF JULY.... The United States of America was never truly "founded" as much as it was declared independent from the Kingdom of Great Britain on July 4, 1776. This date marks the signing of the Declaration of Independence written by Thomas Jefferson. However, the colonies were governed under the Articles of Confederation until the adoption of the US Constitution which was completed on September 17, 1787. In fact by the words of the Framers all the colonies were together in the beginning of this great experiment the "United States of America".

Officially, America (referring to the United States) turned 238 years old on July 4, 2014. If one dates from the adoption of the Constitution in 1787, the nation is only 226 years old. Our heritage is rich with innovative thinkers, entrepreneurs and goal setters, individuals who set the bar for the rest of the world.

Customer Service—excruciating or another way to create lasting accounts?

We've all gotten that call. You cringe because you instinctively know who is on the other end—that customer no one can seem to please.

Yes, they're out there but those few can not spoil it for the rest of our customers. Everyday we're faced with the challenge of providing

stellar customer service, with both outside customers and internal customers. Our ability to maintain decorum and a pleasant attitude in the middle of a stressful event is the mark of true customer service representation.

In customer service it's truly the glass half full...

There's the story of a young man who was

in the process of moving from a village high on a mountain to a village in the valley. En route to the valley the young man came upon a Priest traveling to the mountain village. The young man asked the Priest what the town and the people were like in the valley village. The Priest asked the young man what it like in the mountain village. The young man replied that he was greeted coldly when he arrived in the village and never really welcomed him into their society.

The Priest said it was much as the same in the valley village below. The Priest continued his travel and came across another young man moving to the village in the valley below. The young man asked the Priest what the people/ town in the valley village were like. The Priest asked the young man the same question about the mountain village. The young man replied that they were warm and gracious and always looked after him. The Priest went on to say that as much was the same in the valley village below.

The moral of the story is, you can have two exact situations with two very different points of view. The first was a negative outlook the second a positive outlook. The outcome of any interaction with customers (both internally and externally) depend upon your own personal outlook.

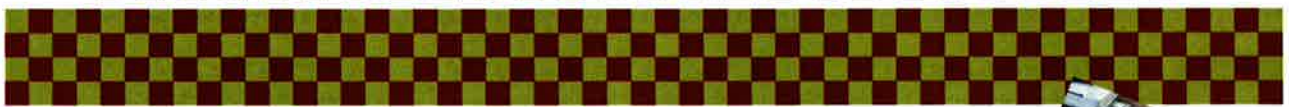
We can choose (it's a matter of choice) to come in to work each day with a positive outlook for the day ahead—coloring the day with a broad stroke of optimism that's infectious. But, the same is true if choosing to come in with a negative attitude. Negative attitudes are just as contagious but ultimately more destructive, as our customers pick up on the mood and cringe when they know they have to call and talk with you. Negativity can poison an entire organization.

At all times we must remember our customers call us looking for excellent customer service and never a sharp or condescending tone, scolding or rudeness.



Special points of interest:

- **Easiness**—Does the customer feel a sense of ease when they phone with a request?
- **Flexibility**—Are your judgment calls driven by the customer's special needs?
- **Service minded**—Do you consider other departments within the company to help resolve a customer's issues in an efficient way?



Mercantile stores can be found in Billings, Columbus, Houston and Oklahoma City. As always, there are apparel catalogs where you can place special orders as well.

