

We Are The Z-Team!

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TECHNOLOGY UPGRADES IN 2014

[Editor's note: Tech plays an increasingly important role in all our lives making the world a smaller place and allowing a 24 hour work environment. Technology is an important part of the transportation industry and Zimmerman Truck Lines is a technology leader. The company has made several major upgrades to its technology in the past year. Here is the story of one of the changes that touches all of our work.]

New mobile communications units are now in all trucks

Known simply as "the satellites" because originally they only communicated through Earth orbiting satellites, the mobile communications stations in our fleet were replaced in 2014. The old units, which were initially installed by the Van Division were finally turned off by XRS, the service provider at the end of last year.



Mark Zimmerman tells the story that in 1995 he was just about to sign a contract for phone pagers when a salesman cold-called him the day before to talk about the "latest" technology, satellite communication. In the past twenty years, these units were supported by no less than six different companies, before the last one, XRS, turned them off — permanently. Satellite communication is very expensive compared to terrestrial-based cellular communication which is now available almost everywhere in the country. And while the old XRS units did eventually communicate via cellular (starting in 2001) and satellite, the new **PeopleNet** (PN) screens are 100% cellular based.

Dave Wetzler led the team on the three year project to select and deploy the new mobile comm system. Along with a small number of drivers, they tested several different types of equipment before settling on the PeopleNet system in early 2014. **Jake Yoder** was responsible for installation in most of the trucks and he was assisted by **Steve Detra**. **Jeanne Cashman** did most of the individual driver training. The very last XRS unit was removed on January 7th.

As the drivers well know, the new PeopleNet System features a color touch screen and a new "workflow" process. Workflow allows the system to anticipate the driver's next action so if he or she is arriving at a pickup, the system confirms the arrival and then displays the proper screens to be completed. Using GPS, the system senses when the departure occurs and automatically updates the dispatch computer systems in Mifflintown. Similarly, workflow assists with deliveries so the work is easier, faster, and more automated.

As noted before, the PN system is completely cellular based. If the unit is out of range of a cell tower, messages are held for transmission. It usually takes about 1 to 2 minutes for a message to be received. Messages can be sent by drivers to Dispatch as well as the Shop, Billing, Safety, and Benefits (all messages, even to these other departments, are also viewed by Dispatch). As we get more familiar with the features of the PN system, it will be used to communicate more with the power plant of the truck as well as to deliver information to the driver fleet.

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Key Items for Mobile Communications

- Make sure to accept—or manually perform—the arrival at the BMT or BBT event of your next trip **before leaving your delivery point.**
- For "frozen" or "locked" screen, re-boot. Press and hold the 2 top buttons on the left side of the display along with the top button of the circle at the bottom of the display, until the unit re-starts.
- No need to hit the **Depart** button. Your departures occur automatically!

CALIFORNIA CORNERCHRISTMAS DINNER CAME EARLY FOR WEST COAST DRIVERS*by Mark Zimmerman*

My son, Tanner, and I flew out to not-so-sunny Southern California the first week of December. We went there to not only visit customers, but to also enjoy a great dinner with our four west coast "local" drivers and members of their families. We promised them a Christmas meal at a restaurant of their choice.

We dined at Wabi Sabi, a hibachi-style restaurant, the evening of Saturday, December 3rd. Joining us were all the drivers and their families (see photo on next page). We had a very enjoyable evening, discussed all the "rumors," and sorted out all the facts of what takes place in the far away metropolis of Mifflintown.

One of the things that's important for everyone who works on the east coast to remember is the valuable role these drivers play in our operations, not to mention the number of hours they put in to make Zimmerman Truck Lines more successful. We need to keep in mind that even though they are far away, we couldn't do a lot of what we do if it wasn't for these hard working individuals. And fortunately for one, luck smiled on Darryl Walker two weeks later when his name was pulled for the ticket drawing at the Mifflintown Christmas Party. He won the grand prize of two \$250.00 Walmart gift cards!

Also on this trip, we visited with the DAMCO crews in both South Gate and Carson. We reviewed the developments in our business relationship in 2014 and discussed how 2015 should be an even busier year. Once again, these valued customers have nothing but high praise for our drivers and the great service they provide!

We also visited new customers from Chino and San Diego that will not only be adding new business coast to coast, but also additional business in the northeast region. They, too, are very impressed with ZTL's performance and our drivers' professionalism. Over all, it was a very successful and productive trip.

EXPERIENCED EMPLOYEES ARE OUR MOST IMPORTANT ASSET!

Here are some of the people at Zimmeramn Truck lines who are celebrating anniversaries this month.

Sonny Dobson — 38 years	Gina Himes — 3 Years
Dave Martin — 19 years	Dan Stiles — 2 years
Dot Dowling — 15 Years	Russ Henry — 1 Year
Mike Kredaytus — 14 years	Bob Zook — 1 Year
Tom Naylor — 11 years	
Belinda Dunklebarger — 11 Years	
Clarence Dunklebarger — 11 Years	
Dennis Peterson — 11 Years	
Keith Messmimer — 7 Years	



NEW LIABILITY INSURANCE

CARRIER FOR 2015

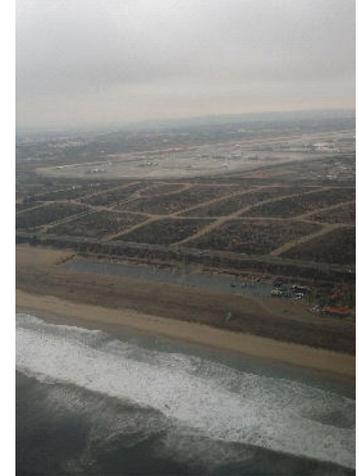
Starting January 1, Great West Casualty is the new liability insurance company for ZTL. In case you are involved in an accident, you will still contact ZTL first to report it. But Great West representatives will often be assisting afterward. Soon drivers will be receiving new accident reporting protocol information. Be watching for it and expect more info in future newsletters about the improvements Great West will bring.

CSA UPDATE

CSA scores are showing gradual improvement over the past six months, but HOS violations are still by far the biggest issue. Please make sure your logs are correct!

Right:
*Not-so-sunny
 Southern California*

**Left: The
 DAMCO crew:**
*Evelyn, Claudia
 (kneeling), Mark Z,
 John Newberry,
 Rosa, and Laura*



**West Coast Drivers and
 Their Families**

Back Row: Bill Cook with his wife Julia in front of him, Mark Z, Tanner, Jose Amezcua

Front Row: Adrian Garcia with his sister Stephanie, Cynthia and Darryl Walker



OUR MONTHLY SURVEY OF YOUR OPINIONS

Winter Safety Tips

- **Use appropriate footwear.**
- **Never jump from you vehicle or trailer.**
- **Do not use your Jake brake on snow or ice.**
- **Always have firm footing when hooking or unhooking your trailer.**
- **Take short steps on slippery surfaces.**

Last month we asked, How was the Christmas party? We got several responses. One suggested changing the caterer and food selection. Another suggested we invite more former employees who had been with the company for decades in the past as it is always nice to celebrate with old friends during the holidays.

This month we want to know, Would you and your family attend a company picnic in late July or early August? Tell us if you prefer an amusement park setting (like Del Grosso's), a state park (like Little Buffalo), or something at the ZTL facility. Put your thoughts in the suggestion box, text a message to 267-225-5782, or e-mail your ideas to newsletter@ztline.com.

We are listening, so let your voice be heard!

ZIMMERMAN TRUCK LINES, INC.

Zimmerman Truck Lines, Inc.
190 E Industrial Dr
P O Box 130
Mifflintown, PA 17059

Phone: 717-436-2141
Toll Free: 800-999-2707
Office Fax: 717-436-2378
Email: newsletter@ztline.com

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www.WeAreTheZ-Team.com

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LEFTOVERS

We just didn't have enough space in our last issue to include this special photo taken when Santa visited.



Santa laughs and Ron cries after Santa tells Ron he cannot bring \$1 per gallon fuel for Christmas!

QUOTES OF THE MONTH

"Ignore the risk and take the fall. If it was meant to be, it is worth it all." —Unknown

*"A journey of a thousand miles must begin with a single step."
—Lao Tzu (604 BC - 531 BC)
Chinese philosopher*