



VOLUME 2, ISSUE 4

# NEWSLETTER

OCTOBER, NOVEMBER, DECEMBER 2016

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## HIGHLIGHTED TERMINAL

LME MIN (336) TERMINAL—MINOT, ND

Terminal Mgr: Jeff Thoennes

Avg Daily Tonnage YTD:

IB/OB = 64,697 lbs / 18,300 lbs

Avg Daily Shipment count:

IB/OB = 64/12

**Top 5 Accounts:**

720615 FIREBIRD ARTISAN MILLS-  
Manufacturer of Organic Flour

778374 AQUA PURE WAREHOUSE-  
Distributor of Water Filters

983710 WINDFIELD SOLUTIONS- Seed  
and Chemical distributor

178087 GOOSENECK IMPLEMENT CO-  
John Deere Distributor

**The LME MIN Team includes:**

- 6 full-time City P&D Drivers
- 0 full-time Dock Workers
- 2 Linehaul Drivers

**LME MIN Operation Team:**

George Toki - Operations Manager

**LME MIN Sales Executives:**

Dan Kackman - ND Sales Executive



The LME MIN Terminal Team



The LME MIN Dock



## SPECIAL POINTS OF INTEREST:

- Highlighted Terminal
- Driver of the Month
- LME "Shout Outs"
- Welcome to the LME Team

The LME MIN Terminal has 6 dock doors and services a 70 mile radius around the terminal. The MIN operation was opened in 2013 & operated out of a 4 door building with very little room to operate for the 3 Drivers we started out with. When we opened the MIN terminal, it was in the height of the oil boom in western ND which left LME with a challenge hiring drivers. In 2014, we moved into a 6 door building & added 3 P&D Drivers and 2 Linehaul Drivers.

The Drivers peddle the NW corner of ND.

Now we have a Great Team of Drivers that work well together after overcoming a challenging start. I have to say that 2016-2017 season has been a real challenge with all of the snow and wind; which pictures show.

Thank You to the MIN Team for all they do to keep LME successful.

**Fun Fact::** *Only the Best Come North* is the motto of the Minot Air Force Base located a few miles outside Minot's city limits. The military community draws personnel from all over the world.



The road to the Terminal

**OPERATIONS**

MIKE SANFORD-VP OPERATIONS

Greetings All,

As we look back at 2016 and take into account the many operational obstacles that we have been challenged with, we must continue to work to improve efficiencies on the way we route freight, improve on linehaul schedule cut times and arrival times so that the hubs can work the freight efficiently and improve arrivals at the end line terminals. We must also continue to work to improve the way we manage and improve efficiencies on our Inbound operations and our P&D routes.

Bryan Longville has taken new responsibilities in leading the LME Linehaul Department as Director of Linehaul. Bryan is working with the department to restructure

many of the daily operational processes as well as the recruitment of company linehaul Driver positions which will allow us to have improved control and processes on scheduled linehaul runs.

We have also completed the installations of PeopleNet Android Tablets into our fleet of trucks. The Drivers are able to perform both their EOBL—Electronic On Board Logging and their Delivery and Pickup application off of ONE device. It is critical that we are all onboard to utilize these devices to their full capacity, stay current in our log auditing and address any issues timely so to keep them up and running.

We appreciate the work each & every one of you do on a daily basis to keep LME

strong, running efficiently and safely and providing a quality service product to our customers.

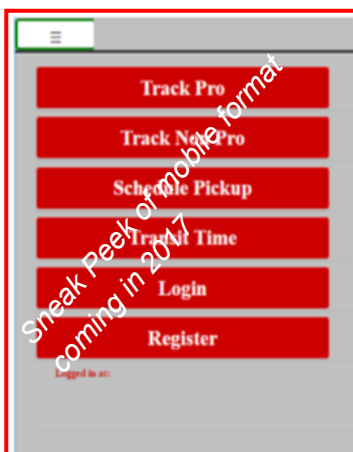
**BRYAN LONGVILLE NAMED LME DIRECTOR OF LINEHAUL**

Bryan will be working closely with the Linehaul Department Team in the restructuring of that department and working towards improvements on Driver management, Communication between terminals and Linehaul and all other factors of the department. *Congratulations Bryan!*

**MARKETING & IT / MIS - INFORMATION TECHNOLOGY**

TYLER WILSEY—VP MARKETING / IT

2017 is off and running and so is the Marketing and I.T. department, with updates to the marketing materials ready for distribution and the continuation of I.T. infrastructure development behind the scenes. One of the major items in development is the new website. Yes we will finally be fully overhauling the [www.lme4me.com](http://www.lme4me.com) website to be more modern and flow smoother. Customers and staff will still find movement through the site similar to the old one but with better load speeds and tool functions available. We are also continuing to develop more visibility options for service issues out there on the new website as well. One of the greatest improvements will be a tablet form of the website and a mobile form to better help those users on the go. More details will come when we roll out the new site hopefully by the next newsletter release. To the right is the current staff in our I.T. department to help you know who is here and what they handle.

**IT / Marketing Department Staff****Tyler Wilsey** — Vice President

HTML editing, marketing materials, social media

**Sally Scherer** – Senior Programmer

RPG Programming, Maintenance and Development

**Ken Berger**– EDI Programmer / Analyst

Manages, Develops and Maintains EDI programs and System

**James Nash**– Systems Admin /

Programmer  
RPG Programming and Server administration, Networking

**Steve Schmit**– IT Operations Manager

Server administration, hardware and software ordering

**Andy Swanner**– Website / EDI

Web site development, Assist Ken with EDI

## PRICING

LUKE OLSON—VP OF PRICING

Happy New Year!

Despite the current economic slowdown, LME and virtually every other LTL carrier has sought or will seek a general rate increase in their 2017 fiscal year. Does this defy economic logic? Or are there other factors at work?

LTL carriers are all feeling a slight squeeze when it comes to capacity, especially in the historically heavy lanes. As long as capacity is a concern, prices are going to continue to rise. More and more carriers are concerned with profitability above all else, including gaining market share. LME's number one priority should be finding and keeping profitable freight.

How can we achieve this together?

The most important factor in achieving profitability is **communication**. Pricing, sales, dock workers, drivers and office staff all need to share information in order to find out what is working and what is not. We can't price effectively if we don't know something takes additional resources to handle. Since many of us are separated by geography, communication becomes an even larger hurdle. Take advantage of your daily/weekly/monthly meetings/calls. Come prepared and be open, honest and respectful. Try and make these meetings impactful and let them serve as centers of communication

even if it's tempting to use the time to tackle your to-do list or catch up on emails.

Another important factor is **focus**. Where are we focusing our time and energy? Many of us have daily tasks that need to be accomplished in a timely fashion. Others have roles that are focused on reacting to customers' needs. Most of us have some combination of both. While it is important to focus on daily tasks and meeting the immediate needs of our customers, we can't take our eyes off of the big picture. We are **in the business** of moving freight, but we are **in business** to make money. Moving freight through our system expeditiously is an important factor – it is not THE important factor. We need to maximize our moves and limit extra costs as much as possible. This may mean eliminating freight to lessen cartage costs or it may mean adding company assets to lower the overall costs. In all cases, a business decision needs to be made – but it can't be made without the problem being identified and communicated in the first place.

The final factor is **teamwork**. LME is a network of people who come from all over the Midwest. While we do share a geographic region for census purposes, we are not all the same. Some of us cheer for the Royals; others were recently celebrating a historical run by the Chicago Cubs. Whether you

cheer for the Pack, Vikings, Chiefs, Bears, Colts or any other sports team, we know what makes fans connect with each other is the sense of belonging to something bigger and rooting for the same cause and beyond that, cheering for a win. As we start a new year, know that our cause has not changed, and yet we can challenge one another to do better, to be better. Challenge neighboring terminals to see who can have the least amount of claims or work comp. Challenge each other to learn something new. If we all start small with one thing to improve LME, the accumulation of all those little things could build to create a unique and special place to come to connect, collaborate and work each day.

LME can grow profitably with your help. At the same time we can't do it without you. Thank you for the patience, presence, and dedication you bring every day. Communication, focus and teamwork will lead us to a better LME in 2017.



## SALES

ROGER MCGILLIS—VP SALES

Greetings Everyone,

Where did the year go? Overall, LME had a nice growth year. We brought on some nice new business through the year but we also lost a few accounts. Some of the lost business was due to some hiccups in service but most were due to us voluntarily removing business out of our network. We had some nice growth in shipment count in the 4<sup>th</sup> quarter with most of the growth on Partner business. For the year, we grew 4.63% on Direct business, 17.71% on Partner business for a total of 7.45% overall on shipments vs. 2015.

**Start Your Engines, LME Inc. is now direct to Indy!!**



## Awards for the year:

### Account Executives that exceeded their goal for 2016 –

Dan Kackman – Dan covers parts of ND and SD.

Nancy Hinni – Nancy covers the part of the Chicago area.

Trisha Walton – Trisha covers the Kansas City area.

### National Account Managers –

Mike Brown –

Scott Ellis –

### “Comeback Rep of the Year” (this was a new award this year)

This award was presented to a rep that didn't hit goal the first half but exceeded goals the second half of the year.

Stan Brewers won this for the year. Stan covers the Courtland and part of St. Cloud area.



**LME Xpress Gold: An inexpensive way to gain “peace of mind” when shipping a hot order.**



## SAFETY &amp; RECRUITING

CINDY SENFTNER—DIRECTOR OF SAFETY



Did you know that **"Cultural Excellence"** is the best way to guarantee business success in the face of uncertainty? An excellent culture occurs when people and process are in harmony with the company's vision and values. Employees are empowered and engaged sharing the same beliefs and values as the company and agree with its way of operating. Customers enjoy positive experiences in their interactions with the company.

I hope that all of you feel empowered and are engaged in the work you do. Everyone at LME plays a key role in the company's success. No one is perfect. Mistakes will happen. Let's learn from our mistakes and continue to strive to do better.

Our safety goal in 2017, as in years past, is to significantly reduce the number and severity of accidents, incidents and injuries. Everyone must be onboard with safety or the goals will be unachievable. Let's be Proactive vs. Reactive. Safety must be the forefront in everything we do.

In 2016 we had a total of 188 accidents. Of the 188 accidents 71 were backing. That's 38% of all the accidents! Almost all of the backing accidents would have been prevented had the driver gotten out of the truck and looked around. This is referred to as G.O.A.L. (get out and look). It's not uncommon for us to become complacent with what we do when we do the same thing over and over again. Do not get complacent! Every day is a new day and will offer new challenges.

Of the 188 accidents we had 30 that were Non-Preventable. That's 16% of all accidents. Distracted driving played a big role in a lot of these accidents. A recent crash involved a person reaching down for something in their car. They did not see that the light ahead was red, blew through the intersection and hit our trailer. Luckily, no one was seriously injured. Their vehicle, however, sustained disabling damage.

WORK COMP!! No one will deny that the trucking industry tough and demanding. All too often we overestimate our own strength and attempt to move freight on our own without asking for help! ASK FOR HELP. You may be in a hurry forgetting to take the time to use proper lifting techniques. SLOW DOWN. If you're out in the elements during the winter months and exposed to ice and snow, wear your heel traction aids. Slips, trips and falls are a major cause of accident deaths, second only to motor vehicle accidents.

For the policy year 2015-2016 that runs from September 1<sup>st</sup> thru August 30<sup>th</sup>, we had a total of **53 OSHA recordable injuries**. This equates to an incident rate of **7.5 recordable injuries per 100 employees** (200,000 man hours worked in a 12month period). We are above the average incident rate of 4.5 for our industry! While some of locations saw significant improvement over last year, others went the other direction. To date for policy year 2016-2017 we have had 23 OSHA Reportable injuries. Please do your part to help prevent further injuries from happening.

2016 incident rate by terminal is as follows:

Chicago (CGO)	1.9	Great Job!	Courtland (CTL)	9.8	Des Moines (DSM)	8.1	Waterloo (WLO)	3.9	Good job!
Fargo (FAR)	4.8	Almost there!	Grand Forks (GRF)	10.6	Janesville (JVL)	16.7	Saint Louis (SLU)	7.0	
Kansas City (KCS)	11.2		Omaha (OMH)	4.1	Good job!	Springfield (RVT)	21.7	Sioux Falls (SXF)	8.0
Rochester (ROC)	4.0	Good job!	Rock Island (RIL)	11.1		Saint Cloud (STC)	15.7	Hermantown (SUP)	9.5

The following terminals had zero OSHA recordable injuries!

Aberdeen (ABR), Appleton (APP), Bismarck (BIS), Chippewa Falls (EAU), Fort Dodge (FTD), Greenfield (MIL), Minot (MIN), Rapid City (RAP) & Watertown (WAT)

KEEP UP THE GOOD WORK!



#### HAPPY BIRTHDAY (2/17) and Shout Out to Heidi Kenning!

Heidi plays an integral role in the safety department. In case you haven't heard, there's a driver shortage and, like most companies, we are in need of drivers! Heidi has been very busy processing driver and dock applications. Some of you may think that that is Heidi's only responsibility. Her role in safety goes far beyond processing applications. Once an applicant is hired she makes sure that their files are complete and compliant. She ensures that current drivers are up-to-date with their CDL's and medical cards. Lastly, there's the filing, scanning, indexing, ordering supplies, etc. Thanks Heidi for all you do!

Safety welcomes **Dan Martinez** to the department as the Regional Safety Training manager. In November, Heidi placed an ad for a driver trainer /recruiter. The following day I received a resume from Dan. It almost looked too good to be true! Dan was an experienced CDL driver, had been a driver trainer, established and created safety training programs, had experience as a recruiter and trained on electronic logs! I met with Dan, the interview went well. Dan came in for a second interview that would include Fran (TeamViewer). It was very evident from the start that Fran and Dan shared the same values and would make a powerful safety team. Dan's territory will be Minnesota, North and South Dakota and Chippewa Falls, WI.



## DRIVER OF THE MONTH AWARDS:

### McKinley Holmes of the LME KCS Terminal

Mac is a KCS Linehaul Driver.

Mac has been with LME for 10 years.

Mac is a real quiet but very reliable and dedicated

employee who is always on time.

Every night you can see Mac doing a thorough pre trip.

He checks his load every night before leaving and does a thor-

ough post trip every morning.

like I said, Mac is very quiet, but his dedication to safety and to get the job done right speaks loudly.

Congratulations McKinley!

Pat Hilke  
KCS Terminal Manager



OCTOBER 2016 Driver of the Month

### Keith Calicott of the LME KCS Terminal.

Keith is one of our straight truck drivers. Keith is very prompt, safety oriented and great with the customers.

Keith is in early every morning and delivers at a minimum of 2 full straight trucks per day. He is great with customers.

He is always asking for extra work. if we have Saturday deliveries scheduled he will run them.

Keith has received numerous clear

safety inspections.

He takes care of his equipment. At all deliveries it is safety first with the liftgate and customers.

Congratulations Keith!

Pat Hilke  
KCS Terminal Manager



NOVEMBER 2016 Driver of the Month

### Allan Cowart of the LME JVL Terminal

Allan Cowart had been with us since July of 2012

He has worked in both the Linehaul & P&D operations

He has not had a preventable accident since he started ...

Allan has at times worked out of the Milwaukee terminal when

Milwaukee was in need of an extra driver.

All in all he is an excellent employee –always willing to go the extra mile to help get things accomplished including coming in on Saturdays to take care of our customers...

Congratulations Allan!

Scott Lengling  
MIL, JVL, APP Terminal Manager



DECEMBER 2016 Driver of the Month

**CONGRATULATIONS TO THE 2016 DRIVER OF THE MONTH RECIPIENTS!**

## HR/BENEFITS

CHRISTY JOHNSON—HR/PAYROLL MANAGER



Looking forward into 2017 remember that you have identity theft protection paid for you by LME Inc. Protect Your Identity with PrivacyArmor. Each year, millions of Americans fall victim to identity theft resulting in billions of dollars in loss. Restoring your identity and credit can be a lengthy, costly and confusing process. InfoArmor offers PrivacyArmor to help safeguard your finances, reputation and credit against theft and abuse. Included in your PrivacyArmor benefit is a portfolio of products, services and support to help protect your identity and assist in fraud remediation and identity restoration. Whatever level you choose, it's up to you. Log into InfoArmor at <https://www.myprivacyarmor.com/?customerid=lmeinc> click on enroll now and protect yourself today.

As always if you have any life changes make sure to let payroll know. Moving, getting married, getting divorced, having a baby; all these changes you will probably have updates with payroll.

*I can be reached via email at **CJOHNSON@LME4ME.COM** or phone between 6am-3pm at 651-286-6406.*

# WELCOME TO THE LME TEAM

## OCTOBER 2016

APP	DCK	DOUGLAS G GUERIN
APP	DCK	MARK K OCHOA
APP	DRV	BRADLEY J ARNDT
CGO	CSR	ALEKSANDRA L LAZIC
CGO	DRV	WATT E TAYLOR
CGO	DRV	SERAFIN SANCHEZ
CORP	BILL	THOMAS F VANG
CORP	SCL	SEAN P WUETHRICH
DSM	DCK	EMMANUEL HERRERA
DSM	DCK	ANTHONY N WALKER
DSM	DRV	CHARLES W ROADS
FAR	CSR	CASEY M PAISLEY
FAR	DRV	ANTHONY SCHMIDT
GRF	DRV	STEVEN G MOCK
IND	DRV	BRIAN K PARTIN
KCS	DCK	LHOUCINE CHAL
MIL	DRV	MICHAEL T WOLF
SLU	DRV	ALEX SANCHEZ
SXF	DCK	DANIEL W BROWN
SXF	DCK	JAYSON I KRIZ
SXF	DCK	AHMED A KADHIM
SXF	DCK	DARKO AVDIC

## NOVEMBER 2016

CGO	CSR	ERIKA L BOWDRY
CGO	CSR	ANGELA L LEE
CGO	CSR	JENNIFER CABASQUINI
CGO	DKC	LUIS OLMOS
CGO	DKC	SERGIO P TAYLOR
CGO	DKC	ALEXANDER L TAYLOR
CGO	DRV	JOEL MORENO
CGO	DRV	RAUL MARTINEZ
CORP	BILL	MENG VANG
CORP	BILL	ALLISTER M MACMARTIN
CORP	CSR	PAULA K BENJAMINSON-MORAVE
CORP	IT	ANDREW T SWANNER
CORP	SAFE	DANIEL A MARTINEZ
CORP	SALE	CHAD L WEGSCHIEDER
DSM	DKC	BRETT D HEYERDAHL
DSM	DRV	BEN C ASTENGO
DSM	DRV	KEVIN D HUSTED
DSM	DRV	ALAN D PARKER
EAU	DRV	JAY M PERKINS
EAU	DRV	JEFFERY D BEYERSDORF
EAU	DRV	MICHAEL D HAUSMAN
FAR	DKC	ZENDON A TAHA
IND	DKC	TIMOTHY M LONG
ROC	DKC	BOBBY THAMMAVONG
ROC	DRV	PAUL R SANFORD
WAT	CSR	ELIZABETH M HERMAN
WLO	DKC	CHARLES A HAYUNGS
WLO	DRV	AMIR COVIC
WLO	SUP	JACOB H HAZLET

## DECEMBER 2016

CGO	DCK	JOSE A SIDA
CGO	DCK	OLEGARIO ARAMBULA
CGO	DCK	JEROME A HUGHES
DSM	DCK	STEVEN T SAYSINUAN
DSM	DCK	CHRIS E VANCEBROCK
FAR	DRV	DAVID A FUSS
IND	DCK	JOSHUA W DILLARD
KCS	DCK	JASON L GATTEN
RIL	DCK	JULIA A BROWN
RIL	SUP	ANDRES V RAMOS
ROC	DRV	BRIAN V LANGHORST
ROC	DRV	LUKE G WARBOIS
SLU	DRV	FRANK A JAROS
WAT	DRV	WILLIAM K MAYO
WLO	DCK	BRETT M JONES



# LME “SHOUT OUTS”

## OUR #1 ASSET = OUR EMPLOYEES



A “SHOUT OUT” to Jason Searcy (STC P&D Driver), member of the LME STC Team since 2000

“Today I was waiting to cross Cty Rd 30 at 3rd St in Delano, Wright Co, with my dog. The driver of one of your big trucks came to the top of the hill, and stopped so I could cross.

Sometimes what may be just a little act of kindness, has such a huge impact. And of course, you never know about it. Your driver stopping meant a lot to me. I was thinking and grieving over my son's death on my walk. It was like the Universe telling me there is goodness all around us.

If you see him, thank him for me.”

A pedestrian in Delano that just wanted to say “THANKS”

A “SHOUT OUT” to Mandy Morin (LME FAR Office) member of the LME Team since 2013

A message below to Bill Cullen (FAR Sales Executive) regarding pre-pickup planning between Mandy & Jared at Retrax:

“Bill just wanted to shoot this to you and let you see the great employees you have! It really helps when action is taken to get planning going and it makes it really easy to work with LME. Just wanted to pass along a thank you and a great appreciation!”

**Thank you,**

**Jared Olson**

Shipping Dept. Lead



A “SHOUT OUT” to Jennie Bauer (LME Corp Customer Service) member of the LME Team since 2016

“Jennie (extension 2435 main office #) was absolutely fabulous and what a great employee you have, she was so patient and so helpful. Just wanted you to know what a great employee you have!”

Susan Kratt

A “SHOUT OUT” to LME SXF, WAT, RAP, CTL & SUP Terminal Teams:

“I would like to give a shout out to the SXF, WAT & RAP Terminals for always being willing to step up and do what is needed to take care of the customers when I ask – they are great teams to work with.”

“I would also like to send a couple special shout outs to the CTL terminal – Aaron, Benton, and Steve for helping bail us out with a customer and get an order delivered on a Saturday morning and also to Jerry Kilby in SUP for coming in on a Saturday to break a trailer to access freight and get it delivered to a customer, to make up for some severely delayed freight. Great job everyone – Very much appreciated!!”

Gordy Salmen

LME Account Executive

Sioux Falls / Watertown / Rapid City





# LME

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## LME Mission:

*To provide transportation services that consistently exceed the expectations of our customers while achieving managed profitable growth and employee recognition.*

In each issue, we will include a recipe from a member of the LME Family. If you have a recipe that you would like to share, please email to Jeff Soderstrom.

## Loved recipes Made by our Employees



### MISSISSIPPI ROAST

#### PREP TIME

5 MINS

#### COOK TIME

8 HR

**Servings: 8 -10**

### INGREDIENTS

- 3- pound chuck roast
- 1- ounce packet of dry ranch seasoning mix
- 1- ounce packet of dry au jus gravy mix
- 6 tbsp unsalted butter
- 1/4 cup water
- 5-6 pepperoncini (peppers)



### INSTRUCTIONS

1. Add 1/4 cup of water into the insert of your slow cooker then place the chuck roast on top.
2. Sprinkle the dry ranch seasoning mix on top of the chuck roast, then sprinkle the dry au jus mix on top, then place 6 tbsp. of butter on top of the roast, and finally 5-6 pepperoncini around the roast.
3. Cook on low for 8 hours.
4. Shred and serve with gravy.

Here is the link: <http://www.tablefortwoblog.com/mississippi-roast/>

The first time I made this I dredged the meat in flour and browned it on all sides. Also I added a bit of the pepperoncini juice to the crockpot. The gravy that I made with the drippings were out of this world good. There are other versions to this recipe — this one adds water and the others don't add water. I've made it both ways and I prefer the 1/4 cup of water method. Very good on top of egg noodles.

### RECIPE NOTES

You can serve this with a side of mashed potatoes and vegetables, or serve it on top of white/brown rice, or make a sandwich out of it. The gravy can get pretty salty by itself so I'd go light on the salt for the side dishes that you're serving with this roast.

Yes, if you want to add vegetables to the slow cooker to cook along with the roast, you can certainly do so. I would add it in 2-3 hours before the roast is done. Potatoes, carrots, celery, whatever you like!

Trisha Walton - LME KCS Sales Executive



# LME

Q U A L I T Y . S E R V I C E . V A L U E . A L W A Y S .