

## Jack's Column

By Jack McSherry

### 2005 "It's the little things that will count....."

This last year of 2004 has been quite a transition year for our Company. Many faces have left and some have changed. Some of those changes were painful but all have been positive. We've gone from a Company that was barely making it to a Company that is meeting all its obligations and producing a profit. We have gotten lean and somewhat mean and we have to stay that way in order to survive. We've walked away from some business because it wouldn't give us a return to pay our drivers and our operators a decent wage. We've added business that does accomplish those goals. We haven't grown by leaps and bounds like other companies, because in this age of high insurance, fuel costs, and wanting to keep our employee force stable we've had to constantly look at the quality of revenue we are generating.

In order to sustain the better road we are traveling on in 2005 we must focus on the little things. We have gotten to where we are by having our managers watch every penny we spend.

**"CONTINUED ON PAGE 5"**

## Where Am I Going?

In October of 2004 Penn Tank Lines purchased the PC MILER software from ALK Technologies. This program is a point-to-point highway routing, mileage and mapping software with hazmat-compliant mileages and driving directions. PC Miler is used by over 20,000 companies in the transportation industry. The Federal Motor Carrier Safety Administration selected PC MILER/HAZMAT as their official routing and mapping engine. PC MILER offers the only truck usable street-level routing product available today. Furthermore, the United States Department of Defense and General Services Administration rely on PC MILER as their worldwide distance standard.

PC MILER will provide a uniform mileage guide for everyone within our company. Every terminal will have access to this program which we believe will provide our employee's with a better tool to help determine accurate routes/miles and profitable rates. This program has an interface feature that will eventually allow us to automate our rating and billing system; this will improve the overall speed and accuracy of our Invoicing and will help lower our costs.

## SAFETY FIRST!!!

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## Rising Above The Storm

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### **GENERAL EQUITIES, INC.**

**318 Main Street - PO Box 7318 Kensington, CT 06037-7318 (860) 828-0333**

October 08, 2004

Penn Tank Lines Florida

This is to express our gratitude for what you and your crew have done for General Equities in servicing Florida locations. Your efforts have gone above and beyond what normal circumstances would have required.

We have seen and heard of the devastation in Florida. We have employees that have been deeply affected, just like many of your own employees. It has been a tough time for all and it may be awhile yet before things are back to normal.

Your efforts have resulted in our stores being accessible to our customers who were in need. A result of all of this is a closer understanding has been formed between our company and yours.

With great appreciation we are looking forward to continuing this relationship.

Again Many Thanks Sincerely

**Signed - Ted Leif**

**Signed - Nancy Supremant**

**Signed - Dawn LaFountain**

Dispatch Department

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## 2004 Form W-2's

The 2004 Form W-2's will be mailed to your homes by January 31, 2005. If you do not receive your W-2 by February 15, 2005, please contact the Payroll Department for a duplicate. Duplicates will not be sent out prior to February 15th.

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## Sam's Club Customer Appreciation

Florida receives a free lunch as well as plaques presented to the Tampa, Ft. Lauderdale and Orlando terminals. This honor was for going above and beyond what was expected during the hurricane triplets of 2004 that crippled the trucking industry for days at a time over a two month period. It is nice to know that superior customer service does receive recognition from time to time. This also shows how much class Sam's Club and the management team we work with have.

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## Prescriptions



Are you or one of your covered dependents taking maintenance/long term medications? If so, you should be taking advantage of our PCS Mail Service Prescription Drug Program. You will be able to get a 90-day supply of your maintenance medications at one time at approximately two-thirds of the cost that you would pay for the same quantity from a pharmacy or other retail outlet. In addition, you can obtain up to three refills per prescription. Your terminal has the forms needed to take advantage of the mail order program.

## ARE YOUR PAYROLL / PERSONNEL RECORDS ACCURATE?

Please verify that your name, address, and social security number are correct on your paycheck. This is the name, address, and social security number that will appear on your Form W-2 at year-end and also what will be used to report your wages to the Social Security Administration. If any of them are not correct, please notify your terminal so a Personnel

Change Form can be submitted to payroll. We also maintain your home telephone number as well as an emergency contact name and phone number in the Payroll / Personnel system in Chester Springs. Therefore, it is also important to notify us if you change your phone number. If you have not furnished us with an emergency contact name and phone

number and would like to, or would like us to update your current records, please furnish this information, in writing, to your terminal and ask them to send it to Chester Springs Payroll.

The top of your paycheck also notes whether you have chosen "Single" or "Married" status as well as the number of exemptions you are

claiming. If you wish to change your filing status, please complete a new Form W-4 and have your terminal mail it to Chester Springs Payroll.



## Orlando Terminal

Greetings from Orlando, FL

The last quarter of 2004 seems to have flown by. Between the challenges brought about by the most unusual Hurricane season ever and the end of the year Holidays all of us in Florida are wondering where the days went. We are all looking forward to 2005 – if for no other reason than to operate in a relatively “normal” set of circumstances.

Despite the hardships, both professional and personal, brought about by the four hurricanes that pounded our state this past year – we have many things to be thankful for. On a personal level many of us sustained large amounts of damage to our homes and properties, but luckily no one I know of in the Penn Tank Family suffered any loss of life or major injuries. In many ways we came closer together – as did many of our communities around the state – as we helped one another get our homes and lives back together.

On a professional level, despite the loss of significant revenues, we improved our relationship with many of our customers by going above and beyond the call of duty to deliver fuel to their stations so they could serve their customers. Several of our customers went out of their way to show appreciation for our efforts. Among these Circle K, General Equities, Inc., Transmontaigne and Motiva Enterprises all sent their thanks both verbally and in writing. Benchmark Resources went so far as to cater a lunch for our drivers and presented us with a plaque recognizing the outstanding work accomplished by our drivers and staff in Florida under the most dire of circumstances.

Our challenge in 2005 is to capitalize on the good will brought about by our efforts this last quarter and grow our revenue and profitability while improving our loss prevention record.

Local terminal news: Brian Denning has accepted the position of dispatcher. Brian has been with Penn Tank Lines since Feb 2001. He began his career with us as a driver and was promoted to dispatcher. His dispatch tenure was interrupted by the war in Iraq. His Army reserve unit was called upon to serve a year of duty in Iraq, despite Brian having served in combat during the Gulf War several years earlier. We are all proud of and grateful to Brian for his service to our county and welcome him back. We also want to welcome several new people: Khym English, Carlos Hernandez, Keith Pruitt and Mark Sakkinen have all joined the company as drivers. Jimmy Handall is a new I/C and congratulations to Tony Melendez and Pedro Alvarez who have successfully made the transition from company driver to I/C. We also want to welcome Jose Pantojas as a mechanic.

Submitted By: Jim Cercy



## Malvern Terminal

We are happy to report that Nathan Geter, a company driver for the last 3 years, has purchased one of our units to become an Independent Contractor in October. We wish Nathan the best in this new endeavor and look forward to many more years with our organization.

The Malvern terminal has recently made a move in location and name. We have moved out of the corporate office to take up residence closer to Philadelphia in Chester, PA, and have re-named it the "Philadelphia Terminal". Paul Troutman remains the manager for this terminal and all phone lines have been transferred to retain the same phone numbers for dispatch

## Tampa Terminal

As the new guy in Florida, let me tell you that there isn't a better place to live and work. The weather is great (accept for those hurricanes), the people are wonderful, and the company trucks are new. There is a strong base of drivers, mechanics and dispatchers who are just itching to get back into the season and service our customers. And there are also new employees who are in for the time of their lives as we get ready for the new crop of snowbirds who want to take advantage of our services.

From the West Coast of Florida as far south as Naples and as far north as Gulf Hammock, through the center of the state and over to the East Coast from Ft Pierce north to Jacksonville... Tampa is covering it all. Since the beginning of the year we have trained and put into service over

20 new drivers and a new dispatcher.

We have put a whole new fleet of trucks on the road. We have given the opportunity to five company drivers to purchase equipment and join the independent contractor fleet. We are doing it all.

We want to give a special welcome to the newest members and their families to the Tampa Penn family... DeWayne Anderson, Robert Beamon, Harold Decker, Sabiain Hawkins, Adrian Hearsey, Gerald Jenkins, John Lee, Dan Lombard, Ron Laferriere, Felix Madir, Nabil Medmoun, Greg Shiltz, Bruce Stephens, and Marlin Woosley. And let's not forget our new Terminal Manager - me.

We also want to wish a speedy recovery to Chuck Ratliff. And let's hope that our shop foreman, Jeep Sullivan, can keep himself out of the hospital since he got all that new hardware installed.

For those wishing to visit the sunshine state in the near future, come on down. We'd love to have you.

By: Arde Kohn



### The MONOPOLY game at War:

Escape maps, compasses, and files, were inserted into MONOPOLY game boards and smuggled into POW camps inside Germany during World War II. Real money for escapees was slipped into the packs of MONOPOLY money.

### Long games:

The longest MONOPOLY game ever played was 1,680 hours - that's 70 straight days!

**Longest game in a bathtub:** 99 hours

**Longest game underwater:** 45 days

**Longest game played upside-down:** 36 hours



## Allentown Terminal

Jim Dowd, former Allentown Terminal Manager has decided to move on with his career after serving Penn Tank in many different areas. Under the new management of Tim Brock, he will bring his 20+ years in the trucking industry to the Allentown terminal, including our 3 satellite terminals in Sinking Springs, Williamsport and Dupont.

The Allentown terminal currently consists of 9 company units and 12 IC units. With the hiring of 4 additional company drivers, the Allentown terminal keeps moving in the right direction to better serve our current customers and to go out and tackle some new business. The Allentown dispatch group also provides

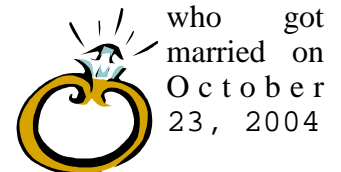
fuel management for over 70 locations for various customers such as Hess, Wawa, Alliance Energy, Ryder and Lessig Oil.



Congratulations go out to John Kemmerer and his wife for giving birth to a new baby boy.

Congratulations to Mr. and Mrs. Charles Snyder who tied the knot on September, 11 2004.

We would also like to congratulate Mr. and Mrs. Kurt Wikberg



## Jack's Column — CONTINUED FROM PAGE 1

We've increased our image and efficiency at the end of 2004 by adding new tractors to our fleet. In 2005 we will add new trailers and another round of tractors towards the end of the year.

But what will make us even more successful with our customers, new hires and vendors in 2005 will be focusing on the little things on a day to day basis. From crossing the T's and dotting the I's in accounting to making sure that the unloading lever on the tank is really diesel and not gas. From making the wide right turns with nobody sneaking up the side to making clear and distinct instructions to our drivers from dispatchers. *(I once sent a driver to Middletown without telling him the state; he ended up in Middletown Pa instead of Middletown De 200 miles away.)*

We are going to new uniforms for both our driving personnel and terminal people this year. We have to start by looking the part. We are going to recognize safe practices more than we have in the past. We are going to increase road observations in order to assure the public and ourselves we are doing things right. We will implement a new computer system that should bill our customers and dispatch our drivers in a quicker and timely fashion.

Taking pride in who we are and what we do will tell the story in 2005. I wish you all the best in health and happiness this coming year both in your personal lives as well as on the road with our Company.



## Rollovers

### 1. The Problem:

Big rigs roll easily. You can put a number on the tendency that a vehicle has to rollover- the higher the better (safer). Full size cars are about 1.3, pickups are 1.1, Jeep type vehicles are 0.8-1.0. Fully loaded semis are about 0.4 or lower. A half empty tanker with a bad suspension might be 0.15! These numbers are the cornering "g's" required to roll the vehicle. No car can generate 1.3 g's in cornering but your rig can probably generate 0.4 g's going around a corner or in a variety of other maneuvers involving steering. If you go around a curve too fast, you can go over, but you probably already knew this. Here are some things you may not know:

You can go over in a curve without going too fast for the curve if your rear tires strike something (like a curb) while you're cornering. Articulating vehicles (5th wheel type) with rubber tires **outtrack** when turning above a certain minimum speed, typically 15 mph. This is inherent to the vehicle and not the result of poor driving. Your trailer axle might be 2 feet outside your steering axle if you're pulling a long trailer. Picture this: You're coming down a freeway ramp, turning right ( a right hand curve). Your left front tire might be **1' inside** the fog line while your outer left rear tire might be **1' outside** the fog line. What's out there to trip you and turn you over?

You can probably roll your rig at speeds as low as **5 mph**, especially on slopes or where a strong tripping influence is present. You can roll backing up if you're jackknifed.

Many rollovers happen when drivers try to return to the road after putting a tire off the pavement. You can rut in soft ground or catch a pavement separation here and go over. If you **put a wheel off the pavement** or even onto a paved shoulder that may have separations, **straighten the rig out and bring it to a stop. Don't try to return to the road at speed.** Get out of the rig, carefully inspect the site and determine that you can get back on the road without catching or tripping a tire before you move out again. If you do decide to drive it back on, return to the road **as slowly as possible** and at **as shallow an angle as possible**. The more steer you put in the easier it is to go over. If it looks too bad, call a wrecker! We are not kidding here, we know that thousands of drivers have gone off the road and come back without rolling the rig, but hundreds of others have also tried and died in the attempt. How big a risk do you want to run for \$ 0.25/mile ?

- Treat any load that can move on you like a load of dynamite and drive accordingly.
- **DEATH by sloshing:** Tankers less than about 3/4 full are as dangerous as a loaded gun.
- Lane changes and similar road maneuvers can roll you, this goes double for double drivers and triple for triple drivers.

— *Continued on page 8* —

**SAFETY FIRST !!!!!**

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## Pittsburgh Terminal

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### Hello to all our fellow employees at Penn Tank Lines!

We hope that every one is "OK" and has survived the Hurricane season. Pittsburgh had its share of rain especially from Hurricane Ivan. Several of our employees experienced flooding and roof damage. We were worried that we may have to move equipment but fortunately the river crested about six feet from flood stage where the terminal is located. We were unable to operate for approximately an eleven-hour period but as soon as the roads cleared our drivers were out and running. Thanks to all those who persevered and kept our customers in product!

Exxon Mobil & Conoco Phillips sold their assets and terminal properties. We are fortunate that Petroleum Products Corp. (PPC) purchased several of the racks in the local market. They are busy upgrading and installing the latest technology, which makes it easier and faster to load. The PPC folks jump through hoops to help us when there are problems or issues. SFM Energy LLC purchased the Conoco Phillips assets and continues to operate these sites under the Shell Oil banner. Due to our association with these dealers we were able to retain this business. We also handle the inventory control for the Shell sites. When Exxon Mobil sold their terminal on Neville Island to PPC we were already moving the Exxon Mobil sites for Tri State Petroleum.

Customer comments have been positive with regards to the new security ID badges. The federal law that covers this regulation has yet to take effect but when it does all involved in the truck industry will need a security badge. Customers appreciate that we are ahead of this mandate and are asking questions as to how they can get their employees badges.

Mechanics Joe Omler and Paul Gould have been busy keeping equipment in service and the fall weather finds them completing their Annual (Federal) Inspections and making sure the required testing (VIPK) is completed. Both Joe and Paul attended the Maintenance Program conducted by the National Tank Truck Conference (NTTC) and the Department of Transportation. This is an excellent presentation which last's 2 days and covers existing and new requirements for maintenance and inspection of tanks.

Since last October (2003) we have added the following drivers: Lennie Waters, Nelson Hunt, Tony Bennett, Sean Tibbs, and Lonnie Summerfield. *Welcome aboard to all!* Other drivers we are glad to have (1- 3 years) are Steve Coe, Eric Davis, Will Lloyd and Roger Paulish. Old hands (3- 9 years) still at work are: Bob McConnell, Mike Iwaskewycz, Brenda Reiser, Craig Rodman and Gabe Tokos. Currently we have one trainee, Chris Reis who should be on his own before this newsletter is printed and distributed.

Independent Contractors - Jesse Wooten, Larry Nadik, Dave Kmit and John Gnarra are busy moving jet fuel and diesel' for various customers. These four fellows are true gentlemen and do an excellent job of representing Penn Tank. We are glad to have them here!

Rounding out the Pittsburgh operation are Denise Rucker (billing), John Seresun (dispatch) and Larry Dalton (manager).

Wayne Frantz who has been handling loss prevention duties for the Pittsburgh terminal has been doing a great job of communicating and keeping the message of safety in front of all employees. Wayne has been quick to remind us that safety is a function of all employees and not anyone individual or group. Thanks to hard work on the part of all the employees and Wayne's timely safety meetings our losses are lower this year than previous years! During Driver & Employee Appreciation Day we were honored to have Pat Moyle, Steve McSherry, Jack Williams and Wayne in attendance.

*Until next time - "Safety First and keep on truckin!"*



## Can You Survive A Rollover ?

Until very recently, there were probably no cabs sold in this country that would not go flat if you put them on their roofs. Stronger cabs are available in Europe, they meet the EEC or Swedish standards, but this doesn't do you any good unless you are reading this in Stockholm. Truck manufacturers have paid plenty to the widows and orphans of dead drivers because of these unsafe cabs.

Sometimes the trailer or the load will prevent the roof from contacting the ground when you do a 180 degree roll (1/2 turn), you're better off here, but no guarantees. Without a high trailer or load, if you roll 180 degrees or more and put the tractor on its roof it will collapse down to the engine line. Headache racks and cargo barriers will not save you, they're too low and too weak. **If you stay upright in the cab you will almost certainly be killed if the cab goes flat on you.**

Some drivers have saved themselves by jumping out of the rig before it goes over. This might work for an opposite side roll but it is hard to recommend this technique. If you roll left (same side roll) and you jump or fall out, the rig may rollover on top of you. A number of drivers are killed each year in 90 degree rollovers when they fall out of the cab and the rig rolls over on them. Evidently the door opens and they fall out because they're not belted up. ( Make sure both doors are locked when you're moving.) If you jump out the high side you are in danger of hitting your head on the pavement or suffering some other injury from the fall. This is still probably better than staying upright in the cab **IF** the rig does a **180 or better but is still very dangerous..** The problem is that you don't know how far its going to roll. A high van will generally prevent you from going all the way over if the van itself survives the ground contact. Flat beds and tankers roll easier and roll farther once the wheels come off the ground.

If the vehicle is not going over onto its top then you are better off belted up in the cab, but move away from the strike surfaces and watch out for the doors. If it is going over onto its top, **GET DOWN in the CAB.** If you get below the hood line you will probably avoid getting killed. This works in conventionals where there's some room. COE drivers should buy lots of life insurance and try as best they can to get down out of the way of the collapsing roof. **(See: HE LIVED)**

The problem here is the seat belt. You are better off with the belt on in any kind of accident except for a rollover greater than about 90 degrees. In this situation the belt may impede your efforts to get down out of the way of the collapsing roof. You may be able to slip out of the shoulder harness or disconnect the belt however. Learn where that buckle is, practice reaching for it with your right hand so you can release it quickly while pulling yourself down with your left hand once you decide to get out of the way. Big rigs don't roll that quickly, you will have some time to act if you are prepared and know what to do. The problem with this trick is the possibility of ejection or falling out of the cab if it doesn't go all the way over- so hold on!

When do you start thinking about saving your life and not the rig? By the time the drive axles start to lift, it's too late to make corrections, assume you are going over. Some drivers think they can save a rig when the trailer wheels come off the ground. Maybe you can but there are no guarantees. Remember: **STRAIGHT and LEVEL** is what you want, its steering and slopes (combined with weight shifts) that pull you over. If you can't straighten it out and level it out quickly, assume you're going over and act accordingly.