

May 2019

If you have any news or announcements you'd like featured in the newsletter, please email them to erinm@hey1.net.

hey1

Happenings



SERVICE MATTERS!



Over the years, Heyl Truck Lines has developed a reputation in the industry, of being a safe and reliable carrier, providing service that is second to none! That didn't just happen by accident, it derived from a lot of hard work from all involved. With that said, we have seen a decline in our performance levels in the past several months and we all need to put additional focus on getting back on track. Improved performance will take effort from everyone. It starts with a good plan and requires the entire team ensuring it is executed until the load has delivered. When we do not execute the plan and are late delivering a load, there are far-reaching consequences that some may not be aware of.

First, the obvious— if we are late for an original appointment, it could be hours, days, or even weeks before we are able to secure a new appointment which results in drivers and trucks sitting with no production or compensation. Not to mention the domino effect on the future planned loads. Secondly, with the advancement in technology and e-commerce, customers are demanding their suppliers deliver their products on the day and time they request to keep inventories at desired levels. To help achieve this, many high volume receivers have implemented stiff fines to their suppliers if their loads are not delivered on time. Fines range from \$100 to over \$1000 per load to the supplier or the carrier! Needless to say, customers are putting enormous pressure on their carriers to deliver on time. If we do not improve, they will find a different carrier who can deliver on time and we lose the business.

The good news—no matter how the economy or market is doing, opportunities are abundant for carriers that can provide superior service. **QUALITY CUSTOMERS WANT TO ALIGN THEMSELVES WITH QUALITY CARRIERS!** We will never be perfect. However, if we consistently perform at a high level, it is much easier to secure higher rates and be offered additional business opportunities. I am confident we will get back to where we need to be. Sales, Operations, Maintenance, Safety, and Drivers all have equally important roles to achieve the service levels that are demanded of us in today's transportation world. Improving our performance levels will require teamwork. If we all continue to take pride in our job and the role we play, Heyl will continue to be an industry leader with many exciting opportunities to come. Thank you in advance for doing your part to help achieve the service levels our customers have come to expect and deserve from Heyl.

Bruce Koele, VP—Sales

YEARS OF SERVICE

Permes Veeraperumal—31 years

Albert Beaubien—29 years

Beth VanBeek—22 years

Lee Mclellan—17 years

Jeremy Langrehr—15 years

Larry Link—13 years

Mark Bakke—12 years

Joseph Hanson—9 years

Stephen Holcomb—9 years

Justin Langrehr—8 years

Christopher Dejong—8 years

Billy Idol—7 years

Joseph Smith—7 years

Sarah Jager—5 years

Thomas Turowski—5 years

William Wine—5 years

Teddy Shields—5 years

Frederick Roach—4 years

William Hughes—3 years

Bryan Lee—3 years

Mitch Carey—2 years

Robert Russo—2 years

Allen Chevrier—2 years

Kemberly Philon—2 years

Mark Huddleston—2 years

Daniel Sieger—2 years

Rodney Nobles—1 year

Stephanie Petersen—1 year

Tony Chaney—1 year

Luke Koenig—1 year

Kim Hak Soo—1 year

Patrick Otero—1 year

Ronald Oberender—1 year

Ricardo Zartuche Jr—1 year

Stephen Mazur—1 year



Each year the CVSA conducts an International Roadcheck. This year's Roadcheck will take place June 4-6. This year's focus is on steering and suspension systems.

During this annual event, inspectors will conduct a Level I Inspection. This is a 37-step procedure including examinations of the driver operating requirements and vehicle mechanical fitness.

If you have any questions on the Roadcheck please contact Safety. You can also click on the link below for more information about what inspectors will be checking:

<http://cvsa.org/wp-content/uploads/International-Roadcheck-Focus-Area-Flyer.pdf>



The following drivers joined the Heyl team during the month of April. We would like to wish you all a warm welcome!

Craig Abrams—FL

Fabre Louissaint—FL

Melinda Pugh—FL

Gary Thomas—TX

Hector Lozano—TX

Daniel Doyle—AB

Dale Stevens—FL

Rocrick Weaver—FL

Perminder Singh—AB

Ronald Davis—FL

Alfred Demouchette—SD

Paul Canny—AB

Richard Masse—AB

Shuang Zhou—AB

Michael Larsen—NE

Gilberto Jimenez—TX

Carlos Gauntlett—FL

Adolphus Finley—FL

Richard Rucker—FL

Yared Woldemariam—GA

Robert Gonzalez—TX

Andrew Sinclair—FL

Dale Stack—IL

We ♥ hey! Babies

It's a Girl!

Braxton and Jordan Bursell welcomed Archer Lea on April 16, 2019. She was 9 lbs 3 oz and 20 inches long. She is welcomed home by big brother Knox and big sister Lindy.



Braxton works in the Akron Office as a Customer Service Rep for the Northwest and Canada. Congratulations Bursell Family!

Jeremy Langrehr

Robert Day

Guy Owens

Christopher Dejong

Kaitlyn Sigler

Macarthur Shackelford

Stephen Pustelnik

Gabriel Nieves

Kip Bingen

Danny Thomas

Charles Brannan

Raul Marte

Dave Barber

Gerald Fowler

Marcus Jackson

Regina Hamby

Kenneth Puhl

Mickey McClamma

Jorge Toledo Sr

Emmanuel Conage

Dave Heyl

Larry Wiggins

Samuel Melchor

Robert Russo

Wyatt Heyl

Henry Weber

Victor Atilano

Jorge Gonzalez

Andy Allaway

Donald Hershey

Kuljit Chahal

Brett Camp

Dean Shepard

Anthony Morris

Ted Szot

Zachry Cox

Hannah Koele

Ronald Harper

James Salazar Sr

Marie Jorgensen

Allen Chevrier

Robert Little Jr