

B.J. TRANSPORT PRESENTS . . .



A NEWSLETTER FOR AND ABOUT THE B.J. TRANSPORT FAMILY

NOVEMBER/DECEMBER 2004

. . . *And the Winner is* . . .

There's a first time for everything (almost, anyway) and that time has come for Dave Carlson. He is the winner of the Referral Promotion Drawing (a XM radio, installation and one year of service).

"That's Great!," he said when Cyndi Crowe gave him the news that his name had been drawn. He also commented to her that he was "surprised" with the results.

Dave has driven professionally for over 20 years, has been a contractor for 10 years, and has been with B J Transport for over 8 years. He drives a 1997 Freightliner Century and resides in Ladysmith, WI.



Dave Carlson's name was drawn by Roy Rojo.



DRIVERS OF THE MONTH

The tradition continues.....

The criteria for the driver of the month includes **no**: chargeable accidents, cargo claims, moving violations, probation, incident reports from customers, road incidents, DOT write-ups for logs, or drug/ alcohol violations.

They **must**-have: driven a minimum of 8500 miles in the month, paperwork must be complete, neat and on time, and demonstrate a positive professional attitude.

Thank you to the both of you for a job well done.



Jim Holt –August



Miles Holt - September

Congratulate the next two drivers of the month of 2004.

Things You Should Take With In The Winter

Taking along a small assortment of tools and supplies can help you avoid an expensive service call. To cope with road side emergencies, here are a few items to add to your toolbox, if you haven't already.

Carry spare fuel filters and the appropriately sized filter wrench. If your trucks filters need to be primed before installation, you should have a supply of fuel, too. Anti-gel and fuel system de-icer should also be included in your emergency supplies.

To prevent frostbite, have rubberized gloves to protect hands from cold fuel and air line de-icer.

Jumper cables (needs no explanation)

Air system freeze-ups are common. Keep a quart of system de-icer handy for frozen valves. A small propane torch can be indispensable for thawing frozen valves, air governors and padlocks. Just remember to keep the flame away from plastic air lines.

Bring warm clothes. You need to keep warm if your truck becomes disabled, a lot of heat is lost through your extremities. A heavy coat, hat, gloves and boots are essential.

You may be only one person in the world, but you may also be the world to one person.



Happy Birthday To:

October

Bruce Dionne	10/2
Denise Fudally	10/09
James Richards	10/14
Jeffrey Rundquist	10/28

November

Todd Rundquist	11/05
Donna Terry	11/06
Teresa Turcotte	11/12
Laurel Hanson	11/13
Yolanda Soto	11/18
Eduardo Soto	11/20

Some mistakes are too much fun to only make once.

Year End Message

With our fiscal year ending on September 30th, 2004, I want to take this time to thank all of the drivers and employees for their hard work and support during this very challenging year.

Fortunately, we had a successful year both financially and administratively. There were many factors which contributed to that success. Our sales staff did an excellent job of managing their accounts and generating the maximum amount revenue while still being conscience of our goal to make sure no account makes up more than 6% of our overall sales revenue. Our operations personnel generated the lowest deadhead percentage in company history, while moving trucks at the quickest pace ever. The customer service representatives did a great job of aggressively committing to freight without jeopardizing our on-time delivery reputation. Our turn over rate with owner operators and staff personnel was at an all time low, while our revenue was up over 5%. Finally, our owner operators, who have the most challenging job of all, supported all of us by delivering the majority of their loads on time, professionally dealing with the customers and doing all of it safely.

Keep in mind that all of these achievements happened during a year of significant obstacles: sky rocketing fuel costs, new hours of service regulations, the largest owner operator pay increase in company history, industry wide driver shortages and the need to educate customers to all the changes taking place, and the impact on them. On top of all this, we had a major structural change in the management of our company. Through it all, we managed to stay focused and successfully work together to maintain a professional, healthy environment. I'm proud of what we've accomplished this year, and I'm confident that 2005 will get even better.

Thanks again for caring about B J Transport. I hope our actions prove that we truly care for all of you.

– Mike Hedstrom

The pessimist may be
right in the long run,

**BUT THE OPTIMIST
HAS A BETTER TIME
DURING THE TRIP.**

2005 LICENSE PLATE

We need a copy of
your paid Form 2290
in order to get your
2005 license plate.

Jane must have the receipt
by December 15, 2004.

Referral Promotion:

**Refer a contractor
to enter**

**Next Drawing Date:
January 28, 2005**

**Tire Gift Certificate
Valued at \$650.00**

THE PRIZE HAS NO CASH VALUE

Celebrating 25 Years of Excellence

B J Transport was officially founded and incorporated in June 1979.

It would be interesting to determine how many family-owned trucking companies were started or already existed 25 years ago and how many are still around as a family entity today. The prediction: Not many.

The foundation of B J Transport was set by Bill and Joanne Turcotte.

Since its inception, B J Transport has had a strong tradition of customer retention “once we got an account, we knew how to keep it” remarked Bill Turcotte and “respect for and utilization of our owner operators.”

Not all trucking company owners felt the same way in the early years, about establishing strong relationships with contractors and treating them properly. “I remember when the thought on the street was they’re a dime a dozen. But I always wanted to make sure that they felt part of our team.”

We share our success with our owner operators and staff through bonus programs, and making annual donations to charities and non-profit groups.

The traditions have carried on and improved; B J Transport completely understands the importance of its contractors and staff to sales and service success as well as their customers’ needs. That’s why B J Transport is “still around” and more successful than ever.



SHARING THE WEALTH

B J Transport is dedicated to making a difference in our communities. Each year B J Transport shares its good fortune with those less fortunate and children in need.

This year B J Transport donated to the following organizations:

- American Heart Association
- Cystic Fibrosis
- Gift of Mary-Sharing & Caring Hands
- Humane Society
- Lions Club
- Little Sisters of the Poor
- Minnesota Teen Challenge
- Missionaries of Charity

- MN Food Bank
- Our Lady of Good Council-Cancer Home
- Park Nicollet Foundation- Diabetes
- Salvation Army
- Sisters of St Joseph of Crondelet
- Special Olympics
- St Joseph’s Childrens Home
- St Odelia School

Dallas Shawback gets a “pat on the back”:

Eric from Northern Freight Services is very pleased with the professionalism and patience of Dallas Shawback. Eric wanted to inform us of the exceptional service he had received and to say, “Thank you, Dallas” for a “Good Job”

Thank you, Dallas for your commitment to quality service.

Terry Brinker and Roy Rojo are complimented:

Mike from Rolling Greens in Clinton, MD called to compliment Terry Brinker and Roy Rojo on what a “Great Job” they had done for them. The extra effort was sincerely appreciated. A wonderful example of B J Transport contractors taking care of our customers and reputation as well.

Thank you, Terry and Roy for your dedication to customer service.

He’s already building an outstanding reputation:

Moises Gomez of Greenville, SC. has been a contractor with B J transport for only three months, but he is already establishing an image-building reputation for himself and B J Transport.

Moises delivered a load recently to Christopher & Banks in Lewisville, TX and the customer described him as a “Great Driver” and wants to see him again. It was a wonderful compliment and demonstrates how our contractors reflect the type of service we render to our customers.

Thank You, Moises for a job well done.

Chris Johnson gets Acknowledgement of a job well done

Jim Groeschl, General Manager of Groeschl Distributing, recently sent a letter stressing how much he appreciates the professionalism he receives from Chris. In a day when we wonder if a job will get done at all, let alone done correctly, Chris has proven it can be done. Chris is a shining example of dedication to our customers and makes every effort to see that the job is done correctly. Quoting Jim Groeschl “I have been extremely impressed by Chris’ performance. She does a fantastic job for us.”

Thank you, Chris for representing our company so well, and keep up the great work!

Anniversaries Of Service

It’s a pleasure to list contractors and staff personnel (19 of them for October, November, and December) reaching anniversaries of commitment to customers as members of the B J Transport team. Thanks to all of you for contributing to the company’s reputation for experienced, reliable and dependable service.

October

Eduardo Soto 8 Yrs
James Larson 6 Yrs
David Beckius 4 Yrs
Darrell Richards 3 Yrs
Timothy Stamper 3 Yrs
Richard Canter 2 Yrs
Dwight Guidaboni 1 Yr
Miles Holt 1 Yr

November

Robert Lawson 4 Yrs
Robert Skrukrud 4 Yrs
John Maroney 3 Yrs
James Niedfeldt 2 Yrs
David Carlson 1 Yr

Staff
Bob Willmsen 17 Yrs
Eric Mahle 5 Yrs

December

James Lawson 4 Yrs
William Friedman 1 Yr

Staff
Ross Bannie 8 Yrs
Willy Williquett 1 Yr

Welcome To The Family Molly!

Rick and Jane Sather & Dave and Linda Carlson are thrilled to announce the birth of their granddaughter. Molly Jane Sather born on August 24, 2004: and weighed in at 8# and 18" long.



From left to right: Emily, Rick, Jane and newborn Molly.



The newcomer is the daughter of Rick and Janes' son Justin, and wife Carla. Carla is the daughter of Dave and Linda Carlson.

Molly has a big sister, Emily 3, who is very happy to have a new baby sister.



Rick & Jane Sather were doubly blessed this year.

Granddaughter Hannah was born on June 25, 2004 to their daughter Jody, and husband Zach Guertin.

Hanna makes three for the couple; they have two sons Dominick 7 and Bryce 4.

The family resides in Lady Smith WI.

The Guertin Family: Jody, Zach, Bryce, Dominick and Hanna.



Roadside Inspections

Compliments are due for B J Transport contractors **Bruce Dionne, Jim Thrift, Ron Bigley, Franco Torres, Darrell Richards, Jim Holt, Deb Muller, and Ron Paul**, all of whom passed through roadside inspections in July, August and September with no violations.

Such accomplishments deserve to be mentioned because of the positive impact they have on our carrier profile.

So **Thanks** to the **eight** of you for benefiting the company and yourselves!

Office Closings



*The office of B J Transport
will be closed on Thanksgiving Day,
Thursday, November 24th and
Friday, November 25th.*

*The office will also be closed for
Christmas Eve, Friday, December 24th and,
New Year's Eve Day, Friday, December 31st.*

