



# Customer Newsletter



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## Seasonal Delivery Tips from our Safety Team

- ◆ Spread a vast amount of melting salts around the delivery location to minimize the risk of slips/injuries to the drivers
- ◆ Keep fills clear of leaves, water, snow and ice
- ◆ Keep fills painted with proper color codes and make sure all tanks are properly labeled
- ◆ If you can't see your fills, neither can the driver making the delivery
- ◆ Remove plowed snow banks and drifts blocking entrance and exit options for tanks

Thank you for helping us keep our driving team safe this winter so they are able to continue to provide you with world class service!



From the entire Team at BRT, Inc. we wish you and your family a very Merry Christmas and a safe and prosperous 2012!



### A Word From Our President



Harold Mast  
President

Recently, while watching a 60 Minutes segment, I heard a startling statistic. One-third of the homeless people in Florida live in their car! The story highlighted a fifteen year old girl who lived with her dad and brother in a bread truck. I was impressed with the maturity of the young lady. She didn't view her situation as the "end of the world" and actually looked for the silver lining lesson. She continues to look for ways to help others who she viewed as less fortunate. Wow! What a great example for all of us to follow!

As we approach the "season of giving", let's make helping others a priority. One solution for me is to make helping others a part of my day. Sometimes it's as simple as listening and paying attention to what is going on around me. Other times it comes by putting myself in their place or walking in their shoes. Helping others is one of the shortest distances between two people and could lead to friendship for a lifetime.

Thank you for allowing the BRT Team serve you this past year. We sincerely appreciate the trust you place in us and the partnerships we have built together. We pray that you and your loved ones enjoy a very Merry Christmas and a healthy and prosperous New Year.

### The Best Way to Predict the Future is to Invent it Today!



Dan Mast  
Vice President

At BRT, we are focused on inventing the future by operating today with a focus on safety and compliance.

As you may already know, the U.S. Department of Transportation implemented a Safety Measurement System named Compliance, Safety & Accountability (CSA) in December of 2010. CSA gathers inspection and violations data for each motor carrier and then assigns weights and percentage points in 7 basic categories. Percentage points equate to violations. The lower the percentage in each category, the more compliant a carrier is to the Federal Motor Carrier Safety Administration (FMCSA) regulations.

We have conducted some research regarding CSA scores and the results are alarming, especially the fatigued driving category. Violations in this category depict that a carrier is using drivers when they do not have DOT hours available to drive a hazardous materials vehicle. The approach that BRT has implemented is a systematic approach that has eliminated the possibility of having drivers on the highway with no hours available and our score reflects zero violations for fatigued driving. Another area of high concern is vehicle maintenance. Violations in this category depict carriers in this industry not maintaining the equipment that is transporting hazardous materials. Hiring unqualified or high violation carriers significantly increases your liability as these scores are now public information and can be used by the legal system to shift liability back to your company.

*Just this year, an appeals court panel in Illinois upheld a lower court ruling that held brokerage and logistics C.H. Robinson Worldwide Inc. liable for damages (nearly \$24 million dollars) arising from a 2004 dual fatality crash involving a carrier that Robinson had hired to move a load of potatoes. This verdict sends a strong message to shippers and brokers that they could be held accountable for accidents involving an unqualified or high violation carrier they hire to move product. C.H. Robinson appealed the verdict, but the appellate panel ruled that the driver was acting as an agent at the time of the crash. As a result, C.H. Robinson is liable, the panel concluded.*

When you hire BRT, you can have peace of mind that you are reducing your liability. As a way of being continually accountable to you on this fact, please check our CSA score monthly by going to "csa.fmcsa.dot.gov", click SMS results in the top right corner, click USDOT# and enter 248932. Please let me know any questions you may have as you review the data.

We commit to you that we are working tirelessly every day to invent the future by operating today with a focus on safety and compliance.

Our team wants to grow with your company by learning how we can serve you better. Please call me at 484-712-2211 with any suggestions on how we can improve our service to you.

Most importantly, Thank You for the confidence you have placed in BRT. We look forward to continuing and growing our relationship with you for many years to come.

Have a Merry Christmas and Happy New Year!

## “Poet”

Tim Sanders, author of *Saving the World at Work*, recently said, “There are four avenues of gratefulness: People, Opportunities, Experiences, and Things (POET)”. During the holidays, Thanksgiving and Christmas, we often reflect on that for which we are grateful. At BRT, we realize how blessed we are, and I’d like to share how we feel about Mr. Sanders’ POET.

**People:** I recently heard it said that “companies are people, too”. They’re not, of course; however, companies are comprised of people. At BRT, we not only strive to serve your company, we value relationships with you and the team at each of our customers. We realize that as we build relationships, we get to know you and understand how we can serve you better!

**Opportunities:** We know that you have choices. We appreciate each opportunity you give us to serve you. We strive to serve you in a way that makes you glad that you gave us the opportunities.

**Experiences:** Most of us have heard the expression, “Whatever doesn’t kill you makes you stronger.” Experiences have a way of teaching us. We are thankful for each experience as an opportunity to learn.

**Things:** We’re blessed by so many material things in America. Our representative democracy may have its faults; however, it’s still the best thing “out there”. We realize that, without you (customers), we wouldn’t have anyone to serve. We constantly remind our team that each paycheck they receive is “brought to you by our customers”!

As we think about and prepare for the holidays this year, we’re grateful for each of you and your companies. Without you, there would be no BRT! So, from the bottom of our hearts, Merry Christmas and Happy New Year to you and your families! I hope that you will take some time to count your blessings and tell someone how grateful you are for them.



Jan Thies  
General  
Manager

## BRT Team Member Spotlight



Dan Fritz is a BRT, Inc. driver out of Sinking Springs, Pennsylvania. He joined our driving team as a company driver in February 2011; however, he previously drove for BRT as an Owner Operator from 2007 to 2010. Dan has been driving tractor trailers since 1975. In 1984 he bought his own truck and became an owner operator which he remained until he re-joined our team as a company driver this year. Dan has 20 years of safe driving and was recently named Pennsylvania Motor Truck Association’s (PMTA) Driver of the Month for September 2011.

Dan has a lovely girlfriend, Linda and two children; a son, Dan A. and a daughter, Marci. He also has one grandson, Blaine who is 9 years old.

In his spare time Dan enjoys taking his antique car to car shows as well as spending time at the gym.

Merry  
Christmas &  
Happy  
New Year



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