



PACIFIC TANK LINES



January

Mario Brandstaetter—3rd
 Librado Nunez—3rd
 Joe Guevara—4th
 Miguel Cuevas—5th
 Manh Le—5th
 Ted Honcharik—9th
 Troy Hill—10th
 Luis Castro Jr.—11th
 Kristina Fox—17th
 Larry Green—17th
 Lawrence Woods—19th
 Nicholas Rich—21st
 Benito Villanveva—25th
 Mark Dudley—29th

February

Laulau Lulu—2nd
 Joseph Toledo—3rd
 Dorian Cole—8th
 Jacob Cadmus—9th
 Steven Reed—10th
 Lesley Morales—11th
 Jason Pennington—11th
 Audra Martinez—12th
 Bob Stressling—13th
 Michael Gerler—19th
 Pedro Plascencia—19th
 Timothy Hudson—22nd

March

Corena Kanoho—1st
 Armando Velasco—1st
 Carl Harris—2nd
 Joe Keith—5th
 Kathleen Biber—11th
 Jeremiah Smalley—18th
 Jose Salazar—21st
 Gary Hill—22nd
 Charles Holdren—26th
 Ellis Lynch—27th

Tech No? ... Tech Yes!

Do you remember those old VCR's that would flash 12:00 all the time and no one knew how to turn it off? For some of us it was just the other day, others weren't even born yet (that's another story). Just the other day I saw a 3yr old girl reach into her mom's purse, pull out an iPhone, turn it on, open an app and start playing her favorite game. Wow, how far we've come! Our world of ever changing technology is constantly evolving and trying to meet the demands of its users. With each new version or computer update we are trying to improve on what we currently have, trying to make us more efficient, save us time, money, etc. Pacific Tank Lines is no exception to this information wave and technological advancement. Our customers want it, need it and actually demand it. Our company has always been committed to safety and to providing quality service. Our desire is not just to meet our customers' expectations, but to exceed them. This year we will be making a major stride forward in exceeding these expectations as well as making our company more efficient and productive. We are in the process of implementing a major technological overhaul in our order taking, scheduling, dispatching, load delivering, billing and accounting functions. In the near future we will be able to give our customers real time information as to where their load is, what truck is delivering it, how many gallons are being delivered, what products are on board, bol information and most important, estimated delivery time! We will have the capability to send this information to their email, phone, or they will be able to monitor all their loads through our website. Oh yeah, all this can be done without a phone call. We should be ready by late spring. All this investment in technology is to assist our people, giving them the tools to be successful and to provide a superior product to our customers. Please be patient during the transition, remember with great advancement comes times of difficulty. Also remember, it is our quality service and personal relationships that builds businesses not office equipment and trucks. Our customers have entrusted the success of their business with us because they have confidence in us and we have shown we do what we say.

It's going to be an exciting year!



Happy Anniversary

January

Alfonso Cortez—3yrs
 Rodrick Hawkins—2yrs
 Joe Guevara—2yrs
 Joseph Toledo—2yrs
 Alpar Kajtor—2yrs
 Hugo Trujillo—2yrs
 Demetrius Mitchell—1yr
 Jeovany Melendez—1yr
 Frank Erskine—1yr
 Jason Patterson—1yr

February

Eddie Oyos— 6yrs
 Lawrence Woods—6yrs
 George Fernandez—5yrs
 Ernesto Garcia—5yrs
 Ryan Chapman—4yrs
 Corena Kanoho—3yrs
 Jerry Reyes—1yr
 Derrick Dixon—1yr
 Luis Fonseca—1yr
 Omar Vasquez—1yr
 Martha Vasquez—1yr

March

Mark Mendoza—7yrs
 Manh Le—4yrs
 Jason Murphy—4yrs
 Albert Lee—4yrs
 Luis Castro, Jr.— 2yrs
 Juan Rivera—2yrs
 Monica Fernandez—2yrs
 Librado Nunez—1yr
 Benito Villanveva—1yr
 Gregory Simmons—1yr
 Ellis Lynch—1yr
 Mark Sumpter—1yr
 Alfredo Lozoya—1yr
 Fernando Hernandez—1yr
 Marcus Sherwood—1yr
 Placetas La Rose—1yr



The Trainer's Corner

Chris Goble—Colton Driver Trainer

Let's focus on following safety rules. These rules are in place to benefit the driver as well as our company. When in the field or driving along, I notice far too often that some of these rules are NOT being observed. Please be aware that **all** these are mandatory company policy.

- 1) Every driver must wear safety glasses while loading the truck on any loading rack no matter what the rules are for that particular loading rack.
- 2) Every driver must wear safety glasses rain or shine when off-loading at the delivery site. It's your sight that the company is trying to protect. Wear safety glasses in any type of weather to protect your eyes against splashes.
- 3) Verify the address and initial the BOL prior to delivery to avoid wrong station deliveries. Even if you have been there before complete this important double check.
- 4) After each delivery, the BOL or delivery ticket must be signed by the customer to verify the product was delivered. This not only protects the company, it also protects you. **Never** sign for the customer! This is against company policy and will not be tolerated.
- 5) Hook hoses in proper sequence. Vapor goes on first prior to sticking the tanks. Also, when moving from one underground tank to another underground tank, the vapor hose should be moved first followed by the product hose. Do not move the product hose first, then the vapor hose. The vapor hose works as a ground for your truck, thus preventing any type of static electricity flash.
- 6) Do not use your cell phones or have your cell phones outside the cab of the truck. Your phone is to remain in the cab for the entire duration of loading and unloading of the product. Also, no cell phone use or bluetooth use in the cab while driving. Company policy states no use of cell phones or bluetooth at all while driving.
- 7) Every driver must stick tanks before and after each delivery. This is done first to ensure that the load fits, and the after reading is completed to verify that the correct amount of gallons were delivered to the correct tanks. Not following this rule could cause a spill. There is only one exception to this rule and it is no sticking tanks at any Costco deliveries, per Costco's policy.
- 8) Always place product cones by the proper tank, no matter how petty you think it is, they still need to be used.

Following these rules will ensure a safe delivery. Follow through and do not cut corners to save time. In the long run, cutting corners will jeopardize safety, might cost the company money and potential business with major oil companies. Your safety is of the utmost concern for the company.



Gentleman, all company policies and procedures must be followed in order for Pacific Tank Lines to keep current contracts and acquire new future business. There are no excuses for not following these simple yet crucial procedures. Working safe is smart for everyone. Thanks so much!



Curtis Christy delivering fuel cards to Red Cross Family Services



Norm Arendas giving cards to Community Access

Fuel Relief Fund News

We have wonderful news. Two companies have decided to support Fuel Relief Fund on a regular basis. They will invest their time, effort and a substantial amount of money for our cause. Their owners have joined our Board and we are so excited to have **COX Petroleum Transport Inc. and Environmental Logistics** be part of the Fuel Relief Fund Family!

We appreciate those Pacific Tank Lines employees who donate to Fuel Relief Fund. Thanks in a large part to you; we donate fuel cards to worthwhile causes every month. Some of the latest recipients have been the American Red Cross, Veterans Services and the Salvation Army.

More exciting developments. Fuel Relief Fund is working with the Leonard Transportation Center of Cal State San Bernardino. The university is assisting us by researching the current infra structure and logistics involved in obtaining and transporting fuel as rapidly as possible after a disaster strikes!

The Riverside Press Enterprise Newspaper ran a very positive article about Fuel Relief Fund on the front page of their Sunday business section on January 30, 2011. If you missed it you can still find it online.

The planning for our first Fuel Relief Fund golf tournament on May 20, 2011 is going extremely well. We are looking forward to this great fundraising event.

If you would like to give to this charity through a payroll deduction please speak to Lesley. If you want to learn more about us and about what we do, see or call Kathy in the office or visit our website.

www.fuelrelieffund.org



Environmental Logistics giving Fuel Cards to Veteran Services and Salvation Army