



YEAR OF PERFORMANCE

The Year of Performance

by Mike Holland

The dictionary defines performance as the action or process of carrying out or accomplishing an action, task, or function. Great Plains will always strive to perform at the highest level. We can achieve this because our entire team chooses to perform at a high level.

As we now see 2015 in our rear view and we've hit 2016 running, we'd like to offer a big congratulation to all Great Plains Transport staff. 2015 was a year that showed how versatile the GPT team truly is. By making changes that clearly had short term implications, but in the long term allowed for more growth and opportunity for everyone, GPT has now set itself on a path to a much brighter future.

Our lanes of traffic are getting more specific, our customer base is getting stronger, and our office team is here to help in any way we can. If 2015 was a show of our determination, then we plan to make 2016 a year of performance. Our driver pay is the highest we've ever offered, plus incentives and the productivity per truck per month continues to increase. Get ready because that is just the tip of the GPT iceberg.

To truly make 2016 the year of performance, we must be willing to take our jobs seriously, ourselves less seriously, and do all of this with a smile on our face. We can accomplish this by always doing thorough pre-trip inspections, delivering on-time and communicating effectively.

At the same time, we must remember that some things are out of our control; weather, equipment break downs, and other on the road issues. Sometimes, we just have to sit back, laugh, and realize that sh\$% happens, but a good attitude can overcome the worst situations.

Great Plains Transport will continue to perform at peak levels, to out-pace the competition, and hold ourselves to a higher standard. We do this not only to be the best, but because we know that by individually being our best day in and day out, our entire organization will benefit. We offer our sincere thanks to all who have helped GPT get to where we are today. We plan to continue to be at our best moving forward.

Sincerely,

Mike Holland

GPT News

Driving Performance

Quarter 1 2016

IN THIS ISSUE



Good to Know

Learn more about our company! Discover our humble beginnings and how we've grown. See how we continue to Drive Performance.

Page 3



Health and Wellness

Learn how blood clots can be a risk to you. We reveal what the Centers for Disease Control and Prevention say about the risks and signs, and how you can prevent blood clots related to travel.

Page 5

FAQ's

by Casey Mittag, Dan Fetsch, and Susan Edie

During the course of any given day, we receive a number of calls for each department in the office. Certain questions or concerns seem to keep coming up with these calls. Subjects range from fuel mileage to payroll issues to confusion about logs and routing. Below you'll find some of the more recent frequently asked questions we've received:

- Q Why is my fuel mileage so low lately?
 A With winter blended fuels, you may see significant reductions in MPG's. As spring approaches, fuel economy will improve.
- Q What else should I be aware of with seasonal changes?
 A Please be mindful regarding the removal of winter fronts. Damage to the engine can occur from overheating if you don't remove winter fronts this time of year.
- Q What's the best way to get my questions about payroll answered?
 A Email questions to payroll@greatplainstransport.com. This will give payroll an opportunity to research the issue. Please be patient.

- Q I don't have email. How can I get answers to questions about payroll?
 A Please send a message on the Qualcomm for payroll. It's important to be patient. They will get back to you when they have an answer or solution, but this may take time.
- Q What if I run out of hours at a shipper or receiver and they won't let me stay there? What am I supposed to do?
 A By law, you are allowed to go to the nearest safe haven that will allow you to park for your break. You must call in as soon as the office opens or before the office closes and let Logs know!

- Q What are these "via points" I sometimes see in my routing? Are these extra stops?
 A Via points are occasionally used in routing for accounting purposes only. There is no need to make a stop at a via point.

SUGGESTIONS?

Is there information you would like to see included in an issue of GPT News? Email your idea to our editor at: christie@greatplainstransport.com



Driver Spotlight: Gary Carter

by Christie Moe



Gary Carter has been a member of the Great Plains team since 2013 and has referred a number of other drivers.

Recognizing drivers who have gone above and beyond or who have helped us grow as a company is important to us. We feel that excellence and commitment should be recognized and rewarded.

Gary Carter has been a driver with Great Plains for two and a half years. During this time, he has helped make our company better by referring a number of other drivers. For this reason, he has earned the Driver Spotlight for the quarter!

Gary, we value your referrals, as they help us work toward a better future here at Great Plains Transport. By referring other drivers, we can grow and take on more freight. Thank you for all your hard work and congratulations!

Now is the perfect time to follow Gary's example and begin referring drivers yourself. Effective immediately, Great Plains is offering a new referral incentive program! For every driver that you refer directly to GPT, you will earn one penny for every mile the driver you refer drives during their first six months!

We would love to see each current driver aim for referring another 3 drivers each! Refer three new drivers and earn a bonus of 1 cent per mile that each of those drivers makes for six months! If you refer one driver, who drives 11,000 miles a month, you'll earn \$110 extra that month! It doesn't get any easier than that!

GROWTH



New Customer

Great Plains added 5 new customers in quarter 1! Our team is proud to help grow our company by taking on more customer freight.



Growing Fleet

As we grow the amount of customer freight we take on, we must also grow our fleet. The GPT fleet currently is 115 trucks strong and full with drivers. We are adding more trucks and waiting for new drivers! See the Driver Spotlight on page 2 for information on referring other drivers.

FAST FACTS

56%

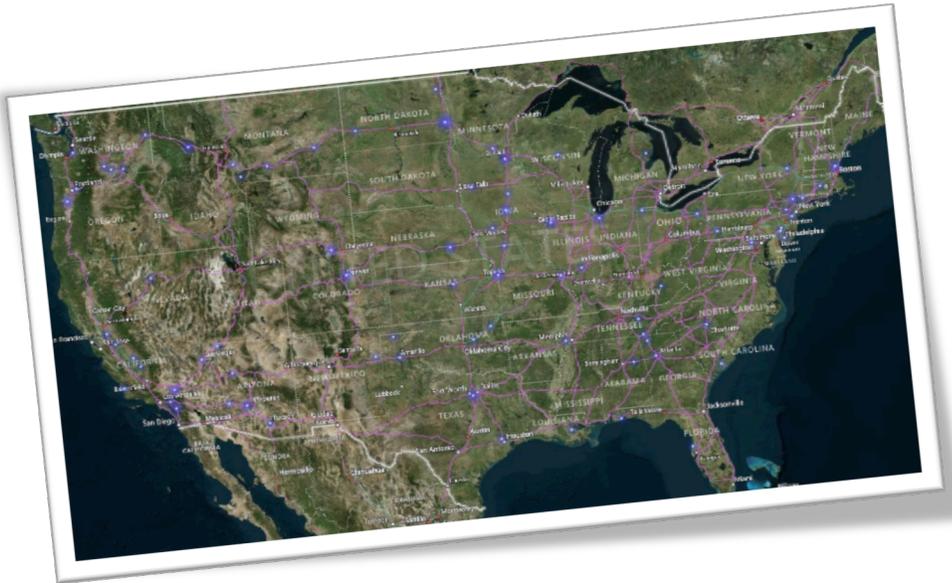
GPT carried 56% customer freight for the month of March, 2016.

50%

GPT carried 50% customer freight during the first quarter of 2016.

MORE INFORMATION...

As we continue to utilize our new system, we are able to better track our progress over time. This will allow us to provide you with more information in future issues of GPT News.



The GPT Fleet tracking system showed over 100 trucks rolling on Feb. 22, 2016.

Good to Know: Facts and Stats

By GPT Staff

Many of our employees have been with Great Plains since the beginning, but some employees have joined our team in the last two years. That being said, we thought we might share a few random facts, some specifically about Great Plains and the transportation industry, and some that are...well, random.

- Bob Holland started his business in 1993 with only 10 trucks. Today he has over 110. Bob's success is proof that hard work and determination can pay off.
- Sandwiches taste better when someone else makes them for you because when you make your own, you anticipate its taste and become less hungry for it.
- The word 'truck' was used as early as 1611, in reference to the special heavy duty wheels on the cannon carriages of a ship, and by 1771 was used in reference to carts designed to carry heavy loads.
- Historically, the first few months of the year are slow for GPT, however we have added 5 more units this past quarter! In addition, we have hit many new revenue and per truck mileage goals!
- "Listen to the advice of older people. Not because they're right, but because they have the most experience being wrong" –Greek proverb
- Trucking accounts for approximately 70% of all freight transported in the United States each year.
- All drivers and operations staff are incentivized based on the average number of miles driven. Thus everyone is on the same team and motivated to make our bonuses!
- Music is one of the few activities in life that utilizes the entire brain. So listen to music and listen to it often!
- Great Plains knows our biggest investment is not in our building or equipment, but in our EMPLOYEES. We will continue to train, educate and invest in our employees to ensure we have the best team.
- In the US, most trucking companies in operation are small businesses.

Look for more Facts and Stats in next quarter's issue of GPT News!

When to Call After Hours

by Travis Pritzl

Trucking is full of surprises and unknown factors. That's why our office phones are open from 7-5 CST. We understand though that things also happen outside of those hours. Transportation is a 24/7 industry. When there are emergencies that need to be taken care of outside of office hours, we do have an option.

As the after-hours dispatcher, I'm here to help drivers during an emergency. I can be reached when the office is closed in order to provide assistance. However, please remember this is for emergencies only.

There are over 100 GPT trucks on the road, and we work with numerous customers, brokers, and repair shops. During the day, there are 7 staff members in dispatch, Casey in the shop, Christie in reception, Safety, and

numerous other support staff to assist with needs that arise during the day.

As we grow, so do the number of after-hours calls. Thus we've added an on call dispatcher from 8-5 (CST) on Saturdays. On-call duty will rotate between dispatch staff members. Even so, we'd like to try and keep after-hours calls down to as manageable a number as possible.

In order to help us keep after hours calls to a manageable volume, please try to call about any issues during office hours. If you are unsure if you should call the after-hours number, please consider whether your call can wait until the office opens.

If you are still unsure, ask yourself if this is something that can be resolved with a Qualcomm message. A quick



message on the Qualcomm can be an effective way to communicate with dispatch, both during and after hours. Sending a message will give me time to look into your concern and respond accordingly. If it's not an emergency, I can pass the message along to day dispatch, so that they can look into things in the morning.

No Place Like Home

by Christie Moe

Recently, there's been some confusion about our home time policy and how to fill out the Macro 25 time off request. While I can't explain why we are having confusion over home time currently, I can, however, help to clarify a number of points about home time, and the requirements for home time requests.

I'll start with how we count home time. Home time does not include the day you deliver or the day you get back in the truck. Only non-working days are counted toward your home time. When you put in a request for home time, please request the dates you want for non-working days only. Dispatch and myself will coordinate on when you should deliver or reload in order to make your home time. For example, if you would like to take three days of home time on the 15th, 16th, and 17th, put your request in for the 15th through the 17th.

If you need to be home by a certain day, please provide a 1-day buffer, just in case. No one can control break downs, the weather, or slow shippers/receivers. If you have an appointment or other scheduled

event that you must be home for, making a note in the remarks section of the Macro 25 is helpful. It can be as simple as "appointment 05/16" or "taxes 05/17". While not required, having this information assists dispatch with their planning.

Requests must be made via the Macro 25 on the QUALCOMM. This gives us a record of your request. I enter in new requests at the end of every day, Monday through Friday, and sometimes in the morning as well. If you do not receive a confirmation message via the QUALCOMM within 1-2 business days, please call and speak with me directly.

Please avoid requesting home time beginning or ending on either a Saturday or Sunday, as there are few shippers and receivers that operate on these days.

Requests must be made no less than 14 days in advance. Without enough advance notice, dispatch cannot get you home on time. This is especially true if you are currently halfway across the country (or

farther) from where you need to be for your home time!

You must be on the road for 21 days (3 weeks) minimum to be eligible to take home time. Home time policy is one day for every seven days on the road. Eligible home time days are being kept track of, in case you are uncertain how many you have earned. If you stay on home time for more days than what you have earned, you will not be eligible to take home time again until you have earned enough days to make up for the extra time. After all, while a few days at home here and there are nice, you can't make money unless you are on the road.

I hope this helps to clarify any concerns about home time. If you have further questions, email me at christie@greatplaintransport.com.

WHERE DO YOU CALL HOME?

Send us pictures of the fun things you've done on home time! Or send us pictures from the road. Email us at: christie@greatplaintransport.com

Notes from Billing and Payroll

by Angie Stengrim

Happy (kind of) Spring from the billing and payroll department! We'd like to take a moment to discuss trip sheets. Overall, they've been looking pretty good. Here are just a few things to remember regarding them.

- Please drop trip sheets as soon as possible! We have customers and brokers requesting Proofs of Delivery and lumpers that need to be sent off as soon as possible.
- Include any and all paperwork given to you at each stop. We cannot bill the load properly without all of the paperwork.
- Don't forget to fill out your routing and mileage on every trip sheet. This may seem tedious, but it is important for the billing process.
- Use the note section for any relevant information to the trip, including a reason for out of route miles, trailer swaps, or anything out of the ordinary that occurred.
- Send a Qualcomm message to the dispatcher for any layover or detention time. Using a QC message creates a record of your request.
- You can email any questions regarding payroll or trip sheets to payroll@greatplainstransport.com, or send a message on the Qualcomm.

Please keep these items in mind when filling out trip sheets. Drive safe and think Spring! Warmer weather will be here before we know it!

EXAMPLE OF SWAP LOAD - PICK UP LOADED
 Drivers, please write numbers clearly and drop completed TRIPPAK® Envelopes in the nearest TRIPPAK EXPRESS® drop box within 24 hours of delivery.

GREAT PLAINS TRANSPORT, INC. OMLINGP H

Trip # 0041000 Tractor # 6000 Trailer # 1000

Driver Code DJEJ TRIP ORIGIN: Mapleton, ND opp. 100,000

LOADING POINTS

DATE	CITY/STATE	ODD	STATE	ROADS TRAVELD
1-10/26/15	Mapleton, ND	100,000	ND	94.29
2.				
3.				
4.				
5.				

DESTINATIONS

DATE	CITY/STATE	ODD
1-10/27/15	Grand Forks, ND	100,089
2.		
3.		
4.		
5.		

FUEL

DATE	CITY, STATE
1-10/27/15	Fargo, ND
2.	
3.	
4.	
5.	

NOTE: Picked up loaded trailer at yard in Mapleton, ND 10/26/15.

T-CHECK/CASH REIMBURSEMENTS: (Exclude All Receipts)

AMOUNT	AMOUNT	AMOUNT
TOLLS	LUMPER #1 50.00	TRAC REPAIR
PAYROLL	LUMPER #2	TRAC REPAIR
SCALE	LUMPER #3	TREY WAREHOUSE
WAGLES	LUMPER #4	OTHER
FALLET	LUMPER #5	OTHER

TOTAL OF ALL EXPENSES TO BE REIMBURSED 50.00

DRIVER'S SIGNATURE: John Doe Date: 10/27/15

Health and Wellness: Blood Clots

by Christie Moe



Centers for Disease Control and Prevention
 National Center for Health Statistics

For more information, visit cdc.gov.

Long haul drivers are at risk for a number of unique health issues and concerns. Stress, long and irregular hours, difficulty in accessing healthy foods, and an inability to be active regularly all contribute to increasing the risk of certain medical conditions. This month, our focus is on blood clots and the increased risk that long-distance travel can cause.

According to CDC.gov, anyone traveling for more than four hours can be at risk for blood clots. "Blood clots can form in the deep veins (veins below the surface that are not visible through the skin) of your legs during travel because you are sitting still in a confined space for long periods of time. The longer you are immobile, the greater is your risk of developing a blood clot".

While blood clots may sound frightening, the kind caused by long-distance travel usually dissolve on their own without causing any issues. Serious health concerns arise if a part of the clot breaks off and causes a blockage in the lungs. Called a pulmonary embolism, this condition is very serious and can even be life threatening.

The risk for a clot caused by long-distance travel is generally low on its own, but can be increased when combined with other factors such as: age over 40, obesity, recent surgery or injury, use of estrogen for contraceptive or hormone replacement therapy, pregnancy, previous blood clot or family history of clots, cancer or recent cancer treatment, limited mobility, catheter in a large vein, or varicose veins.

If you have multiple factors increasing your risk for blood clots, it is important to recognize the symptoms of a clot. The following symptoms are the most common that occur in the area affected by a clot (usually arm or leg): swelling of leg or arm, unexplained pain or tenderness, skin that is warm to the touch, redness of the skin. Contact your health care professional asap if you have any of those symptoms.

The symptoms of a pulmonary embolism can include: difficulty breathing, chest pain or discomfort that may be worse with deep breaths or coughing, irregular or fast heartbeat, coughing up blood, lightheadedness or fainting, anxiety. Pulmonary embolism is a very serious condition. If you have symptoms of PE, please seek immediate medical attention.

You can reduce your risk of blood clots during long distance travel by taking the following steps: move your legs frequently on long trips, improve blood flow by exercising your calf muscles, take a break and stretch your legs, speak with your health care professional about how to reduce your risk factors.