



**Turbo Logistics**

# Turbo Talk

Since 1984

Service is Our Business

Volume 16

Transportation and Logistics Management

July 2006

## NEW TRUCK REPAIR CENTER!



Got a truck repair problem?

Need a wash or a weigh scale?

**Come by the new  
Truck Repair Center!**

Northeast Georgia's newest  
and largest full-service truck  
repair facility, as well as a  
Certified Carrier Dealer

Turbo is pleased and excited to announce the opening of a full service truck repair center. In a continued effort to deliver superior service to our carriers, the trucking industry from all across the country, our friends with private fleets, and independent contractors, we are proud to offer our 44,000 sq. ft. state of the art full-service truck center for your convenience.

Features of the center include:

- ❖ All driver conveniences including free showers, quiet room with computer hook ups, laundry room and workout center
- ❖ Acceptance of all major credit cards and also ComChecks, money orders, certified checks, (and cash)
- ❖ 20 certified technicians to service and repair Carrier refrigeration, Mercedes-Detroit, Caterpillar, Cummings Engines, and Allison Transmissions.
- ❖ 10 repair bays along with 2 inspection bays, 2 under-truck service bays, 2 state of the art wash bays for trucks and trailers, and 4 bays for certified refrigeration repairs are available to our certified technicians to professionally perform from the largest to the smallest repair.
- ❖ The newest technologically certified public weigh station
- ❖ Competitive pricing – Please call for quotes.

### Inside TurboTalk

Full Service Truck Repair  
Turbo's On-Site Program  
In Memory of Drivers  
National Wear Red Day  
Carrier Relations Team  
Driver Profile  
Anchors Away  
P.R.I.D.E.  
Spotlight  
In Memory  
Personals

Turbo has been on the cutting edge of all that is new and innovative in our industry for over 22 years. This is just another way of saying "Thanks" to all the fine folks that are, and soon will be, a part of the Turbo team.

# FULL - SERVICE TRUCK REPAIR FACILITY

**TURBO TRUCK CENTER**  
2037 Old Candler Highway  
Gainesville, GA 30507  
678-450-7800

678 - 450 - 7800



Under the direction of General Manager Mark Free, Turbo Truck Center is geared toward providing complete truck repair service for those in the North Georgia area, as well as fulfilling the needs of out-of-state trucks travelling here. Given the size of the facility, Turbo Truck Center is capable of handling the needs of dedicated fleets of trucks all the way to independent truckers.

TTC Refrigeration for certified Carrier truck refrigeration repair is also housed at the Truck Center and provides refrigeration repair road service 24 hours a day.

- ❖ Carrier Truck Refrigeration Repair
- ❖ Stock and sell Comfort Pro Truck Generators
- ❖ Stock and Sell Carrier Refrigeration Units
- ❖ 24 Hr. Road Service for Refrigeration Units
- ❖ Truck Wash
- ❖ Certified Weigh Scales
- ❖ Fully Stocked Parts Department
- ❖ PM Services
- ❖ Certified Annual DOT Inspections
- ❖ Welding
- ❖ Tires
- ❖ Engine Repair
- ❖ Clutches, Brakes, and much more

## Directions from Atlanta:

I-985 North to Exit 20. Take a right at end of ramp to first light. Take a left at the light and TTC will be the first building on the right.



24 HRS/DAY REFRIGERATION ROAD SERVICE

**IN LOVING MEMORY  
AND APPRECIATION**

**DRIVERS**

**MICHAEL SMITH**  
1953 - 2005

**KENNETH ELDRIDGE**  
1975 - 2006

---

---

# TURBO LOGISTICS' ON-SITE OPERATIONS

## Service through Communication



We are committed to utilizing all of our resources to secure the most efficient and cost-effective operations for our clients —while maintaining excellence through service and communication.



**BLAKE JUSTUS**  
**TURBO ON-SITE REP**

At Turbo, we pride ourselves in being able to provide the innovative solutions to our customers' comprehensive supply chain needs. We use our flexibility to adapt to the constant changes of the industry, keeping up with the latest in technology—ensuring the best customer service.

The newest direction in transportation is the development of a unique carrier/customer agreement referred to as the on-site or carrier partner program. The program is a collaborative partnership, utilizing carrier resources in-house at the customer's corporate or operational facilities(s). Having a Turbo representative on-site allows our customer to streamline communication, improve customer service, and reduce transportation costs. In the past decade Turbo has embraced this vision, working with our customers to develop on-site positions at FITCO, General Mills, and Honeywell, Inc.

Our first on-site operation began ten years ago at FITCO in Anniston, Alabama, to handle their inbound transportation needs. We currently have nine Turbo representatives on site, not including drivers, and move 100+ inbound loads per week for them.

In the summer of 2003, Turbo placed a representative on-site at General Mills' corporate facility in Minneapolis, Minnesota. They have a full-blown carrier partner program, and this is when Sam Dunn started with Turbo. After training, Sam was a carrier partner there for over two years. This position was then passed to another Turbo carrier partner, and Sam opened our latest on-site operation last year in the Cincinnati area at Honeywell's Consumer Products facility in Hebron, Kentucky, focusing on expedited moves. As of the first of this year, another Turbo representative replaced him there, and Sam has returned to Turbo's corporate office to manage the existing on-site locations and develop new ones.

We continue to pursue additional opportunities throughout our expanding customer base, eager to share with others the benefits (for both customer and carrier) in the on-site program. The on-site partnership is the established direction for carrier/customer relationships; we are enthusiastic to generate new partnerships as we look forward to the challenges ahead.

If you have an interest in an on-site representative, please contact Matt Handte, Vice President of Sales, or Sam Dunn, our On-Site Program Coordinator.

---

---

## Randall Bell, II

## Driver Profile



Randall Bell, II has been driving with Turbo since the first of May. Although it's a little unusual to choose such a new recruit for the Driver Profile, Randall's passion and enjoyment of driving have impacted everyone he's met at Turbo. Furthermore, Randall says Turbo is the best company he's ever worked for. For Randall the key to success is to enjoy your job.

After driving a truck for 23 years, Randall was seriously considering retirement until he found Turbo, but now plans to drive for 10 more years and then retire at Turbo.

Randall lives in Louisville, Kentucky, with wife Virginia and seven-year old daughter Desirae. He also has a 21 year old son, Randall, III. Randall is a member of his local Masonic Lodge and spends his free time enjoying family activities such as car races, Six Flags over Louisville, combing flea markets, fishing, and they're all avid fans of the University of Louisville's basketball and football teams. With Randall, family is first and his job is second.

---

## Anchors Away . . .



Following a call from Gainesville State College, Turbo's Craig Tankersley and Bill Russ set about making arrangements to have the anchor pictured above returned to the Naval Base in Williamsburg, Virginia. The 6,000 pound anchor that is six feet wide and eight feet tall was loaned to the college in 1967 and was one of their first landscaping symbols. Their newsletter is in fact named for it. Pictured with the anchor on the flatbed, Craig and Bill discuss the dynamics of moving the huge anchor with the driver.

Now Gainesville State College is changing their landscaping and asked Turbo to help them get the anchor back to its original home. Plans are for the anchor to become a monument with flowers at the naval base.



# National Wear Red Day



On the first Friday in February, women and men across the country unite in the national life-saving awareness movement to give women a personal and urgent wake-up call about their risk of heart disease. Turbo's February 3rd supporters are pictured above.

## MEET TURBO'S CARRIER RELATIONS TEAM

Eleven-year Turbo veteran Jeff Maynard has recently been appointed Director of Carrier Relations. Jeff will be overseeing all facets of Carrier Relations and the Carrier Sales team. While mentoring our Carrier Sales team, newer Carrier Sales reps will learn the necessary skills to meet Turbo's challenging standards and to build meaningful and beneficial relationships with all of Turbo's carrier partners. Jeff will be working closely with fellow team member Karen McDade.

Karen joined the Turbo team a year ago with over twenty years of experience in the transportation industry, making her the perfect choice for her role in Carrier Relations. Karen's main objectives are to build Turbo's truck capacity by strengthening relationships with existing carriers, while at the same time building relationships with new carrier partners.



**JEFF MAYNARD, KAREN MCDADE**  
CARRIER RELATIONS

# Spotlighting

## HAPPY FERGUSON



Happy Ferguson has been a loyal member of the Turbo Team for the past ten years. She started out in Accounting handling payroll, billing and accounts payable for Turbo Express. When Turbo Dedicated was created, she transferred to safety and maintenance. Having worked in the transportation industry for a total of twenty-four years, she's been in almost all aspects of the business. Maintaining our DOT files, handling accidents and Workers Comp claims, driver orientation and log training all fall within her range of responsibilities, as well as keeping our required drug testing program running smoothly. She enjoys the diversity of her position and interacting with drivers.

Happy has lived in Hall County all her life and graduated from East Hall High School, as did her husband Phil and both daughters. Phil is a Methodist minister and electrical contractor. Jennifer, her eldest daughter, is a senior at the University of Georgia, and younger daughter Stephanie is a sophomore at Gainesville State College.

Happy plays the piano and the flute, and family hobbies are camping and fishing. Marjorie is her given first name, but she's never used it. As an infant, her father said she was happy all the time so that's what he called her and what she's always gone by.



*In Loving Memory*

**James "Granddaddy" Syfan, Jr.**  
**November 2, 2005**

## Personals



- ◆ Congratulations to John and Kay Allgood on the birth of their third daughter, Abby, who was born on November 22, 2005. Abby weighed 5 lbs. 15 oz. John is already accustomed to being outnumbered in his household!
- ◆ Congratulations to Steven and Katie Hanes on the birth of Jacob Connor on February 3rd. Jacob is their second son. He weighed 7 lbs. 6 oz. and was born at Gwinnett Medical Center.
- ◆ Congratulations to Tim and Sara Racine on their late Valentines Day gift! Daughter Paige was born on February 15th in the snowy tundra of Minnesota.
- ◆ Congratulations to Tre and LaTonya Anderson on the birth of their daughter, Nylah Ciara Justice Anderson, on April 19th. Little Nylah weighed 4 lbs. 10 oz.
- ◆ Crystal Sheridan received a very special Mother's Day gift! Congratulations to Crystal and Bruce on the birth of Zoey McKenzie on May 14th. Zoey weighed 7 lbs. 10 oz. and was 20 inches long.
- ◆ Congratulations to Kelly "Cadillac" Kirksey aka "Caddy" and wife Scottie on the birth of Kendall Elizabeth on May 2. Kendall weighed 8 lbs. 1 oz. and was 20 3/4 inches long.
- ◆ Congratulations to Aaron and Anitra Thompson on the birth of the newest Turbo baby! Their son, Aaron Van Thompson, Jr., was born June 16th in Atlanta and weighed 6 lbs. 2 oz.



## Question or Comment?

To have your specific questions answered or concerns addressed quickly, please direct calls to:

Steve Syfan	Owner
David Jackson Coker	Operations
Matt Handte	Sales
Sam Dunn	On-Site Program
Karen McDade	Carrier Relations
Denise Nix	Accounting Matters
Sheryl Cain	Comments/Changes

# 1-800-532-2239

Mark Free	Truck Center
	678-450-7800

## Overnite documents to Turbo?

### Reminder:

The street name of Turbo's physical address has been changed to:

**2251 Jesse Jewell Parkway, NE  
Gainesville, GA 30507**

## Turbo Logistics

P. O. Box 907310  
Gainesville, Georgia 30501-0906  
(770) 532-2239  
(800) 532-2239  
Fax: (770) 531-7878

### Turbo Transport Divisions

Southeast      Midwest  
West Coast

### Turbo Expedited

### Turbo Dedicated

### Turbo Truck Center

P. O. Box 981  
Gainesville, GA 30503

**Physical Address:**  
2037 Old Candler Hwy  
Gainesville, GA 30507  
(678) 450-7800

**Web Site: [www.turbocorp.com](http://www.turbocorp.com)**

## EDITOR'S NOTE:



Turbo invites comments or suggestions concerning our newsletter. Direct all correspondence to Sheryl Cain, Editor, or e-mail [sheryl@turbocorp.com](mailto:sheryl@turbocorp.com).