

SPECIAL POINTS OF INTEREST:

- The DON
- Planning Protocol Update

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Tri-Stater

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FEBRUARY 17, 2017

Don W.

It has been a little over two months that both SLT & TSMT were successfully integrated through the hard work of our staff and drivers. We have a “great” company, the question is how do we get to be the “Best”? The challenge we have is **communication**. The communication challenge is not unique to our company or industry, it is the major hurdle that most companies face when integrating companies. Both SLT & TSMT serviced many different customers within the same or different industries for a number of years. Many customers require different trailers, processing, and credentials that became “tribal knowledge” for the staff and drivers who serviced these customers. Too often we assume that the driver or staff have “all” of the information



Photo taken by: Bruce Jones

to properly serve our extensive customer base. We must be clear and concise in our communication to avoid confusion, service failures and accidents.

In 2017 there will be much growth with new and existing customers. What has set us apart from our competition is our drive and determination to provide the customer the “industry’s best” service. This has been achieved by our staff and drivers not only meeting but **exceeding** our customers’ expectations.

I am proud to be part of the TSMT family. I look forward as we implement the Technology and Processes in the upcoming months to provide efficiencies in our company. Remember **communication** is the path for our ultimate goal of success to be the “Best” in 2017!

Email: Don.Welchoff@roadmastergroup.com

**“In 2017
there will
be much
growth”**



Don Welchoff, Exec. VP

PLANNING PROTOCOL UPDATE



Russ Thompson,
Exec. VP

All;

There’s been a lot going on behind the scenes this week and I want to keep you up to date.

Feedback: I received about 132 comments from 22 separate people, 14 office/8 drivers. So you each covered about 6 areas we can improve on.

I want to **thank** everyone that sent comments in, they were very concise and actionable and there was

a lot of commonality to the majority of the comments. I am currently going through the 100+ comments and putting them into categories and will probably do a short WebEx by the end of the week to share them with the team. **Feedback is a gift**, but if nothing ever gets done, or they are not heard, people stop giving it.

Also this week Mike Fisk, Frank Larance and Chris Stevens, will complete the Flatbed identification in Loadmaster. What this means is by the end of next week every truck marked as Flatbed in LM has Flatbed equipment, a Flatbed qualified driver, and can be dispatched with certainty on a Flatbed load. **There is still work**

to do here but getting the right truck on the load was the immediate fix. We will send out a note as soon as it is 100% completed. Thanks everyone involved for getting this done so quickly.

Frank and Chris are also very close on a new coding system for Loadmaster that will make it a lot simpler for our CSR’s, Planners, and DM’s to understand. That project is a pretty heavy lift and I would say they are 70% of the way through it. They will be reaching out for feedback from the team before it is rolled out. There will also be a lot of training and a Standard Operating Procedure put out before it is rolled out.

This week I’ve been sitting with CSR’s, Planners, Driver Managers, and Accounts Receivable, so I can get a high level view of what a complete dispatch looks like and where we are struggling. I appreciate everyone in Phx Ops putting up with the interruption and all of your feedback, really learned a lot.

And the last thing for this week we will put together a high level process map that shows the steps in a dispatch from start to finish. I will share that with the team next week.

More to come.

Email:
Russ.Thompson@roadmastergroup.com

Insight from the Editor



Kyla Jewsbury,
Editor-in-Chief,
Exec. Asst.

Email:
Kyla.Jewsbury@tsmtco.com

Did everyone enjoy our first edition of the Tri-Stater?? I hope you all found it informative, enlightening and fun!

This edition will be a follow-up to some of the subjects we discussed last time, along with some new ones. Our Executive Vice President, Don Welchoff contributed this time, and he talks to us in his article about communication.

I think communication is probably the most fundamental thing we can all work on in every aspect of this organization, from drivers to office personnel to the shop, etc. . If you have questions or issues, please communi-

cate to someone in our company to try to get those questions answered or those issues resolved.

Speak up! Have a voice! . . . and sometimes be patiently impatient. Together we can figure out how to work through anything, keep in mind there are some things that will require time as well.

On another note:

Drivers, we would love to see some pictures of any cool places you drive through. You guys are our eyes and ears out there. I know you come across beautiful landscapes and landmarks that

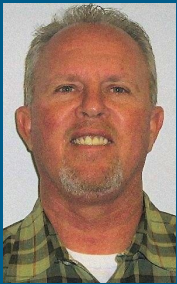
we would all love to see! Just take a snapshot and email it to:

Theresa at
theresa.porter@tsmtco.com,

Mike at
michael.fisk@roadmastergroup.com

or me at kyla.jewsbury@tsmtco.com.

We really want to hear from you!
Your contributions matter!



Donnie Lester,
VP Safety

Email:
Donnie.Lester@tsmtco.com

THINK!

Make sure to note the required information on all requests for reimbursement:
Driver ID #, Name, Truck #, Load #, Cash or EFS.

Safety LANE: Driving in Work Zones

As spring is fast approaching you will encounter more and more road construction. You should approach a work zone in the same way you would approach any other adverse driving condition.

LOOK FOR SIGNS-Orange, diamond-shaped signs are posted to give you advance warning of lane closure, construction areas, & workers ahead.

PAY ATTENTION-Your undivided attention should be on the task at hand; safely navigating through the work zone. Eliminate all activities that pose a distraction including eating, drinking, or using electronic devices.

SLOW DOWN-One of the most often cited factors in work-related crashes is speed. There is less time to react to a dangerous

situation in a work zone. Also, the faster you drive the greater the stopping distance. FHWA estimates that the stopping distance for an 80,000-pound loaded tractor-trailer traveling 40 mph is about 150 feet. FHWA estimates the stopping distance for the same vehicle at 65 mph is about 520 feet.

TAILGATE-Don't tailgate, leave plenty of room. Rear-end collisions are the most common work zone related crashes. Allow plenty of room in case you need to brake suddenly. Also keep in mind that you should increase your following distance in poor weather conditions.

PLAN AHEAD-Keep up with the latest

road conditions for the areas in which you travel. Many states maintain web sites that keep drivers current with the latest road conditions. Schedule plenty of time to make your trip or to take an alternate route.

FINES-As well as being dangerous, speeding or committing other traffic violations in a work zone can be costly. About two-thirds of all states impose enhanced fines for speeding and/or other traffic violations in work zones. In most cases, the fines are double the amount of a fine for a violation in a non-work zone. As well as monetary penalties, some states impose sentences of jail time and or community services.

ALWAYS REMEMBER YOU ARE THE PROFESSIONAL DRIVER!

Happy Anniversary! - February

Congratulations, Hats off, and Happy Anniversary!!! We appreciate you!

17 years: Ricky Babbie
12 years: Arthur Cross
Katherine Cross
11 years: David Ely
Sharleen Ely
10 years: Marshall Hufham

4 years: Jacki Hughens
Ginger Howard
Fredrick Hughens
James Howard

3 years: Phillip Hinch
Amy Hinch
David Hill

2 years: Mark Harbin, Jr.
James Wilson

1 year: Dianna Evans
Michael Williams, Sr.
Althea Ross
Margarita Boots
Robert Iovanne
Paul Flores III
Gerald Evans
Timothy Ross
Kevin Reed
Jason Sudduth
Kris Keel
Ray Blom, Sr.
Ernest Louis
Linda Martin
Elvin Reamey

Driver Q & A: Flatbed Extra Pay

Question:

What qualifies for flatbed extra pay?

Answer:

Generally any container/twist-lock, strapping/tarpping, etc. would be paid \$25 (per Driver) on pick-up, and another \$25 is paid on delivery to each

Drivers that actually does the work of pick-up and delivery of (un)

securing, (un)twist locking, (un) tarpping, etc. Repower or simply hooking to or dropping loaded or empty flatbed trailer would not qualify for flatbed extra pay.



Email your Driver questions to:
Michael.Fisk@roadmastergroup.com

#DriverObsessed

Meet Mike & Ellanya

Mike & Ellanya Seifried in truck 175047 have been with the company since April of 2013. They started as company Drivers and then took the opportunity to join the Owner Operator fleet in the Lease Program.

Mike has over 32 years of driving experience and worked in the Safety & Training department for 5 years with Con-Way Truckload prior to becoming an OTR Driver/trainer with them for another 5 years. Ellanya has over 8 years driving, including Con-Way Truckload for 4 years, and over 2 years as a Driver/trainer.

They will soon be celebrating their 4 year anniversary with us this April!

The greatest benefit the Company allows them as a couple and as parents is to travel (ironically), and

spend quality time together and with their large (8 kids) family. In the past 4 years since they started working with us they have been to many exotic locations like Costa Rica, Ecuador, the Galapagos



Mike & Ellanya trying to recruit another driver - Dale Jr.!!!

Islands (Ellanya's favorite place on earth!), even Eagle Pass, TX . . . AND they've recently returned from the last of their 6 cruises with their family!

Because the nature of our business has them often not working on weekends, they've been able to enjoy time with their family, and spend time with other Drivers that have become a part of their "work family". Their words of encouragement to others would be to use the weekends as "mini vacations" and visit with friends, family or any other Drivers in the area you're sitting. Ellanya has also found a secondary source of income by referring over 15 Drivers that have been hired for almost \$30,000 in referral bonus – presumably going to their vacation fund!

They're happy to help or answer any questions and can be contacted by email at:

ellanyas2@gmail.com

or her cell: [239.671.2363](tel:239.671.2363).

For those of you who are inclined, thoughts & prayers please for Ellanya's sister Bobbi, recently hospitalized in Chicago.



Human Resources — FYI: TELADOC

If you have either of our Aetna health insurances, you have access to a doctor by phone or video in minutes through Teladoc!

Imagine not having to stop to find an urgent care while you're on the road!

You will need to sign up and provide some medical information, but only once. Then if you need a doctor for a

respiratory infection, ear infection, UTI, allergies, cold, flu, sore throat or pink eye you can just call and the doctor can diagnose, recommend treatment and even call in a prescription to the pharmacy you choose.

So if you're away from home, find the phone/fax number of the pharmacy you want to use before you call Teladoc.

The cost is \$40 or less. Get started today. It's easy!

Visit: Teladoc.com/Aetna

Call: 1-855-Teladoc (835-2362)

Download: at the App Store or Google Play

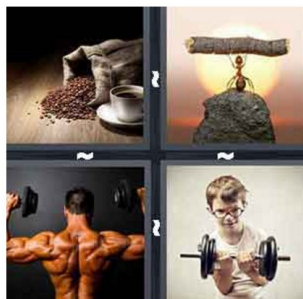


Email:
Lindy.Link@roadmastergroup.com
Cheryl.Adams@tsmtco.com

GameTime

Four Pics

One Word









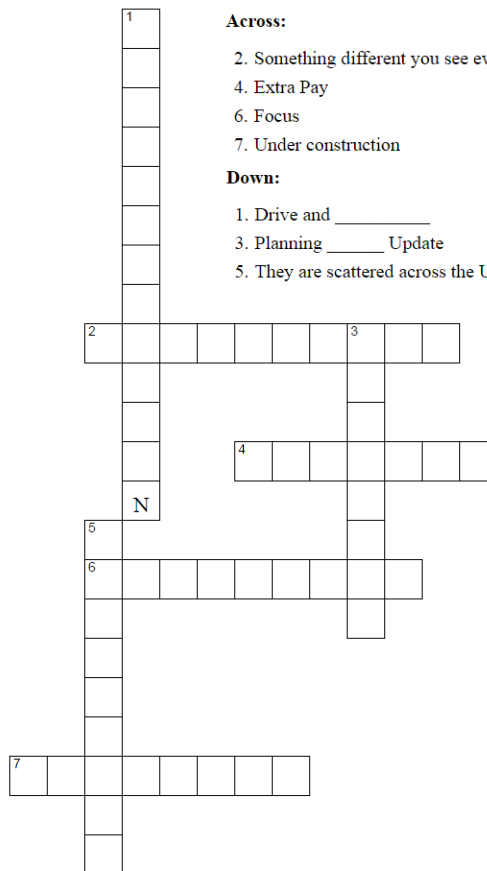
It's All in There

Across:

2. Something different you see every day
4. Extra Pay
6. Focus
7. Under construction

Down:

1. Drive and _____
3. Planning _____ Update
5. They are scattered across the U.S.



DELISH ~di 'lish

Mexican Chicken Casserole



Ingredients:

- 1 Pkg. Nacho Cheese Doritos (Crushed)
- 2 lbs. Chicken Breast, cooked/shredded
- 1 can Cream of Mushroom Soup
- 1 can Rotel
- 1 can Whole Corn or Mexi Corn
- Grated Cheese

Directions:

Pre-heat oven to 350 degrees. Mix soup, Rotel,

and Corn together. Heat on stove until warm. Layer Doritos, Chicken, and Soup mixture in a 13x9 casserole dish. Bake 20-30 mins. Or until hot. Top with cheese and place back in oven until cheese is melted. Serve warm with a few extra Doritos on the side! Enjoy.

Taco Soup



Ingredients:

- 1 lb. Ground Beef (browned)
- 1 can Rotel
- 2 cans of Corn

6 cans of Beans (your choice)

1 pkt Taco Seasoning

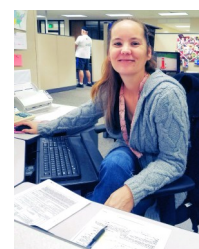
1 pkt Ranch Dressing Mix

Directions:

Open and add everything in a crock-pot and cook for at least 4 hours, but the longer the better!

Add toppings if you like: Shredded cheese, tortilla chips, sour cream, jalapenos, etc. Yumm!

Email: Shelly.Williams@tsmtco.com



Submitted By:
Shelly Williams