

## SPECIAL POINTS OF INTEREST:

- John W.
- New Planning Protocol

## INSIDE THIS ISSUE:

Insight from the Editor 2

Operations Outlook 2

On the Move 2

Driver Q & A 3

Human Resources 3

Crossword 4

Delish 4

# Tri-Stater

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FEBRUARY 3, 2017

## John W.

In December 2016, we successfully combined our SLT division with TSMT to form the largest, oldest and most reliable transporter of Arms, Ammunition and Explosives in the nation. We are now clearly the **"leader in high security transportation"** for both government and commercial shippers. We are #1 by every measure! I want to thank all of our Drivers and staff members for contributing their time and effort to this very successful integration. We are now positioned to serve not only our Government customers, but an array of blue chip commercial shippers in the defense, radioactive, commercial explosives, hazardous waste and expedited sectors.

When our customers offer us a load, they know they are getting the preeminent carrier in terms of **safety, security and reliability**. They also know they are getting the best Drivers in the industry, by



Photo taken by: Bruce Jones

far! We are able to recruit and retain the best Drivers in the industry due to our unique "guaranteed" pay plan, genuine commitment to their well-being and the newest fleet in the business. We have also built an elite fleet of Owner Operators who are deeply committed to our success. We expect great things in 2017 including accelerated growth in our freight base and increased revenue per truck per week. We will be adding several "tools" that will enhance our dispatch efficiency, reduce deadhead and improve revenue performance. The bottom line, as I have said many times, is that "we are going to crush our competi-

tion....the old fashioned way.... by out working and out smarting them every day"! I am very proud to say that we have the team that can get the job done. Now, let's get to work!

John  
Wilbur  
Chief  
Executive  
Officer



Email: [John.Wilbur@roadmastergroup.com](mailto:John.Wilbur@roadmastergroup.com)

## NEW PLANNING PROTOCOL- COMING SOON



An Open  
Letter from  
Exec. VP Russ  
Thompson

Email:  
[Russ.Thompson@roadmastergroup.com](mailto:Russ.Thompson@roadmastergroup.com)

We are suffering from some growing pains. The number of messages, numerous dispatch changes, and general confusion as whom to call.

Our operations team is also struggling as to who does what, who calls, and who manages the flow of information

to our customers, our Drivers, and internally. This would be understandable if it quieted down after a few weeks from combining the companies, but we are on week 7.

**The good news is we can fix it.** I've had a lot of discussion with Don, John, and Charlie, and we are committed to fixing it quickly.

Some quick hits:

- We will need a lot of input from the Phoenix & Joplin teams.
- We will do a complete process map of a dispatch from our CSR, to Planning, and to Dispatch/DM. I would like to do this in Joplin in the next 3-4 weeks.

My experience is **Great People + Great Process = Production and a Great Culture**

It's critical that the people doing the work are mapping the process because you map what you do, not what someone thinks you do.

It will take about a week to map out how we currently do it and a few days to build a new process. We will then write new SOP's and train the new process.

I will be the facilitator for these meetings and have managed this type of process numerous times with great results.

You guys are the experts, I just make sure we get the current state documented

correctly and coach you through building the future state.

I want to start collecting feedback from all involved over the next week, and I would like you to think about these two questions:

**WHAT IS WORKING WELL?**  
**WHAT COULD BE IMPROVED?**

So dig deep and tell me which detail causes you the most grief, don't send a novel, keep it to short statements as to what is the problem. Same thing on what is working well, what aspects of the current system do you like? After I put it all together I will share the general statements with the team.

**Then we go to work.**

# Insight from the Editor



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

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*"...the NEW Tri-State Team provided a high level of service and had an exceptional month..."*

**THINK!**

Make sure to enter your **LOAD NUMBER** in **DriveAxle** before submitting paperwork.

I am pleased to present this first issue of **The Tri-Stater**!! We want this new publication to be fun, but most importantly a forum to share highlights and announcements, to give everyone insight into the people and departments of Phoenix, Joplin, and our outer terminals. Please send us any news, pictures, etc. that you feel would be a great addition to the newsletter, and we will do our best to include it in future issues.

In a very short period, I have watched one great company, TSMT, merge with another, SLT/Roadmaster Group (RMG), to create a "new" organization that will soon become

the #1 AA&E carrier in the United States. This is exciting! Our future is so bright!

Many things have happened very quickly. Most of the old trailers and equipment have been sold, and RMG has invested millions in new trucks and trailers. Our Joplin main office has been remodeled and looks amazing, and Phoenix is currently undergoing remodel.

The biggest change however has been the blending of two Operations centers, with a new technology system in Joplin. As we grow in this process, we realize there are challenges for every-

one, but especially our Drivers. We understand how frustrating these things can be to you, especially being out on the road. We recognize your concerns, and as you will read in the *"Open Letter from Russ"*, we are addressing those issues as we speak! Please be patient and know that we are listening to all of your issues and concerns. Our Drivers are our **first** and most important priority. Tri-State is **#DriverObsessed**

Let's all work together to make this company the greatest... as John Wilbur says, "We're in this to WIN!"

## Operations Outlook



Our Joplin facility continues to gain knowledge and experience with the Loadmaster System since the merger of the Joplin and Phoenix operations in December 2016. We certainly thank the many folks

who traveled to the middle part of the country to provide hands on training.

The holiday season presented some additional challenges with the lower capacity and high freight opportunities, but the NEW Tri-State Team provided a high level of service (yes we had a few hiccups) and had an exceptional month

given the time of year, weather, capacity restraints and a new operating system for the Joplin CSR and operations group.

We are all excited about the Operations Process Improvement program and firmly believe, with the strong people we have in Phoenix, Joplin and the outer lying terminals and offices, the sky is the limit!

Charlie Pittman, Vice President

Email: [Charlie.Pittman@tsmtco.com](mailto:Charlie.Pittman@tsmtco.com)

## On the Move...

There's been some movement that we need to note:

Jake Moffet - DROM Driver Manager is now in Truckload. Jake has been with the company for 2.5 years.

Taking Jake's place in DROM dispatch is Kyle Wicklund.

Many of you will recognize Kyle from the front gate in Joplin. Kyle has been with the company for 1.5 years.

Welcome to DROM Kyle!

And now at the front gate in Joplin you'll see a friendly face - Kevin Johnson!

Kevin is formerly from the trailer shop in Joplin. Kevin has been with the company for 11 years.

**Thank you guys for all you do!**

# Driver Q & A: Authorized Reimbursements?

Several of our Company Drivers have had questions regarding what is reimbursable when it comes to obtaining certain credentials/renewals. The following reimbursements have been approved for Company Drivers:

## Authorized Reimbursements for current Company Drivers

- **CDL Renewal** – no reimbursement, but we will reimburse the cost of Hazmat & tanker endorsement renewal including DMV & TSA fees
- **Personal Protection Equipment (PPE)** – No, Company provides Safety Vests

& Hardhat during Orientation only. Drivers are responsible for all other PPE including gloves, goggles, shoes; etc. unless specialty gear is required then DM/Safety approval

- **TWIC Card renewal** – Yes, good for 5 years
- **Passport Fees** – Yes, good for 10 years
- **Quebec Explosives Renewal** – Yes, good for 5 years
- **DOT Physical** – Up to \$100/year after their 1 year anniversary

Reimbursements not eligible to Owner Operators.



Email your Driver questions to:  
[Michael.Fisk@roadmastergroup.com](mailto:Michael.Fisk@roadmastergroup.com)

**“ Tri-State**

## #DRIVEROBSESSED

What does it take to be a Tri-Stater? You might hear common phrases such as experience, dedication, commitment, higher level credentials . . . we are talking about a level UP! It's this type of “LEVEL UP” Driver and office staff that we seek to be, and that our fleet is made of.

Sound like a big deal ? . . . Tri-State Drivers absolutely are a **BIG DEAL!**

We continually have our Drivers “on the brain”. In fact you might say we are **#DriverObsessed**.

Our Drivers are co-workers and treated as equals from day 1. We strive to not only “hear” our Drivers but LISTEN to what YOU have to say.

The company's policy of open door, open email, open phone allows our Drivers voices to be heard.

Being respected by those you work WITH and FOR makes a big difference.

In the words of our CEO, John Wilbur – “We don't want to be just a great trucking company. We want to be a **GREAT COMPANY!**” Our team starts with the best Drivers in the industry.

Thank you for all you do, day in and day out!

I am Tri-State  
**#DriverObsessed**

—Theresa Porter, Editor

Email: [Theresa.Porter@tsmtco.com](mailto:Theresa.Porter@tsmtco.com)

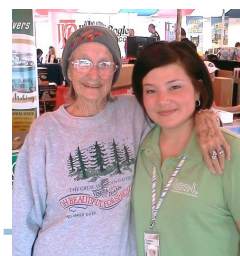
**Drivers**

**absolutely**

**are a BIG**

**DEAL!”**

Theresa Porter with Nadine Goodrich  
(1st Woman Driver for Tri-State)



## Human Resources — FYI:

It has been an exciting time since the merger of SLT & TSMT last May! We've been able to provide better health and dental insurance, more life insurance at no cost to the employee, a variety of policies through AFLAC and a 401K plan with a company match. Through these newsletters we want to make sure you

know everything that is available to you. If you have questions please contact Lindy Link or Cheryl Adams.

**Quick tip:** If you have our Aetna health insurance, you can download the Aetna Mobile app. With the app you can pull up your medical and/or dental ID card information, check

your benefits and coverage, or find a doctor, Urgent Care or pharmacy.

To download your free Aetna Mobile app:

Text **Apps** to **23862** to download

Or visit [www.aetna.com/mobile](http://www.aetna.com/mobile)

Email:  
[Lindy.Link@roadmastergroup.com](mailto:Lindy.Link@roadmastergroup.com)  
[Cheryl.Adams@tsmtco.com](mailto:Cheryl.Adams@tsmtco.com)

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## #DriverObsessed

TRACTOR TRAILER  
PASSPORT  
DRIVER OBSESSED  
LEVEL UP  
COMMITMENT  
HAZMAT  
QUALIFIED  
PHOENIX  
APPRECIATION  
OVER THE ROAD  
JOPLIN  
SECURITY CLEARANCE  
COMMUNICATION  
DEDICATION  
FAMILY  
LOYALTY  
TRI STATE  
QE PERMIT  
HONOR  
ACCOMPLISHMENT  
SAFETY

## DELISH ~di 'lish



Source:  
[www.LynnsRecipes.com](http://www.LynnsRecipes.com)

### One Pot Goulash

#### Ingredients:

- 1 lb. ground beef or turkey
- 1 med. onion chopped
- 1/2 green bell pepper, seeded & chopped
- 4 oz. fresh mushrooms, sliced
- 2 cloves garlic, minced
- 1 1/2 cups water

15 oz can tomato sauce

14.5 oz can diced tomatoes, undrained

1 1/2 tsp. Italian seasoning

1/2 tsp. paprika

1/2 tsp. sugar

1/2 tsp. crushed red pepper

1 Tbsp. Worcestershire sauce

Salt & Pepper to taste

1 1/4 cups uncooked elbow pasta

Grated Parmesan cheese

#### Directions:

In a 2-1/2 quart pan, brown ground beef or turkey over medium-high heat until no longer pink and broken

up. Add onion, green pepper and mushrooms. Cook until tender, about 3-5 minutes. Drain, if desired or needed. To the beef or turkey, add garlic, water, tomato sauce, tomatoes, Italian seasoning, paprika, sugar, crushed red pepper flakes, Worcestershire sauce, salt and pepper. Bring to a boil, cover and reduce heat to medium-low. Allow to simmer for 15-20 minutes. Add the elbow macaroni and stir well. Return lid and continue to simmer for 15 minutes or until the noodles are done. Allow to sit covered for 5-10 minutes and mix well before serving. Grate some Parmesan cheese on top if desired.



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