

SPECIAL POINTS OF INTEREST:

- Don
- Super HERO Drivers

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Tri-Stater

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Customers, Service, & Change

“One word that you’ve heard - Change!”



Don Welchoff, Exec. VP

All,

As everyone has read in recent Tri-Stater articles, we have been diligently working to resolve the problems identified by our internal customers...our Drivers. We have identified and corrected the phone issues that were effecting not only our Drivers but also our external customers. A root cause was found and the corrective action is being implemented on the redundant

messaging to the trucks.

We constructed a team of 10 Operations staff from Phoenix and Joplin that worked behind closed doors for a week in Joplin. They worked on the processes of our operations and the cause and effect on our staff – office & Drivers.



The team spent many hours at finding efficiencies to make us better at servicing our internal and external customers.

So what does all this mean to our company? One word that many of you have heard multiple times...CHANGE! In the upcoming weeks, there will be operational changes that will be taking place to serve our customers' needs. I ask you to keep an open mind and work with us on these changes. Our end goal is to be a better company for our Drivers/customers. We ask for feedback if there are any adverse effects as we implement the changes.

I want to thank our Drivers for their dedication and commitment to making us the BEST at what we do. Be Safe and please be patient in the upcoming weeks' challenges. **#DriverObsessed**

Email: Don.Welchoff@roadmastergroup.com

SUPER HERO DRIVERS

We are so excited to let everyone know that we have selected our Super Hero Drivers! They are the team of **Rachelle Opolski and William Robbins in truck #165043**. This team was nominated by Driver Manager Josh Pearson. Here is Josh's nomination:

I would like to nominate one of my trucks 165043. The drivers are Rachelle Opolski and William Robbins. These drivers go above and beyond without being asked. One of my first conversations with them was when I was on weekends and had to ask them to do a favor for us. Their response was priceless and it showed their willingness to help the company. They said, "We will do whatever you need." They have also been more than re-

spectful to office staff and customers. The way they work with customers is unbelievable. They have a capability to resolve issues before even picking up the phone. They are thorough in checking through messages and special details of dispatches and don't skip a beat. On top of this, these drivers are incredibly generous. They have brought homemade cake into the Phoenix office during the holiday season and ordered authentic NY pizza for themselves and 4 other teams that were stuck at JFK trying to deliver a load. If you're looking for an example of drivers that pour their hearts into their job, this is the team.

These "Super Hero Drivers" will receive a \$100 gift card and for nominating them, Josh will receive a \$50 gift card!

We had several other nominations and it showed us that we have some pretty awesome drivers in the company! Therefore, we are giving all other nominators and the drivers they nominated a \$20 credit to our new company store which will be opening very soon.

Here they are:

Scott Sullivan
Josh Gardner and William Kyle
Candace Subelka
Matthew Warneke
David Ransom
Gene Deklyn and Nathan Hill
Beverly Harris/James Roberts
Kathy & Bob Keiser

nominated by Kenneth Williams
nominated by Sherrie Johnson
nominated by Julie Walters and Sue Goldsmith
nominated by Lisa Brandon
nominated by Jake Moffet
nominated by Barbara Barton
nominated by Lizzy Castillo
nominated by Lizzy Castillo

Thanks to everyone who participated and thanks to our great, great drivers!!

We are #DRIVEROBSESSED

Insight from the Editor



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

Email:
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Well, the end of March is finally here and Spring has arrived!

It seems like we have had no winter at all! My Hostas are already up and almost a foot tall. And we haven't even had time to clean out the flower beds at my house yet! I even told my husband that it is time to open the pool, a task that normally doesn't happen until the first week of May.

Now don't get me wrong, I love this weather. Even though in Missouri we have probably the

most unpredictable weather in the United States. At least this winter, for the most part, has been pleasant. I just hope that is not an indicator of bad weather this spring. Everyone around here is pretty leery of chances of nasty storms this year.

In this last issue for March, we are excited to let everyone know who has been selected for our Driver Hero contest. We had some great nominations, making it hard to choose. That being said, we are proud to tell you their story in the article in this issue.

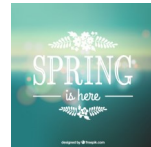
I wanted to say thanks to everyone who participated!!

I hope everyone has a great spring and remember we are always
#DriverObsessed!

Email us your comments, ideas or suggestions to:

newsletter@tsmtco.com

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



Department Highlight: DRIVER PAYROLL



Meet the ladies in Driver payroll:
(pictured above from L/R)
Tanika Aquino, Kelly Brungardt, Kai Weary

John Wilbur specifically requested that the Tri-Stater highlight the Payroll Department, and he's absolutely right; we're lucky to have three of the most conscientious, accurate, and helpful people possible working there! Kelly is the ring leader/department manager, mother of three,

grandmother of one, and has been with SLT/TSMT for over 11 years; Tanika is the mother of the first baby born under the new combined "TRI-STATE" companies (Baby Ike), is directly responsible for the O/O settlements, and been with SLT/TSMT for

over 13 years; and Kai has four kids, over Heavy Haul/reimbursements, and been with SLT/TSMT for almost one year.

The payroll ladies are absolutely **#DriverObsessed** . . . with over 520 active Drivers, they can be 99.9% perfect but they know that just one mistake can have a huge impact to a Driver and the Driver's family. So each and

every week they strive for perfection. . . and generally achieve it. They're similar to referees – when they do their job perfectly no one thinks of them, but a mistake can be memorable for all the wrong reasons. Fortunately they accept the challenge and do a tremendous job!

Kelly, Tanika, & Kai love what they do, love working with Drivers, and are excited about the new TSMT and where it's headed. Their message to all of us is to trust "The Right Way" philosophy. When John Wilbur and the newly formed Roadmaster Group took over SLT six years ago, they never could have anticipated the strength and the growth to come, and are confident the same will continue with Tri-State into the future!

THINK!

No Bill of Lading?

USE A COMPANY
BILL OF LADING!

Happy Anniversary! March

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

33 years: Gary O'Dell
26 years: Cheryl Adams
25 years: Tammy Scribner
20 years: Kevin Denton
17 years: Leslie Martin
16 years: Terry Peterson
11 years: Kelly Brungardt
2 years: Russ Thompson



Soul of a Trucker:

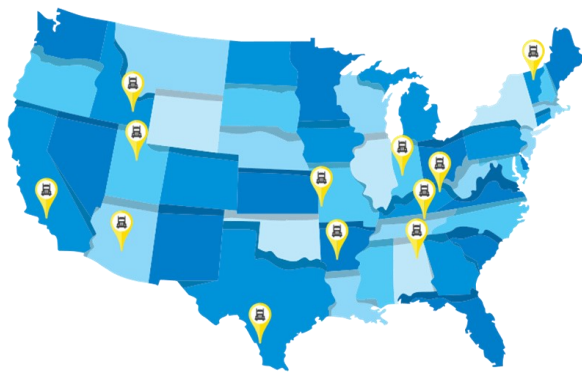
The ever present sound of a diesel
Going through its gears
Is the steady beat and constant rhythm
He's known for many a year
And it's the lullaby that late at night
His mind still longs to hear
He still can see those highways
With his inner eye
He can't forget the visions
Of those unpolluted skies

He still can feel the wind
And hear its tender sighs
Those memories stay inside and linger
And will until he dies
They're part of what he's made of
They're forged into his soul
They come from years of truckin'
And they're what have made him whole

©Annette Keller

Submitted by: Lindy Link

11/1997



• **Phoenix, AZ**
Corporate Office
17235 N. 75th Ave Ste D175
Glendale, AZ 85308
877.860.1600

• **Joplin, MO**
Main Terminal/DOD Safe Haven
8141 E. 7th St.
Joplin, MO 64802
800.234.8768

• **Richmond, KY**
Terminal/Secured Yard
1958 Berea Rd
Richmond, KY 40475
800-832-8768

• **Champlain, NY**
Terminal/Secured Yard
137 W Service Rd
Champlain, NY 12919
800-777-3670

• **Harriman, TN**
Terminal/Secured Yard
2818 Roane St Hwy
Harriman, TN 37748
865-882-7077

• **Pocatello, ID**
Terminal
7283 S 5th Ave
Pocatello, ID 83201
208-232-3443

• **East Camden, AR**
Terminal
HWY 203 & 274
East Camden, AR 71701
870-574-2266

• **Bloomfield, IN**
Terminal
630 E Harvest Church Rd
Bloomfield, IN 47424
812-384-1158

• **Eagle Pass, TX**
Mexico Border Crossing
Interchange

• **Peoria, AZ**
Drop Yard
7634 W Carol Ave
Peoria, AZ 85345
877-860-1600

• **West Valley City, UT**
Drop Yard
6225 West 2100 South
West Valley City, UT 84119

• **Ontario, CA**
Drop Yard
13519 S Grove Ave
Ontario, CA 91761

• **Anniston, AL**
Drop Yard
1701 Airport Rd
Eastaboga, AL 36260

#DriverObsessed

Meet Randy & Charlotte
Knickerbocker



Twenty plus years ago Randy met Charlotte in Lake Havasu City, Arizona by the pool at the apartment complex they both lived at. This December they

will actually celebrate 25 years of marriage. They have 1 son, and 3 grandchildren.

Randy has been in the trucking industry for years as a Driver. Charlotte was in the medical field then.

When their son "left the nest" they decided that Charlotte would go to driving school and get her CDL-A. At the same time they made the choice to sell their home—and hit the road! They have been running as a team for the last 13 years traveling all across our beautiful country.

In their spare time they enjoy camping, Nascar, and of course

spending time with their son and grandchildren.

Randy & Charlotte state that the best thing about working with Tri-State is having made such incredible friends on the road as well as office personnel, and even at our customers. Oh, and they said they can't forget their military friends at the bases.

I can say it's a joy to have exceptional Drivers like the Knickerbocker's working alongside us each and everyday! Thank you Randy & Charlotte for calling TSMT home. We value your commitment to the company and appreciate the top notch service you provide to our customers.

If you'd like to reach out to Randy or Charlotte, email them at: randymank@gmail.com

Human Resources — FYI: *HEALTH*Awareness (part 1)

In the next several issues, we will be kicking off a mini-series on health awareness. We hope to provide some helpful tips and insight into ways to help you improve your overall health and wellness.

March is National Nutrition Month, a time for reinforcing healthy and nutritious eating habits. Healthy eating habits means choosing more fruits, vegetables, and whole grains to create an overall healthy diet.

There's no one diet that is right for everyone, so it's important to follow a healthy eating plan that's packed with tasty foods and that

keeps your unique lifestyle in mind.

Make smart choices from every food group.

- Purchase fresh fruits and vegetables from the produce aisles, whole grain from the bakery, low-fat options from the dairy case and lean proteins from the meat/fish/poultry department.
- Adopt healthy eating and physical activity plans that focus on consuming fewer calories, making informed food choices and getting daily exercise.
- Make smart snack choices. Fruits and vegetables allow you to eat a healthy snack with

minimal calories. If you currently do not pay attention to the nutritional label on your food, I urge you to start. I promise you will be surprised at the amount of calories in little unhealthy snacks!

Making smart lifestyle choices can help achieve and maintain a healthy weight, reduce the risk of chronic disease, and promote overall health.

Stay tuned for more articles on healthy weight loss, exercises you can do anywhere, and more!

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 eat well • live healthy

Driver2Driver

Submitted by: Bryan and Ed truck 686



Submitted by: Rob Whittaker

Damaged Equipment needs to be reported immediately to

Breakdown. We get a lot of calls that someone dropped a trailer with damage and now the driver picking it up has to deal with the repairs. Taking care of the equipment is part of everyone's job. Pre-Trip and Post-Trip inspection of the equipment is the responsibility of the driver. Not reporting an issue, dropping the trailer and leaving it for the next driver is Unacceptable. We must all work together to make sure all of our trailers are in compliance. This means we need to maintain current DOT tires and be sure that lights and brakes are all in working order. If all of us work together we can cut down on trailer issues. Please remember if you drop a trailer and it has an issue, you may be the one going back to pick it up. To prevent you from picking up a trailer in need of repair, PLEASE report all Issues to the Breakdown Department as soon as possible. We will do our best to get it resolved quickly.

One of the reasons to do a pre trip is to identify any problems that may cause an injury or leave you stranded along the road waiting for repairs. Let me tell you what happen to us last week.

We had to meet a team at one of our yards to get their flatbed with an empty container on it. When we hooked to it and did our pre trip we noticed two bad tired (less than 2/32 tire tread) and one bad brake not working, we called the shop, they could not find a vender to come out and make repairs, so we ended up sitting till the next day to get repairs, we loaded the trailer then headed to the closest shop, we arrived at the shop around 8 pm. They found that several of the lug nut studs was stripped out. And it was too late to get parts from the warehouse — this caused our load to be late.

If everyone would do their part in keeping up with repairs to our trailers it would make every ones job here at TSMT a lot easier.

In Other News...



#1 - Baby Isaac!

We welcome Baby Isaac to the TSMT Family. He is the son of our very own Tanika Aquino (Driver Payroll). He was born 10/28/16.

What a ROCKSTAR!

#CollegeBoy We are very excited to announce that Lucas McDermott—son of Mark & Twyla McDermott (Harriman, TN) - has signed to play baseball for the Johnson University Royals! We've watched Lucas grow up being a part of the TSMT Family and we only have one thing to say: **WE ARE SO PROUD OF YOU!!!**

Congrats to Mark & Twyla.



Announcement



DELISH~di 'liSH

Stephen's Super Simple Slow Cooker Chicken Supper



Ingredients:

- Slow Cooker
- Whole chicken
- Root vegetable of choice (potato, sweet potato, et cetera)
- MRS DASH SALT FREE SEASONING BLEND

Directions:

Wash and then slice the root vegetable into coins about ½ inch thick.

Cover the bottom of the slow cooker with root vegetable coins.

Rinse outside of chicken. Remove giblets. Rinse inside of chicken.

Rub the outside of the chicken with a generous portion of MRS DASH. Shake some MRS DASH into the body cavity of the chicken.

Place the chicken on top of the bed of root vegetable coins. No chicken flesh can touch the walls or the bottom of the slow cooker.

Cook on LOW for 8 hours.

Remove the chicken and place on a cutting board. Cut open the thickest part of the breast to make sure that it is fully cooked.

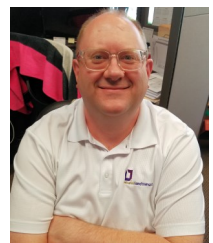
Remove the Root Vegetables and place them in a serving bowl.

Making Chicken Broth From The Leftovers:

All bones, giblets, skin, et cetera goes back into the Slow Cooker. Then add 4 cups of water.

Cook overnight on low to make a tasty CHICK-EN BROTH. Strain and sit aside to cool.

BON APPETITE!



Submitted by:
Stephen Crenshaw

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