

SPECIAL POINTS OF INTEREST:

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Tri-Stater

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UPDATE: Project HIKE

"...The key is to manage it well..."



John Wilbur, CEO Pres.

Email: John.Wilbur@roadmastergroup.com

Tri-State Team, I wanted to give you my thoughts on the impact of the HIKE project that has been led by Russ Thompson and supported by many team members over the past several weeks.

First of all, I want to thank members of the TSMT operations department for their participation, cooperation and patience during this project.

It has been a very "heavy lift" for all involved. While there is still much work to do, we have re-

cently passed a significant milestone with the restructuring of operations group. The department is now grouped into one of five business units:

DOD
Haz Mat
Solo
DROM
DOE

This grouping will allow each of the unit managers (Gina Stevens, Michael Shear, Chris Hauer, Jeanette Denton and Mark McDermott) to manage a smaller, more homogeneous fleet.

We expect a significant increase in utilization and revenue per truck in all five fleets as a result of this restructuring. The early returns from the DOD, Haz Mat and Solo fleet are extremely encouraging. The Drom and DOE fleets were previously managed as separate fleets so they did not undergo any significant restruc-

turing. Each of these highly qualified unit managers are now responsible for running their own business within our overall operation.

As part of the overall restructuring we also designated Danny Dubois and Leslie Martin as Lead CSR's in Glendale and Joplin. They will lead our CSR team in managing all of our customer relationships. The goal is to become a more "truck centric" operation and increase utilization and revenue per truck while maintaining our exceptional customer service record.

The key to our success is not the development or the implementation of the plan, rather the key is to manage it well and improve it continually. That is our commitment.

Thanks again to all involved, its time to "rock and roll"!

On the Move

For the past almost 3 mo's we've been interviewing for a new Hiring Coordinator, and just haven't found the right great candidate... Kimberly is joining us with a very specific and qualified background. She brings with her

great references and referrals from her previous role as a Driver Recruiter with Knight Transportation, but she's uniquely qualified for what we do more than most Knight recruiters because she was

tasked to find Drivers with experience and TWIC cards for their Port Division.

Kim will be sitting and working in particular with Brittan Hinds & Stephen Crenshaw in Phoenix. I'm sure we'll have a chance to embarrass her more specifically

in a coming issue of The Tri-Stater...

Welcome Kimberly!



Email: Kimberly.Scott@roadmastergroup.com

Insight from the Editor



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

**Happy
Anniversary!
APRIL**

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

21 years: Mike Enslow
14 years: Brett McConnell
13 years: Kay Dority
12 years: Khoa Nguyen
3 years: Michael Fisk
Brittany Hinds

April is almost over. I am happy that May is here, because it brings with it lots of sunshine and warmer weather. Hopefully it will also bring a little less rain for those of us in the Midwest. I am sure you guys in Arizona are having beautiful warm weather!

To all of our Drivers out there, I hope things are running smoothly for you. I can never stress enough how much we appreciate each and every one of you and all that you do for our company. Your hard work and dedication is the foundation that makes this

company great. We couldn't do it without you!!

Remember, if you have any experiences on the road that you would like to share with everyone, please email those to us at newsletter@tsmtco.com.

We really want to hear from you, and have enjoyed everything you have sent us so far. Your insight into life on the road is a great item to put into the newsletter.

So, come on Drivers!! Send us

- your pictures

- your thoughts
- your ideas
- your recipes
- your experiences!!

And again, Thanks so much to all of you who have submitted items in the past.

WE ARE #DriverObsessed!

Email us your comments, ideas or suggestions to:

newsletter@tsmtco.com

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

Department Highlight: BILLING

If Drivers are the engine that drives (pun intended) TSMT forward, the Billing department is the diesel that fuels us. When you consider they handle at least 30,000 pieces of documents each week, they have a monumentally challenging job to make sure they collect all the revenue our office staff and Drivers work so hard to produce. Theirs is often a thankless job, but they do it happily with grace and class . . . most of the time . . . there's a local PHX watering hole that could probably share stories! We should always remember that billing paperwork is the key to all revenue TSMT collects.

Meet the ladies in BILLING:



Josephine "JoJo" Nortz, with over 20 years of transportation experience, leads the department. Married with a 12-year-old daughter, Josephine has declared herself to be one of the top 8 corn-hole

players at TSMT . . . challenge accepted! "Liquid candy" = Moscatos

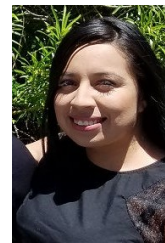


Shelly "Twins" Williams is based in Joplin and has been with the company her entire professional career – about 20 years – and is a second generation Tri-Stater! Shelly is a gardener & sewer (seamstress is probably the right word there but c'mon, we're not in the 1800's), married for 19 years and the mother of 2 girls and 2 twin boys. Her happy hour drink of choice is Dr Pepper & Strawberry Daiquiris.



Aubrey "Aubs" Aragon has been with us about 8 mos, with over 6 years in the industry. She's the mother of a boy and a girl and a proud Arizona native. A Bloody

Mary is her drink of choice, she claims nonalcoholic, but that claim is dubious.



Leslie "the Athlete" Larios joined about the same time as "Aubs" 8 months ago. Drivers – she's one of the top 6.5 nicest people in the company, please be nice to her when she calls you because she needs help with the paperwork! She's the 5th best soccer player at TSMT . . . maybe.



Jordan "Quick Fork" Eakins is the newest member of the department. She's the mom to a daughter, drives a Jeep (but not one of

the cool doorless ones, one of the safe but boring Cherokee ones), and is willing to challenge all comers to an eating contest.

You can email the Billing Department at:

tsmtbilling@roadmastergroup.com

#DriverObsessed

Meet Rachelle & William



By the time you read this, Rachelle Opolski & William Robbins will have been with TSMT for exactly one year. They've

been co-Drivers for three years, a couple for seven, friends for a lifetime. They were high school sweethearts, even though William didn't know they were . . . many years, relationships, two kids later – Will finally figured it out. Turns out Billy Crystal in *When Harry Met Sally* was right – perhaps men and women can't truly be "just friends".

A few years into their relationship, they left their corporate management jobs and transitioned to a career where they could spend time together, travel the country – all without losing their income standards. They now run as a three member TEAM with Andi, their little Shih Tzu.

They are both passionate about the outdoors and exercise. Will is an avid cyclist, and Rachelle is an ex-marathoner and triathlete. William's favorite state is Washington, largely because it is such a contrast to his home state of Arizona. Rachelle enjoys Utah as her favorite destination.

Their advice to all Drivers, especially new to the industry . . . "understand that trucking is its own lifestyle. Embrace the opportunities it gives and figure out how to find happiness in the journey" – perhaps metaphorical pun intended?

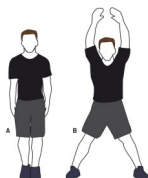
They'd be happy to help or engage or just get to know others. They can be contacted at 206.450.5638 by phone or text, or email at sunflw5575@gmail.com

Human Resources — FYI: **HEALTH**Awareness

(part 3)

In the last newsletter we told you we would give you some exercise ideas that you can do anywhere. I know with today's lifestyle, especially our drivers, time and space are limited. Here are some exercises that can be completed anywhere with no equipment!

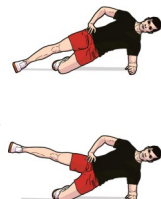
Jumping Jacks – Who hasn't done jumping jacks for fun as a child? Well, surprise – they are also great cardio exercises, and good for warming up, too.



Pushups – These are probably not the most favorite exercise of many people, but while they can be hard to do, you can find easier ways

to do them. Do them on your knees, instead of keeping your legs straight. Or, do them standing up against a wall. You will be building up arm strength and working out muscles in your chest area.

Leg Lifts – These are great for building up strength and muscles in your legs. If you find it hard to do the exercises with your legs



straight, try bending them slightly.

Crunches – The best exercise for building up and strengthening abdominal muscles. When you're just getting



started, don't worry about getting your head all the way up. So long as you're going up until you feel the stretching of the muscles, you will see some benefit.



Jogging In Place – Jogging is a great exercise for your heart. The only equipment you will require is a good pair of shoes, to eliminate any stress to your legs.



Squats – These are wonderful exercises for your legs and buttocks. You can even just try these by sitting

and standing up again from a regular chair, if you're finding them to be too difficult. As long as you're able to do a few repetitions, you will be providing some benefit to your body.

Light Weight Lifting – No, you don't need to go out and buy expensive weights for this! Just use whatever you can find in your house. Start out with something lighter, such as a can of soup, and work yourself up to heavier items. You can use milk jugs, laundry detergent bottles or even water jugs.



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Driver2Driver



Submitted by: Tom Fox
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Part Two: Being Proactive

A Driver who knows the customer and knows what the customer expects is a better Driver. I say this because being proactive with customers provides better customer service, takes pressure off of our DMs and CSRs, and can make us and the company more money. As mentioned in the previous article and as you all know, dispatch information does not always match reality. Contacting the Shipper/Receiver helps alleviate these discrepancies and improves our jobs in so many ways.

First, when we contact a customer it

makes them feel confident and comforted that we are working hard to make sure their products get delivered on time or early with no incidents. There have been many times that I've called a customer to verify their hours of business, directions, and things like what to expect when we arrive at their location. I've always received kindness and appreciation for being proactive in my service. I may never know exactly how this pays off in future endeavors, but I do know that it can only be for the good.

Second, our DMs and CSRs are swamped and work very hard to support us. A huge way we can help them is by contacting our customers. Think of all the things they could be doing instead of checking to see if our customers do this or that. Think of all the things that go wrong with our trucks

and loads that they have to handle. It is so easy to call a customer to verify their address, hours of business, and expectations when we arrive. So, there is really no good reason we can give for not contacting our customers.

Thirdly, we can make a lot more money for ourselves and the company by being proactive with our customers. On about six occasions or more, by contacting customers, I have been able to get us in to be loaded and offloaded early, which led to us taking more loads during the week, which in turn made us and the company more money. Need I say more? This is huge!

Safe Driving,

Tom

Editors Note: . . . please do not contradict Customers, but DO contact your DM ASAP!

INJURED AT WORK?

Remember the following:

- Always report any injuries sustained while working immediately!
- If you're injured during normal business hours, call either your supervisor/Driver manager or our Safety Department first:



Kevin Zahn: 877-860-1600 ext. 130
Dan Stark: 877-860-1600 ext. 131
Donnie Lester: 800-234-8768 ext. 2658

- If you cannot reach anyone, call our new Telephonic Injury Triage Assessment Program through Medcor at 1-800-775-5866. You will receive an immediate telephonic medical evaluation by a qualified licensed medical professional and they will immediately inform your supervisors of the injury.
- Safety is important to us and we want you to be safe out there! Always remember not to overexert yourselves when pulling or lifting and ask for help. Also, when climbing or descending, be sure to maintain three (3) points of contact at all times.



In Other News...



Thank WHO? Recently our very own Danny Garcia (pictured left) received this awesome edible arrangement as a "thank you". However there was no card and so the question is.... Did YOU send this to Danny? Whoever did send this to Danny please let him know it was you! And THANK YOU for taking the time to let your DM know he is appreciated too!

Email: Daniel.Garcia@roadmastergroup.com

DELISH ~di 'liSH



PORK SHOULDER + ROOT BEER + BBQ SAUCE =
EASY PULLED PORK



Ingredients:

1 (2 lb) Pork Shoulder or Butt
1 can (12 oz) Root Beer
1 bottle (18 oz) BBQ Sauce

Steps:

Place the Pork roast in a slow cooker. Pour on the Root Beer. Cover and cook on low for 6-7 hours. Pork will shred easily with a fork when done. ADD Barbecue sauce and stir to combine. Serve on your favorite type of bun.
Enjoy!

Source: www.tablespoon.com