

SPECIAL POINTS OF INTEREST:

- It's a Set Up:
SUCCESS
- Honoring the
Fallen

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Tri-Stater

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Set up our Co-Workers for Success

BY: Russ Thompson, Executive Vice President

Our company does a lot of special moves with ships, border crossings, and high level customer requirements, and all in all we do a very Good job. But..... we need to become Great.

Great comes from being excellent communicators, we ensure we know exactly what the customer is expecting, document the process, and ensure everyone it touches is 100% up to speed.

We've had several instances over the last few weeks where our drivers were given a load that had some very special instructions and when they got there they were not prepared and had some issues trying to do the job that we were hired to do. This caused a lot of frustration for our drivers because they looked unprepared and not professional.

This also caused our customers to send some emails expressing their

dissatisfaction at our unprofessional drivers and we also sent internal emails chiming in about our failures. These emails focused on our drivers and their inability to do a job that the customer requested.

But here's the problem, **the focus shouldn't be on the driver, it should be on us, because we did not Set them up for Success.** Our customer hired us to do a specific job and we as a team failed to execute on what they paid us to do.

We failed because we left out the little things that our drivers needed to be successful. It is the little things that make the difference between a Good company and a Great company. The little things take more effort on the front side but eliminate all the confusion and all the fires that come when we fail.

So what are the little things? It's everyone on the team taking that little bit of extra time to make sure

the customer's requirements are perfectly clear.

It's making a phone call instead of sending an email or Qualcomm message.

It's going above and beyond to assist your team or a customer.

It's taking the time to train your team so they know all aspects of their job and most of your job.

It's supporting each other so we are all Set up for Success.

The little things are when people say "Wow, I can't believe he/she did that for me". They say it because they aren't used to being treated that way.

Thank you for all you do!
Russ



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Honoring the Fallen

BY: Josh Pearson and Dan Stark (USAF Retired)



Memorial Day is often remembered by most as the start of the summer. Camping and barbecues often overshadow the meaning of this holiday.

This holiday is in remembrance of those who paid the ultimate sacrifice throughout the many great wars, when our country called upon them. In years past it was mostly men, now women have joined those ranks as well. For many families they never got to say good bye!

For those families that have lost loved ones since WWI have been designated as Gold Star Family Members. Thus originating as the blue star service flag in recognition of those who had family members serving abroad during conflict, the blue star turned into a gold star in recognition of those lost. For

many Gold Star family members, Memorial Day is more than the beer, BBQ, and a 3-day weekend. The knock on the door from a service representative escorted by the service chaplain will forever be engrained in your memory as you question why this happened to me.

Memorial Day is about the men and women that serve, have served, and who have made the ultimate sacrifice for our country.

In closing remember those who lost their lives for our freedoms we share today. May these words resonate on this holiday, they are gone but they are not forgotten!

Washington, Nov. 21, 1864.

Dear Madam,--

I have been shown in the files of the War Department a statement of the Adjutant General of Massachusetts that you are the mother of five sons who have died gloriously on the field of battle.

I feel how weak and fruitless must be any word of mine which should attempt to beguile you from the grief of a loss so overwhelming. But I cannot refrain

from tendering you the consolation that may be found in the thanks of the Republic they died to save.

I pray that our Heavenly Father may assuage the anguish of your bereavement, and leave you only the cherished memory of the loved and lost, and the solemn pride that must be yours to have laid so costly a sacrifice upon the altar of freedom.

**Yours, very sincerely and respectfully,
Abraham Lincoln**

Editor's Note: This holiday is personal to many of our co-workers. Josh Pearson remembers and honors his brother who was lost in Iraq on April 23, 2007.

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Insight from the Editor



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

It is Memorial Day weekend. Cities and towns across America will observe Memorial Day by visiting cemeteries and remembering those we have lost. There will be parades with veteran's organizations and military personnel participating. On this day, each of us should think about and remember all of the sacrifices that have been made and are being made by our military service members and their families. They willingly go into harm's way to protect this country and our freedom, and we honor their ultimate sacrifice.

We have many veterans working for

us right now both Driver and office personnel. I personally want to thank each of you for your service. Our company loves and respects our veterans!

Since it is a holiday weekend a lot of people have Monday off from work, and because the holiday also unofficially marks the beginning of summer, there will be a lot of people out on the roads going on weekend trips, or to family get-togethers or barbecues. Memorial Day weekend is always one of the busiest holiday weekends of the year, making your job as a profes-

sional truck Driver more challenging. I know as one of our great Drivers, you will put **SAFETY** as a top priority when traveling down our nation's highways. You all have the skills and training to deal with the extra traffic. More than ever, make that effort to be more aware because there will be some unsafe people out on the roads!

Again, I want to say thank you so much to all of our veterans, here at TSMT/Roadmaster Group and all over the country.

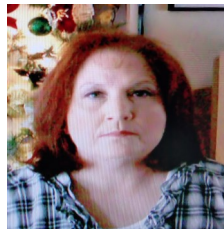
#WeLoveOurVeterans!

WE ARE #DriverObsessed!

Dept. Highlight: AFTER HOURS DISPATCH



John Hicks



Becky Hodges



Scott Reynolds



Twyla Alexander

THINK!

If you have something to share with the newsletter staff please email us your comments, ideas, suggestions or recipes to:
newsletter@roadmastergroup.com

Perhaps the most anonymous or the least known members of TSMT is our afterhours/extended coverage team. Twyla Alexander, Scott Reynolds, & Becky Hodges, led by John Hicks supports all areas of Operations. Given the ratio of one (or at most two) staff members to the entire driving force, issues often must be prioritized . . . please be patient with them. Absent an emergency situation oftentimes all Extended Coverage can do is pass information on to the appropriate Driver Manager, Unit Leader or CSR to handle the next morning.

They are often asked to deal with questions and issues that can only be handled during business hours, i.e. Payroll, Bonus Miles, Co-Driver concerns, etc. Drivers should remember that they don't always have access to all the resources that your

DM's have during the day. If they don't have the information needed to solve a problem with a load or a customer, they attempt to contact someone to get the needed information. Sometimes that is fairly straightforward and they can find a solution quickly. Other times they have to forward the information to be resolved the next business day.

Twyla and Scott have been with TSMT since October 2016 and this is their first venture into trucking. Becky has been with TSMT for nine years and all of that time has been in Extended Coverage.

Scott works 1600-2359 Monday - Friday.

Twyla works 1800-0600 Monday - Wednesday.

Becky works 1800-0600 Friday - Sunday .

Thursday night is split between Twyla and Becky, they change at midnight.

Weekend day staff is 0600-1800 on Saturday, Sunday and holidays. Like nights, weekends are a

single staff situation so the same priorities apply as at night.

AH/Extended Coverage THANK YOU for going above and beyond, and for all that you do! You help make our team GREAT!

Happy Anniversary!

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

TRI STATE - MAY 2017
Non- Drivers

39 Years: Annette Merriman

17 Years: Tommy Sofia

5 years: Carrie Cornwell

4 years: Chris Stevens

3 years: David Jenner

2 years: Josh Pearson

1 year: Nathan Derrick
Ray Morales

ROADMASTER
SPECIALIZED INC.

MAY 2017
RMS Driver:

1 year:
Billy Newman

Congrats to you
Billy!!! Thank you for
your service!

#DriverObsessed

Meet: Butch & Dena Smith



We have an announcement to make, after 15 years together Earl "Butch" Smith & Dena Poole finally tied the knot! [Butch, Dena, all we can say is it's about time!] Our congratulations to you both!

Let's rewind a bit – Butch & Dena are one of our DROM teams. Dena started driving in 1996, and Butch started driving back in . . . well, it's easier to say that Butch has been driving for LIFE! It's a family affair, Butch & Dean came to Tri State in 2004, Butch's Mom & Dad were

already driving for the company and retired in 1998. Also his Sister & Brother-in-Law were drivers with the company as O/Ops then too. Butch & Dena will be celebrating 13 years with the company this summer!

Combined Butch & Dena have 5 kids and 3 grandkids. The most memorable moment for them since they came to Tri State was back in May of 2011 when the tornado hit Joplin and personally effected their family – it was the response of their Tri State Family that came together and went above and beyond to help not only them but all those effected.

Looking back at all the loads they've hauled, Dena shares that the most unique load that they've hauled had to be the time they took a load of champagne glasses from Los Angeles out to New Jersey on the floor of a non air ride trailer and nothing was broken, not a single glass!

Dena enjoys crafting, in fact beading and needlework are her specialty. She along with her best friend Maxine – who also happens to be her Mother-in-Law – are in the process of starting their own business called "2 Crafty Old Ladies". Among other things, Dena creates sun catchers & wind chimes.

Butch is a bit of a book work, he loves to read, work on the yard, and hang out with his brother.

When Dena eventually retires she says Butch will probably stay out on the truck. She says he's a trucker for life.

The picture above is from their recent wedding, April 14th 2017, when they were married in a Country Caboose right here in our "back yard" in Joplin, MO. Congratulations again to you Butch & Dena!!

Thank you for all you do, for your dedication and loyalty to the company. You are the reason we are #DriverObsessed

Feel free to reach out to the Smiths via email: denapoole@yahoo.com

Human Resources Share:



An Old Truck

Out back in the
wrecking yard
covered by a ton
of dust
A veteran of the
highway sits and
slowly turns to
rust
No headlights now
to show the way,
Her windshield

cracked and glazed
Does she sit and ponder what she has seen
in better days
Trips across the prairie beneath an endless
sky
Her engine singing loud and strong as the
miles went rushing by
Thoughts of a winter mountain pass
choked with ice and snow
She traveled over highways where Angels
feared to go
North up to the ice roads, south to sand
and sun
East to west then back again, oh how she
loved to run
Does she think of the many people who
slept there in her bed
Does she remember all the things they
done and all the things they said
Now she's back there in the corner as the
days slip slowly by
LOOK — what's that on her windshield,
could a big truck really cry?

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By Samuel Barradas.

Submitted by: Lindy Link

Email: Lindy.Link@roadmastergroup.com

NEW EMAIL: @ROADMASTERGROUP.COM

We want to make all of our Drivers aware that our email addresses for all of our office, shop and terminal employees that have a company email address are changing. Instead of having the **tsmtco.com** suffix, they will now have **roadmastergroup.com** as the suffix. Here is an example – my email address, kyla.jewsbury@tsmtco.com will now be kyla.jewsbury@roadmastergroup.com. Please change all of the email addresses in your address book to reflect this, and if you have any questions please let us know.

DRIVER Q&A



Question:

I want to become an Owner Operator....how do I do that with Tri-State?

Answer:

Tri-State has two types of O/O tracks, 1) a qualified TEAM can buy their own truck. Basic requirements of the truck is that it must be California legal (preferably newer than 2014), and total weight (tractor, fuel, personal gear, etc) weighs less than 23,000 lbs. 2) a company TEAM can qualify for our industry leading lease program. A qualified TEAM should be together for at least 12 mos at Tri-State, have hazmat/tanker/TWIC/Full DOD clearance/US Passport/QE Permit, and strong safety and operational record.

Anyone with more interest should contact Michael Fisk for more details or to find out about eligibility.

Email: Michael.Fisk@roadmastergroup.com

DELISH~di 'liSH

Delicious Ramen

What you'll need:

2 packs of chicken flavored Maruchan brand Ramen – do not use Campbell's (gets mushier quicker than normal) or Top Ramen (just tastes bad).

2 medium sized eggs

Fistful of fresh spinach (Frozen spinach can be used if necessary. Don't use canned spinach . . . it sucks)

A dash of sesame oil



Optional flavorings:

Saracha – highly recommended

Picante sauce – not terrible
Taco Bell Hot Sauce packets – when you're really just dead broke

Optional ingredients:

Corn beef hash – "Island style"
Broccoli
Hard boiled eggs
Kale

Directions:

Break Ramen bricks in half, put into pot with season packets and with water.
I'm a man, so no, I don't use measuring

cups . . . just eyeball it, you'll be fine
Bring pot to a low boil
Dump in a few generous handfuls of spinach, stir into pot – let cook for maybe 60 seconds . . . as a man I don't really use a timer either – you'll be fine. Add a few drops of sesame oil, stir.

Crack eggs directly into pot, stir the eggs into your noodle and spinach compost

Add additional flavorings

Should feed 2 regular people . . . but I'll be honest, I tend to eat the whole thing myself. As a man, I eat directly out of the pot.

You can thank me later for the most delicious \$.50 cent meal you've ever had.



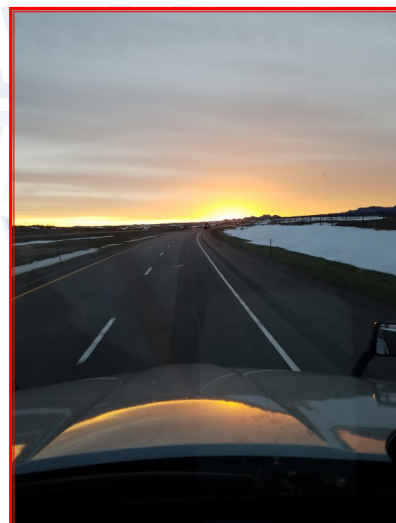
Email: Michael.Fisk@roadmastergroup.com

Yum

We are always looking for something yummy to share! If you have a quick and easy super delicious recipe that you're willing to share please let us know by emailing your ideas to:

newsletter@tristatesecured.com

OTR SCENERY



"Wyoming Sunset" - taken and submitted by Dana Anderson

Submit your pictures to: newsletter@tristatesecured.com