

SPECIAL POINTS OF INTEREST:

- Being Prepared & Proactive
- On the Move

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JULY 14, 2017

Being Prepared & Proactive

BY: Don Welchoff, Executive Vice President

I would like to thank everyone for their efforts as we have continued to increase our revenue and load counts. This is the result of everyone working together, becoming more efficient and being mindful of our customer's needs.

As noted in previous Tri-Staters, we continue to struggle at times in meeting our customer's expectations. I feel that the following areas are ones that we need to continue to address:

CSR Communication: Check and double-check to be sure that ALL requirements associated with a particular load are listed in Loadmaster with the load information. Some example are: Equipment type, (van vs flatbed trailer) Services re-

quired, (cleared vs non-cleared drivers) PO numbers, Directions (are specific instructions needed in order to pick-up or deliver).

Driver Managers: Constant review and verification of PTAs, which should assist in the planning function by improving asset utilization. This will also help us identify potential service failures so we can develop an alternate plan as well as communicate to the customer. Additionally, direct contact with the driver(s) via phone on each dispatch will eliminate issues that may slip through the cracks and ensure that our drivers are set-up for success.

Drivers: Review each and every Pre-Plan thoroughly. When necessary, inquire to the Driver Manager with regard to any aspect of the load that is

unclear or requires clarification. Also, make immediate contact with the Dispatch/After Hours Dispatch group with delays, potential delays or problems.

This way, the communication flow will allow us to keep the customer abreast of the situation as well as provide our Operations team with the opportunity to react accordingly.

In closing, our goal is to build upon the recent success that we have achieved. By working together and being proactive, the sky is the limit!



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1st Cornhole Championship

BY: A sore loser . . . Not Cheryl Adams.



Due to injury – Cheryl Adams got an engorged throat contraction at the wrong time (Heimlich maneuver was immediately performed, so I guess she's going to be OK) – From the we begrudgingly congratulate Jeanette Denton & Annette Merriman as the 1st ever Joplin Cornhole Champions . . . !

Annette Merriman was selected as tournament MVP

Pictures of the event are below. There is an investigation pending on the legality of Annette's reverse leg kick. – And I would suggest she had multiple foot faults as well, but apparently there's no evidence to support my allegations.

1st place – 3 seed Jeanette Denton & Annette Merriman

2nd place – 4 seed Cheryl "Heimlich" Adams & Mike Fisk

3rd place – 10 seed Leah Groom & Mark Kinman



Insight from the Editor



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

Independence Day was this month. It is probably my favorite holiday of the year. The weather is usually sunny and hot, everyone gets together for pool parties and barbecues, and there are millions of fireworks going off across the country. It is a very patriotic and fun time of the year.

But, more important, is the significance of the Fourth of July. Our Declaration of Independence was adopted by the Continental Congress in 1776. And so, against all odds, and even against reason, that Declaration told the world that

“these United Colonies are, and of right ought to be, free and independent states.”

The great importance of the 4th day of July, then, is that it marks the birth of the United States of America.

The very words should send awe-filled shivers up your spine, as they do mine.

The first celebration of American Independence took place four days later in Philadelphia, where the Continental Congress was

still meeting. Now, we celebrate in towns and cities all over the US with amazing fireworks shows.

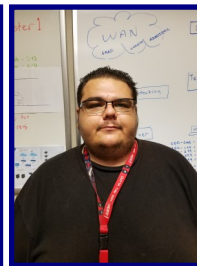
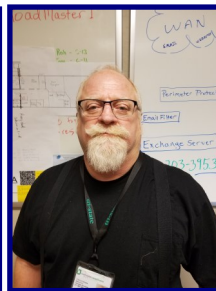
I hope everyone had a safe and fun 4th of July!!!!

As always your opinions, suggestions and ideas matter! Let us hear from you by emailing us at:

newsletter@roadmastergroup.com
#DriverObsessed!



Dept. Highlight: ICS



(pictured above from L/R) Felicia Joines, Mark Kinman, Ron Mason, Rob Smith

In today's business, information and technology is key. Almost everything we do revolves around using some sort of technical device and we have more data now than ever before to help guide our decisions. The IT Department is responsible for making sure all of your technical needs are met, keeping your data safe, and offering solutions to challenges that you encounter.

Felicia Joines, IT Director, works in Joplin and has been with Tri-State for 29 years. The thing she enjoys most about her job is helping users find a better and more effective way to do their job. She loves spending time with her kids whether it is going to

the lake or doing horse related activities.

Ron Mason has worked in the Glendale office for 4 years. Ron and his wife have 4 children between them along with 6 grandkids, 2 of which they are raising. Originally from Kansas City, KS, he likes to hike and love sports. Rock Chalk Jayhawk and Go Chiefs!

Mark Kinman has worked in the Joplin office for 17 years. Mark enjoys visiting with users as he is always away from his desk working on a user's computer or installing hardware. Away from

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home, Mark always has a project he is working on. His current project is building a cabin at the lake.

Robert Smith works with Ron in the Glendale office and has been with us for 1 ½ years. Robert has two dogs in his household and is in the process of moving to a new home.

Robert and Ron are contractors who work for Gary Greb who is the owner of Network Integration Consultants. Even though they are contractors, we think of Robert, Ron and Gary as part of the Roadmaster family.

ICS's goal is to provide tools which allow our customers to do their job efficiently. While the goal is simple, accomplishing that goal is not always an easy task. If you are struggling with something computer related, whether hardware or software, please let them know. To borrow words from Russ in a previous Tri-Stater, sometimes it is the small things that matter. No matter whether the problem is big or small, they want to know about it. They will strive to give you, our customer, the best service possible.



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

newsletter@roadmastergroup.com

Happy Anniversary!

**Congratulations, hats off,
and we appreciate you!**

TRI-STATE-JULY 2017 Drivers

**ROADMASTER
SPECIALIZED
JUNE/JULY 2017
RMS Non-Drivers**
16 years: Jim Fleet

RMS Drivers
6 Years: James Carel
3 Years: John Lazenby
1 Year: Robert Anderson

**TRI STATE - JUNE/JULY
2017**
Non- Drivers
24 Years: Vickie Newcomb
Mark Warren
21 Years: Choya Wells
20 Years: Twyla McDermott
14 Years: Charlie Pittman
13 Years: Larry Reynolds
12 Years: Kara Hamulak
Don Welchoff
9 Years: Daniel Garcia
7 Years: Cyndi Carter
4 Years: Dan Johnson
2 Years: Damon Armstrong
Michael Shear
1 Year: Jerold Frazier

19 Years: Trudy Stroup
15 Years: Dwayne Roberts
13 Years: Barbara Fariss
Kenneth Fariss
11 Years: Beverly Harris
James Roberts
9 Years: Steven Blehm
Deborah Blehm
Melvin Edwards
8 Years: William Park
Sherry Park
7 Years: Albert Pruzinsky
6 Years: Jim Phelps
John Phelps
4 Years: Edwin Krisher
Sue Krisher
Jorge Rodriguez
Michael Markle
Kenneth Aston
Katina Aston
Louis Loving
Jonathan White
Ellanya Richey-Seifried
Michael Seifried

3 Years: Ronald McCain
Noilani McCain
Joshua Gardner
Johnny Davis
Barbara Smith
2 Years: William Gray
Lorne McCrary
Francisco Hernandez
Susan McVay
Joseph Baker
Sean Little
1 Year: Kenneth Williams
Edward Howell
Carol Meeks-Howell
Ryan Hufford
Patricia Nickelson
Timothy Nickelson
Christopher Miller
Echo Miller
Noel Alcantara
Tonja Lawler
Kevin Reicks
Charles Harris Jr.
Gary Strossner
Brian McGrady
Jessica Rodriguez
Robert Smothers
Brian Athey
Timothy Lemmon
Tonia Kennedy
Michael Morgan
Ethan Fortin
Ramiro Lerma Jr.
Brian Oberlander II
Charles Hoage
Sheryl Hoage

ON THE MOVE



Wade Fackrell—Operations Manager

Wade Fackrell has been brought in as the New Operations Manager. He has over 25 years in the transportation industry including manager of 12 terminals and 4,000 trucks at the company he left. Wade brings a vast

knowledge of the transportations industry and is an expert in Lean Management, developing KPI's, and building great teams. He is a leader that will dig in and learn every role in our operations team so that he has a complete understanding of what it takes for you to be successful. He is also big into continuous improvement and training so that everyone on the team is an expert and is empowered to make decisions quickly.

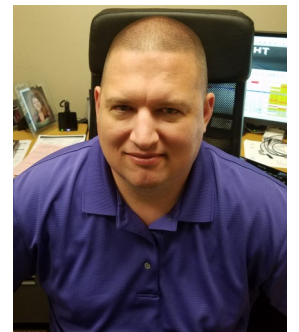
Felicia Joines—Information Technology Director

Felicia Joines has been appointed Information Technology Director. In this role Felicia will have oversight of all IT based technologies. Her team will consist of Mark Kinman in Joplin and Ron, Robert and Gary in Glendale. Felicia and her team are actively working to evolve our IT platform and provide our users an exceptional experience.



Chris Stevens—Network Optimization Manager

Chris Stevens has been promoted to Network Optimization Manager. Chris has over 10 years in the transportation industry and 7 years with SLT/Tri-State and brings a high level of experience in our industry. Chris is an expert in our operational software and can bring us to a higher level of efficiency by using our technology and being aggressive on ATR pricing. His responsibilities will include the implementation and training of Load and Planning software; optimizing the network for balance and work closely with our sales team on lanes we are over or under booked as well as lane profitability. His team will Manage and adjust the ATR pricing for TPS, FAK, and Spot, on a time-ly basis so we can maximize our best paying freight.





Summer

Find and circle all of the summer words that are hidden in the grid. The remaining letters spell an additional summer item.

J U N E S T S S S S S Y K S E U L B M
 U S M E A U Y E O U H I K I N G S A
 S M W E E A N L U B N W A S E Y R E
 U T W I R R S G I C A B L N A R E R
 N S H V M T C C L T E A U D T V L C
 T Y U G I M Y S E A D B I R S S K E
 A G L C I C I R N N S L R R N D N C
 N R E U L F M N A U O S E A R G I I
 O E A E J E R S G H S W E A B N R C
 S E D A L B R E L L O R O S R I P R
 C N A O F L O G T L T B T E E T S E
 H G N I H S I F F A E O A E E A H C
 O R C A M P I N G T W T H B Z O C C
 O A C I N C I P A W A S P S E B A O
 L S F L I E S K M O S Q U I T O E S
 T S U G U A S I L L A B E S A B B O
 G N I N E D R A G S U N S H I N E N

ANTS	FISHING	JULY	SUNBURN
AUGUST	FLIES	JUNE	SUNGLASSES
BARBECUE	FLOWERS	MOSQUITOES	SUNSCREEN
BASEBALL	GARDENING	NO SCHOOL	SUNSHINE
BEACH	GOLF	PICNIC	SUNTAN
BEEES	GREEN GRASS	ROLLER BLADES	SWEAT
BICYCLE	HAT	SANDALS	SWIMMING
BLUE SKY	HIKING	SKATEBOARD	U V RAYS
BOATING	HOLIDAYS	SOCCER	WASPS
BREEZE	HOT	SOLSTICE	WATER FIGHTS
CAMPING	ICE CREAM	SPRINKLERS	WATERMELON



DRIVER Q&A

QUESTION:

What's the deal with our company name? Are we TSMT, or Tri-State, or something else?

ANSWER:

Technically Tri-State is registered as Bedrock, Inc – “Doing Business As” (dba) Tri-State Motor Transit, CO (TSMT). With a rebrand initiative that will be launched in August (Stay tuned for more info!!) Bedrock/TSMT should simply be known/referred as “Tri-State”. The official SCAC code will remain TSMT, and all business entities will remain the same . . . we’ll simply be known to the public as “Tri-State – The Leader in High Security Transportation” or “Tri-State”.

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DELISH ~ di 'lish

PEPPERONI BREAD—GREAT APPETIZER



We are always looking for something yummy to share! If you have a quick and easy super delicious recipe that you're

Ingredients

1 (1 pound) loaf frozen bread dough, thawed
 1 egg, beaten
 4 ounces sliced pepperoni sausage
 1 cup shredded mozzarella cheese
 1/4 cup grated Parmesan cheese
 1 1/2 teaspoons Italian seasoning



Directions

Preheat oven to 375 degrees F (190 degrees C). Lightly grease a baking sheet.
 Roll frozen bread dough out into a rectangle.
 Brush dough with beaten egg. Arrange pepperoni, mozzarella cheese and parmesan cheese over the dough. Sprinkle on the Italian seasoning. Roll up dough like a jelly roll and pinch seam to seal; place, seam side down, on prepared baking sheet.

Source: Josephine Nortz

Email: Josephine.Nortz@roadmastergroup.com

