



SPECIAL POINTS OF INTEREST:

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Tri-Stater

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ZERO Tolerance Month

BY: Don Welchhoff, Executive Vice President



Thanks to everyone for their efforts in the 3rd Qtr for record revenue and load

counts. This is the result of everyone working together and increasing higher utilization of our trucks.

As noted in previous Tri-Staters, we continue to struggle at times in meeting our customers' expectations. Currently, a major challenge the company faces are Hazmat violations which have increased dramatically in the past several months. On every hazardous shipment, we must always make sure that we have correct paperwork

and quantity that are associated with every shipment. Check the BOLs and if you identify an error or have any questions use Tri-State's resources. We have some of the best personnel the industry has to offer. If it is another driver, your DM, Safety or any other department we will assist you to ensure we avoid a violation. If you cannot properly secure a load work with the shipper to correct the problem, if it cannot be accomplished contact your DM. Do not ever accept a load that cannot be properly secured. We have too many drivers that have been cited for improperly placarding and load securement. Do not feel pressured by any shipper to sign for the load if paperwork and placards are not correct, or if loads are not properly secured.

When a shipment is detained for a

Hazmat violation, it effects the customer's supply chain. A delayed shipment could cause a plant shutdown or delay chargebacks to Tri-State for a ship or plane that equate to \$10,000+. More importantly with a higher frequency of violations, the customers' perception is we are not exercising proper safety and security of their shipments.

The Hazmat violations are easily correctable by each driver completing a check and balance on every shipment. Take more time reviewing your shipment before departing to avoid delays and violations down the road.

In closing, our goal is to have Zero Hazmat violations for the month. By working together and being proactive, this goal can be achieved. Be Safe and thank you ALL for what you do to make Tri-State the best!

Email: Don.Welchhoff@roadmastergroup.com

Sharpen the Saw . . . "Let's be perfect"

By: Michael Fisk, Dir. Marketing/Hiring/Development

As Frank Larance noted in an email recently, "Tri-State is amongst a select group of companies that has earned the right to move some of our countries most secured freight. Along with this privilege comes a responsibility to follow policy and procedure." Tri-State is much different from any other trucking company in the world, literally. We hope that you're proud of that! Roadmaster Group/SLT and now RMG/Tri-State has literally grown over 300% in trucks, revenue, Drivers, etc in the past three years. We are well positioned to have even more growth in the coming three years. However, with that growth, we need to take occasional breathers, assess, and calibrate where needed.

The month of October has been designated as a month to improve our skills, to "sharpen the saw" so to speak. Most of you are essentially "perfect" in how you go about your day-day functions. Some of us need to improve and embrace a desire and willingness to have a "Let's be perfect" attitude. Here are some recent issues we've had as a company that need to be addressed.

Hazmat violations: On average we handle about 2500 hazmat loads per month. We get about 1-3 DOT violations per month. What that means is that we're almost perfect . . . but that's not good enough. We need to be perfect! Most of the violations are avoidable – if you have doubt, ASK . . .

Customer service relations: In recent months, we've had several Drivers banned from specific customers. That should NEVER happen – and is a huge black eye to each

of us. The quickest way to be terminated from the company is to have a customer complaint.

Pets: As you know, many of our customers do not allow pets, including all DOE customers. As a company we allow and support pet owners, but that has been put in jeopardy recently by the few pet owners that won't follow policy & procedure – including sneaking pets on to facilities where pets are banned.

Take a moment and consider how each of these affects our ability to get freight, and then take another moment to think about how that affects the company, and then a final moment to consider how it impacts you and your family.

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Insight from the Editor



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

THINK!

Paperwork Reminder:

**When you use
Drive Axle to turn
in your paperwork
make sure you
DOUBLE CHECK
your Load Number.**

**This helps you get
paid correctly and
in a timely manner.**

Happy October everyone! You can feel it in the air that the season is changing to Fall. This is my favorite time of year for two reasons. One, Fall brings FOOTBALL! I love every level of the sport, high school, college and pro. And two, Fall brings Halloween!

The word Halloween comes from an old Scottish term which means "All Hallow's Eve" since Halloween lands on the day before All Saint's (Hallow's) Day, a Christian holiday. Since much of the history of Halloween wasn't written down for centuries, some of it is still sketchy and subject to debate. What we know as **Halloween** began as the

ancient Celtic festival known as Samhain, more than 3,000 years ago. They believed that on October 31, the boundaries between the worlds of the living and the dead were at their thinnest. Because the two worlds overlapped, the deceased could come back to life and cause all manners of havoc like playing tricks or even causing harm such as spreading sickness or by damaging crops. The Celts left food at their doors to encourage good spirits and wore masks to scare off the bad ones.

In the Celtic times and up till the medieval ages, fairies (a.k.a., faeries) were also thought to run free

on the Eve of Samhain. Faeries weren't necessarily evil, but not particularly they weren't good. They were mischievous. They liked rewarding good deeds and did not like to be crossed. On Samhain, faeries were thought to disguise themselves as beggars and go door to door asking for handouts. Those who gave them food were rewarded. Those who did not were subjected to some unpleasantness. This evolved to what now is Trick-or-Treating.

Everyone have a great October and please, be careful out there on the roads! Email us your comments, ideas or suggestions to:

newsletter@tristatesecured.com

Hazmat 101: Check Twice

By: Andy Bradford, Orientation Manager

Hazmat Violations are a headache, to say the least, for all involved. Money out of pocket, down time and CSA scores are some of it. More importantly, it means one or many people could have been hurt or killed if there were an incident. The main question we all are asking is, how do I avoid the headache of a hazmat violation? The only answer I can come up with is "training". Not only being trained, but putting in all the effort one has to use their training. Most violations we are receiving are because we aren't checking our loads when we get them. We are simply trusting the work of the previous person who had the load. Maybe it was the shipper, or maybe it was a driver with our company. Either way it is now our responsibility to double check everything possible.

I would like to give everyone a few tips, I use most days.

1st Tip: I always try to remember is "The customer is always the customer, but they are not always right."

We always want to be respectful and helpful to our customer, but we have to haul the load, and do our job safe and legal.

The CFR 49 is ALWAYS right.

With that being said, our hazardous waste customers give us a total tally sheet with our load. It is supposed to be the total weight for each hazard class on the load. Which would be nice for placarding. **PROBLEM: It is rarely correct.** I will advise making your own total tally. I have a worksheet that will make this easier than imaginable. Stop by Joplin Terminal and get some copies (or we'll email it to you). I know these loads have many pages of manifests, but it is worth the time and effort. Placarding violations are some of the worst violations we receive.

2nd Tip: Make sure we are signing every manifest and checking our transporter information.

Here is our information for waste loads.

EPA ID # MOD 095038998

Transporter Name:

Option 1--Bed Rock Inc DBA TSMT Co

Option 2--Tri-State Motor Transit Co

Do NOT USE "TSMT" or "Tri State"

Keep checking the Tri Stater for more helpful tips in the future. In the meantime, all of our operations group are refreshing their hazmat training. This means your DMs and support group in the office will be able to answer a lot of your questions. When you can't get the answer you need, Donnie Lester and myself are available for your questions. My cell # is 417-434-4207.

Tri State Orientation Manager,

Andy Bradford

Andy.Bradford@roadmastergroup.com

Happy Anniversary!

October 2017

40 Years: Bruce Jones**24 Years:** Leah Groom**23 Years:** Art Graves**18 Years:** Vicky Willis

Dennis Elings

9 Years: Gina Stevens**8 Years:** Tom Wells

Sue Wells

Jose Saucedo

6 Years: Casey Beason

Greg Beeching

David Ransom

Robert Potter

Carolyn Potter

5 Years: Russell Figgins**3 Years:** Andy Bradford
McArthur Fountain

Patrick Seward

Michael Caves

Joe Lipuma

2 Years: Frank Larence

Michael Yut

Jody Rushing

Tony Ashbaker

Sheila Ashbaker

David Johnson

Ryan Nichols

Debra Davis

Joe McNeill

Sean Summers

Alicia Summers

1 Year:

Jesse Dotson

Juanita Dotson

Stephen Crenshaw

Twyla Alexander

Dan Beckett

Scott Reynolds

Daniel Adjar

Roger Holcomb

Scott Steinwand

Denise Steinwand

Tiffany Dyer

Jerry Dyer II

Lisa Clifton

Tim Clifton

Happy Birthday Aunt Ruthie!



We join Peggy Hosp & family in wishing Ruthie Lawrence a very Happy 105th Birthday this Oct. 15th. Ruthie says "I'm a survivor of 105 years of blessings & burdens." She attributes her long journey to her faith, family and friends.

105 and counting!

#DRIVEROBSESSED

Chase & Laura Strode



Meet Team Heggins – Strode

Andrew "Chase" Strode, and his wife Laura Heggins-Strode have been with



Tri State for almost 2 years now. They began their journey as company drivers and are now a very successful Lease/Op team.

They met in Chattanooga, TN when they both worked for a previous employer. They have been driving since 2009 and been driving together for the last 4 years.

When talking to Chase and Laura about what they enjoy most about Tri State they stated that aside from having an open door policy, it is a real pleasure to work with such a profes-

sional team that allows them to be more efficient in their ability to transport freight, including military loads. Laura states, "Being able to assist our troops is one of the most prideful things we get to do."

As far as down time, both Chase and Laura agree,



"Anything outdoors is a go for us." They both like bass fishing, Laura says Chase is far better than she is. For Laura she has always been drawn to animals and plants.

This coming summer they have something special coming up; they are going to Haiti with Laura's sister-in-law to help facilitate water and food throughout villages in need.

Future plans? "Enjoying life and living well" says Laura.



All in all the number one piece of advice they would give to a fellow driver is to 1. Pay attention. 2. Never assume. And 3. Do your due diligence.

Thank you Chase & Laura for all you do. Thank you for representing the company well and treating others with respect. Thank you for taking pride in your job. It's contagious!

If you would like to reach out to Chase & Laura you can email them at:

kineticenergy1974@gmail.com



Insurance Open Enrollment —Ends Soon!

Open enrollment for health insurance is ending soon. **October 18th is the deadline.** If you have questions or need to turn in your paperwork please contact HR immediately.

Contacts:

Lindy Link: 623-344-1101

Lindy.Link@roadmastergroup.com

Or

Cheryl Adams : 417-621-2413

Cheryl.Adams@roadmastergroup.com



SPEED & SPACE MANAGEMENT

A Safety Message from Donnie Lester, VP of Safety

Managing speed and space means adjusting to road conditions and maintaining enough space around your vehicle to operate safely.

In order to manage speed & space, a driver needs to understand the factors that are involved in stopping a vehicle. These factors are:

- perception distance
- reaction distance
- brake lag distance, and
- braking distance

PERCEPTION DISTANCE – This is the distance a vehicle travels from the time a driver sees a hazard until his/her brain recognizes the hazard. Perception time for alert driver is about three-fourths of a second. At 55 mph a vehicle travels about 60 feet in three-fourths of a second.

REACTION DISTANCE – Reaction distance is the distance a vehicle travels from the time a driver's brain tells him/her to move his/her foot from the acceleration until his/her foot hits the brake pedal. The average reaction time for a driver is three-fourths of a second. At 55 mph that accounts for another 60 feet traveled.

BRAKE LAG DISTANCE – When operating a vehicle with air brakes, it takes about one-half second for the mechanical operation to take place.

BRAKING DISTANCE – This is the distance it takes a vehicle to stop once the brakes are applied. Braking distance is affected by weight, length, and speed of vehicle as well as road conditions. A heavy vehicle's components (brakes, tires, springs, etc) are designed to work best when a vehicle is fully loaded. At 55 mph on dry pavement with good brakes, a heavy vehicle travels about 170 feet and can take about 5 seconds to stop.

When you add together the four factors (in ideal conditions at 55 mph), it will take about 6 or 7 seconds to stop and the vehicle will travel about 290 feet (almost the length of one football field) in ideal conditions. Keep in mind that high speeds will increase the stopping distance.

ALWAYS REMEMBER YOU ARE THE PROFESSIONAL DRIVER!

Email: Donnie.Lester@roadmastergroup.com

BE MORE THAN.

By: [Theresa Porter](#), Hiring/Development Manager

SIX THOUSAND and counting...

Having been with Tri State for just over 6,205 days and counting I've seen a lot of change. A lot has happened. Change in every sense that can be imagined - good, bad, heartbreaking, awesome, amazing, hopeful, etc. One thing that has never changed is that we are still TRI STATE. In the trucking industry being TRI STATE means something. It means respect, experience, excellence, prestige, elite, etc. We are known to be leaders, to be the hands, feet, minds & HAULERS moving SPECIALIZED commodities all across our great United States with UNMATCHED customer service! Our "front line" is every TRI STATE DRIVER that pulls into a shipper or receiver and shakes the hand of the person they meet. And the professional manner in which they conduct business. HONOR, PRIDE, & STRENGTH come to mind when I think about the legacy that I am now a part of. . . that you are a part of.

Many of you are already there, but what we're demanding from some of you hasn't been easy. Some of the "old-timers" are having a hard time adjusting to the new changes. Some of the "new-timers" haven't properly adjusted to the higher standards and expectations. For better or worse, we need everyone to get there. In many ways the cliché of "only as strong as the weakest link" applies.

That being said, I appreciate the "Let's be perfect" article also found in this issue of the Tri Stater – but I have something I want to add:

- ASK, ASK, ASK – if you even think you "might" have a question – ASK IT.
- STEP IN – If you see someone, a fellow Tri Stater, doing something the wrong way or struggling to do something STEP IN.
- CYA – need I say more . . .
- COMMUNICATE.

Enough is enough! The answer is simple - STOP being less than < and START being more than >. Every person that is part of RMG/Tri State has a job to do. Your performance should be at the highest level [MORE THAN] possible. Go the extra mile. You have to BE before you can DO. So BE Excellent so that your [DO] performance is Excellent.

Email: Theresa.Porter@roadmastergroup.com



Tri-State
The Leader in High Security Transportation

NEW Truck Door Decals!!! We are replacing the "tsmt" door decals with our new logo and message. Stop by a Tri-State shop in AZ, KY, MO, or TN to have the new decal applied. Contact your DM or Frank Larance if you have any questions.

Email: Frank.Larance@roadmastergroup.com