

Tri-State

VOLUME III, ISSUE I

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2019 Here We Come...

BY: John Wilbur, CEO



Now that 2018 is in the rear view mirror, we can recap our accomplishments and look forward to our 2019 objectives. First and foremost, 2018 was the best year in our company's history, thanks to all of you! We produced over \$170 million in revenue and solidified our market leading position in several high value freight sectors. We don't work this hard to finish in second place! The unquestionable highlight of the year was the successful integration of R&R's business into Tri-State's operation. This was accomplished with incredible speed, efficiency and minimal disruption thanks to monumental efforts by management and staff. I think we even surprised our friends at Daseke headquarters with how smoothly the process was completed. While this combination has and will continue to produce significant financial benefits to our organization, the most valuable result was the incredible people from R&R that joined our team in the office, shop and in the trucks. Our code name for the project was "One Joplin" and you have all made that a reality! We are clearly the "Leader in High Security Transportation"!

Some of our **HIGHLIGHTS** from 2018:

- Opened the Legacy Lodge and Driver Training Center in Joplin, setting the industry standard for driver facilities and amenities.
- Bolstered our Position in the hazardous waste sector by adding key players to our team from a former competitor (Smith Systems).
- Announced an industry leading, innovative Annual Retention Bonus for our company Drivers that commenced in January 2019.
- Completed a significant refreshment and upgrade of our van fleet with the addition of 350 new Hyundai units. We added 69 new trucks to our fleet.
- Launched a new health insurance plan that provides all employees the option to have 100% of the premiums paid by the company.

We do not plan to rest on our laurels in 2019, and we have developed a very bold financial and operational plan for this year. We expect to produce approximately \$180 million in revenue via organic growth, and we will continue to increase our market leading position in the high security industry.



Some **HIGHLIGHTS** of our 2019 plan include:

- Refreshing and upgrading of our flatbed fleet with the addition of 60 units which will include 5 dropdecks for the drom fleet. We will be bringing in 80 new trucks with a mix of Volvos, Kenworths and Freightliners.
- Commencement of construction on a new terminal in Indiana and completion of site selection for a new headquarters in Arizona.
- Adding of virtually all office staff who do not currently participate in any similar incentive programs to our Quarterly Incentive Bonus Program.

The most important objective for 2019 is to focus on improving our operating margins, which is generally represented in the industry by our Operating Ratio. We will be sharing much more information this year to all of you regarding our budget and expected operating margins. We will need everyone's help in achieving what we expect to be some of the best margins in not only the Daseke world, but the entire transportation industry. It's an aggressive goal, but I am very confident we can get it done with your help.

Thanks again for an incredible performance in 2018 and your continued dedication and commitment to our company. Don't forget to thank our Drivers every chance you get, they are the reason we are winning the battle!

Very similar to the battle the Rams will win in the Super Bowl against Russ Thompson's Patriots! Go Rams!!!!

Tri-Stater

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"TECHNOLOGY IS NOTHING. WHAT'S IMPORTANT IS THAT YOU HAVE FAITH IN PEOPLE, THAT THEY'RE BASICALLY GOOD AND SMART, AND IF YOU GIVE THEM TOOLS, THEY'LL DO WONDERFUL THINGS WITH THEM."

- STEVE JOBS

TECHNOLOGY

UPDATE

Frank Larance, Director of IT & Asset Utilization



I start out with this quote because it resonates with me. Our most valuable assets at Roadmaster Group are our people.

Technology can help our people perform at their highest levels if it is well thought out, applicable, easy to use, and fills a need. The goal of the Information Technology and Asset Utilization teams is to promote those technologies that enhance the value of our company by creatively applying the knowledge of our people.

We are about a month into our Transportation Management System (TMS) upgrade. Mid-December we moved from a 2014 version of the McLeod software to the latest version. The upgrade has not been without its challenges but we are making great progress on resolving the few remaining items. Included in this upgrade are enhancements to AR/billing, load planning, balance, and reporting. Training classes are currently being held to get these new technologies rolled out and into use.

Once approved we will be evaluating a new in cab device from Omnitrac. The IVG unit is projected to have satellite support in the spring and certification later in the year. This device is the next level evolution of the MCP200 device. It contains a faster processor and more memory to speed up communications and provide a better user experience.

In late November of last year, we completed a partnership with EFS. The EFS programmers enhanced their mobile app product to provide our drivers with the discounted cost of fuel. This app can assist our Drivers to make more informed fueling decisions. Fuel prices are shown for the current location or you can do a search for pricing across the US. Please talk to your driver manager to take advantage of this free service. It is available for both android and ios mobile devices. We also will be evaluating a fuel optimization technology later this year.

The IT bunker will be up and operational in 2019. For those of you that do not know we have built an IT bunker in Joplin that doubles as a storm shelter. All six walls of the structure were built with 12" thick high-pressure concrete and rebar. This structure will house our computer servers and will be equipped with its own cooling system, batteries and a backup generator. To address a system breach we also installed additional redundant backup systems to maximize uptime and help protect against data loss.

Cybercriminals are getting more and more sophisticated these days. Our greatest risk comes from within the organization. ThreatAdvice mitigates this risk by providing our users additional information that can help identify threats to our systems. If you have been assigned ThreatAdvice courses, please be sure you are doing your part

to combat cybercrime by completing 100% of this coursework.

These are only a few of the projects completed in 2018 or scheduled for 2019. We will continue to invest in the latest technologies to help our people meet and/or exceed our organizational goals. If you have a suggestion on a technology that may enhance our organization, please send it to support@roadmastergroup.com.

email: Frank.Larance@roadmastergroup.com

There are no truck driving jobs that are worth giving your life for.

If you put your rig, trailer and load in the ditch, chances are, the finger will be pointed at you.

Don't expect anyone to step forward and say they had insisted on a scheduled delivery appointment. 'Just on time' Drivers and bad winter weather, just don't mix.

SAFETY ALWAYS RULES.

A FEW WINTER TRUCKING SAFETY TIPS

1. **DO NOT HURRY**— Speed Kills. This rule should ALWAYS be at the top!
2. **Don't travel as part of a pack** — Safely get away from the pack and travel alone.
3. **Keep a safe driving distance** - Safely back from the vehicle ahead, at all times.
4. **Use good judgment** — If the weather is severe and you need to get off the road - do it!
5. **Don't stop on the shoulder of the road** — Especially in low visibility situations.
6. **Don't try to be a hero** — When the road conditions are severe, you need to recognize that it is very dangerous to be out there. Hours of service rules, dispatchers etc., are extra pressures when it a difficult, dangerous position. Do not feel that you are letting anyone down by not meeting a scheduled appointment.
7. **Braking** — DO NOT ENGAGE THE JAKE BRAKE ON ICY ROADS. Try to avoid overusing the foot brake.
8. **Ensure 'all systems' are a go** — Be absolutely certain before you leave, that the defroster and heater are working properly along with wipers, wiper motor, lights, esp. brake and tail lights, washer fluid is topped off, and windows and mirrors are completely clean before departure.
9. **Keep fuel tanks topped off**, for extra weight over the drive tires, to aid with traction. Quality lug tires, with the proper tire pressure, are essential for good traction.
10. **Pack winter driving essentials** — besides the mandatory roadside emergency kit for trucking safety.

A smart trucker always uses common sense and their best judgment.....one of the most critical of winter trucking safety tips.

In discussing the current state of OPERATIONS with Vonda Cooper, we asked her if she had a message she would like to share. She reminded us of this wonderful little piece of advice that was borrowed from 'The Lean Thinker'. Here it is.....

Problems vs. Opportunities?



Vonda Cooper, Director
of Operations—Joplin

We all deal with people who complain about the trials and tribulations, depicting their lives as one

big problem. A common sense, realistic view of this mindset will allow us all to know that our employers could hire a much less knowledgeable and capable person for routine things that require much less thought. Problems and challenges can serve to help us grow and become more capable.

Each and every day, we face problems of varying concern. Some are BIG while others barely hit the radar. View each and every one of these perceived problems as an opportunity. Do not lay blame or point fingers. We need to ask ourselves, "What can be done about it"? As co-workers, (drivers, office staff and external customers) our challenge is to use each problem as a step toward improvement. No single one of us has all the answers. Collectively, from all of our different perspectives, we can solve anything. Break it down to stabilize the founda-

tion, rebuild and retain for future reference. Ideally, the situation will never arise again. If something similar occurs, we will have the answers.

If the process for turning problems around is handled correctly, there are multiple opportunities for our organization along the way. Without problems, opportunity is never created. IF you are thinking today is a breeze, take the initiative to look for problems and the opportunities will come your way.

vonda.cooper@roadmastergroup.com

COMPANY-DRIVER-AND-OWNER-OPERATOR ANNIVERSARIES

SEPTEMBER - DECEMBER 2018

We want all of our Drivers, both company and owner operators to know that we appreciate everything you do for us and value all of your years of service with us. However, if you are a company Driver and switch to an owner operator or vice versa, your anniversary date will not show your total years, thus causing your name to not appear on this list correctly. So, if you are not on this list and you should be, or you shouldn't be and you are, we apologize in advance and we are working on this issue!!

32 YEARS

Tracy Enochs

20 YEARS

Michael Davison

24 YEARS

Arthur Graves

26 YEARS

Victoria Parthun

William Parthun



16 YEARS

Cass Blake
Lynne Blake

Eliza Broach

Walter Broach

15 YEARS

JoAnn Matthews
Juan Reyes
Camille Reyes

18 YEARS

Roszona Garner
Edward Turner

19 YEARS

Vicky Willis
Dennis Elings

5 YEARS

Terry Squires
Trevia Squires
Nathan Hill
Marvin McCoy

6 YEARS

Daniel Stone
Robert Deherrera
Jamie Deherrera
April Saucerman
Robert Saucerman
Isaac Coates
Elizabeth Genewinc
Thomas Zenker
Cindy Zenker

10 YEARS

Randall Sole
Anibal Alameda
Ted Harvey

13 YEARS

Jacob Kirkpatrick
Richard Partin

9 YEARS

Marilyn Shaffer
Jose Saucedo
Thomas Wells
Susan Wells
Juan Barajas
Wendell Tedder

8 YEARS

Dave Jones
Patricia Jones

7 YEARS

David Ransom
Janet Duncan
John Duncan
Steven Clack

1 YEAR

4 YEARS

Shirley Wyland
Harry Wyland Jr.
Janine Sherrod
Jason Sherrod
Edward Buza
Bryan Baker
Melodie Waddle
John Waddle
Christopher Waddle
Patrick Seward Jr.
Michael Caves
Joseph Lipuma
Jeanine Hunter
John Hunter
Katrina Reitz
David Mullin
Benjamin Caballero
Ty Lander

3 YEARS

Craig Wintercorn
Paula McAlpin
Lannon McAlpin
James Able
Randie Moxley
Debra Davis
Joseph McNeill
Tony Ashbaker
Sheila Ashbaker
Lynne Stone

2 YEARS

Clyde Nelson
Sheryl Nelson
Lisa Clifton
Timothy Clifton
Lynn Anderson
Kenneth Thompson
Shawn Thompson
Dana Anderson
Lucian Anderson III
Deborah Vipond
Francis Vipond
Barbara Barton
Cheryl Cantrell
Richard Lourie Jr.

Tommy Cannon
Sandra Cannon
Duane Oechsner
Lisa Todd
Dwight Franklin Sr.
Dawn Franklin
Shaun Martin
James Porter
Keith Carter
James Carter
Christopher Quijada
Neki Hajrulla
Rebecca Thomas-Hajrulla
Michael Dominick
Robin Dominick
Curtis McCullough
Tammy Conrad
Paul Tamblin

Robert Haynes
Jeanette Haynes
Stephen Porter
Tracy Vanier
Armand Boulerville
Frankee Breslin
Douglas Vieau
Lacy Britt
Jenene Fouse
Kenneth Fouse
Charles Cronin
Tamara Cronin
Nolan Floyd Jr.
James Morrison
Andrew Lim
Kai Rowe
Kyndel Rowe
Jose Salinas

OFFICE/TERMINAL STAFF ANNIVERSARIES

SEPTEMBER - DECEMBER 2018

41 YEARS

Bruce Jones

30 YEARS

Felicia Joines

25 YEARSLeah Groom
Sarah Harrell**39 YEARS**

Mike Bruton

38 YEARS

Karen Blevins

21 YEARSChalice Page
Shelly Williams
Jeanette Denton**20 YEARS**Peggy Hosp
Florence Meyer**19 YEARS**

Daniel Vega

23 YEARS

Kyla Jewsbury

18 YEARS

Danny Schemensky

16 YEARSMarion Young
Mark Kinman
Colby Miller**17 YEARS**

Steve Richardson

14 YEARS

Deborah Bielan

13 YEARSDanny Dubois
Vonda Cooper
John Williams
Kevin Johnson**11 YEARS**Tracy Carlton
Mike Soard
Sarah Hogan
Dan Stark
Eddie Kindrick**12 YEARS**

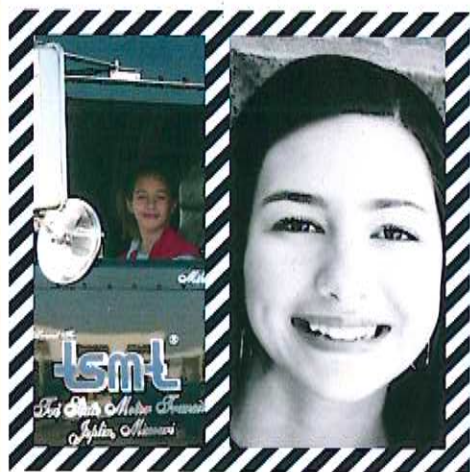
Robert Whittaker

10 YEARSKelsie Macy
Gina Stevens
Dale Jones**9 YEARS**

Michalle Duncan

8 YEARSJustine Link
Kristina Church**7 YEARS**Greg Beeching
Casey Beason**6 YEARS**Kevin Zahn
Russ Figgins Jr.
David Vargyas**5 YEARS**Tony Drewry
Tim Rainey
John Roberts**3 YEARS**Kai Weary
Frank Larance
Ed Heinisch
Jennifer Aikens**4 YEARS**Sarah Merkel
Chris Hauer
Jake Moffet
Trevor Rickard
Gannon Ewing
Garret Lambert
Andy Bradford
Michael Meredith**1 YEAR**Luke Jerrell
Tracy Whitehead
Trisha Sonnenberg
Darwin Kirkendoll
Richard Black**2 YEARS**Twyla Alexander
Dan Beckett
Scott Reynolds
Stephen Crenshaw

THE SOCIAL MEDIA CONNECTION



Riley Porter
Social Media Coordinator

When people think of social media, they tend to associate it with teenagers and those in their early twenties. Well, I would like to break that stereotype! Social media is for everyone!

In 2018, Tri-State welcomed me as their social media coordinator. And even though I have only worked here for a short time, Tri-State has influenced me for most of my life. Last summer, I began to brainstorm ways that could give Tri-State a broader audience. Then it hit me! Technology is



such an integral part of our lives, so why not get Tri-State out there on platforms that could encourage company growth and personal connection?

That is when I approached the company.

We have only just scratched the surface of all the facets of social media. One of those facets is Facebook. From July 2018 to January 2019, we have garnered 511 more likes! That is 511 more of you that we get to connect with! For those of you who have liked and followed our page, you know that we have a range of content that we constantly put out. We have trucking news, Trivia Tuesdays, Midweek Motivation posts, and Facebook Live Fridays! Occasionally, we have Throwback Thursdays. And, whenever YOU (the Drivers) share your photos with us from around the country, we share those online too!

One of the best aspects of our social media journey is Facebook Live Fridays. Each week, Fridays at 1pm central to be exact, we showcase members of our Tri-State team to bring you current information ... and to answer your questions! Facebook Live is something we really enjoy doing mostly because it's a great way to connect with each other. We love getting your questions, and we love that we can use such a

FACEBOOK
LIVE
FRIDAYS

resource to get information out to the company.

For 2019, we are looking at ways in which we can expand our reach. There are so many platforms that we can utilize to get information out and connect with each other. While our plans are currently under wraps as we work on honing in on the best platforms available, you will definitely be updated on our progress. We love having the technology to connect with each other and to ultimately maintain a level of transparency with you. Tri-State is known for its tradition and legacy as the national leader in high security transportation, so why not make our presence known? Be sure to like and follow our Facebook page to keep up to date on all the latest Tri-State news! <https://www.facebook.com/tristatesecuredtrucking/>

riley.porter@roadmastergroup.com

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- * Get price comparisons before receiving care. Depending on the doctor, hospital, or facility, costs can vary by hundreds or thousands of dollars—even in-network.
- * Compare medication prices and explore lower-cost options.
- * Review medical bills to make sure you are not overcharged.
- * Discuss on-demand payment options to fix issues, such as your doctor refusing to submit a claim for processing or your doctor is not in the preferred network.

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RECRUITING 2019

The New Year has started and the Recruiting Department is excited to start the year off with a bang! Coming into 2019 we are focusing on our Referral Program. We need more GREAT Drivers just like you to add to the Team! Not only are you making the Tri-State Fleet bigger and better but you the professional are also incentivized for referring other Drivers! For every GREAT Driver you refer to us you are paid \$1,000 dollars after their first dispatch! Tri-State paid \$52,000 in referral bonuses to our Drivers in 2018 and we hope to make this year bigger and better for you with bonuses! Our Recruiting Team is looking forward to hearing from you with Referrals! Give us a call so we can help you make a lot more money!

MEET THE TRI-STATE RECRUITING TEAM



Brittany Hinds, Recruiting Manager

I have been in the transportation industry for 8 years, the last 5 years of it with Tri-State. I love what I do and think we have an AWESOME team. I'm born and raised in Phoenix, Arizona and absolutely love it here... even the warm summer months ;) My life is consumed with country dancing, outdoor events like Nascar and camping trips, and I play a mean game of cornhole! My Team and I look forward to growing the Tri-State Fleet by bringing on GREAT Drivers!



Tim Douglass, Recruiter

I am originally from Iowa and now an Arizona transplant. I was in the car business off and on since 1991. I have worked as a prison guard, a roofer and a cabinet maker in between. I have been with Tri-State since August of 2018. I am having a great time and working with some great people. I am an outdoors guy. I enjoy hunting, fishing, hiking and anything else that can be done outdoors. My life revolves around spending time with my six children and my beautiful wife.

RECRUITING 2019

MEET THE TRI-STATE RECRUITING TEAM



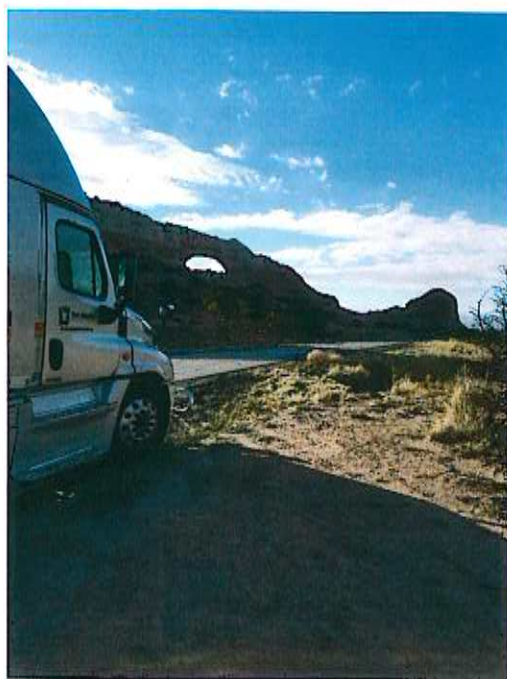
Kimberly Scott, Recruiter

I have been in recruiting for over 12 years helping people achieve their ultimate goals. 8 of those years were as a college recruiter and over 4 years I have been in the trucking industry (which happens to be my favorite!) I have been with Tri-State almost 2 years and it has been an incredible experience being able to help Drivers finally get an opportunity to be a part of a company that actually cares about them and helps them make the money they deserve! I truly love what I do and I go home every night knowing that we are growing an amazing fleet of solid, experienced drivers that are committed to personal and company success. Most of my days are filled with working but in my spare time I like to stay very active. Just in this past year I have completed two Spartan Races as well as several distance running races. Between work and my personal goals I have to say it has been a successful year and I am looking forward to making this year even better!!!



Stephen Crenshaw, Recruiter

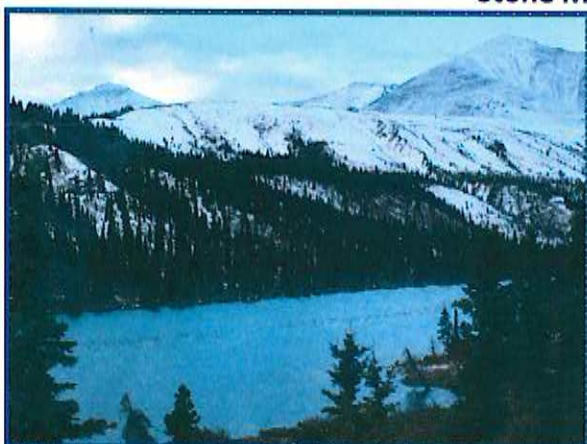
I am originally from Charlottesville, VA. I have been a resident of Arizona for 2 years. I drove a truck for 18 years, last 3 years being with Tri-State. The last 2 years I have been recruiting for Tri-State. I love talking to Drivers and helping them make great money. In my spare time I enjoy spending time with my two boys.



Moab, UT—taken by Jose Cruz

Scenery from the Road

Stone Mountain Park, British Columbia



Pictures taken by

Carolyn and Robert Potter

Liard River Hot Springs, British Columbia





jeanette.denton@roadmastergroup.com

Meet Jeanette Denton - Driver Ambassador Q&A

Jeanette, what is your background in Trucking?

I started in trucking in 1981 at Midwestern Distribution, the home of the dollar truck. During my time there I did truck sales, driver personnel and was also a recruiting supervisor. I started at Tri-State in September 1997 in Dispatch. Over the last 22 years I have done a variety of things, including working as a Terminal Manager at facilities in Pennsylvania and Idaho, being involved in a variety of special projects, and now am the new Driver Ambassador.

What do you see your role to be in that position?

The Driver Ambassador position gives the Drivers a voice in a variety of ways. When asked what a Driver Ambassador does....my answer is... I assist the Driver in any way I can during their time at Tri-State.

How has your experience been so far?

It is still in the development stage, but I have been pleased with how quickly everyone has embraced the position.

Anything 'new' as it relates to drivers?

We recently started sending out annual surveys. This is an excellent way for Drivers to have their voices heard.

I know you have been introducing yourself to new hires in orientation, but for those that do not know: where is your office and what is the best way to reach you?

My office is in Joplin (immediately to the right when you come in the main building). I can be reached in a variety of ways. My email is jeanette.denton@roadmastergroup.com, my direct office number is 417-621-2274, my cell # is 417-208-9066.

Thanks Jeanette, and Best Wishes in this new Driver Ambassador position!

By: Kevin McKelvey, kevin.mckelvey@roadmastergroup.com

2018 SPECIAL OLYMPICS TRUCK CONVOY

Every year the Special Olympics Committee holds a Special Olympics Truck Convoy here in Joplin.

It starts at 4-State Trucks, out by Petro, Exit 4 off of I-44.

One of our Drivers, Ronnie Berry, participates in this event every year. The organization holds a special place in his heart because his sons are special needs children. Michael has autism and Dakota and Levi are epileptic. Ronnie decorates his truck with custom made flags and the United States flag in support of the organization and drives it in the convoy.

Ronnie would love to have participation from more of our Drivers, so if anyone would like more information please contact the Special Olympics Committee office at 417-624-5505.



Ronnie Berry, Truck #175047 and his sons, Michael, Dakota and Levi.

Save the date for the 2019 Truck Convoy!!!

September 28, 2019



Even though there is not a truck show there still will be a convoy. Make plans to be there. Thank you for your continued support.

PBS

P

PAUSE – Stop that endless stream of thought....the voice in your head that simply will not shut up. We bounce from regretting the past, to worrying about the future and that impairs concentration, memory and sleep.

B

BREATHE – Take one or two conscious deep breaths, in through the nose, out through your mouth. Research shows that breathing deeply can boost the immune system, alleviate anxiety and depression. It even slows the aging process!

S

SMILE – Even if you have to fake it, smiling releases some awesome chemicals in your brain. Dopamine, endorphins and serotonin calm your nervous system by lowering heart rate and blood pressure.

As opposed to 'other' pain killers...PBS is free, there are no negative side effects, frequent use is encouraged, and the effects are increased over time. So, what do you have to lose?

Let me know your results! Regards, Kevin McKelvy ext 2178

WINTER WORD FIND

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

BLIZZARD

COLD

FROZEN

HAT

ICE

MITTENS

SNOW

SNOWMAN

WINTER

BOOTS

FIREPLACE

GIVING

HOLIDAYS

ICESKATE

PINETREE

SNOWBALL

SNOWSUIT

CHILLY

FROSTY

GLOVES

ICICLE

HOTCHOCOLATE

SCARF

SNOWFLAKE

WIND

LEGACY LODGE OPENS

Just in time for the holiday celebration, Joplin's Legacy Lodge was the venue for the 2018 Holiday Party – Joplin, Missouri Edition. A full house celebrated the season in high style and all were mostly astonished by the recently completed Drivers' Facility. There is an ample driver lounge area with a full industrial grade kitchen, fire place, exercise room, gaming equipment and semi-private theatre rooms.



LEGACY LODGE OPENS

Immediately adjacent to the Grand Hall is a complete laundry and State of the Art his and her Locker Rooms.



In the same building, class-room space is filled with the latest electronic teaching aids and ample room for orientation.

If you have not seen it yet, make a point to check out the finest Driver Facility in the business, a Tribute to Charlie Pittman.....

Tri-State's Legacy Lodge!

