



Russ Thompson, EVP

## Times have changed.

The Coronavirus is something that none of us have ever seen in our lifetimes. What started out as a problem far, far, away in China is now at our doorstep and is affecting everything in our lives.

As Americans we eat out, we socialize, we love sports, and we are active in our communities. All of that has come to a halt. As painful as this is, it is critically important that we all stay up-to-date and follow the guidelines that have been put out.

If we all follow these rules for the next few weeks we will emerge from this rather quickly. If we do not then it will continue to spread and our country will have no choice but to go to lockdown like Italy, Ireland, and many others that waited too long. So please stay up-to-date and take the precautions needed today.

At Tri-State our number one goal is the safety of our team. To support all the new preventative guidance from the Center of Disease Control we have implemented many things that we have never done before.

## "Times Have Changed"

To open up space between employees in the office we have authorized many of our employees to work from home. We now have virtual meetings so we no longer have large gatherings in the office.

Schools have closed so we have authorized parents to work from home so they can support their families.

The information is moving so fast that every hour seems like a week of new data. To keep up we have a daily Facebook Live for our Drivers so we can keep everyone apprised of the latest news, fuel stops, and customer changes. We have around 40 people on Facebook Live each day and over 400 people watching it by the following day. We also have a 7:30 am call every morning with Human Resources and a group of leaders to review what is new.

I want to thank our Drivers for being out on the road and keeping the country rolling. Without you America stops. I also want to thank all of our office staff for seamlessly rolling with all the changes, and many thanks to our IT staff for their long hours of support.

Because of all the great people that support Tri-State we are doing really well through this very trying time.

## Well enough about the bad news.

For 2020 we have a lot of really cool stuff going on that is making us a much better company!

For 2020 we are focusing in three areas:

1. Operational Accounting
2. Operational Efficiency
3. Driver Dashboards and APP

In the past our problem has been that we have great data in our system, we just did not have a great way of showing our Drivers and office team this data in a way that makes it easy to manage. Picture going through thousands upon thousands of lines and columns on a report and trying to see what customer, lane, or area has too much deadhead, the freight or trucks are out of balance, or the freight we have in that lane is not profitable.

With our new Microsoft Business Intelligence tools, we can now take all those thousands of lines of data and put them into a very visual and interactive graph that shows the live data. And you can click on the graphs and drill into the loads, trucks, etc.

**Cont'd on Page 2**

## "Times Have Changed" Cont'd from Page 1

By: Russ Thompson

### Operational Accounting

This means simply getting all the costs and profits in the correct buckets so we can easily see what customers and lanes we are profitable in and the lanes that need some work.

### Operational Efficiency

This means getting better at freight balance and reducing deadhead.

The best early example is our Deadhead tool. It makes it easy to see down to the city and customers where we deadhead too much so we can fix it. The second week we started reviewing this we reduced our deadhead from 26% to 22%.

You may say "wow 4 points better, big deal" but that's a 15% reduction

which is huge and is over 5,000 less empty miles per truck per year on a team.

Last week our deadhead was 20% versus 27% the prior year. That's almost 10,000 less deadhead miles per truck per year! Deadhead cost is around \$.70 cents per mile just in fuel and maintenance. This is great for our Owner Operator partners and our company trucks.

The Freight Balance tools that we now have show a 7-day outlook for inbound/outbound freight so you can easily see when and where you are over trucked or overbooked on freight and make decisions days in advance vs the day it becomes a problem.

### Driver App and Driver Portal

We are working diligently on a new app for our Drivers that will show weekly miles, pay, home time, and many other daily functions that today you have to use the Qualcomm for or call in. This app is currently being tested on 10 Drivers and it should be rolled out to more very quickly. We want to get feedback from our Drivers regarding what they want to see in the app.

The new Driver Portal will mirror the app so you can sign on to either one.

I want to thank all the people involved that are helping develop these new tools. They will take us from being a pretty good company to a really great company!

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# ADVERSITY AND PERSEVERANCE



Frank Larance, Director IT & Asset Utilization

Back in November of last year the HOS (Hours of Service) module on the Omnitracs device had a major failure. This failure was a result of a GPS patch that had an error that was not identified in testing. This resulted in additional work and frustration for Drivers and office staff.

Roadmaster Group would like to thank all employees involved for your additional efforts. This includes our Drivers for your patience with the office staff while a solution was developed by our vendor. It also includes our Log and Telematics departments that worked overtime and on the weekends to ensure our Drivers were HOS compliant. Despite what was a very bad circumstance we as a company rose above the situation and came up

Thank You!

Frank.Larance@roadmastergroup.com



## 2019 DRIVER OF THE YEAR



Left to Right: Vonda Cooper, Jeanette Denton, Patricia Nickelson, Kristina Church

Our Driver of the Year is Patricia Nickelson!

For being Driver of the Year, Patricia receives a trip for two of her choice valued at \$2,500!

Patricia chose a trip to Washington DC which includes a 3 night hotel stay and 2 dinners. They are also going to the National Symphony Orchestra at the Kennedy Center and they plan on visiting the Smithsonian, Arlington National Cemetery & National Archives Museum.

Congratulations!

If you want to know what to do to qualify for Driver of the Quarter and/or Driver of the Year, check out the Driver Portal for details!

# GREAT JOB

## Robert and Joni Brewer Trk 95062

Below is a portion of an email that Vonda Cooper, Director of Operations—Joplin, received from Tony Drewry, the Milan Terminal Manager. Thank you Robert and Joni Brewer....and thank you Tony for bringing us this account of a Tri-State Team representing our brand at the highest level!

**Vonda,**

**I want to take this opportunity to tell you about my experience with one of our TSMT teams last evening: Robert & Joni Brewer, Truck #95062.**

**They were in Milan to pick up a load for Accurate Energetics Systems, they arrived early Thursday morning, before 7:00 am.**

**AES representatives did not reach the facility until after 1:00 pm. AES took them to load around 1:30, for a 2 stop load.**

**During that loading process, they were asked to go to multiple magazines and transport the AES forklift between those magazines.**

**Once they were passed to me ..... I had to ask them to back into a very difficult magazine, in total darkness, in a light snow.**

**We finished our unload and they left the facility headed to Texas, just before 8:00 pm.**

**These drivers waited almost 8 hours before starting the process, which took another 7 hours to complete.**

**A 15 hour day .... Just to get on the road.**

**Robert and Joni, could not have been any more professional. There was no griping or complaining.**

**They were pleasant and helpful, under adverse conditions.**

**I just wanted to let you know how much I appreciated their professionalism and positive attitude.**

**Working with drivers of this caliber, makes a difficult day ..... a little better.**

**Thank You**

**Tony Drewry**

**Milan Terminal Manager**

**Milan, TN 38358**



As we approach the 'season' for unpredictable weather, this is a good time to think about what you might do in an emergency to keep your family safe and secure. Here are some suggestions from Business Insider. (Consider a kit for your truck, too!)

## 15 Items Everyone Should Have In Their At-Home Emergency Kit

hand-crank/solar-powered NOAA radio and charging device

battery-free flashlight

set of weather-resistant blankets

first aid kit

portable water filter

multi-tool army knife

bracelet designed to help if you're lost

two-way radio

supply of batteries

roll of heavy-duty duct tape

pack of waterproof matches

package of N95 respirator masks

emergency food kit

manual can opener

supply of clean drinking water

<http://www.msn.com/en-us/lifestyle/lifestyle-buzz/15-items-everyone-should-have-in-their-at-home-emergency-kit/ss-BBVmcrcb?li=BBnbfcL&ocid=iehp#image=1>



# DRIVE LINE

**You never get a second chance to make a good first impression.....**

Providing successful, consistent customer service in the transportation arena is not easy. And that is especially true in the competitive trucking industry --- even more when dealing with sensitive, high security loads.

First and foremost, it is about the professional care all of us, both individually and collectively, provide our valued customers --- before, during, and after --- when loads get booked, are handled safely, delivered on-time --- and meeting, better still, exceeding our customer's expectations, needs and wants.

Good customer service plays a very important role in Tri-State's ability to generate revenue and income. From that perspective, the professional Driver figures largely in the company's overall effort to take good care of our customers --- and that can change the entire perception our valued customers hold toward Tri-State.

Not all trucking concerns make focused customer service a priority --- nor do they make a consistent effort to support the wants and needs of their customers --- and, very thankfully, Tri-State is not found among them.

From start to finish, with our very capable, knowledgeable CSR staff who books a load --- to the Load Planners who dispatch Drivers to professionally handle that load --- the whole Tri-State customer service process is about a collaborative, coordinated teamwork effort that gets good things done. Consistently. Professionally.

So, where exactly does a professional Driver fit in with the Tri-State customer service process? Answer --- they play a valuable, important role as a brand-ambassador with our valued customers.

Professional Drivers are the "boots on the ground" in everything they do when at customer locations --- this is especially true at Government or DOD facilities and

bases --- and aside from our clean, well maintained Tri-State equipment, Drivers are the first thing our customers see. As a trusted truck transportation concern, we are there to help that customer, and their employees, to provide effective transportation solutions.

Excellent customer service does not arrive as a skill --- it is an attitude.

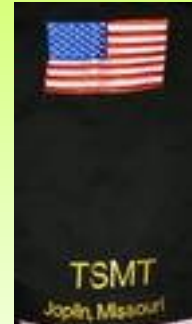
And there are four other important things we professional Drivers can do to greatly enhance our enviable customer service reputation. Cleanliness. Grooming. Hygiene. Attire. As faces and brand ambassadors of Tri-State, doing so shows customers (and the general public, too) your life organization moxie, that you are ready to work, and present the very best version of yourself --- all driven by a genuine desire to show excellent customer service.

And what about the employees at our customers? They see everything. They see you. Your grooming. Your cleanliness. Your personal hygiene. Your work attire. They see it all.

After all, who would you much rather do business with? A clean, well groomed, properly attired professional Driver, who is ready and appropriately dressed for work --- or an unkempt, unclean not-so-good slob Driver wearing sandals, dirty pajama bottoms, and a smelly shirt?

Know this, your personal image says so much.

And for the not-so-good Driver who wants to do better, be better at taking care of our customers? It comes down to this --- to be outstanding at anything, stop talking about meeting expectations and instead, start exceeding them --- you can start that journey by using and saying the six most complimentary words of respect, recognition and courtesy that every customer appreciates and always loves to hear.



BY: Kenneth (Ken) Armstrong , truck 205046.

Thank. You. We. Appreciate. Your. Business.

Genuine, indelible words they are, when said to the employees of our customers --- and if you want to have some good fun, try saying those six powerful words in front of Drivers from our acknowledged competitors --- things get awkward for them, as reflected by their facial expressions and body language.

Once again, your personal image counts.

Excellent customer service is the responsibility of every employee --- and that especially applies to Tri-State professional Drivers --- because hey, at the end of the day, if we don't do what it takes to keep our valued customers happy, someone else will.

**STAY SAFE, BE SAFE.**

# COMPANY-DRIVER-AND-OWNER-OPERATOR-ANNIVERSARIES

## JANUARY - MARCH 2020

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!!



### 20 YEARS

Ricky Babbie

### 19 YEARS

John Ries  
Robert Summerville  
Rodney Groom

### 16 YEARS

Johnnie Matthews  
Joann Matthews  
Robert Alexander

### 18 YEARS

Danny Hatcher

### 15 YEARS

William Godsey  
Arthur Cross  
Katherine Cross

### 13 YEARS

Marshall Hufham

### 10 YEARS

Jeffery Wilson

### 12 YEARS

Sharon Lapan

### 7 YEARS

Hyrum Thompson  
Delbert Coleman  
Stacy Coleman  
Mark Black  
Brian Wood  
Jill Wood  
Jacki Hughens  
Fredrick Hughens  
Brian Brignac

### 8 YEARS

Randall Knickerbocker  
Charlotte Knickerbocker  
Donna Brown  
Otto Brown

### 9 YEARS

Keith Reeves  
Paula Reeves  
Paula Alberson  
Stanley Alberson

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### 6 YEARS

Phillip Hinch  
Amy Hinch  
Robert Miri  
Renee Miri

### 4 YEARS

Theresa Channell  
Scott Nelson  
Cheri Nelson  
Joe Pineda  
Matthew Warneke  
Lisa Brandon  
Elvin Reamey  
Ernest Louis  
Linda Martin  
Michelle Higgins-Leggett  
Stephen Leggett  
Phillip Dobbs  
Donna Dobbs  
Suzanne Faver  
Michael Faver

### 3 YEARS

Michael Kemp  
KC Wegner  
Gustav Wegner  
Laura Baucom  
Billy Buckaloo  
Daviene Buckaloo  
Jeffrey Barnett  
Heather Barnett  
Vivian George  
Candace Subelka

### 2 YEARS

Dena Smith	Travis Adams
Earl Smith II	Joel Parrish
Daniel King	John Souza
Daryl Jackson	Kaihikapa Akau
Thomas Peterson	Raymond Stewart
Crystine Peterson	Alyssa Stewart
Robert Allison	Bonnie England
Peggy Neef	
Jeremy Murphy	
Sheryl Hoage	
Charles Hoage	
Ronald Guillote	
Norman Battista	

### 5 YEARS

James Cayton  
Paul Devine  
Aaron Worley

### 1 YEAR

Drew Skinner	Dale Malm
Jay Lintz	Emmanuel Spann
Shane Selman	Edwin Deal
Chad Brough	Loretta Chilcote
Tina Cristee-Brough	Edmund Chilcote
Riley Hoffman	Mark Steiger
Nicole Hoffman	Paula Steiger
Brandin Greear	Kenneth Acord Jr.
Brian McGee	David Cliff
Mario Granados	Jamila Cardoza
Eric Chambers	Tina Copeland
Jason Mulkins	Kory Ysen
Jeremy Lowther	Michelle Strehle
Bernadelle Burke	Jack Moore
Kevin Anderson	Frazier Strutzel
Rebecca Anderson	Carl Morrison Jr.
James Grizzle	Michael Cronin Sr.
Terri Long	Rebecca Etheridge
Ginger Norred	Jerry Etheridge Jr.
Daniel Norred	Rebecca Thompson
Myrlon Edwards Jr.	Thomas Thompson
Robert Wasson	
Heather Wasson	
Joshua Yates	
Luke Moon	
Rachel Moon	
Donna Wheeler	



# OFFICE/TERMINAL STAFF ANNIVERSARIES

## JANUARY - MARCH 2020

**36 YEARS**

Gary O'Dell

**29 YEARS**

Cheryl Hinkle

**23 YEARS**

Cheryl Shuman

**28 YEARS**

Tammy Scribner

**22 YEARS**

Gary McCandless  
Jan McCandless  
Mark McDermott

**19 YEARS**

Terry Peterson  
Bill Dooling

**20 YEARS**

Leslie Martin

**21 YEARS**

Chuck Curry

**18 YEARS**

Michael Hadaway

**13 YEARS**

Kevin McKelvy  
Nathan Powell

**15 YEARS**

Deborah Bielan  
Kyle Smith

**17 YEARS**

Marni Smith

**14 YEARS**

Kelly Brungardt

**9 YEARS**

Jeanie Sullenger

**12 YEARS**

Stephen Barton

**10 YEARS**

Jose Navarro

**5 YEARS**

Russ Thompson  
Blake England

**6 YEARS**

Ronda McDaniel  
Rhonda Kauspedas  
Ruth Green  
Rodney Payne  
Kimberly Wilkerson

**8 YEARS**

Terri Wimberley

**7 YEARS**

Brian Markosian  
Ann Dubois  
John Wilbur

**1 YEAR**

Leslie Lombardo  
Lisa Nellis  
Robin Rickard  
Trevor Brown  
Terry Lane Sr.

**2 YEARS**

Christina Langille  
Evelyn Cummins  
Kevin Crawford

**3 YEARS**

Zachary Wickham-Harris  
Dustin Lear  
Joyce Throneberry

**4 YEARS**

Cynthia Garton  
Jorje Gonzalez  
Adolfo Rivas  
John Sampson  
Erick Ureta



THANK YOU



# Donnie Lester, Safety Director of the Year

During the Missouri Trucking Association's Safety Banquet, held on the evening of Thursday, February 27, 2020 in Lake of the Ozarks, MO at the Camden on the Lake, Donnie Lester, our VP of Safety, received the Safety Director of the Year Award!

Donnie was totally unaware he was receiving the award and several of Donnie's Safety Department people surprised him by attending the banquet to watch him accept the award.



## Congratulations Donnie!



MISSOURI TRUCKING ASSOCIATION'S (MOTA) MISSION IS TO SERVE THE UNITED INTEREST OF THE MOTOR CARRIER INDUSTRY; ENHANCE THE INDUSTRY'S IMAGE, EFFICIENCY, PRODUCTIVITY AND COMPETITIVENESS; PROMOTE HIGHWAY SAFETY; PROVIDE EDUCATIONAL PROGRAMS; AND PROMOTE AND PROTECT THE INTERESTS OF THE MOTOR CARRIER INDUSTRY THROUGH A GOVERNMENTAL RELATIONS PROGRAM.

**MoTA...A Powerful Voice, Member Driven,  
Best in Class!**

# SPOTLIGHT ON TRI-STATE

## Spotlight

**A JOPLIN FIRM** had been tasked with transporting sensitive documents during the transition from the Ford presidency to the Carter presidency, the Globe reported on Feb. 1, 1977. Tri-State Motor Transit Co. for several years had been con-

tracted by the U.S. government to haul sensitive materials like explosives, space program components and documents. On this set of trips, trucks were used to move official documents to the planned Ford Presidential Library at the University of Michigan. While based in Joplin, the hauling company operated more than 30 terminals in 49 states, including Alaska.

A very interesting article appeared recently in The Joplin Globe Newspaper about Tri-State Motor Transit. It says that in 1977, during the transition from Presidents Gerald Ford to Jimmy Carter, Tri-State was called upon to move official documents from the White House to the Gerald Ford Presidential Library in Michigan. Tri-State was chosen because of their long history in moving sensitive materials like explosives, space program components and ultra-sensitive documents for the Federal Government.

**BE SOMEONE'S STRENGTH.  
BE SOMEONE'S INSPIRATION.  
BE SOMEONE'S REASON  
TO NEVER GIVE UP.**

# SAFETY FIRST



Submitted by

Terri Wimberley, Safety

terri.wimberley@roadmastergroup.com

## Driver Permit Room Addition

With Social Distancing in place, we have added documents to the Driver Permit Room in Joplin. The Driver Permit Room is located on the SW corner of the Legacy Lodge. There is a sign outside the door that reads "Licensing and Permits".

This enables any Driver coming thru Joplin access to permits 24/7 without having to come into the main office. Each drawer is now labeled.

We have added a drawer for the HazMat/Waste permits. In this drawer you will find HazMat/Waste permits filed in State order.

Call Karen at extension 2828 with any questions on HazMat permits.

The green permit book documents will still be filed in the individual tractor files.

Call Terri at extension 2362 with any questions about documents in these files.

Many documents can be emailed or faxed upon request.

This room is also being disinfected every day. Disinfecting wipes are being left in the room for cleaning purposes.

The Safety Department thanks you for being mindful of the changing protocols and working through this as efficiently as possible.





## THOUGHTS AND TIPS

Don't leave money on the table! Both Accident and Critical Illness coverages offer a \$50 wellness benefit payable for each covered member for completing certain wellness screenings such as:

- Cholesterol screening
- Mammogram
- Colonoscopy
- Stress test
- Fasting blood glucose
- Well child/preventative exams
- Chest x-ray
- Pap test
- Routine dental exam
- Routine vision exam

There is a \$25 benefit per covered child up to a \$100 maximum for all children.

Submit your wellness benefit claims to Voya by calling

**888-238-4840**

Or electronically at [www.voya.com](http://www.voya.com)



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FOR MORE INFORMATION ASK HR!

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# REDUCING STRESS

## 8 MINDFUL TIPS

By: Kevin McKelvy

Here are some tips, based on the work of John Murphy and others, for reducing stress. No doubt, stress can be a challenge. Every year seems to bring more things to worry about. Viruses. Climate change. Air quality. Contaminated food. Conflicting politics. Terrorism. Road rage. Technological threats. New forms of competition. Aging bodies. Disease. Constant distractions. Challenging relationships. Overwhelming expectations. Continuous uncertainty. Just keeping up with all of this can feel like falling behind. What is a person to do?

Recognize that stress can be *self-inflicted*. It does not come at us from external people and situations. It comes from us. It is a response to a negative projection of the mind, triggering a physical, hormonal response in the body which makes it seem real.

The root cause of anxiety and stress is an individual's attachment to the *ego thought system* – a mindset that is fear-based and dualistic. The ego does not see unity among us, and it does not understand true forgiveness, atonement, and peace of mind. It feeds on drama, constantly searching for greener pastures.

**Contemplation** is an excellent strategy for opening the mind and transcending the ego mindset. Contemplation means looking at people and situations without criticism, judgment and condemnation. We practice contemplation by observing the yin (negative) and yang (positive) of everything - without attack and defense.

**Meditation** is a complement to contemplation. With meditation, we quiet the mind and focus on being present. Stress cannot exist in a mind that is present. It only comes when the conscious mind (which is rarely present for long) is projecting a negative image onto the future or dwelling on a regretful past.

**Forgiveness** is essential to inner peace, equanimity, and grace. Without forgiveness, we are trapped in a world of shame and guilt and grief. Forgiveness means totally and completely letting it go. It means forgiving *and* forgetting while retaining any lessons learned.

**Healthy nutrition and nourishment** are also essential to stress-free leadership. Coupled with an optimal vascular delivery system, we must be mindful of what we are delivering to our cells. For example, foods and additives that

increase inflammation, like sugars and trans-fats, will wreak havoc on the immune system.

**Exercise, fitness, and rest** are all essential to maintaining a healthy mind and body. This is another classic yin-yang balance phenomenon. For example, we must exercise our muscles using a variety of fitness strategies, and then we must rest, giving our bodies time to recover. An imbalance here will contribute directly to elevated stress levels. The same is true for the brain. We strengthen it with creativity and problem-solving exercises, and we give it time to rest with meditation and sleep.

Be mindful of **Flow**. Find ways to “let go and let flow.” There are countless ways to get into flow – a state of consciousness that seems timeless and effortless. Athletes often refer to this as the zone. It is a condition of peak performance – highly focused, creative, and productive.

**John Murphy** is an author, speaker, entrepreneur, business consultant, and coach and has been for over 30 years.

kevin.mckelvy@roadmastergroup.com



# SCENERY FROM THE ROAD



**Gary and Ruth Bruner, Truck #205064**

**No Matter What is Happening in the World Today...It is Still the Most Beautiful Place.**



**Kenneth Armstrong  
Labaie, QC Canada**



**Tracy Vanier and Debra Smoot Truck #205006**

**Utah Welcome Center on I80**

