



# Trailburner



## Top Performer

### Rebecca Carrington

(Anchorage, AK)

Rebecca has worked for Trailboss since February 2009. As the Accounting Supervisor, Rebecca oversees the daily functions of Accounts Payable, Accounts Receivable, Payroll, and the General Ledger. She works side by side with Human Resources and Site Managers as well as vendors to ensure that items are processed correctly and issues are handled immediately. Her attention to detail and sharp eye is an asset.

Rebecca is no stranger to government contracting. Her extensive knowledge of government contracts and collective bargaining agreements has been instrumental in the accounting setup of Trailboss locations. Most recently she worked on the incorporation of new hires at our Texas location.

Rebecca has succeeded in showcasing her ability to analyze and organize. She has streamlined the payroll process in an effort to eradicate any payroll issues and will tackle the process of streamlining the



remaining accounting processes. As her previous work capabilities have shown, I have no doubt in her ability to handle great challenges. Furthermore, she has taken on the toughest challenges of them all: Making and keeping our employees happy and satisfied!

Rebecca handles anything that comes her way in stride and can be found here in the office going above and beyond to ensure that payroll goes smoothly. When not at work she can be found at the stables riding any horse or spending quality time with her family as she is very devoted to her mother. Congratulations on a job well done!

~Eui Nam Hong  
Controller

## Going Green



How do you receive your pay stub? Trailboss is committed to ensuring a sustainable future for all by becoming as green as possible. If you receive your pay stubs and direct deposit notice via email consider turning off the duplicate stubs being mailed to your home or work site for pick up. It is easy to do, simply send an email to [accounting@trailboss.biz](mailto:accounting@trailboss.biz) requesting the secondary mailing be turned off and include your name, work location and a short sentence stating you no longer wish to receive duplicate pay stubs. The payroll department will flip that switch and our company will move forward towards a greener and more sustainable company and that benefits everyone.

~Rosemary Havey  
Human Resource Assistant

Trailboss  
Enterprises, Inc.  
Newsletter

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If you have ideas or input  
for the Trailburner, please  
e-mail Ca'Trena Kendrick  
at  
[ckendrick@trailboss.biz](mailto:ckendrick@trailboss.biz)



# Top Performer

April Nye

(Hill AFB, UTAH)

**Projects worked on with Trailboss:**

Hill AFB Aerospace Ground Equipment (AGE)/Grounds Support Equipment (GSE)

**Current Position:** Production Controller

**Past History/Credentials:** April has worked for Trailboss since August 2012. As a Production Controller, April schedules work on over 9,200 pieces of stock listed AGE and commercial GSE ranging from Jack stands to highly advanced F-22 and F-35 equipment. She processes an average of 1,100 scheduled and unscheduled work orders per month on equipment assigned to 16 different organizations. Her efforts facilitate depot repair, overhaul and modification of T-38, C-130, A-10, F-16, F-22, and F-35 aircraft, as well as Intercontinental Ballistic Missiles and over 13 different aerospace related commodities.

**Contributions to Trailboss success:** In her very short tenure, she has mastered the Ogden Air Logistics Center's Electronic Facilities and Equipment Management (eFEM) database, and exploited it's capabilities to streamline the process of preparing new Air Force Technical Order (AFTO) Form 244's. Working closely with the eFEM Office of Primary Responsibility, April implemented an automated AFTO Form 244 that is generated and printed directly from the eFEM database. This streamlined process eliminated the need to maintain a completely separate and overly cumbersome database used exclusively for AFTO Form 244s, and resulted in savings of approximately 300 labor hours per year.

Additionally, April is currently finalizing an automated process to distribute the monthly preventive maintenance



inspection (PMI) schedule to the 483 equipment monitors within 16 different organizations. This will eliminate the necessity to export, then filter data from the eFEM database so that it can be sent to email distribution groups by organization. The new process will not only improve customer satisfaction by tailoring the monthly schedule to each equipment monitor, but is expected to save over 100 labor hours per year.

Finally, April has eagerly accepted and aggressively tackled additional responsibilities outside of her job classification, while still maintaining her abundant workload. When the supply section's labor force was down due to a position vacancy, April helped fill the void. Just three short months into her employ with Trailboss, she learned a completely new process, and assisted supply by loading over 200 local purchase transactions into the eFEM database during the supply personnel vacancy. Furthermore, April took on the task of loading parts requests into the eFEM database, and has loaded over 1,300 requests since September 2012. Loading of this data not only serves to assist the supply section, but also sheds light on supply's procurement process to management, which has driven significant process improvements in the supply section.

~Byron Chaudoin  
Assistant Project Manager, Hill AFB

Thanks!



# Business Development

## Customer Service

**A**s we look at our respective jobs, the fortunate workers are those who enjoy what they do and who have a positive approach toward work and colleagues. They make the workplace more enjoyable by showing respect for coworkers, exchanging pleasant greetings, collaborating in office initiatives, reaching outside job responsibilities to assist others, seeking feedback on performance, and contributing to a positive work environment. The successful employee fosters loyalty from colleagues and management, and demonstrates job satisfaction. If we apply those basic work ethics in interaction with our customers, it follows that we earn their loyalty. Respect your customers, maintain a pleasant decorum, collaborate in resolving differences, go beyond your set responsibilities to meet their needs, create a positive rapport, solicit feedback, and commit to improve quality of service. This goodwill builds customer satisfaction and customer loyalty that results in customer retention.

In our highly competitive business, retaining customers is vital. Our experience and performance on current and past contracts has become an ever more critical evaluation factor for source selection boards. Not only do our potential customers want to know that we have performed specific activities, but also they want to know how well we performed those activities, and the duration of that performance. They rely on our reputation in the field to determine capability, commitment, and trustworthiness.

In performing its due diligence, the source selection board may read formal Contractor Performance Assessment Reporting System (CPARS) reports. CPARS is a system for Government contracting officers to evaluate and enter the performance of contractors on specific contracts. The board also may contact the contracting officer directly to inquire about a contractor's performance under the contract. Truly exceptional customer service will reflect in both types of reports. And longevity at a contract typically speaks for itself.

The Top Performers highlighted in each issue of this publication are stellar examples of the collaborative spirit, energetic initiative, and diligent effort that sets Trailboss apart from its competition. From a capture perspective, we can demonstrate these attributes when interfacing with current and potential customers. From a proposal perspective, we can present these attributes as discriminators. From an operations perspective, the customer perceives Trailboss as a solid, go-to contractor of choice.

~Linda Fowler  
Consultant, Fort Worth, TX





# Trailboss In Action...

## First Bus Out

On Thursday, October 10, 2013, I began my day at the company like every other day- working and striving to be the very best government services provider on the planet. The exception however; was on this day my duty station was in San Benito Texas. My job was to oversee the aggressive plan of action needed to bring closure to the irreconcilable differences between our company and the subcontractor; our relations had deteriorated to the tipping point. As a result of this most distasteful situation, we found ourselves positioned squarely in harm's way i.e., our subcontractor elected to suspend services (August 16, 2013) thereby disrupting operations/services to Immigration and Customs Enforcement who is engaged in managing one of the most critical missions in our nation. Our executive team concluded unanimously to take swift and immediately action to sever our relationship, as continuing it would adversely affect our exceptional past performance and proven track record for providing top level services. So therefore; it was decided to terminate the services of our subcontractor at 17:00 hours on September 27, 2013.

As a result of circumstances beyond our control, our action plan was delayed by thirteen days. However; promptly at 17:01 hours on October 10, 2013, our team of professionals sprang into action at each of the selected sites providing full-service to Immigrations and Customs Enforcement, Enforcement and Removal Operations (ICE/ERO). Our team went forth in an extraordinary and precise manner. On that night I had the rare opportunity to work shoulder to shoulder with many of our highly capable and professional team members. I observed a concentrated focus by all throughout the action filled night. At approximately 2:00 am, our first coach arrived back at the San Benito Hub on-schedule. At that point, I went out to debrief our team, and ascertain the status of the MCI coaches. I wanted to know whether or not there were maintenance, safety, or contract issues I should be concerned about. I was quickly informed that there were no issues and the MCI coaches ran fantastically and are in very good condition. The transportation officers I spoke with Grecia Solis, Anastacio Romero, Sergio Flores, and Robert De Leon, were very professional in the execution of their duties and provided me with valuable feedback. My experiences that night (all the way to sunrise) solidified what I have known to be true. Given the importance of this mission to our nation, let there be no doubts, the Trailboss team has what it takes to perform this job and be an outstanding strategic partner with ICE/ERO.

~Joseph Tolliver  
CEO Trailboss Enterprises, Anchorage Alaska



Robert De Leon, Sergio Flores, Joseph Tolliver, Anastacio Romero, Grecia Solis



# Trailboss In Action...



Joe Tolliver, CEO on bus convoy



Bus Yard in San Benito



Prepping vans in Pearsall



Start of the van convoy



Van convoy from Dallas



Moving things along



San Benito Office



Prepping the bus



Ready to Go



First night out in San Benito

Job Well Done!



# New Faces for Trailboss



**Annita McCrea**  
(Business Development - Las Vegas, NV)

Born in the cold of a Kansas college town, raised amidst the warm ocean breezes of San Diego, California, and ensconced in the desert heat of Las Vegas, Nevada, for the past 20 years, Annita McCrea understands the importance of adaptability. This trait is the backbone of her administrative career, steeped in marketing and business development, where the ability to juggle multiple assignments with rapid-fire deadlines is essential for success. Prior to joining Trailboss Enterprises, Annita served for 17 years as Marketing Coordinator for Lucchesi Galati Architects where she managed their proposal process and promoted their brand expression through print and electronic media.



**Miranda Ragland**  
(Contracts Administrator - Anchorage Corporate Office)

Miranda hails from the sunshine state of Florida. She was raised with strict morals and manners, all of which left her when she was forcefully transplanted to Alaska in 1993. Though she has been here for quite some time, her true southern roots still shine through. Her full time job as Super Mom involves a hectic daily life of policing, managing, promoting, crime fighting, care giving, food making, holding judicial hearings, pardoning, warden...etc in her own little metropolis (Est. 1998 Population 5) . When she is not actively involved in her full time job she took up part time work in Business Management, Acquisitions, and Contracting (think about it she came prequalified from her full time gig). She has worked for Boeing, Bechtel, KAYA ASC., Bering Straits, and Alaska Mechanical. From UAF Museum to MDA she has had her hand in just about everything for the last 13 years.

## Welcome New Hires!

Guy Greene	Abelardo Vasquez	Raymond Robinson
Patrick Hill	Santos Lopez	Miguel Ramos
Rojelio Gonzalex, Jr	Kehinde Lateef	Joanne Rodriguez
Rojelio Gonzalez, Sr	Perfecto Jaco	Orelia Gonzalez
Robbin Larkin	Christina Uribe	Omar Limon
Annita McCrea	Elias Trevino	Camilo Medrano
Miranda Ragland	Antonio Garcia	Cheyenne Kaimi
Raul Lozano	Daniel Martinez	Roderick Bass
Keith Rupe	Luis Carrizales	Sandra DeLeon
Cory Nims	Christopher Clement	Pete Nieto
Angel Rodriguez	Robert Sifuentes	Eduardo Gonzalez
Alejandro Casas	Rosendo Villarreal	Timothy Stone
Jorge Huerta	Noe Quintanilla	Rodolfo Garza
Mario Simao	Nicolas Munoz	Robert Jenkins
Laura Nino	Jose Pineda	Erlinda Tijerina
Arturo Campos	Miguel Proo	Martin Pedraza
Deborah Torkelson	Javier Garza	Euliojio Comacho
Juan Costilla	Ernest Rodriguez	Ramiro Espinoza
Epifanio Corral	Maria Hernandez	Cody Perez
Gaylan Fayadh	Mario Rodriguez	Armando Benavidez
Joy Vera	Elec Ruiz	Windell McBride
Josue Gonzalez	Fuatupe Vae	Minvera Written
Jose Gomez	Gilbert Ortiz	Carlos Martinez
Carlos Esparza	Moises Gonzalez	Maria Perez



# *Fleet Management*

## Distracted Driving Awareness

With ever increasing demands on our personal and professional time in today's busy society, learning to juggle multiple tasks at once is something we all face daily. As a result, a new traffic safety epidemic has emerged on America's roadways that demands immediate attention: distracted driving.

In 2010, 3,092 people were killed in crashes involving a distracted driver. Distractions, along with alcohol and speeding, are now the leading factors in fatal and serious injury crashes. One of the most alarming and widespread forms of distracted driving is cell phone usage. A Carnegie Mellon study found, driving while using a cell phone reduces the amount of brain activity normally associated with driving, by 37 percent. A report from the National Safety Council found more than one out of every four traffic accidents is caused by people talking on cell phones or sending text messages. Cell phone distracted driving is unique in it combines three types of distractions – visual, mechanical and cognitive. Hands-free devices offer no safety benefit as the mind still focuses on the conversation and not on driving.

"Distracted driving is an epidemic on America's roadways, and we're doing our part to help put an end to it," said U.S. Secretary of Transportation Ray LaHood. "Texting and cell phone use while driving is extremely dangerous, and we know simply getting drivers to turn their phones off when they get behind the wheel will make our roads significantly safer."

Drivers should eliminate distractions from their driving habits and know how to identify other drivers who may be distracted while driving.

- Get adequate sleep before any trip, because fatigue causes decreased attention and reaction time.
- Don't drink alcohol before driving.
- Avoid taking medications known to cause drowsiness, either before the trip or while driving.
- Pre-program radio stations before any trip.
- Clear the vehicle of unnecessary objects.
- Review and become familiar with all safety and usage features on any in-vehicle electronics.
- Review maps and plan travel route or program your GPS device in advance.
- Fasten safety belts before starting the vehicle.
- Ensure all passengers are wearing safety belts and children are in an approved child passenger restraint system or safety belt.
- Adjust all mirrors for best all-around visibility before starting the vehicle.
- Don't read or write while driving.
- Avoid smoking, eating, drinking, and engaging in personal hygiene activities while driving.
- Don't engage in stressful or emotional conversations with passengers in the vehicle.
- Pull off the road in a safe place to deal with insects, unruly passengers, children, or pets while driving.
- Always keep cool when in stressful driving situations.

NHTSA's message is simple – "One Text or Call Could Wreck it All." With supporters ranging from President Obama to Oprah and legislation being passed across the nation to discourage distracted driving, we hope drivers get the message loud and clear.

"Decades of experience with drunk driving and getting people to buckle up has taught us it takes a consistent combination of public education, effective enforcement, a committed judiciary, and the collective efforts of local, state, and national advocates to put a dent in the problem," said LaHood.

So the next time you are pressed for time, and it seems like multitasking in the car is the best decision, remember those 3,092 lives that were taken because someone decided they could do two things at once. A text or call is not worth your life, or anyone else's.

~Ricky Carns  
Programs Manager

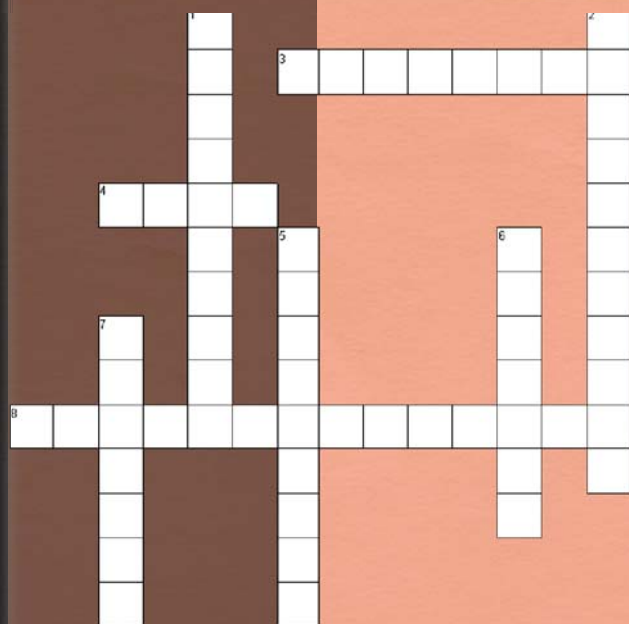


# Crossword Puzzle

*July/ August Solutions!*



## Crossword of the Month



### ACROSS

3 David works on the Inter \_\_\_\_\_ Air Forces Academy (IAAFA) contract

4 Bruce is assigned to AGE \_\_\_\_\_ 3

8 Each day, professional drivers manager their time through effecient trip planning and by logging their travel routes in compliance with Departement of \_\_\_\_\_ guidelines

### DOWN

1 MRO is short for Maintenance, Repair, and \_\_\_\_\_

2 Bruce performs 7-Level \_\_\_\_\_ to ensure equipment quality

5 Paul participated in the 2013 \_\_\_\_\_ Executive Lock-Up in support of the Muscular Dystrophy Association

6 The priimary language used within the IAAFA facility

7 David repaired a one of a kind F-5 Fighter ejection seat \_\_\_\_\_





201 E. 3rd Avenue, Anchorage, AK 99501

Toll Free: 877.338.8243

P: 907.338.8243 F: 907.338.0849

[www.trailboss.biz](http://www.trailboss.biz)

**“We’re here for business or we have no business here.”**