



MESSENGER

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PACKAGE TO PALLET—QUICKSILVER IT!

Quicksilver Builds Electric Car in 1991

Almost 20 years ago Quicksilver and two other businesses (E-Tran Corp and Brixon Mfg) built the first electric car that ran on three power sources. The driver could automatically switch from the traditional internal combustion engine, to a battery powered electric engine, or to direct electric current embedded in the road. We received over one million dollars in research grants from the State of Minnesota, NSP (now Xcel Energy), and the Arizona Power Company. The original E-Tran patents, now expired, can be found with a Google search. When using direct road current or the battery pack located in the trunk, the car could go from 0 to 60 in five seconds...no gears needed with the Balder electric engine. CNN as well as many NBC/CBS/ABC stations documented the story as the Governor of Minnesota rode around the state capital in the one-of-a-kind vehicle.

One could argue that the first electric car was the streetcar. But the 19th century streetcar was just a railway car, nothing like the modern car invented later by Henry Ford. The Streetcar was powered by overhead electric wires because electric power on the roadway could electrocute pedestrians. With the advent of solid state circuitry, the E-Tran "power in the road" was only live (hot) directly under the vehicle, thus eliminating the human electrocution problem unless a person was laying under the car as it passed over (dumb and dumber). Quicksilver and E-Tran worked with our third partner, Brixon Manufacturing (a Quicksilver customer since 1982) to build the car in less than 90 days. We completed the vehicle just hours before the Governor and Minnesota state legislators rode around the capital on a temporary test track. The State allowed us to run the car continuously for 30 days around the Department of Transportation (DOT) test track. Final results: no road damage, no danger, no gas usage, perfect performance.

So, what happened? Power in the road cost the user far less than gas or electric battery packs. The big electric power companies loved the idea of replacing the big oil and gas companies. No more pollution from the internal combustion engine. Fewer accidents as the cars had to follow each other at a safe distance on the powered road in the same lane at high speeds. I will tell you what happened. The oil companies and auto manufacturers teamed up with the DOT to kill the entire project. They wanted nothing to do with a powered rail embedded in their highways. Of course, the auto makers had no electric vehicle plans at the time. The oil companies had more political power than the electric power companies. Therefore, the grants dried up, and the E-Tran project was then mothballed. Quicksilver owned 20% of E-Tran. Imagine where we would be today if that technology had been developed nationwide? I do not regret for a minute the time I spent on this project. You cannot win the lottery without buying a ticket. We took a chance on a dream, and I would do it all over again.

Mike Crary, Founder & Chairman

Managing Directors

Mike Crary, 1982

Chairman

Chuck Miller, 1986

Chief Executive Officer

Maggie Rogness, 2006

Chief Financial Officer

Jeff Larsen, 1989

Chief Technology Officer

Lisa Cartagena, 1996

Vice President

Tina Tacker, 2000

Controller

Kyle Parks, 2009

Chief Operating Officer

General Managers

Janice Patterson, 1990

Milwaukee

Zenia Lewis, 1994

Kansas City

Rob Lust, 2005

Minneapolis/St. Paul

Doug Cross, 2010

Phoenix

Lorine Beal, 2013

Denver

How will you increase your income by over \$3,000 in the next year?

Quicksilver compensates most drivers on a commission basis. The more work completed the more money you make. If you enhance your production by just **one** additional delivery per day, you can increase your annual income by over \$3,000!

How can you get one more delivery every day? Keep written notes and edit them into your own reference system. Many people have great memories for names and virtually every activity or action in their lives. I am not one of those, I need to keep notes.

Keep notes on:

- Main street hundred blocks, entrance approaches, exit strategies to/from business districts such as downtown, business parks, medical campuses
- Best parking locations
- Locations of departments in hospitals and office buildings such as labs, pharmacies and mail rooms

- Locations of pickup/drop off places in warehouses such as dock doors and will-call areas

Here are a few more tips to maximize efficiency:

- Fuel up after work hours
- Keep a clean and organized vehicle
- Display your most important reference materials for easy access in your vehicle
- Seek guidance from experts in the office

Remember, being fast on your feet facilitates good health, saves you time, and creates opportunity for additional work.

Whether this job is temporary or long term, put your best effort forward to maximize your income. Quicksilver staff is here to help. Pledge to yourself that you will put in the effort to get better everyday.

Chuck Miller, CEO

Happy Anniversary to Our Vice President!



We want to extend big congratulations to our Vice President, **Lisa Cartagena** on celebrating her 23rd anniversary here at Quicksilver! Like the majority of us, Lisa began as a driver. After completing her interview, she went outside to find her car would not start. Figuring this would be the end to her career at Quicksilver, she went back in to ask for a jump. The HR manager gave her a jump and cheerfully said, "We will see you tomorrow!" And, as they say, the rest is history.

After driving, she became a dispatcher in our Denver office. With her dedication and determination, she was promoted to Operations Manager and excelled. When the decision was made to expand to Arizona, Lisa was sent to Phoenix to help open that branch. She was the General Manager of Phoenix for 12 years and successfully grew their operation into one of Quicksilver's largest locations. Last year she made the move back to Denver. She is now overseeing all of Quicksilver's locations. Quicksilver is better because of her and we are thankful she didn't let a dead battery get her down!

Maggie Rogness, CFO

Linda Furst is one of the two remaining company founders that still owns Quicksilver stock. She lives in Pennsylvania, but maintains an active interest in the company. She recently served on the Board of Directors. Linda assisted with health care initiatives, including several trips to Washington, D.C. to meet with elected officials. Thanks for being a great friend and company supporter for over 45 years.

Mike Crary, Founder & Chairman

Benefits Make Us Better!

2019 has been an exciting year for Quicksilver! We are now offering our full-time employees Health Insurance, Health Savings Accounts, Accident Insurance and Short-Term Disability!

Health

As of January 1st, 2019, we implemented our BlueCross Health Insurance plan for all full-time employees. We have had over 50% of our employee's sign-up for this new plan and many have already begun to see the savings that come with having health insurance.

We also offer a Health Savings Account (HSA). This is a great way to put PRE-TAX money into an account that can be used for health, dental or vision related expenses. The money rolls over year-to-year and you can take it with you.

Accident

Quicksilver is also offering Aflac Accident Insurance free of charge to all full-time employees as of May 1st, 2019. Our staff can add their spouse or dependents at a minimal charge. If you get into any type of accident outside of work, Aflac will provide financial benefits to help cover those unexpected costs. For more information check out Aflac.com/qec.com.

Short-Term Disability

Group rate disability is also available as of May 1st, 2019. If you get sick or injured this would help cover your lost wages for up to 3 months (after 14 days for sickness and 0 days for injury). For more information check out Aflac.com/qec.com.

For 37 years our employees have made us successful. We are proud to be one of the only local transportation companies to offer benefits which our great staff deserves. Quicksilver, unlike most of our local competitors, classify our workers as employees, unlike independent contractors who receive no benefits.

Maggie Rogness, CFO

Helpful Tips from the IT Department

Phishing Emails:

Phishing emails are fake emails that attempt to trick email users into cooperating with the sending individual's fraudulent schemes.

Following the basic guidelines listed below will help protect both Quicksilver and you from these phishing attempts.

How to Spot a Phishing or Fake Email:

1. The sending email address may appear to be valid, but it is not. 'Spoofing' a sending email address and pretending to be someone else is very easy to do. You can check to see who the real email sender is because email clients will usually display the real sending email address in some fashion.
2. There may be bad grammar and spelling in the email or missing information in the suspicious email's header fields like "To:" or "Subject:", etc.
3. There's a generic greeting in the body of the suspicious email.

4. The suspicious email has a sense of urgency that is provided by either offering a prize or threatening some sort of harm to the email recipient or company.

5. There is a link to a fake web site.

How to Handle a Phishing Email:

1. Most importantly, don't click on links in the suspicious email or open any attachments. This includes any 'Unsubscribe' links that may show up in the email.
2. Use common sense. If you did not enter a contest, how could you win?
3. Don't provide personal information. Banks, governmental agencies, and respected companies usually will not ask you for personal information by email.
5. Once you are convinced that it is a phishing email, delete it. Do not forward it to anyone.

Kevin L., IT



Messenger Spotlight



Now this is a story all about how, my life got flipped-turned upside down. I'd like to take a minute, just sit right there and I'll tell you how I became the GM of this city right here.*

Now that I have your attention, my name is Zenia Lewis and I am the newest Quicksilver General Manager. While I accepted the position and moved here from Phoenix last August, my story with Quicksilver began 24 years ago.

My sister had been working at Quicksilver for a month and she helped me get an interview with the Office Manager, Debi. At the interview, Debi gave me a typing test that I promptly failed, and I didn't get the job that day. However, a week later another position became available. My sister told me to call Debi and convince her to give me a chance. My persistence worked and my first day was October 31, 1994.

For me, the Quicksilver gig was going to be temporary. I had just moved back to Denver from New Mexico having recently graduated from cosmetology school. I was going to the state board to get my license and start doing hair. Then I found out I was pregnant with my 3rd child, and I needed a job ASAP!

I picked up the job quickly and became a typing maniac, all the while still thinking of it as short-lived. My Manager, Chris Kipling, had a different idea. Chris saw potential in me and convinced me I had a future at Quicksilver. If he were here today, I would tell him, "Thank you for believing in me!"

I learned customer service, and then became the first dispatcher who hadn't previously been a driver. Normally driving experience was required before becoming a dispatcher customer service representative. But I was able to learn quickly and work at both positions. I'm living proof, anything is possible! I also learned how to do billing and collections.

At the beginning of 2005, I was asked by Chris Kipling and Chuck Miller if I would consider moving to Arizona to help get a Phoenix location up and running. I did not think twice about it. I said: "Yes. I will!"

We moved to Phoenix in July of 2005. It was 118 degrees on the day we rolled in. And guess what? It stayed HOT until October when we officially opened the Phoenix branch. I won't bore you with all the crazy details about starting up a new office. Let's just call it an adventure like no other.

During my 13 years in Phoenix, I had the privilege of being groomed by the absolute best person in the business, Lisa Cartagena. Lisa is smart and efficient and the best out-of-the-box thinker I know. She also has high expectations. Lisa put processes in place and always thought of ways to improve them. She challenged me to work to my fullest potential. Without that preparation, there's no way I could have done this.

So now here we are, March 2019. I'm seven months into my General Manager position. It is everything I knew it would be and then some. There are days, and then THERE ARE DAYS! To call it "challenging" would be an understatement. You name it and I have been involved in it. From learning the customer base, staffing in the office and our driving team, to weather, traffic, fleet management, meetings, etc....and yet, I'm still here. And guess what? I am here to stay!

Thanks again, Chris, for believing in me. Thank you, Lisa, for teaching me. Thank you, Chuck, for yet another opportunity. Thank you, Lord, for making me capable and resilient.

**Zenia Lewis, General Manager
Kansas City**

*Parody of the theme song to the popular 1990's sitcom, "The Fresh Prince of Bel-Air"

Kansas City



Did you know?

Did you know that 2019 marks 30 years of service for our Kansas City branch? Yep! 30 years! CELEBRATION time, come on! Later this year we will host a 30th Anniversary Celebration. I hope all of you show up to celebrate this milestone with us. We could not have made it this far without our dedicated employees.

This year is poised to be a big year for us here in Kansas City. There are amazing things happening all around us. Currently, a facelift is taking place in our offices and we can't wait to see the finished product! We have welcomed some new players to the Operations Team! Katy and Patrick joined the team in October, and Bailey in November. Welcome All!

We also continue to gain new drivers and are able to service more and more customers as we go. With 30 years as *the* presence in Kansas City, we look back fondly, as we proudly forge forward with a renewed sense of excitement!

We couldn't be more enthusiastic of what's coming our way in 2019!

Zenia Lewis, General Manager

Operations Report

Going into my 14th year here in Kansas City, and my sixth month as Operations Manager, I am excited to see to the changes that are going on here with our location. The arrival of our new General Manager, Zenia, has been exciting. She has jumped in with both feet! The people we've added to our operations team are enthusiastic and driven to succeed.

Spring seems to be slowly approaching, giving our drivers warmer temps and much better road conditions. I want to take a moment to thank our amazing team for stepping up and servicing our customers (including many medical facilities) through the harshest winter we have had in many years. Your dedication and willingness to power through the toughest of days shows how great of a group of drivers we have. Remember our doors are always open. Please feel free to call or come in to discuss any concerns, questions, or feedback you may have. A positive work environment is a happy work environment.

This being our 30th year in business, myself along with many others are eager to see what the future holds for us here in Kansas City.

Jennifer K., Operations Manager

Minneapolis/St. Paul

Denver

Did You Know?

Did you know that the Minneapolis/St. Paul location has the some of the longest tenured employees in the entire company? With 43 staff with 10 years or more, 18 with 20 years or more and 5 employees with 30+years, our location has a lot of experience that we are very thankful for. Here is some interesting info on some of the longest tenured employees.

- Kevin L. has been working for Quicksilver since 1987! He is known in the office by the nickname given to him a long time ago as K-Bob. He started in the office as a morning dispatcher, after some time moved into the 2nd shift slot and never looked back. K-Bob's quick wit and ability to make everyone laugh at any situation, including himself, has made him a staple of the MN operations.
- Brian H. works in our Scheduled Services department and started as a driver in 1988. With Brian's knowledge of each route he can usually answer any questions without even looking up the route! Brian comes in with a great attitude each day and constantly is looking out for what is best for drivers and Quicksilver.
- Bruce O. started as a driver in June of 1988. In that time Bruce has had zero accidents or moving violations! He comes out everyday with a get it done attitude and willingness to help in any situation. With all the experience Bruce is one of the most proficient drivers in MN. Bruce has been driving for so long he's had cars get up to 450K miles!
- JR S. started just after Bruce and has done many different jobs at Quicksilver. Over the course of time JR has been a Driver, Dispatch, Building Maintenance and now back to Dispatch. At one time JR did the most maintenance on Quicksilver's old communication system called the Raco Tech, for those of us who remember those. JR enjoys his new/old roll back in dispatch and is an asset to operations.

These four individuals have a combined experience of nearly 125 years! We are very thankful to not only these employees but all employees who make Quicksilver one of the best places to work. We look forward to adding to the list of 30+ years of experience!

Rob Lust, General Manager, Minneapolis/St. Paul

Did You Know?

Tim S., a long-time team member in Denver is getting ready to retire from Quicksilver after more than **26 years!**

Tim started working for QEC in 1992 as a courier. He drove a 2 door Datsun that he pulled the front seat out of to allow more room to haul boxes.

Some of Tim's most memorable deliveries were:

- A football to John Elway to sign for a charity event. Tim said John is much bigger in person than he ever looked on TV!
- A \$600,000.00 bank deposit delivery
- An envelope from the 32nd floor high rise a short distance down to the 12th floor
- 2 rolls of bubble wrap to a bottled water company 300 miles away from Denver to Ouray
- His most fond memory was delivering promotional saran wrapped bowls of live goldfish to downtown Denver for the movie premiere of "Finding Nemo"

Tim moved into the office after 2 years. He dispatched for 11 years before moving into the role of HR Manager for the next 12 years. Tim returned to the dispatching desk in 2016.

Tim says "I have always felt that we do important work in helping support our customers and community. I am a better person for having worked here and I hope I was a positive influence on the people I've crossed paths with. I am moving to St Croix in the US Virgin Islands. Leaving the family I have here in the Colorado community and at Quicksilver is difficult, but exciting too. I'm trading big snow storms and hailstorms for hurricanes! Thank you all for your support and friendship and best wishes to all of you!"

We want to thank Tim for his many years of service, dedication and hard work. We wish you the best of luck in your new endeavors!

Lorine Beal, General Manager, Denver

Anniversaries

Minneapolis/St. Paul

January

Office - Kevin L., 32 years
 12 Mourad M., 25 years
 531 Ron E., 24 years
 Office - Michael B., 23 years
 169 Paul P., 22 years
 294 Aaron E., 20 years
 338 Neal A., 10 years
 401 Phil V., 5 years
 458 Chris G., 5 years
 591 Hernan S., 1 year

February

460 Hal B., 16 years
 368 Bob W., 6 years
 495 Mike F., 2 years
 Office - Jeff H., 2 years
 103 Ed W., 1 year

March

Office - Cheryl M., 20 years
 207 Terryll T., 19 years
 279 Mike C., 16 years
 Rob Lust, GM MN, 14 years
 248 Rich S., 11 years
 257 Charlie S., 8 years
 244 Jenna M., 8 years
 535 Bryan P., 5 years
 Office - Amanda K., 5 years
 Office - Chris O., 5 years
 224 Jason B., 2 years
 304 Dan C., 1 year
 54 Nick H., 1 year
 61 Solomon G., 1 year

Denver

January

Office - Debi M., 30 years
 453 Joel R., 6 years
 166 Joe C., 5 years
 432 Matt Y., 3 years

February

253 Warren D., 23 years
 391 Frank D., 17 years
 279 Don M., 16 years
 468 Jeff H., 7 years
 144 Dave C., 5 years
 Office - Travis G., 5 years
 176 Rex B., 3 years
 184 James B., 1 year

March

Lisa Cartagena, VP, 23 years
 179 Scott B., 10 years
 333 Ana P., 3 years
 378 Jeremy B., 2 years
 204 Laura L., 2 years
 17 Jared G., 1 year
 193 Griselda Q., 1 year
 114 Al S., 1 year

Kansas City

January

115 Jim H., 21 years
 202 Chris D., 3 years
 184 Mark H., 2 years

February

509 Aaron B., 5 years

March

219 Gary F., 20 years
 591 Larry L., 16 years
 Office - Jennifer K., 14 years
 411 Chris F., 5 years
 334 Kevin M., 4 years
 Office - Tim B., 2 years
 18 George J., 1 year
 442 "Q" G., 1 year
 125 Chris O., 1 year
 434 Ronnie F., 1 year
 312 Darrell B., 1 year

Milwaukee

January

143 Isaac G., 1 Year

February

139 Dave O., 5 Years
 120 Tim A., 4 Years
 Office, Deb M., 4 Years
 23 Mark C., 2 Years

March

230 Richard I., 4 years

Phoenix

January

719 Chris N., 5 years
 566 Rob G., 2 years
 506 Weyami L., 1 year
 507 Mildred M., 1 year
 716 Jerry D., 1 year
 717 Sharon M., 1 year
 Office, Megan N., 1 year

February

Office - April B., 15 years
 266 Paul A., 12 years
 Doug Cross, GM AZ, 9 years
 622 Greg W., 7 years
 651 John N., 6 years
 523 Anthony S., 5 years
 503 Mike M., 5 years
 773 Rich G., 4 years
 Office, Andrew S., 2 years
 Office, Justin B., 2 years

March

559 Chris V., 4 years
 Office, Stacie S., 2 years
 513 Bruce T., 1 year