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# **BEST Fleets** **TO DRIVE FOR**

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**2011 Final Results**



“ Driver compensation, pension, and benefits; professional development; driver and community support; safety record - the **Best Fleets to Drive For** is identifying the gold standard when it comes to a driver's work environment.

Every carrier can benefit from what the program has to teach us. ”



Chris Burruss  
President, Truckload Carriers Association

**Best Fleets to Drive For is produced in partnership with CarriersEdge**



CarriersEdge is a Software-as-a-Service system that allows fleets to improve their business performance by improving the quality of their drivers, and do so without the sacrifices traditionally required. The CarriersEdge system combines a library of online training courses, testing and assessment tools, and management reporting to help fleets identify gaps in driver knowledge, and close them without disrupting operations or driver home time.

For more information about CarriersEdge, visit [www.DriverQuality.com](http://www.DriverQuality.com).

# Best Fleets 2011

Welcome to the 2011 edition of **Best Fleets to Drive For**. In general, 2010 was a much better year for the North American trucking industry, and this year's Best Fleets have lots of interesting and innovative programs to showcase. As the industry rebounds and capacity tightens, these fleets are finding new ways to provide a rewarding workplace experience to their drivers and owner-operators.

## How We Do It

**Best Fleets to Drive For** is open to all for-hire trucking companies with 10 trucks or more, operating in the U.S. or Canada. To participate, fleets have to be nominated by a company driver or owner-operator currently working with them. One nomination is all it takes.

Nominated fleets participate in a corporate interview that collects information about programs across a variety of categories. A selection of drivers are surveyed and the company's results in safety, retention, and overall business performance are also evaluated. The results are compiled to determine the Top 20 **Best Fleets to Drive For**.

## The Year In Review

Even before the nominations opened for the 2011 program, we knew it was going to be a different year - fleets were calling weekly to find out when the nominations would be opening. Once nominations did open, the interest and activity only grew.

In the end, nominations were up over 30%, participation [nominated fleets that completed the interview stage] was up more than 80%, and we had a record 38 fleets that completed the evaluation process.

In addition to the greater level of participation, we also noticed an increase in the overall number and quality of programs that fleets were running for their drivers. The bar is definitely being raised and, as you'll see in these pages, this year's Best

Fleets have taken every available advantage to separate themselves from the pack.

## Winner Breakdown

This year's Top 20 **Best Fleets to Drive For** include a solid mix of returning winners and fresh blood. Five fleets have the distinction of making the list for three consecutive years and they bear special mention:

- Con-way Truckload
- Dart Transit Company
- Don Hummer Trucking
- Mackinnon Transport
- Yanke Group of Companies

In addition, 7 fleets return as two-time winners:

- Bison Transport
- Boyd Bros. Transportation
- Brian Kurtz Trucking
- Erb Group of Companies
- Fremont Contract Carriers
- Kennesaw Transportation
- Schneider National

Congratulations to all the returning winners, and a special congratulations to the fleets back for a third time!

## Best Fleets to Watch

This year, we decided to name 5 honorable mentions, or "Best Fleets to Watch". While we normally name a Top 20, we had such strong participation and so many great fleets involved that we wanted to recognize as many carriers as possible. The Best Fleets to Watch for 2011 are:

- Drive Logistics - Windsor, ON
- Hueneman Farms - Garner, IA
- Spirit Truck Lines - San Juan, TX
- Tennant Truck Lines - Orion, IL
- Turk Enterprises - St. Andrews, MB

# 2011 Trends

This year we noticed three very distinct trends emerging among the nominated fleets. All three of these are things that weren't even mentioned in previous years, but look like the beginning of an industry wide shift.

## The Social Industry

One of the first trends we noticed was social networking. Like most other industries, the Facebook juggernaut has rolled into trucking, and fleets are getting involved in a big way. A number of fleets have setup Facebook groups to serve as a foundation for their online recruiting efforts. The benefit of this, and the real value of Facebook, is that the drivers themselves can take on a lot of the direct recruiting workload - answering questions about the company, discussing what it's like to work there, and providing firsthand testimonials to prospective employees.

Following on the heels of Facebook, Twitter has also emerged as a popular tool, primarily for sharing JIT information about company activities, weather issues, and anything else that affects drivers. Some fleets report having more Twitter followers than active drivers, providing them an easy way to communicate with the extended community, and helping build their brand among potential recruits.

The third piece of the social networking puzzle - YouTube - has also increased its presence over the past year. Fleets have started posting facility tours, messages from the president, and other brand building videos to help demonstrate what their environment is like.

## Street Cred

Another technology trend that emerged this year was the use of, and in some cases reliance on, Google Street View. It's fast becoming a standard operating procedure in many companies.

A number of fleets talked about how they use Street View to assist with route planning and the rampup process for new customers - they can see all the places their trucks will have to go, without having to go there in person first. Drivers also benefit, since they can see both the overhead and street level picture of where they're going, what the entrances/exits look like, and any tricky spots that may not be obvious otherwise.

Fleets are also starting to incorporate both the satellite maps and Street View into their accident investigation process, providing clear visuals on spots where problems occur, but also allowing them to explore the area around those problem spots - checking for signage, obstructions, etc.

## LNG For Me

LNG was an emerging trend as well. While it's still a new, and complex, technology, a significant number of the surveyed fleets were actively evaluating it and a few have made the leap already.

Noteworthy in this trend is that it's not limited to the larger fleets. While new technology adoption tends to start with the larger carriers and move downstream from there, LNG is something that's stoking the curiosity of smaller fleets as well.

## How Much Turnover?

One other thing we noticed across all the surveyed fleets this year was a much greater interest in retention scores, and many creative ways of calculating driver turnover. Everyone seems to have a different way of calculating their turnover numbers, with some very creative ways to work the numbers.

None of that impacts the overall retention numbers for winning fleets, since we use an industry standard formula for calculating scores based on specific company inputs, but it's definitely an area of increased interest among fleets.

# Winning Ways

Big or small, this year's Best Fleets to Drive For demonstrate that there's no shortage of great ideas and innovative programs out there.

## Featured Fleets

### Fremont Contract Carriers

**Head office:** Fremont, NE

**Total drivers/owner-ops:** 289

Back in 2009, when we first launched the **Best Fleets to Drive For** program, FCC was the overall winner in the Over 100 Power Units category (we've since stopped categorizing by size). Since then, they haven't been resting on their laurels, expanding their bonus and safety programs, and making sure their drivers kept busy through the recession.

With one of the most comprehensive bonus programs of any fleet in the survey, FCC rewards drivers for mile production, customer service (on-time performance), fuel performance, minimizing OOR miles, and company profitability, in addition to the standard safety and referral bonuses.

Of course, a great workplace is more than just compensation, and FCC balances the money with strong driver/dispatcher relations, solid maintenance programs, and continuing investments in safety technology.

As one driver commented: "Every time I think about the grass being greener elsewhere, all I have to do [is] make a mental checklist of the things I want out of a company. FCC has nearly all of them. Definately[sic] more than any other company I have worked for or am familiar with."

### Erb Group of Companies

**Head office:** New Hamburg, ON

**Total drivers/owner-ops:** 846

While it's a regular fixture in TCA safety awards,

Erb also demonstrates that it knows how to keep its drivers happy as well.

In addition to its standard compensation and bonus programs, Erb also offers both retirement and tax free savings plans for drivers, and is one of the few fleets with a company match in both.

Erb's ProDrive benchmarking system monitors idle time, hard braking, speed, accidents, and lost time due to injury. For its straight trucks, ProDrive also monitors lbs per hour delivered. The result is a comprehensive dashboard that helps drivers see their own strengths and weaknesses, and continually improve their overall performance.

Erb applies the same disciplined approach to driver health, working with a local hospital to build the Highway to Health, a comprehensive wellness training program available through the company's online training system.

### Paramount Freight Systems

**Head office:** Ft. Myers, FL

**Total drivers/owner-ops:** 122

Focused solely on serving its team of owner-operators, Paramount Freight Systems proves that you can still take care of your people, even when they're independent contractors.

As their nominating contractor put it: "They are a 100% Owner Operator company that knows how to treat Owner Ops. Dispatch is pro driver and gets it done. They have 120 Trucks and everyone I talk to gets the miles and home time they need and want".

In addition to providing steady miles and home time, PFS also serves its O-O partners by providing a range of different insurance options at reasonable rates, quarterly surveys to collect input on company programs, and an innovative "buddy" system that ensures a smooth rampup for new contractors.

# Winning Ways

## **Don Hummer Trucking**

**Head office:** Oxford, IA

**Total drivers/owner-ops:** 172

One of only 5 companies to make the Top 20 three times in a row, Don Hummer's balanced programs and general sense of community generated some of the highest driver satisfaction numbers in the program.

As one driver put it: "Don Hummer concentrates on things that matter to a driver. Flashy perks will not matter if you don't like your job. I'm given respect for what I do and Don and Chris Hummer are drivers that know what it is like out here."

## **Hot Ideas**

### **Yanke Group of Companies**

**Head office:** Saskatoon, SK

**Total drivers/owner-ops:** 450

Use of Skype during hiring process allows for virtual 'in person' interviews and gives people a chance to talk face to face, even when far apart.

### **Bison Transport**

**Head office:** Winnipeg, MB

**Total drivers/owner-ops:** 1321

Flexible benefit credits program allows drivers to choose the coverage that fits, and invest any leftover credits into retirement savings.

### **Dart Transit Company**

**Head office:** Eagan, MN

**Total drivers/owner-ops:** 2346

Clean inspection bonus encourages contractors to keep their equipment in top shape.

### **Schneider National**

**Head office:** Green Bay, WI

**Total drivers/owner-ops:** 13150

Individual driver scorecards track performance in

safety, fuel, on-time service, customer service and corporate citizenship categories.

### **Boyd Bros. Trucking**

**Head office:** Clayton, AL

**Total drivers/owner-ops:** 763

Multiple reviews during first year of employment ensure new drivers ramp-up smoothly.

### **Don Hummer Trucking**

**Head office:** Oxford, IO

**Total drivers/owner-ops:** 172

Annual online surveys ensure driver feedback and opinions are heard on key issues across the company.

### **1st Express**

**Head office:** Toledo, OH

**Total drivers/owner-ops:** 36

Profit sharing program incents drivers to help build the business.

### **Best Cartage**

**Head office:** Kernersville, NC

**Total drivers/owner-ops:** 152

Drivers with biggest improvements in fuel efficiency rewarded with Chevy Avalanche, trips to Hawaii.

### **Mackinnon Transport**

**Head office:** Guelph, ON

**Total drivers/owner-ops:** 230

Red Alert team ensures that any driver satisfaction issues are identified early, and dealt with quickly.

### **Brian Kurtz Trucking**

**Head office:** Breslau, ON

**Total drivers/owner-ops:** 76

Zero DOT reportables for the year demonstrates

# Winning Ways

that a perfect safety record isn't just a dream.

## **Erb Group of Companies**

**Head office:** New Hamburg, ON

**Total drivers/owner-ops:** 846

Generation gap training helps people of all ages work together more effectively.

## **Kennesaw Transportation**

**Head office:** Rydal, GA

**Total drivers/owner-ops:** 290

Facebook aids recruiting by giving drivers a forum for sharing testimonials and discussing the company.

## **Con-way Truckload**

**Head office:** Joplin, MO

**Total drivers/owner-ops:** 3500

In addition to regularly scheduled maintenance, company trucks get additional inspections every time they visit the Joplin or Laredo terminals.

## **Fremont Contract Carriers**

**Head office:** Fremont, NE

**Total drivers/owner-ops:** 289

Quiet room for drivers provides opportunities for uninterrupted rest at terminal.

## **Motor Carrier Service, Inc**

**Head office:** Northwood, OH

**Total drivers/owner-ops:** 87

Driver liaisons - team of elected driver representatives - give drivers a voice and help the company refine policies.

## **Paramount Freight Systems**

**Head office:** Ft. Myers, FL

**Total drivers/owner-ops:** 122

Driver of the week, month, and year contests provide regular opportunities to reward contrac-

tors who go above and beyond.

## **Pride Transport**

**Head office:** Salt Lake City, UT

**Total drivers/owner-ops:** 340

Company-wide Biggest Loser contest helps drivers focus on healthy lifestyle choices.

## **Trimac Transportation**

**Head office:** Houston, TX

**Total drivers/owner-ops:** 1150

Ridealong program gets office staff out on the road, helping them develop understanding of driver issues.

## **Vedder Transportation**

**Head office:** Abbotsford, BC

**Total drivers/owner-ops:** 255

Addition of LNG trucks helps minimize company's carbon footprint.

## **WTI Transport**

**Head office:** Tuscaloosa, AL

**Total drivers/owner-ops:** 280

Top performers get public recognition through company photo boards and Facebook postings.

## **Survey Results**

The results listed on the following pages represent information provided through the Corporate Interview portion of the survey. Responses have been compiled and summarized as outlined in the legend on pages 12-13.

For more information about survey results, interview process, or evaluation methodology, visit [www.BestFleetsToDriveFor.com](http://www.BestFleetsToDriveFor.com).

Name	Head Office	Total drivers (Co + O-O)	Avg Income - Co	Avg Miles - Co	Avg Gross - O-O	Avg Miles - O-O	Pay Range
1st Express	Toledo, OH	36	\$47,500 ●	85,000	\$125,000 ●	100,000	N
Best Cartage	Kernersville, NC	152	\$39,000 ●	106,730	\$151,066 ●	150,000	N
Bison Transport	Winnipeg, MB	1321	\$42,582 ●	86,736	\$186,223 ●	139,331	Y
Boyd Bros. Trucking	Clayton, AL	763	\$48,000 ●	110,000	\$145,000 ●	117,600	Y
Brian Kurtz Trucking	Breslau, ON	76	\$74,000 ●	110,000	\$170,000 ●	110,000	N
Con-way Truckload	Joplin, MO	3500	\$48,097 ●	109,213	\$164,866 ●	146,419	Y
Dart Transit Company	Eagan, MN	2346	n/a	n/a	\$140,000 ●	115,000	N
Don Hummer Trucking	Oxford, IA	172	\$48,300 ●	117,000	\$142,000 ●	95,000	Y
Erb Group of Companies	New Hamburg, ON	846	\$63,241 ●	115,000	\$148,742 ●	120,767	Y
Fremont Contract Carriers	Fremont, NE	289	\$51,350 ●	126,960	\$166,400 ●	126,960	Y
Kennesaw Transportation	Rydal, GA	290	\$55,000 ●	156,000	\$125,000 ●	156,000	Y
Mackinnon Transport	Guelph, ON	230	\$65,000 ●	106,000	\$147,200 ●	120,000	Y
Motor Carrier Service, Inc.	Northwood, OH	87	\$48,200 ●	113,000	\$137,500 ●	115,200	Y
Paramount Freight Systems	Ft. Myers, FL	122	n/a	n/a	\$150,000 ●	130,000	N
Pride Transport	Salt Lake City, UT	340	\$52,000	137,400	n/a	137,400	Y
Schneider National	Green Bay, WI	13150	\$49,000 ●	103,800	\$128,000 ●	109,000	Y
Trimac Transportation	Houston, TX	1150	\$50,000 ●	70,000	\$145,000 ●	95,000	Y
Vedder Transportation	Abbotsford, BC	255	\$70,000 ●	92,500	\$200,000 ●	130,000	Y
WTI Transport	Tuscaloosa, AL	280	\$44,200 ●	102,000	\$170,000 ●	109,000	Y
Yanke Group of Companies	Saskatoon, SK	450	\$55,000 ●	110,000	\$180,000 ●	110,000	Y

● US Dollars ● Canadian Dollars

## Bonus Program Notes

### 1st Express

Profit sharing, clean inspection, overall performance

### Best Cartage

Safety, attendance, referral, fuel efficiency

### Bison Transport

Safety, longevity, fuel, referral

### Boyd Bros. Trucking

Fuel, recruiting, referral, clean inspection

### Brian Kurtz Trucking

Safety, fuel efficiency, idle time

### Con-way Truckload

Safety, seniority, referral

### Dart Transit Company

Recruiting, safety, mileage, longevity

### Don Hummer Trucking

Safety, seniority, recruiting

### Erb Group of Companies

Safe worker, profit sharing, overall performance, meal allowance

### Fremont Contract Carriers

Profit sharing, safety, fuel, referral, on-time delivery



Bonus / Incentive Pay	Bonus - Co	Bonus - O-O	Health Benefits / Insurance	Days to Qualify	401(k) / RSP	Paid Time Off	Formal Policy Communication	Retention score	Total Work Envmt	Diversity Program	% Women	Mixed Gender Road Testing	Retention Program	Driver Committee	Dress Code / Uniforms
Benefits								HR Strategy							
* Notes	Y	Y	Y/P	90	Y	Y	Y	11.6	2	1	2	1	2	Y	DC
* Notes	Y	N	Y/P	60(1)	Y	Y	Y	5.22	3	3	2	2	3	Y	DC
* Notes	Y	Y	Y/P	90	Y	Y	Y	6.68	3	3	5	2	3	Y	DC
* Notes	Y	Y	Y/P	30	Y	Y	Y	5.6	3	1	1	1	3	Y	DC
* Notes	Y	Y	Y/F	90	Y	Y	Y	8.17	2	1	2	2	1	Y	DC
* Notes	Y	Y	Y/P	60(1)	Y	Y	Y	4.8	2	2	15	2	3	Y	DC
* Notes	n/a	Y	Y/-	n/a	Y	n/a	Y	4.22	3	n/a	4	1	3	N	DC
* Notes	Y	Y	Y/P	90(1)	Y	Y	Y	6.81	3	3	10	3	3	N	DC
* Notes	Y	Y	Y/P	90	Y	Y	Y	7.43	3	2	2	2	3	Y	UNI
* Notes	Y	Y	Y/P	30	Y	Y	Y	8.73	2	1	7	3	3	Y	DC
* Notes	Y	Y	Y/P	30/180	Y	Y	Y	6.34	3	1	40	1	3	N	DC
* Notes	Y	Y	Y/F	90	Y	Y	Y	5.38	3	3	3	2	3	Y	DC
* Notes	Y	Y	Y/P	90	Y	Y	Y	7.94	2	2	5	2	2	Y	DC
* Notes	n/a	Y	Y/-	30	N	n/a	Y	8.26	3	1	17	2	3	N	DC
* Notes	Y	Y	Y/P	90(1)	Y	Y	Y	4.8	3	3	8	3	2	Y	DC
* Notes	Y	Y	Y/P	60(1)	Y	Y	Y	w/h	3	3	5	3	3	Y	DC/UNI
* Notes	Y	Y	Y/P	90(1)	Y	Y	Y	9.15	3	3	10	1	3	Y	UNI
* Notes	Y	Y	Y/P	120	Y	Y	Y	5.9	3	1	7	3	1	N	DC/UNI
* Notes	Y	N	Y/P	30(1)	Y	Y	Y	5.64	2	2	1	1	3	Y	DC
* Notes	Y	Y	Y/P	1/180	Y	Y	Y	6.31	3	3	4.6	3	2	Y	DC

**Kennesaw Transport**  
Mileage, safety, ESOP, longevity

**Mackinnon Transport**  
Safety, fuel, overall performance

**Motor Carrier Service, Inc.**  
Safety, fuel, referral, clean inspection, overall performance

**Paramount Freight Systems**  
Safety, fuel, seniority

**Pride Transport**  
Safety, fuel, referral

**Schneider National**  
Safety, fuel, overall performance

**Trimac Transportation**  
Safety, fuel, meal allowance

**Vedder Transportation**  
Safety, referral, longevity

**WTI Transport**  
Safety, fuel, referral, clean inspection, meal allowance

**Yanke Group of Companies**  
Safety, fuel, clean inspection, free dinner on birthday

Name	Company Tractor Av. Age	Prev Maintenance / Required Fitness Level	Safety Record	Safety Policies	Safety Technology	Efficiency Technology	Shipper Issues	Manager Contact	Performance Eval	Perf. Recognition / Rewards	Benchmarking	Raises / Promotions
	Operational Strategy							Performance & Recognition				
1st Express	4	2	0.42	3	2	1	3	3	3	Y	Y	Ann/Perf
Best Cartage	2	2	0.35	2	3	1	3	3	1	Y	N	Ann/Perf
Bison Transport	2.5	2	0.18	2	3	3	2	3	2	Y	Y	Perf
Boyd Bros. Trucking	2.5	2	0.51	3	3	3	3	3	3	Y	Y	Perf
Brian Kurtz Trucking	2.75	2	0.0	3	2	2	3	3	2	Y	Y	Sen/Ind
Con-Way Truckload	3	2	0.79	2	3	2	3	3	3	Y	Y	Sen/Perf
Dart Transit Company	n/a	2	0.521	2	3	3	1	3	3	Y	Y	
Don Hummer Trucking	3	2	0.423	3	2	3	3	3	1	Y	N	Perf
Erb Group of Companies	3.5	3	0.12	2	3	3	3	3	3	Y	Y	Ann/Perf
Fremont Contract Carriers	1.5	2	0.27	3	2	3	3	3	3	Y	Y	Perf
Kennesaw Transport	1	3	0.169	3	2	3	3	3	2	Y	Y	Sen
Mackinnon Transport	4.5	2	0.12	3	2	3	2	3	1	Y	Y	Perf
Motor Carrier Service, Inc.	3	2	0.75	2	3	2	2	2	3	Y	Y	Sen/Ind
Paramount Freight Systems	<10	2	0.6	3	3	3	3	3	3	Y	Y	Sen/Perf
Pride Transport	2	2	0.42	3	3	2	2	3	2	Y	Y	Sen
Schneider National	2	2	0.8	3	3	3	3	2	3	Y	Y	Ann/Perf
Trimac Transportation	2.87	1	0.46	2	3	3	3	3	3	Y	Y	Perf
Vedder Transportation	4	3	0.52	2	2	2	2	3	2	Y	N	Sen
WTI Transport	2.75	3	0.3	2	3	3	1	3	2	Y	Y	Sen
Yanke Group of Companies	2	2	0.38	2	2	2	1	3	2	Y	Y	Perf

Infraction Prevention	Advancement Opps	Training Days (new hires)	Training Days (existing drivers)	Compensated for Training?	Types of Training	Continuing Education	Coaching/Mentoring	Best Practices	Industry Participation	Choice of Routes	Terminal Facilities	Family Support	Health & Wellness	Finan/Legal Assistance	Social Events	Community Involvement	Industry Image	Environmental Efforts
Development & Career Opportunities										Work/Life Balance								
1	N	4	2	N	2	Y	3	2	N	2	1	1	1	2	Y	3	2	1
3	Y	9	6	Y	3	N	3	2	N	1	2	3	3	2	Y	3	3	2
2	Y	8	2	Y	3	Y	2	3	Y	3	3	3	3	3	Y	3	3	3
3	Y	13	5	Y	3	Y	2	3	Y	2	3	2	2	3	Y	2	3	3
2	Y	5.5	4.5	Y	2	Y	2	2	N	3	2	3	1	2	Y	3	3	3
2	Y	5	2.5	Y	3	Y	3	3	Y	2	3	3	3	3	Y	3	3	3
3	Y	2	2	N	2	Y	2	2	Y	3	2	3	2	3	Y	3	3	3
3	Y	4	9	Y	2	Y	3	2	Y	2	3	1	2	1	Y	3	3	3
3	Y	10	4	Y	3	Y	2	3	Y	3	2	3	3	3	Y	3	2	3
3	Y	14	12	Y	3	Y	1	2	Y	1	3	1	3	2	Y	2	2	3
2	Y	4	1	Y	3	Y	3	3	Y	Y	2	2	3	3	Y	3	2	3
3	Y	15	3	Y	2	Y	3	3	Y	2	3	3	2	3	Y	3	3	3
3	Y	30	12	Y	3	Y	3	3	Y	2	2	3	3	2	Y	3	3	2
3	Y	6	4	N	3	N	3	3	Y	2	2	3	2	3	Y	2	2	2
3	Y	3	2	Y	3	Y	3	3	Y	1	3	2	1	1	Y	2	3	2
3	Y	6	4	Y	3	Y	3	3	Y	2	3	3	3	3	Y	3	3	3
3	Y	23	10	Y	3	Y	3	3	Y	2	2	3	2	2	Y	2	2	3
3	Y	7.5	4	Y	3	N	3	2	N	2	1	3	1	2	Y	2	3	2
2	Y	23	20	Y	3	Y	3	3	Y	2	3	3	3	3	Y	3	3	3
3	Y	85	2	Y	3	Y	2	2	Y	2	2	2	3	3	Y	3	3	3

# Chart Legend

Category	Scale
n/a	Not applicable / Not available
w/h	Withheld, at company request
Pay Range	Y/N - A range in starting pay is offered
Bonus - Co	Y/N - Bonuses/incentives are available for company drivers
Bonus - O-O	Y/N - Bonuses/incentives are available for owner-operators
Health Benefits / Insurance	Y/N - Health benefits / insurance provided or available (e.g. medical/dental)
Company Paid	F - Fully paid by carrier P - Partially paid by carrier (% paid if known)
Days to Qualify	Number of days before new driver receives benefit coverage (1 – 1 <sup>st</sup> day of the next month)
401(k)/RSP	Y/N - Retirement savings plan offered through company
Driver Retention	Calculation factoring total exits into average driver count for period. Higher is better.
How does carrier ensure its Total Work Environment meets driver needs?	1: Open door policy/industry reports 2: Gather informal driver feedback (one-on-one/driver meetings) 3: Actively solicit multiple forms of driver feedback (surveys, committee, intranet)
Diversity Program	1: Equal opportunity employer, reviews annual employment stats 2: Facilitates minority participation 3: Formalized program / actively solicits minority communities
Mixed Gender Road Testing Policy	1: No formal policy 2: Informal, make accommodations where possible 3: Formal policy and guidelines
Retention Program	1: Nothing specific/open-door policy 2: Made changes to address specific issue(s)/Have retention staff or department/Focus on hiring process 3: Formal program(s) put in place with specific goal of improving retention

Category	Scale
Driver Committee/Board	Y/N - Driver committee or advisory board facilitated by the company
Dress Code/Uniform	DC – Dress code/professional appearance policy Uni – Uniform required Prov – Provided by carrier
Preventative Maintenance / Required Fitness Level	1: As per minimum equipment specs 2: Monthly shop inspections/Based on mileage 3: Shop inspection every time the vehicle comes into the terminal
Safety Record	DOT Reportable accidents per million miles
Safety Policies: How are situations of conflict between customer needs and driver safety handled?	1: No formal policy, driver choice 2: Formal safety-focused operational policy with driver override, customer advised as issues arise 3: Formal safety-focused operational policy in place and communicated to drivers and customers up front
Safety Technology	1: Nothing/Satellite-only 2: Use EOBR information or other tools 3: Advanced systems such as lane departure, in-cab cameras, simulator
Efficiency Technology	1: Nothing/Satellite-only 2: Training, messages, cell phone allowance 3: Laptops, intranet, toll passes
Shipper Issues: Mechanisms in place to handle problems with shippers.	1: Handle on an ad hoc basis 2: Shippers are aware of policies and penalties 3: Carrier proactively working with shippers to facilitate process
Manager Contact	1: Only when driver initiated 2: At least weekly 3: At least daily

Category	Scale
Performance Evaluations	<ol style="list-style-type: none"> <li>1: Annual performance review</li> <li>2: Driver performance communicated quarterly</li> <li>3: Ongoing performance evaluation and communication</li> </ol>
Performance Recognition / Rewards offered by the carrier	Y/N - Company has formalized programs for identifying and recognizing top performers
Is Benchmarking done to identify top performers?	Y/N - Company has formalized benchmarking program in place
Raises/Promotions: How are raises and promotions determined?	Ind: based on industry factors Sen: based on seniority Perf: based on performance Ann: Raises are provided annually
Infraction Prevention: What is done to prevent infractions?	<ol style="list-style-type: none"> <li>1: Screening process/Orientation &amp; reactive training</li> <li>2: Periodic communication/training/evaluation</li> <li>3: Regular, proactive training and communication</li> </ol>
Advancement Opportunities	Y/N - Company provides opportunities for career advancement
Training days - New	Average number of training days provided in first year with company
Training days - Existing	Average number of training days provided after first year with company
Types of training used for drivers.	<ol style="list-style-type: none"> <li>1: Classroom only</li> <li>2: Variety (such as mentoring, video)</li> <li>3: Variety including online</li> </ol>
Continuing Education	Y/N - Company provides opportunities, and tuition reimbursement for continuing education
Coaching/Mentoring program	<ol style="list-style-type: none"> <li>1: Informal</li> <li>2: Carrier facilitates communication</li> <li>3: Formal program in place (finishing school, new driver coaching program)</li> </ol>
Best Practices: How are best practices shared between drivers?	<ol style="list-style-type: none"> <li>1: Informal sharing</li> <li>2: Carrier facilitates information sharing</li> <li>3: Formal sharing, tools provided (intranet, newsletter)</li> </ol>
Industry Participation	Y/N - Company encourages and supports driver participation in industry associations.
Choice of routes: Are drivers given their choice of routes?	<ol style="list-style-type: none"> <li>1: No</li> <li>2: When possible (FIFO, seniority)</li> <li>3: Always</li> </ol>

Category	Scale
Terminal Facilities	<ol style="list-style-type: none"> <li>1: None/basic (driver room)</li> <li>2: Standard – Shower, vending machines, computer/internet, laundry at some locations</li> <li>3: Gym or other expanded facilities at some locations, standard facilities at all locations</li> </ol>
Family Support	<ol style="list-style-type: none"> <li>1: Open door policy</li> <li>2: Company facilitates access to services as needed</li> <li>3: EAP or other formal assistance program (counseling, concierge)</li> </ol>
Health & Wellness programs	<ol style="list-style-type: none"> <li>1: Informal</li> <li>2: Some services available (BP monitoring, smoking cessation)</li> <li>3: Dr/Nurse on site, formal program(s) in place</li> </ol>
Financial/Legal Assistance for drivers	<ol style="list-style-type: none"> <li>1: Nothing formal</li> <li>2: Informal/ad-hoc internal programs</li> <li>3: Formal program in place (ATBS, credit or legal counseling)</li> </ol>
Social Events	Y/N - Company organizes social activities for drivers, owner/ops.
Community Involvement (by drivers)	<ol style="list-style-type: none"> <li>1: None</li> <li>2: Informal (if requested)</li> <li>3: Proactive with sponsorships, charitable drives</li> </ol>
Contribution to Industry Image (by carrier)	<ol style="list-style-type: none"> <li>1: Nothing specific, truck appearance policy, driver dress code</li> <li>2: Industry association involvement</li> <li>3: Actively engaged in school programs, Public service announcements.</li> </ol>
Efforts to Improve Environmental Impact: (by carrier)	<ol style="list-style-type: none"> <li>1: Recycling in office, fuel/idle reduction programs</li> <li>2: SmartWay participation, equipment initiatives</li> <li>3: Customer initiatives, innovative solutions (recycling oil, high-cube trailers)</li> </ol>

# 2010 Winners



**Richard Bailey, Boyd Bros. Transportation (right), with Chris Burruss, Truckload Carriers Association (left), and Mark Murrell, CarriersEdge.**



**Donald Oren, Dart Transit Company (right), with Chris Burruss, Kevin Burch, TCA Chairman, and Mark Murrell.**

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