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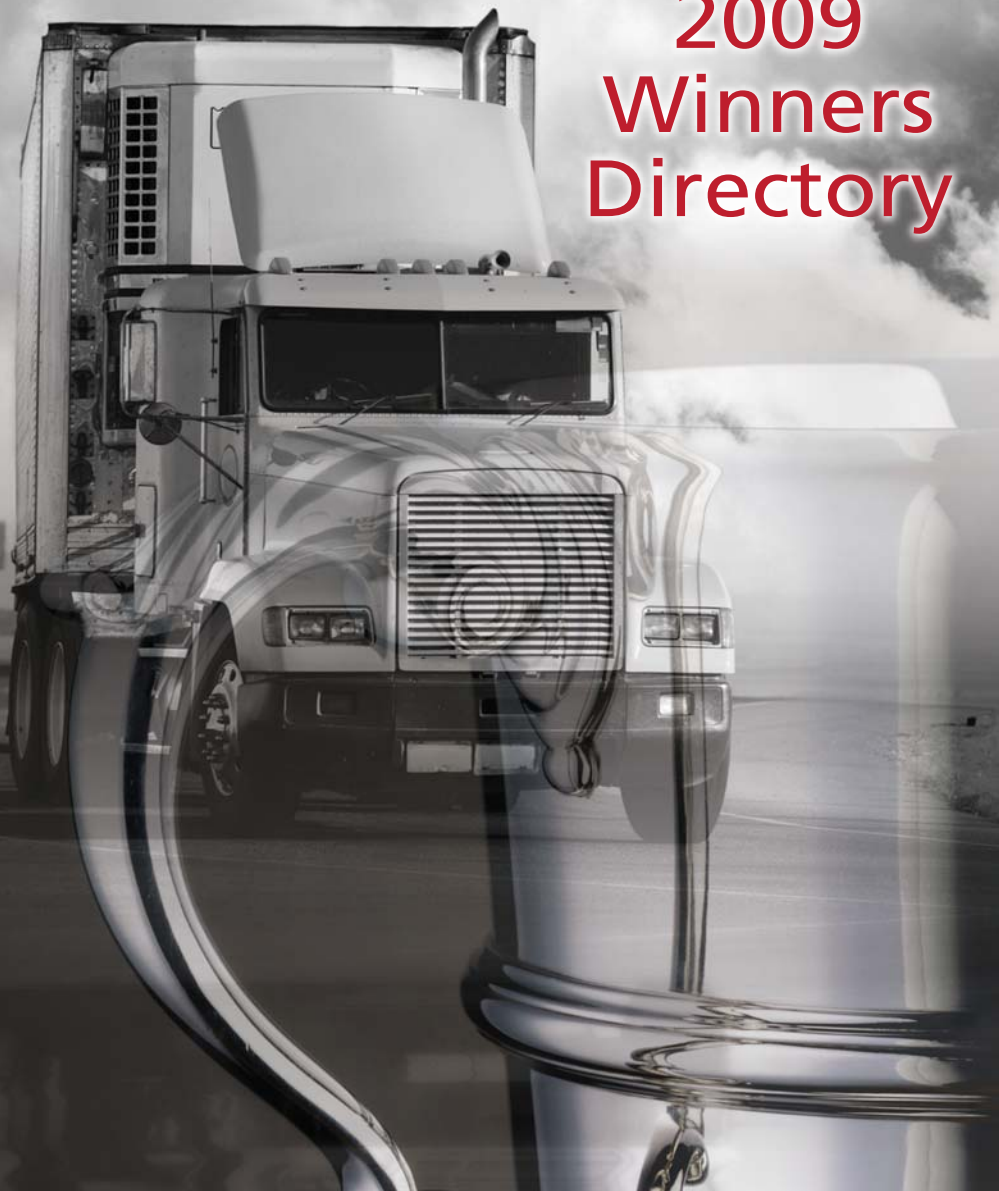
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# **BEST** Fleets **TO DRIVE FOR**

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2009  
Winners  
Directory





*CarriersEdge is the leading provider of online driver quality improvement solutions. Comprised of online testing, training and reporting tools, along with expert business analysis and consulting services, CarriersEdge allows trucking companies to improve business performance by improving driver quality, and do so without the compromises required by traditional alternatives.*

W W W . D R I V E R Q U A L I T Y . C O M



*Over The Road is Canada's leading recruiting & retention solutions company comprised of many outreach mediums such as Over the Road Magazine(National), Destination: Emploi Camionnage (French), Truck Post (Western Canada), and several truck stop marketing services.*

*Over the Road also hosts two annual Recruiting & Retention Conferences, in Toronto and in Calgary, which bring carriers and industry suppliers together for 2-3 days to focus on the latest practices/services related to finding and keeping the best employees. Over the Road's newest offering is Infnit-i Solutions which is a web based platform that provides training (videos) and internal communications with a complete tracking and reporting system.*

W W W . O V E R T H E R O A D . C A

## MESSAGE FROM THE TCA

“ 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

## A THANK YOU TO OUR SPONSORS

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## INTRODUCTION

Welcome to the 2009 edition of Best Fleets to Drive For!

More than 75 fleets were nominated by their drivers as great places to work, and from those nominations we've identified the 20 best. Within these pages you'll find information about each of those fleets, hot ideas that can be used in any fleet, and profiles of 4 companies that demonstrate how it can all fit together in a successful package.

The Best Fleets to Drive For idea came about when we noticed that other "best employer" listings rarely (if ever) include trucking companies. Mining, manufacturing, services, and various other industries all manage to get listed, but trucking rarely shows up. We didn't think that was right, so we decided to do something about it.

Over a year later, that idea has taken on a life of its own. Now, more than ever, we need to showcase this industry for the positive place that it is, and highlight some of the great things that are happening. As you'll see, this year's Best Fleets are fine examples of that - committed to safety, focused on driver satisfaction, and working hard to improve both the environmental impact and overall image of the trucking industry as a whole.



**Thanks to our drivers, for voting us  
one of the Best Fleets to Drive For.  
We think you are pretty great too...  
you're the secret to our success!**



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## HOW WE GOT HERE

The 2009 Best Fleets to Drive For was open to any for-hire trucking company in the U.S. or Canada with 10 trucks or more. To participate, fleets had to be nominated by one of their drivers. Only one nomination per company was required - there were no bonus points for stuffing the ballot box.

Once nominated, a corporate interview collected information about compensation, benefits, career opportunities, professional development, overall work environment, and various other details. Finally, a driver survey gathered information from the drivers' perspective.

To determine the winners, we looked at the range and depth of programs each fleet is offering to their drivers (company and owner-op), the responses to the driver surveys (and how closely those responses matched the company's statements), and the results that the fleet is seeing in terms of turnover, safety, and other metrics. Twenty fleets made the cut as Best Fleets to Drive For, and we also identified two - one with more than 100 power units, and one with less - that stood out as exceptional examples.



"We at Hueneman Farms LC are proud of our hardworking team of employees.

This award is only possible because of all the hard work and cooperation of everyone at Hueneman Farms.

Karen and I are proud of all our employees and hope that they also can be proud of Hueneman Farms."

**KJ Hueneman**  
**Hueneman Farms LC**  
**Garner, IA. 50438**



## WHAT WE FOUND

What emerged was a very interesting picture of the diverse ways that fleets are working to address the needs of their drivers, and some great ideas that can easily be adapted for use elsewhere.

Most notably, we found that the best fleets are weathering the economic storm pretty well. While some are feeling the pinch, others are experiencing strong growth despite the economy. In all cases, though, they're continuing to invest in programs that improve the overall work experience for their drivers.

Most of the fleets focused on long haul truckload operations, and had a mix of company drivers and owner-operators. Short haul and LTL carriers, as well as all-company and all-owner-operator fleets were also represented. It is interesting to note that none of these differences had a material impact on the quality of work experience they provided - there are Best Fleets across the entire trucking industry.

It is also interesting to see the number of smaller companies running progressive programs for their drivers. There's often a perception that the bigger fleets have the most innovative programs in place, but that's not necessarily the case - the smaller fleets on the list are also finding creative ways to enhance

the work experience through technology, progressive policies, and innovative programs.

A majority (14 companies) have invested directly in environmental initiatives to reduce fuel consumption or carbon footprints. In most cases, this includes a combination of new technology on the trucks (APUs, trailer skirts, etc.), education for drivers, and performance incentive programs. Even the fleets without formal initiatives currently in place have plans to implement in the coming year. This is clearly a foreground issue, even with oil prices back down to lower levels.

Health and wellness is also emerging as a critical issue, with a sizable number running formal wellness programs for their drivers. Some of the larger fleets have in-house gyms and nurses or advisors, but smaller fleets are getting into the game as well with healthy snacks, smoking cessation, blood pressure monitoring and other programs in place.

That's just a taste of some of the things that are happening in the Best Fleets right now, but as you'll see, there is lots more.



*"We would like to thank all our drivers and Owner Operators for making this prestigious award possible. Laidlaw Carriers Van LP is only a name but it is the people that stand behind that name and provide the work ethic, customer service and loyalty that make us a leader in the industry. The "Best Fleets To Drive For" award is something we are very proud to receive. We will continue everyday to improve on what we do, to make the future better than the past and to have Laidlaw Carriers Van LP remain as the carrier of choice for both drivers and customers."*

# 1-800-263-8267



**Wannemacher Enterprises**

Head office:

Lima, Ohio

Total drivers: 56



**Safety is Everyone's Business - Not Just Truckers**

While safety is always front of mind in the trucking industry, Wannemacher Enterprises is taking that message beyond trucking. Working with law enforcement and other stakeholders, it produces a regular series of public service videos teaching safety around trucks and runs them on local TV stations. Topics focus on specific situations like construction zones, farm equipment, funerals, and adverse conditions. Company drivers are often featured. In addition to helping motorists drive more safely around trucks, the videos also promote the overall safety of the trucking industry, and build powerful brand value for the Wannemacher name.

Wannemacher practices what it preaches internally as well. The videos help focus staff on the importance of remaining safe, but the company has also invested in a variety of other safety programs including anti-rollover devices, Air-Weigh trailer scales, and regular use of skid school. Drivers stay safe literally from head to toe, with annual boot vouchers to help minimize sprained ankles and entry/exit injuries.

President Greg Wannemacher notes that the safety focus has really paid off in recruiting and retention - the good drivers stick around longer, and the overall quality of applicants has increased as well.

Beyond safety, Wannemacher's continuous improvement initiatives include a coaching program that pairs younger and older drivers, tuition reimbursement, and regular training sessions. With solid health benefits and 401(k) matching, Wannemacher has laid a solid foundation for the growth it's seeing now, and will surely continue well into the future.

**Tri-Alexander Transportation**

Head office:

Muskogee, Oklahoma

Total drivers: 25



**Empowered Drivers Build the Business**

Running 24 trucks from a single location in Oklahoma, Tri-Alexander Transportation is the embodiment of "controlling your destiny". Setting up a core framework, then allowing drivers the freedom to make their own decisions within that framework, is the overriding principal.

A case in point is the company fuel management program. Tri-Alexander drivers are required to maintain a minimum 6 miles per gallon fuel efficiency, but can determine for themselves how best to do that. A bulletin board in the shop shows the current mileage rating for every driver, with color coding for above- and below-average numbers. Any driver not making the 6mpg minimum has their speed limiter set to 62mph, but as President Gary Alexander says, "We haven't had to limit anyone to 62 yet". The fleet is averaging 6.5mpg now - a 25% improvement over previous numbers.

Tri-Alexander is equally proactive with vehicle maintenance. Every time a truck comes into the yard, a mechanic takes a quick look at it and the engine stats are downloaded. Trucks get the full treatment in the shop every 30 days. Drivers can also request additional maintenance for their vehicles as they see fit, with both drivers and management recognizing that they can't afford breakdowns on the road.

That approach is paying off, with a 2007 award for outstanding business startup from the Muskogee Chamber of Commerce, and a safety award from the Oklahoma Trucking Association. Tri-Alexander also doesn't need to advertise for drivers - it hires only referrals and currently has a waiting list.



Louie Tolaini  
TransX Founder  
and CEO

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and dedication to excellence  
that is behind the success  
of the TransX Group of Companies.”

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“ It is impossible to be recognized as one of the ‘Best Fleets to Drive For’ without having the best employees in the industry. Thank you for the nomination and your daily dedication to the continued success of Don Hummer Trucking. ”

Don Hummer Trucking has a commitment to provide quality, dependable service to our customers nationwide. This commitment simply will not happen without the deliberate actions of dedicated people working toward this common goal. Located in Oxford, IA, Don Hummer Trucking operates 150 tractors providing 48 state temperature controlled and dry van service. The Hummer family has been involved in the trucking industry for over 50 years and are active participants in shaping the future of the industry through their involvement in the Truckload Carriers Association. To learn more about Don Hummer Trucking, please visit:

[www.donhummertrucking.com](http://www.donhummertrucking.com)





# HOT IDEAS

This year's Best Fleets to Drive For demonstrate that great workplaces come in all sizes. From small fleets (the smallest on the list has 12 drivers), right through to large (the largest fleet is just shy of 3500 drivers), this year's best fleets have lots of great ideas.

## **Batesville Logistics**

**Head office:** Batesville, Indiana

**Total drivers:** 110

**Hot Idea:** Provides cell phones to drivers, with free cell-to-cell calling to encourage communication within the fleet.

## **Celadon Trucking Services**

**Head office:** Indianapolis, Indiana

**Total drivers:** 3200

**Hot Idea:** Dispatcher performance evaluation include driver terminations, resignations, and home-on-time stats. Reports available for all to see.

## **Con-Way Truckload**

**Head office:** Joplin, Missouri

**Total drivers:** 3477

**Hot Idea:** A formalized program for submitting charitable contribution requests lets employees direct company charitable contributions and community support activities. Implementation of defensive driving training program helped total accident frequency drop by 30%.

## **Creekbank Transport**

**Head office:** Mississauga, Ontario

**Total drivers:** 56

**Hot Idea:** Managers are empowered to provide spot bonuses through use of VIP Points program. VIP Points can be redeemed for a variety of useful goods (e.g. barbecues, tool kits).

## **Dart Transit Company**

**Head office:** Eagan, Minnesota

**Total drivers:** 2165

**Hot Idea:** ATBS training and services are provided to help owner-operators run their businesses more profitably. Fleet Managers compare owner-ops against standardized metrics to identify those needing additional business assistance.

## **Don Hummer Trucking Corporation**

**Head office:** Oxford, Iowa

**Total drivers:** 159

**Hot Idea:** Driver input and feedback solicited through regular online opinion surveys on various topics.

## **Hi-Tech Express**

**Head office:** Brooklyn Park, Minnesota

**Total drivers:** 27

**Hot Idea:** Created a lending program for audio books and DVDs, all donated by drivers, to improve life on the road.

## **Hueneman Farms Trucking**

**Head office:** Garner, Iowa

**Total drivers:** 38

**Hot Idea:** Preventative maintenance program has every tractor passing through the shop every week (as it returns to the terminal).

## **Kindersley Transport Ltd.**

**Head office:** Saskatoon, Saskatchewan

**Total drivers:** 388

**Hot Idea:** Spousal and family support program helps growing population of new immigrant drivers to get settled in the community.

## **Laidlaw Carriers Van LP**

**Head office:** Guelph, Ontario

**Total drivers:** 323

**Hot Idea:** Meets with new drivers 14, 40, and 80 days after hire to ensure everything is working out for both parties.

### Mackinnon Transport

Head office: Guelph, Ontario

Total drivers: 245

**Hot Idea:** Recognizing that retention is a company-wide issue, every department has annual objectives that include improving retention rates.

Company newsletters mailed to drivers' home to keep the families updated as well.

### Melton Truck Lines

Head office: Tulsa, Oklahoma

Total drivers: 1000

**Hot Idea:** Concierge service helps drivers and their families with errands and other odd jobs.

Wellness programs coordinated by staff health coordinator who provides recipes for healthy meals on the road, as well as education on health-related topics. Overall company cholesterol level has dropped from 240 to 170 as a result.

### Pottles Transportation

Head office: Herman, Maine

Total drivers: 126

**Hot Idea:** Company-provided gym memberships and chaplain keep both the body and soul healthy.

### Shulist Trucking Ltd.

Head office: King City, Ontario

Total drivers: 12

**Hot Idea:** Reimburses drivers for additional medical expenses.

### TransX Group of Companies

Head office: Winnipeg, Manitoba

Total drivers: 1326

**Hot Idea:** Company intranet and peer groups provide drivers methods for sharing best practices.

### Yanke Group of Companies

Head office: Saskatoon, Saskatchewan

Total drivers: 450

**Hot Idea:** Drivers guaranteed minimum number of miles, or equivalent pay if the mileage target can't be met. Use of online training has provided significant benefits by enabling greater consistency across programs and terminals.

**Shulist**  
Trucking Ltd.

*"I would like to express my many thanks to all of our employees. It is truly a pleasure working with the many different people that support our company as if it were their own. Each and every person leaves their mark here. They are what makes this recognition possible."*

*-Tracy Shulist*

[www.shulisttrucking.com](http://www.shulisttrucking.com)



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

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*The 2010 edition of the Best Fleets to Drive For  
is coming soon!*

*Stay tuned to [www.BestFleetsToDriveFor.com](http://www.BestFleetsToDriveFor.com)  
for more information*



*" We are very proud of this achievement and attribute our success to the hard work and dedication of all of our employees both in the office and on the road. "*

**CEO and Founder of Yanke USA  
Mr. Russel Marcoux**

Yanke Group of Companies has grown to be an industry and community leader providing unequalled transportation solutions in partnership with its customers across North America and around the globe.

Yanke operates 5 different business units that provide a "one stop" source of transportation services. They include: Yanke Specialized Road Services, Yanke Multimodal Services, Yanke Supply Chain Services, Yanke Global Logistics Services, and Aero Delivery. Yanke is also very proud of the safety record of its hundreds of Professional Transport Operators.

A Special  
**“Congratulations!”**  
to all of this year’s winners  
from the staff at TCA.



Operational efficiency, industry awareness, public policy,  
recruitment and retention - common issues for an uncommon industry.

The challenges faced by truckload demand solutions  
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# BEST Fleets TO DRIVE FOR

## SURVEY RESULTS

The results listed on the following pages represent information provided through the Corporate Interview portion of the survey (see previous item for the full list of Corporate Interview questions). Responses have been compiled and summarized as outlined in the legend that follows the foldout.

More detailed information of survey results and methodology is available on the Best Fleets to Drive For website at [www.BestFleetsToDriveFor.com](http://www.BestFleetsToDriveFor.com).

## BEST FLEETS CHART LEGEND

Category	Scale	Category	Scale
n/a:	not applicable	Diversity Program	1: Equal opportunity employer, reviews annual employment stats 2: Facilitates minority participation 3: Formalized program /actively solicits minority communities
n/p:	not provided	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
Salary Range	Y: A salary range is offered N: No salary range Exp: based on experience Perf: based on performance	Dress Code/Uniform	DC - Dress code/professional appearance policy Uni - Uniform required Prov -Provided by carrier Sub - subsidized (company store or uniform supply)
Bonus - Co	Are bonuses/incentives available for company drivers?	Preventative Maintenance	1: As per minimum equipment specs 2: Monthly shop inspections/Based on mileage 3: Shop inspection every time the vehicle comes into the terminal
Bonus - O-O	Are bonuses/incentives available for owner-operators?	Safety Record	DOT Reportable accidents per million miles
Health Benefits/	Y: health benefits provided (medical/dental) N: not provided	Safety Policies:	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
Company Paid	F: fully paid by carrier P: partially paid by carrier (% paid if known)	How are situations of conflict between customer needs and driver safety handled?	
Days to Qualify	# - days before new driver receives benefits (1 - 1st day of the next month)		
401K/Pension Plan	Y or N/% company contribution		
Driver Retention	Calculation factoring total exits into average driver count for period. Higher is better		
How does carrier ensure its Total Work	1: Open door policy/industry reports		
Environment meets driver needs?	2: Gather informal driver feedback (one-on-one/driver meetings) 3: Actively solicit multiple forms of driver feedback (surveys, committee, intranet)		

## BEST FLEETS CHART LEGEND

Category	Scale	Category	Scale
Safety Technology	1: Nothing/Satellite-only 2: Use EOBR information 3: Lane departure, in-cab cameras, simulator	Best Practices: How are best practices shared between drivers?	1: Informal sharing 2: Carrier facilitates information sharing 3: Formal sharing, tools provided (intranet, newsletter)
Efficiency Technology	1: Nothing/Satellite-only 2: Training , messages, cell phone allowance 3: Laptops, intranet	Industry Participation: Are drivers encouraged and supported to participate in industry associations?	Y or N
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	Choice of routes: Are drivers given their choice of routes?	1: No 2: As much as possible (FIFO, seniority) 3: Always
Manager Contact	1: Only when driver initiated 2: At least weekly 3: At least daily	Terminal Facilities	1: None/basic (driver room) 2: Standard - Shower, vending machines, computer/internet, laundry at some locations 3: Gym, women's shower facilities at some locations, or standard facilities at all locations
Performance Evaluations	1: Annual performance review 2: Driver performance communicated quarterly 3: Ongoing performance evaluation and communication	Family Support	1: Open door policy 2: Company facilitates access to services as needed 3: EAP or other formal assistance program (counseling, concierge)
Performance Recognition/Rewards offered by the carrier	Y or N	Health & Wellness programs	1: Informal 2: Some services available (bp monitoring, smoking cessation) 3: Dr/Nurse on site, formal program(s) in place
Is Benchmarking done to identify top performers?	Y or N	Financial/Legal Assistance for drivers	1: Nothing formal 2: Informal/ad-hoc 3: Formal program in place (ATBS, credit or legal counseling)
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	Does the carrier offer social events for drivers?	Y or N
Infraction Prevention: What is done to prevent infractions?	1: Screening process/Orientation & reactive training 2: Periodic communication/ training/evaluation 3: Regular, proactive training and communication	Community Involvement by drivers	1: None 2: Informal (if requested) 3: Proactive with sponsorships, charitable drives
Advancement Opportunities: Are they available for drivers?	Y or N	Contribution to Industry Image by carrier	1: Nothing specific, truck appearance policy, driver dress code 2: Industry association involvement 3: Actively engaged in school programs, Public service announcements.
Types of Training used for drivers.	1: Classroom only 2: Variety (such as mentoring, video) 3: Variety including online	Environmental Impact: How does carrier improve their environmental impact?	1: Recycling in office, fuel/idle reduction programs 2: SmartWay participation, equipment initiatives 3: Customer initiatives, innovative solutions (recycling oil, high-cube trailers)
Continuing Education: Does the carrier provide drivers with opportunities for continuing education?	Y or N		
Coaching/Mentoring program	1: Informal 2: Carrier facilitates communication 3: Formal program in place (finishing school, new driver program)		