
BEST Fleets

TO DRIVE FOR



2013 FINAL RESULTS

5TH ANNIVERSARY EDITION

BEST FLEETS 2013

“ Through **Best Fleets to Drive For**, we’re learning just how dynamic our industry can be.

Whether it’s embracing social media, continuing education, or profit sharing, carriers are setting new standards when it comes to retention programs. ”




Chris Burruss
President, Truckload Carriers Association

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



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

www.carriersedge.com



Welcome to the 2013 edition of **Best Fleets to Drive For** as we celebrate the program's **5th anniversary!** We have come a long way since we first launched the program at the Great American Trucking Show in 2008. At that time, some fleets didn't even have a website, let alone a Facebook page and Twitter feed. CSA? It was still two years away! Since those first days, nominations and participation in the program have increased dramatically, and our winners are proud to display their Best Fleets logos.

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 United States or Canada. Each company completes a four-step process:

1 Driver Nomination

Fleets are nominated by a company driver or owner-operator currently working with them. One nomination is all it takes.

2 Corporate Questionnaire

Nominated fleets must complete a corporate questionnaire that collects information about programs across a variety of categories.

3 Corporate Interview

An interview is conducted to discuss and verify information provided in the questionnaire.

4 Driver Surveys

A selection of drivers are surveyed about their experience with the fleet.

YANKE TAKES 5

5 in a row is bingo! **Yanke Group of Companies** has become the first fleet to achieve a Top 20 standing every year since the very beginning. Yanke was an early adopter of online training,

used their innovative **Be the One** program to increase safety throughout the fleet, and the company steadily improves the programs they offer to drivers every year.

WHERE THE MONEY IS

When we looked back over the last five years, we noticed an upward trend in the average income for both company drivers and owner operators working for our Best Fleets, with a downward trend in miles. This is a nice trend, but more importantly, we have also seen an increase in profit sharing, retirement savings plans, wellness programs and educational opportunities for driver, as well as career development, performance recognition and rewards.

Although income and mile numbers are good to know, what we found particularly interesting is that over the last five years, the average retention score in the top 20 has increased by **21%**, indicating that strong programs influence retention!

FLEETS TO WATCH

Each year, we pick five **Best Fleets to Watch**. These fleets are noteworthy in the programs they offer and we're looking forward to seeing their results over the next year:

- Celadon Canada, Kitchener, Ontario
- Farm2Fleet, Gibson City, Illinois
- Freight Exchange of North America, LLC, Chicago, Illinois
- Prime, Inc., Springfield, Missouri
- Transpro Freight Systems Ltd., Milton, Ontario

Once again, one of the Fleets to Watch from 2012 has gone on to be named one of the top 20 in 2013. Congratulations to **Timeline Logistic International!**

2013 TRENDS

THE YEAR OF THE CONTRACTOR

This year, we had more contractor fleets entering the **Best Fleets to Drive For** program than ever before. That in itself is exciting, but what was even better was how much these fleets are focused on helping independent contractors build their businesses. The top 20 contractor fleets all provide mentoring or coaching programs and 4 out of 5 provide mechanisms for contractors to share best practices.

Along with the five in our Top 20, two of the **Fleets to Watch** are contractor fleets with very innovative approaches in business education and contractor support. **Freight Exchange of North America** (also known as F/X), and **Farm2Fleet** both take operator professionalism very seriously. F/X, with approximately 300 independent contractors, provides support through a **Contractor Services** group and mentoring program. Farm2Fleet with under 20 independent contractors, has created an online **Trucking MBA** program tailored to each driver to build professional skills.

WHY DO THEY LEAVE?

Every year, we find one or two topics of interest that are not really covered by the interview questions. Last year, we had a few conversations with fleets about why drivers leave so this year, we decided to ask fleets for more information:

Beyond conducting exit interviews, do you (or have you ever) investigated why drivers leave your company? If so, what did you find?

You may think that the main reason was higher pay or fewer miles. But for the fleets we interviewed, that's not the case. The top two reasons were **local jobs** (driving and non-driving) and **health** - either the driver's own decline in health or the need to care for a spouse or parent whose health is declining.

What was most surprising was that a number of fleets reported that drivers often return. Some, such as **Tennant Truck Lines**, capitalize on this trend by sending drivers invitations to return to the company on a regular basis.

BEYOND OPEN DOOR POLICY

When we ask fleets how they ensure that the total work environment is meeting the needs of their drivers, the number one answer that we receive makes some mention of an "open door policy". When we ask what that means, we often hear that a driver or contractor can approach any member of staff (including the President) at any time.

This year, we found that the open door policy has progressed beyond simply making sure that staff make themselves available to listen. Fleets are now using regular surveys to determine driver opinion on a number of areas. Fleets are using Facebook and Twitter to create online communities and ask drivers to submit photos and stories about their experiences on the road.

MANAGE WHAT YOU MEASURE

Setting targets, objectives and measuring performance based on those targets was a theme for the top 20. In 2012, we started asking fleets about setting specific targets for safety and retention. Since then, we've found strong growth in this area.

This year, we found that 65% of the top 20 set formal targets for safety improvement and have programs in place to achieve these targets. 75% of the top 20 have targets for retention improvement with accompanying programs.

FEATURED FLEETS

Landstar

Head Office: Jacksonville, Florida

Total Independent Contractors: 8091

Landstar's **Mutual Understanding of Safety Together (MUST)** program is an excellent example of working proactively with shippers to reduce conflict. Under the MUST program, Landstar visits customer sites to find ways to improve the loading and unloading environment. Shippers, as well as the general public, are also welcome to join Landstar **Business Capacity Owners (BCOs)** for the company's monthly safety meeting. These meetings are hosted by agents across the country and provide lunch as well as guest speakers on a specific safety topic.

Contractor education is extremely important to the company. The **CABS (Continued Awareness of Business and Safety)** course is mandatory at orientation and every three years after that. Online courses on topics such as Hazmat, CSA, and Hours of Service are available for all BCOs.

TimeLine Logistic International

Head Office: Saskatoon, Saskatchewan

Total Drivers: 25

Even though TimeLine is a very small fleet, it certainly doesn't behave like one! The company utilizes online training, electronic log books, Pre-Pass and EZ-Pass. In addition, they use driver scorecards to evaluate mileage, customer service, performance — and **housekeeping!** TimeLine's housekeeping bonus rewards drivers for having a respectable appearance, clean equipment, and presenting a professional image to customers.

TimeLine also provides tuition reimbursement for job-related courses and uses **Drivers Legal Plan** help drivers with any legal issues they may face in the United States.

Sammons Trucking

Head Office: Missoula, Montana

Total Independent Contractors: 332

Sammons is one of our top 20 using benchmarking to allow drivers to see how they are performing. As one contractor puts it, "With just a phone call you will see what you are doing and can compare yourself with the rest of the fleet!!"

Not only is Sammons providing feedback to their drivers, it forms a **Contractor Retention Committee** at least once a year. This committee is tasked with coming up with ideas to reduce turnover and retain the contractors they currently have. This committee, along with **Contractor Services** staff, email surveys and an active Facebook page, seems to be working well for Sammons Trucking — they have the **highest retention score** of the top 20 this year!

Grand Island Express

Head Office: Grand Island, Nebraska

Total Drivers: 160

Grand Island Express (GIX) is nothing if not proactive. Each customer receives a **statement of safety** so that it is very clear that safety issues will prevail above all else. As one driver puts it, "bottom line the company cares about their drivers". And **94%** of GIX drivers agree that the company values safety above all else.

GIX employs a **Driver Retention Specialist**, whose sole purpose is to focus on retaining drivers and improving turnover rates. In addition, they have driver mentors as well as a separate **Driver Development Specialist** who focuses on ensuring new driver success. New hires are placed into a dedicated lane for up to 4 weeks with one dispatcher overseeing them. By eliminating the stress over trip planning, new drivers can concentrate on successfully learning the GIX culture and systems.

WINNING WAYS

Here are some of the programs and initiatives that the top 20 **Best Fleets to Drive For** had up their sleeves this year!

Brian Kurtz Trucking Ltd.

Head Office: Breslau, Ontario
Total Drivers/Contractors: 94

Not only has the company sponsored a weight-loss program, but Kurtz is incenting drivers to keep the weight off and rewarding those that do.

Erb Group of Companies

Head Office: New Hamburg, Ontario
Total Drivers/Contractors: 901

Erb's **Pro-Drive** Safety Management program includes skid pad exercises, a mirror check station and adjustment program, safety lane, hazard awareness, and fatigue management.

Fremont Contract Carriers

Head Office: Fremont, Nebraska
Total Drivers/Contractors: 316

In addition to an onsite fitness facility, FCC also offers discounted gym memberships. A smoke-free facility as well as an annual **Health & Wellness fair** are included in a wide range of benefits.

FTC Transportation, Inc.

Head Office: Oklahoma City, Oklahoma
Total Drivers: 41

In addition to rewarding for safety, FTC gives out some unique annual rewards: **Best Fuel Economy** and **Mentor of the Year**.

Gordon Trucking

Head Office: Pacific, Washington
Total Drivers/Contractors: 2122

To qualify as a trainer for GTI's finishing program, drivers attend a week long program and must pass final tests at the end. Refresher training is required every 18 to 24 months.

Halvor Lines, Inc.

Head Office: Superior, Wisconsin
Total Drivers/Contractors: 323

Company executives are heavily involved with local driving schools, and new CDL holders can complete a 5-week finishing program at Halvor.

Load One, LLC

Head Office: Taylor, Michigan
Total Contractors: 340

Has a points-based rewards program for longevity (every 6 months), accurate and on-time logging, accurate and on-time maintenance, pick-up and delivery, clean inspections, and cargo claims.

Motor Carrier Services, Inc

Head Office: Northwood, OH
Total Drivers/Contractors: 92

All spouses and/or significant others are brought in prior to the beginning of orientation and given an overview of what they can expect from life on the road, as well as MCS programs and benefits.

Paramount Freight Systems

Head Office: Ft. Myers, Florida
Total Contractors: 148

The company's **King of the Road** recognition program ties rewards for safety and service together. Anyone with 98% on-time service, clean logs, and up-to-date paperwork up to date is eligible.



Spirit Truck Lines

Head Office: San Juan, Texas

Total Drivers: 268

A benchmarking program where everyone can see who the top performers are has evolved into a coaching program to help other drivers achieve similar results.

Steed Standard Transport Ltd.

Head Office: Stratford, Ontario

Total Drivers: 28

The company's **1% challenge** rewards drivers who bring in new business with 1% of that revenue for the year.

Steelman Transportation

Head Office: Springfield, Missisyrur

Total Contractors: 114

When contractor are financing through the company, they can spread payments out during extended holiday periods to reduce financial stress (e.g., Christmas).

Tennant Truck Lines

Head Office: Orion, Illinois

Total Drivers/Contractors: 224

As part of its community and charitable work, Tennant transports exhibits for the Putnam Museum, including **Dinosaurs Unearthed, The Titanic** and **Bodies**.

Trimac Transportation

Head Office: Calgary, Alberta/Houston, Texas

Total drivers/owner-ops: 2530

A customer-initiated **Zero Defect Delivery (ZDD)** program has minimized cargo incidents. Drivers follow the steps outlined in the program, greatly reducing cargo claims.

WTI Transport

Head Office: Tuscaloosa, Alabama

Total Drivers/Contractors: 378

In addition to an office retention group, WTI has a team of drivers focused on retention on the road. This second retention team helps communicate issues between the office and the road.

Yanke Group of Companies

Head Office: Saskatoon, Saskatchewan

Total Drivers/Contractors: 442

Ideas that are discussed among Professional Transport Operators (PTO) on the road are presented to office staff through an **Operator Communications Committee**.

SURVEY RESULTS

The results listed on the following pages represent information provided through the Corporate Interview portion of **Best Fleets to Drive For**. 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.

Name	Head Office	Total drivers (Cho + O-O)	Avg Income - Co	Avg Miles - Co	Compensation	
					Avg Gross - O-O	Avg Miles - O-O
Brian Kurtz Trucking Ltd.	Breslau, ON	94	\$74,000.00	95,000	\$16,000.00	105,000
Erb Group of Companies	New Hamburg ON	901	\$69,500.00	81,000	\$175,000.00	118,000
Fremont Contract Carriers	Fremont, NE	316	\$59,554.00	131,832	\$194,556.00	131,722
FTC Transportation	Oklahoma City, OK	41	\$44,956.68	113,670	–	–
Gordon Trucking	Pacific, WA	2122	\$56,000.00	106,800	\$97,000.00	110,000
Grand Island Express	Grand Island, NE	160	\$55,443.00	122,743	\$193,668.00	129,252
Halvor Lines, Inc	Superior, WA	323	\$60,000.00	118,800	\$200,000.00	115,000
Landstar System	Jacksonville, FL	8091	–	–	\$199,897.00	76,514
Load One Transportation & Logistics	Taylor, MI	340	–	–	\$175,000.00	110,000
Motor Carrier Service, Inc.	Northwood, OH	92	\$51,400.00	108,000	\$142,500.00	110,000
Paramount Freight Systems	Ft. Meyers, FL	148	–	–	\$140,000.00	140,000
Sammons Trucking	Missoula, MT	332	–	–	\$185,000.00	90,000
Spirit Truck Lines	San Juan, TX	268	\$48,500.00	144,000	–	–
Steed Standard Transport Ltd.	Stratford, ON	28	\$52,500.00	80,500	–	–
Steelman Transportation	Springfield, MO	114	–	–	\$172,000.00	115,000
Tennant Truck Lines	Orion, IL	224	\$51,500.00	126,000	\$160,000.00	93,000
Timeline Logistic International	Saskatoon, SK	25	\$67,500.00	132,000	–	–
Trimac Transportation	Houston, TX/ Calgary, AB	2530	\$60,000.00	80,000	\$225,000.00	120,000
WTI Transport	Tuscaloosa, AL	378	\$49,500.00	104,000	\$192,000.00	122,500
Yanke Group of Companies	Saskatoon, SK	442	\$57,000.00	120,000	\$180,000.00	120,000

BONUS/INCENTIVE PAY PROGRAMS

Brian Kurtz Trucking Ltd.

Fuel, idle, pickup & delivery, referral

Erb Group of Companies

Safety, profit sharing, clean inspection

Fremont Contract Carriers

Comprehensive performance, referral, profit-sharing

FTC Transportation

Comprehensive performance, 14+ days without hometime

Gordon Trucking

Performance, safety, idle

Grand Island Express

Clean inspection, fuel, sales leads, referral, profit sharing

Halvor Lines, Inc.

Performance, safety

Landstar System

Safety, truck giveaways

Load One

Rewards program, safety, customer service, clean inspection

Motor Carrier Service, Inc.

Comprehensive performance, fuel, clean inspection, referral

Salary Range	Bonus - Co	Bonus - O-O	Health Benefits / Insurance	Days to Qualify	401(k) / RSP	Paid Time Off	Formal Policy Communication	Retention score	Driver Reduction Targets	Total Work Envmt	Harassment Program	% Women	Retention Program	Driver Committee/ Forum
			Benefits						HR Strategy					
Y	Y	Y	Y/F	90	Y	2	Y	7.551	2	2	2	7	1	3
Y	Y	Y	Y/P	90	Y	2	Y	7.331	3	3	1	2	3	3
Y	Y	Y	Y/P	30	Y	2	Y	9.436	3	3	3	8	2	3
Y	Y	-	Y/P	90	Y	2	Y	9.538	3	2	3	2	2	3
Y	Y	Y	Y/P	90	Y	2	Y	5.603	2	2	3	7	2	1
Y	Y	Y	Y/P	60(1)	Y	3	Y	7.851	3	3	2	6	3	2
Y	Y	Y	Y/P	90(1)	Y	2	Y	8.741	3	3	2	5	3	3
Y	-	Y	Y/N	0	N	-	Y	8.741	3	3	1	5	3	1
Y	-	Y	Y/N	0	N	-	Y	10.120	3	3	1	22	1	1
Y	Y	Y	Y/P	90	Y	2	Y	9.000	3	2	3	5	3	3
Y	-	Y	Y/P	0	N	-	Y	9.086	1	3	2	23	2	3
Y	-	Y	Y/N	0	N	-	Y	10.167	3	3	1	3	3	3
N	Y	-	Y/P	90	N	1	Y	3.864	3	2	2	0.008	2	3
N	Y	-	Y/F	90	Y	2	Y	7.800	2	2	2	4	1	2
N	-	Y	Y/N	0	N	-	Y	8.211	3	1	2	5	2	1
N	Y	Y	Y/P	90(1)	Y	3	Y	9.234	3	2	2	2	3	3
N	Y	-	Y/P	90	N	3	Y	6.048	3	2	2	9	3	3
N	Y	Y	Y/P	90	Y	2	Y	6.723	3	3	3	2	3	3
N	Y	Y	Y/P	30(1)	Y	2	Y	8.447	3	2	2	0	3	3
N	Y	Y	Y/P	1	Y	2	Y	7.049	3	3	2	3.3	2	3

Paramount Freight Systems

Safety, longevity, "white glove", sign-on, referral

Sammons Trucking

Gross profit, safety, clean inspection, referral

Spirit Truck Lines

Productivity, sign-on, fuel, clean inspection

Steed Standard Transport

Sales, idle, fuel

Steelman Transportation

Safety, fuel, clean inspection, referral

Tennant Truck Lines

Comprehensive bonus, profit sharing

TimeLine Logistic International

Customer Service, professionalism, house-keeping, clean inspection, idle, mileage

Trimac Transportation

Safety, service, referral

WTI Transport

Safety, fuel, clean inspection, sign-on

Yanke Group of Companies

Safety, fuel, clean inspection, referral, layover

Name	Company Tractor Av. Age	Prev Maintenance / Required Fitness Level	Safety Record	Safety Targets	Safety Technology	Efficiency Technology	Load/Route Choice	Safety/Escalation Policy	Shipper Issues	Performance Eval	Perf. Recognition / Rewards	Benchmarking
	Operational Strategy								Performance & Recognition			
Brian Kurtz Trucking Ltd.	1.5	3	0.131	3	2	3	3	1	3	3	3	3
Erb Group of Companies	6	2	0.220	3	3	3	2	2	3	2	2	2
Fremont Contract Carriers	1.7	1	0.270	3	2	2	3	3	2	3	3	3
FTC Transportation	1	1	0.427	3	2	2	2	1	2	2	2	2
Gordon Trucking	3.22	3	0.530	2	3	3	3	3	2	3	3	3
Grand Island Express	0.75	2	0.270	3	2	3	3	3	3	3	3	3
Halvor Lines, Inc	0.708	2	0.132	3	3	3	2	3	3	3	2	3
Landstar System	--	2	0.420	3	1	2	3	1	1	2	2	1
Load One Transportation & Logistics	--	2	0.260	2	2	3	2	3	2	3	3	3
Motor Carrier Service, Inc.	4.5	1	0.696	1	3	3	2	2	2	3	3	3
Paramount Freight Systems	<10	1	0.3	2	2	3	2	2	2	2	2	3
Sammons Trucking	<10	2	0.28	3	2	2	3	2	2	3	1	3
Spirit Truck Lines	3	3	0.2	3	2	2	3	2	2	2	2	2
Steed Standard Transport Ltd.	7	2	0	1	2	3	2	2	2	3	2	2
Steelman Transportation	--	2	0.74	3	2	3	2	2	3	3	3	3
Tennant Truck Lines	0.875	2	0.499	2	2	2	2	3	3	3	3	3
Timeline Logisitic International	2	3	0	3	2	3	2	3	3	3	3	3
Trimac Transportation	3.9	2	0.328	3	3	3	2	3	2	3	3	3
WTI Transport	1	2	0.4663	2	3	3	3	2	3	3	3	3
Yanke Group of Companies	3	3	0.1375	3	3	3	3	2	3	1	Y	3

	Raises / Promotions	Infraction Prevention	Advancement Opps	Training Days (new hires)	Training Days (existing drivers)	Compensated for Training?	Online Training	Continuing Education	Coaching/Mentoring	Best Practice Programs	Industry Participation	Terminal Facilities	Family Support	Health & Wellness	Finan/Legal Assistance	Use Social Media	Community Involvement	Industry Image	Environmental Efforts
gnition			Development & Career Opportunities									Work/Life Balance							
Perf	3	Y	3.5	Y	Y	Y	3	3	2	Y	2	2	3	3	Y	3	1	1	
Perf/ Sen	3	Y	4.5	Y	Y	Y	3	1	2	Y	3	1	3	3	Y	3	3	2	
Perf/ Sen	3	Y	6	Y	Y	Y	3	3	1	Y	2	2	2	1	Y	2	3	2	
Perf/ Sen	3	Y	9	Y	Y	N	3	3	3	Y	3	2	3	3	Y	3	2	2	
Perf	3	Y	9	Y	Y	Y	3	3	3	Y	3	3	3	2	Y	3	3	1	
Sen	3	Y	4-7	Y	Y	Y	3	3	2	Y	3	2	3	2	Y	3	2	2	
Sen	3	Y	3	Y	Y	Y	3	3	3	Y	2	2	3	3	Y	2	3	2	
Sen	2	Y	1	Y	Y	Y	3	2	3	Y	2	1	1	2	Y	2	3	1	
Perf/ Sen	3	Y	35-40	Y	Y	Y	2	3	2	Y	2	2	3	2	N	2	3	2	
Perf/ Sen	2	Y	5-7	Y	Y	Y	1	3	3	Y	3	2	2	3	Y	1	3	2	
Sen	2	Y	1	N	N	N	3	3	3	Y	2	2	1	2	Y	2	2	1	
Sen	2	Y	18	N	N	N	1	2	2	Y	2	1	2	2	Y	2	3	2	
Sen	3	Y	7	Y	Y	Y	2	3	1	N	2	2	1	2	N	2	1	1	
Sen	3	Y	7	Y	Y	Y	3	3	2	Y	2	2	2	1	N	2	2	2	
Perf/ Sen	3	Y	14	Y	Y	Y	1	2	2	Y	3	2	1	2	Y	3	3	1	
Perf/ Sen	3	Y	3	N	N	Y	3	3	3	Y	3	3	3	3	Y	2	3	3	
Perf/ Sen	3	Y	14-40	Y	Y	Y	2	3	2	Y	2	2	3	2	Y	3	1	2	
Sen	3	Y	20	Y	Y	Y	1	3	2	Y	2	3	3	1	Y	2	2	3	
Perf	3	Y	4	Y	Y	Y	2	3	3	Y	2	2	3	3	Y	3	3	3	
Perf	3	Y	10	2	Y	3	Y	3	2	Y	2	2	2	2	Y	2	3	2	

CHART LEGEND

Portion of Benefits Paid	<ol style="list-style-type: none">1: Less than 1/32: 1/3 - 2/33: More than 2/3
Paid Time Off	<ol style="list-style-type: none">1: Legal minimum2: Legal minimum plus increases every few years3: Exceeds legal minimum from beginning
Reduction Targets	<ol style="list-style-type: none">1: No targets2: General, improve every year3: Formal targets and program for achieving
Total Work Env	<ol style="list-style-type: none">1: Open door policy/industry reports2: Gather informal driver feedback (one-on-one/driver meetings)3: Actively solicit multiple forms of driver feedback (surveys, committee, intranet)
Harassment	<ol style="list-style-type: none">1: Informal, as needed2: Formal policy covered at orientation3: Formal policy with regular refresh, direct management
Retention Programs	<ol style="list-style-type: none">1: Nothing specific/open door policy2: Made changes to address specific issue(s)/Have retention staff or department/Focus on hiring process3: Formal program(s) put in place with specific goal of improving retention
Driver Committee/Forum	<ol style="list-style-type: none">1: Nothing specific/formal2: Periodic/ad-hoc3: Ongoing/formal
Prev. Maintenance	<ol style="list-style-type: none">1: As per equipment specs/regulatory guidelines2: Annual standard, completed more frequently than required3: Shop inspection every time the vehicle comes into the terminal
Safety Improvement Targets	<ol style="list-style-type: none">1: No targets2: General, improve every year3: Formal targets and program for achieving
Safety/Escalation Policy	<ol style="list-style-type: none">1: No formal policy, driver choice2: Formal safety-focused operational policy with driver override, customer advised as issues arise3: Formal safety-focused operational policy in place and communicated to drivers and customers up front
Safety Technology	<ol style="list-style-type: none">1: Nothing/Standard satellite2: Enhanced satellite/EOBR information or other tools3: Advanced systems such as lane departure, in-cab cameras, simulator
Efficiency Technology	<ol style="list-style-type: none">1: Nothing/Standard satellite2: Enhanced satellite/EOBR system, some online tools3: Laptops, enhanced online tools, toll passes, in-cab scanning
Loads/Route Choice	<ol style="list-style-type: none">1: No choice2: Informal, FIFO or seniority based3: Formalized program, automated planning, personalization of preferences
Shipper Issues	<ol style="list-style-type: none">1: Handle on an ad hoc basis2: Shippers are aware of policies and penalties3: Carrier proactively working with shippers to facilitate process
Manager contact	<ol style="list-style-type: none">1: Only when driver initiated2: At least weekly3: At least daily



Performance Evaluation	<ol style="list-style-type: none">1: Annual performance review2: Driver performance communicated quarterly3: Ongoing performance evaluation and communication
Performance Recognition	<ol style="list-style-type: none">1: Minimal/basic bonus (safety, productivity)2: Range of performance metrics3: Variety of programs, regular/ongoing recognition
Benchmarking	<ol style="list-style-type: none">1: None/Minimal2: Few metrics, no fleet comparison3: Several metrics, fleet comparison
Infraction Prevention	<ol style="list-style-type: none">1: Screening process/Orientation & reactive training2: Periodic communication/training/evaluation3: Regular, proactive training and communication
Training Types	<ol style="list-style-type: none">1: Classroom only2: Variety (such as mentoring, video)3: Variety including online
Coaching/mentoring	<ol style="list-style-type: none">1: Informal2: Carrier facilitates communication3: Formal program in place (finishing school, new driver coaching program)
Best Practice Programs	<ol style="list-style-type: none">1: Informal sharing2: Carrier facilitates information sharing3: Formal sharing, tools provided (intranet, newsletter)
Terminal Facilities	<ol style="list-style-type: none">1: None/basic (driver room)2: Standard – Shower, vending machines, computer/internet, laundry at some locations3: Gym or other expanded facilities at some locations, standard facilities at all locations
Family support	<ol style="list-style-type: none">1: Open door policy2: Company facilitates access to services as needed, EAP through benefits3: Formal support program (counseling, concierge) beyond EAP
Health & Wellness	<ol style="list-style-type: none">1: Informal/limited services2: Some services available (BP monitoring, smoking cessation)3: Dedicated programs and/or staff, range of options
Financial/Legal	<ol style="list-style-type: none">1: Minimal/infrequent2: Informal/ad-hoc internal programs; EAP3: Formal program in place (ATBS, credit or legal counseling)
Community	<ol style="list-style-type: none">1: Minimal/infrequent2: Informal (if requested)3: Proactive with sponsorships, charitable drives
Image	<ol style="list-style-type: none">1: Nothing specific, truck appearance policy, driver dress code2: Industry association involvement, some public appearances/outreach3: Actively engaged in school programs, substantial public services
Environmental	<ol style="list-style-type: none">1: Recycling in office, Smartway, equipment spec'ing2: Fuel/idle programs, used oil recycling3: Significant programs, customer initiatives, custom equipment designs

2012 WINNERS



Trent Dye, Paramount Freight Systems (CENTER), with Chris Burruss and Mark Murrell.



Keith Tuttle, Motor Carrier Service Inc. (CENTER), with (FROM LEFT) Chris Burruss, John Fritzius, Motor Carrier Service Inc., Mark Murrell and Greg St. Croix, Marsh Canada.



MARSH—PROUD SPONSOR OF THE BEST
FLEETS TO DRIVE FOR AWARD
OUR SINCERE CONGRATULATIONS TO ALL OF THE WINNERS FOR 2013

For more information about how Marsh can help manage your transportation risks, please contact:
U.S.: Mark Langer: 212 345 1084 | mark.d.langer@marsh.com
Canada: Scott Cober: 905 575 4641 | scott.cober@marsh.com

www.marsh.ca | www.marsh.com

Partnering for impactSM

Marsh is one of the Marsh & McLennan Companies, together with Guy Carpenter, Mercer, and Oliver Wyman.



*Also thanks to our
new 2013 sponsor*

BOSE RIDE®

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 developed from a unique perspective...yours.

TCA makes that happen.

www.truckload.org