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# **BEST Fleets**

## **TO DRIVE FOR**

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2017 Final Results

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The daily culture of a trucking company is the sum of its ideals, principles, and attitudes. Those carriers who have earned the title, *The Best Fleets to Drive For* create a sustainable environment that empowers every team member to achieve success.

”

**John Lyboldt**

*President*

*Truckload Carriers Association*



# Best Fleets 2017

Welcome to the **2017** edition of **Best Fleets to Drive For®**! We had a record number of fleets participate in the program this year, which means the bar was raised and the competition got a whole lot tougher. As a result, we are excited to have **four** first-timers on the top 20. This year, we added new questions to the corporate survey, took some old ones out, and realized there are still secrets to uncover when it comes to the best workplaces in the industry. We are very proud to present this year's winners!

## The Finalists

The process of identifying the 2017 Best Fleets started last fall with a record **140 companies** nominated by their drivers as outstanding workplaces—a 22% increase over 2016. **69 finalists** emerged after grueling corporate questionnaires, interviews and driver surveys and these finalists

should take pride in completing the process. Many of these finalists look like serious contenders in the next year or two, so keep an eye out!

## Fleets to Watch

Every year, we pick five **Fleets to Watch**, the fleets that have interesting or exceptional programs that we believe should be recognized and commended. The five **2017 Fleets to Watch** are:

- **Crete Carrier Corp.**, Lincoln, NE
- **Hirschbach Motor Lines, Inc.**, East Dubuque, IL
- **Kroon Brothers Transport, LLC**, Hanover, PA
- **Paper Transport, Inc.**, De Pere, WI
- **Transport Corporation of America**, Eagan, MN

While the Top 20 are based on objective scores, we choose the Fleets to Watch. Every year, we find companies that surprise us with their imagination and innovation and we want to recognize and encourage them. Many times over the years, those fleets have risen to the occasion and this year is no different. Congratulations to **Maverick Transportation**, 2016 Fleet to Watch and 2017 Best Fleet to Drive For!

## 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 **must complete** four steps:

### 1 Driver Nomination

A driver or contractor currently working with a company submits a nomination online. One nomination is all it takes.

### 2 Corporate Questionnaire

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

### 3 Corporate Interview

CarrierEdge interviews company representatives to verify and discuss the information provided in the questionnaire.

### 4 Driver Surveys

Each company asks a percentage of its drivers/contractors to complete a survey about their experience with the fleet.

## New Questions

Every year, we review the corporate questionnaire and driver survey questions. For each question, we ask ourselves whether it's still relevant, whether it should be scored or not and how many points it should have. When all the participants seem to be getting full marks on a question, we generally make it harder or stop scoring it.

This year, we started scoring use of social media, in-cab facilities for drivers, guaranteed pay programs, management team development programs, and how fleets attract and support diversity and the military. A full 25% of a carrier's score this year

is related to **Human Resources** programs, and the rest of the categories break down as follows:

- **19%** Career & Development programs
- **17%** Work/Life programs
- **17%** Operational Strategy programs
- **11%** Performance & Recognition programs
- **11%** Compensation & Benefits

See the chart in the middle of this booklet for the scores that the Top 20 received in each of these categories.

## Driver Meetings ≠ Training

Last year, we started asking fleets about how they conduct driver meetings. What we found was that many companies use driver meetings **only** to conduct training. But the Best Fleets are using driver meetings for much more. Roundtables, town hall style meetings, Webex-style meetings and monthly conference calls all provide an opportunity for drivers to engage with supervisors up to senior management, ask questions and provide feedback.

One of the secrets of becoming a Best Fleet is to actively find out how drivers and contractors are feeling about their workplace environments. In addition to driver meetings, the Top 20 also utilize driver committees (both ad hoc and dedicated), social media, driver mentors, driver services departments and frequent surveys.

## Social bunnies

We asked fleets about their use of social media, as many, many companies use it as a recruiting tool. But for about 75% of fleets who participated in this year's program, that's as far as it goes.

The 25% of finalists **and** Top 20 fleets who go a step further, use social media to bring their drivers together. These companies use both public and private Facebook groups where spouses can get information and support, companies poll drivers and ask them for feedback, and virtual communities are created for people who don't get to see each other often.

- : content**
- : customization**
- : communication**



## Reimagine driver training



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

## Seeing is Believing

This year, the Top 20 stood out in how they shared performance data with their drivers. A few years ago, we started seeing the use of scorecards on the rise and companies were able to discuss an individual driver's performance. Most of the time, there wasn't much beyond that with the exception of fuel efficiency numbers that were sometimes posted for drivers to see each month.

Now that technology is more affordable and easier to implement, we are starting to see real time payroll and performance data available to drivers whenever they want to see it. They can see their own performance compared to the fleet, which provides coaching opportunities and motivation to improve. Not only is this now starting to be more common, it is becoming available on mobile devices through company apps as well as through a company website.

## We Still Need to Talk About Wellness

Driver health and wellness has been an ongoing issue in the trucking industry for more than the last 9 years of the Best Fleets program. There has been ample research to show it's much harder to stay healthy when you drive for much of your day. Constant vibration, interrupted sleep patterns, limited food options at truck stops and a lack of knowledge about how to stay healthy on the road are all contributors to this problem.

The conversation in the industry has moved beyond basic weight loss and smoking cessation to a focus on providing diet information and exercise opportunities for drivers in and out of the cab. Many of the Best Fleets have been working on their wellness programs for years, notably Halvor Lines and Prime Inc., who have set the bar for innovation in this area. Other in-cab facilities are just as valued, with the Top 20 providing refrigerators, high end mattresses, as well as upgraded seats for both driver and passenger.

In fact, almost all of the Top 20 scored high marks in this category, demonstrating that both large and small fleets are able to offer wellness opportunities. In addition to diet and exercise options, fleets are also providing health care at their facilities, flu shots, as well as blood pressure and sleep apnea testing.

## The Respectful Workplace

One of the questions that really sets the Top 20 apart was introduced in the 2012 edition: **How do you ensure that your drivers are not subjected to, or contributors to, inappropriate, hostile, or toxic work environments?**

The Top 20 not only have annual refresher training in workplace violence and harassment for both drivers and trainers, they also have clear policies on how to handle these situations. In 2012, there were only two companies who scored full marks on this question. This year, 9 out of the 20 fleets got full marks, with programs that involve ethics and culture training, as well as sexual harassment and discrimination training.

Not surprisingly, the fleets that scored well on this question also score well on attracting gender and ethnic diversity into the industry. But that's not all! For the first time in the program, two fleets, Halvor Lines and Garner Trucking, hired hearing impaired drivers this year as well.

## Resolving Shipper Issues

This year, we looked specifically at detention time and how it was paid when we asked about how companies handle shipper relations. What we saw was that the Top 20 have methods of proactively handling these issues and they pay drivers detention time sooner.

## Did it Seem Tougher? It Was.

Every year, we review the questions, but we also review scoring. In places where we have seen the industry make advances, we make it harder to score well and increase the top score you can achieve. We did this with wellness programs, total work environment, driver meetings, technology adoption and diversity (anytime you see a 4 or 5 in the scoring chart, we raised the top score at some point in the last few years).

And still, the Best Fleets are up to it! The fleets who place on the list year after year have to continually improve their programs. And because of that, they are also improving the industry by setting a positive and encouraging example.

# 2017 Top 20: Small Fleets

Here are this year's **Top 20 Best Fleets**. No matter the size, there are great things happening!

## Boyle Transportation

**Top 20 years:** 2015-17  
**Head Office:** Billerica, MA  
**Drivers:** 100

Smartphones, a mobile app and company email accounts are provided to all drivers to assist in job performance and communication.

## Central Oregon Truck Company, Inc

**Top 20 years:** 2014-17  
**Head Office:** Redmond, OR  
**Drivers/Owner-Operators:** 340

A comprehensive mobile app provides real time performance data to drivers. Drivers can also access a personalized **Driver Performance Forecast**.

## FTC Transportation, Inc.

**Top 20 years:** 2013-17  
**Overall winner:** 2016  
**Head Office:** Oklahoma City, OK  
**Drivers/Owner-Operators:** 36

The company provides tablets to drivers so that they can complete online training during their downtime on the road.

## Garner Trucking, Inc.

**Top 20 years:** 2017  
**Head Office:** Findlay, OH  
**Drivers/Owner-Operators:** 110

The driver council board, comprised of drivers with a mix of experience and gender, attend the corporate **Annual Strategic Meeting**.

## Grand Island Express, Inc.

**Top 20 years:** 2012-17  
**Overall winner:** 2013, 2015  
**Head Office:** Grand Island, NE  
**Drivers/Owner-Operators:** 143

Drivers can attend an online safety & wellness monthly meeting through a conference call and watch presentations on their mobile devices.

## Motor Carrier Service, LLC

**Top 20 years:** 2011-2017  
**Overall winner:** 2012  
**Head Office:** Northwood, OH  
**Drivers:** 76

The COO meets with each driver and spouse after orientation and prior to the first dispatch to clarify expectations on both sides.

## Nussbaum Transportation

**Top 20 years:** 2015-17  
**Head Office:** Hudson, IL  
**Drivers/Owner-Operators:** 302

Drivers are provided with a weekly company operational results report that includes % deadhead miles, % brokered loads, miles per truck, etc.

## ONE For Freight

**Top 20 years:** 2017  
**Head Office:** Milton, ON  
**Drivers/Owner-Operators:** 42

Implemented a **ONESafetyWeek** that allows owner-operators to come off the road to receive training, update paperwork and review performance.

## Smokey Point Distributing

**Top 20 years:** 2017  
**Head Office:** Arlington, WA  
**Drivers/Owner-Operators:** 314

Weekly driver forums allow drivers to discuss positive and negative issues concerning them individually or as a group.

## TransPro Freight Systems, Ltd.

**Top 20 years:** 2014-17  
**Head Office:** Milton, ON  
**Drivers/Owner-Operators:** 103

Owner-operators receive 2 cents per mile when they start using ELD's before the mandate and another 1 cent when they use a speed limiter.

# 2017 Top 20: Large Fleets

## Bison Transport

Top 20 years: 2010-12, 2014-17

Overall winner: 2014, 2016

Head Office: Winnipeg, MB

Drivers/Owner-Operators: 1823

Entry-level programs specifically for team drivers as well as family members are part of several competency-based training programs.

## Challenger Motor Freight Inc.

Top 20 years: 2015-17

Head Office: Cambridge, ON

Drivers/Owner-Operators: 1555

Every three years, mandatory defensive driving training is combined with workplace violence training to prevent incidents before they occur.

## Fremont Contract Carriers, Inc.

Top 20 years: 2009, 2011-17

Overall winner: 2009, 2011, 2015

Head Office: Fremont, NE

Drivers/Owner-Operators: 368

Drivers can check out vehicles from the concierge car fleet to run errands while waiting for truck maintenance or on a scheduled HOS restart.

## Halvor Lines, Inc.

Top 20 years: 2013-2017

Head Office: Superior, WI

Drivers/Owner-Operators: 492

Gender and ethnic diversity has increased 6.5% since 2014 and the company has implemented a discrimination and diversity training program for all drivers and staff.

## Interstate Distributor Co.

Top 20 years: 2015-17

Head Office: Tacoma, WA

Drivers/Owner-Operators: 1759

Has implemented a voluntary **Freedom board** where drivers and owner operators can select their own loads when they choose, and return to regular dispatch at any time.

## Kriska Holdings Ltd.

Top 20 years: 2012, 2014-17

Head Office: Prescott, ON

Drivers/Owner-Operators: 378

Created **KNOW** (Kriska's Network of Women) where women drivers and office staff can share their experiences through regular meetings.

## Landstar System, Inc.

Top 20 years: 2012-2017

Overall winner: 2013

Head Office: Jacksonville, FL

Owner-Operators: 8881

Provides bimonthly training through Webex sessions plus an online version of **CABS** business training.

## Maverick Transportation, LLC

Top 20 years: 2017

Head Office: North Little Rock, AR

Drivers/Owner-Operators: 1607

The **Milestones** page, updated daily, allows drivers to see their performance compared to the rest of the fleet.

## Prime Inc.

Top 20 years: 2014, 2016-17

Head Office: Springfield, MO

Drivers/Owner-Operators: 6976

**Start Right** pay program offers guaranteed pay to new drivers and owner operators for their first three weeks on the job.

## TLD Logistics Services, Inc.

Top 20 years: 2016-17

Head Office: Knoxville, TN

Drivers/Owner-Operators: 442

Using a company simulator, run **Teens & Trucks Share the Road** education sessions to help educate teen drivers on driving safely around heavy trucks.

# Results Chart

## Survey Results

The results listed on the following pages represent information provided through the Questionnaire and Corporate Interview portions of **Best Fleets to Drive For** (see the legend on pages 12-13).

Name	Compensation & Benefits						Retention Score	Entry Level Drivers	Turnover Reduction Targets
	Guaranteed Pay	Pay Range	Orientation Pay	Benefits Paid by Company	401(k) / RSP	Vacation Policies			
Bison Transport	2	1	2	3	1	2	6.039	3	3
Boyle Transportation	3	3	2	3	3	2	12.105	0	2
Central Oregon Truck Company, Inc	2	3	2	2	3	1	1.064	1	2
Challenger Motor Freight Inc.	2	3	2	3	1	2	6.749	3	2
Fremont Contract Carriers, Inc.	1	2	2	3	3	1	9.048	1	2
FTC Transportation, Inc.	2	3	2	3	3	2	7.543	0	2
Garner Trucking, Inc.	3	3	2	2	0	1	4.998	2	2
Grand Island Express, Inc.	2	3	2	3	3	1	7.757	2	2
Halvor Lines, Inc.	1	3	2	3	3	2	9.649	3	2
Interstate Distributor Co.	2	3	2	3	3	1	2.693	3	2
Kriska Holdings Ltd.	1	3	2	2	3	2	5.561	1	2
Landstar System, Inc.	-	-	0	-	0	-	10.738	-	2
Maverick Transportation, LLC	2	3	2	2	2	1	5.491	3	2
Motor Carrier Service, LLC	3	1	2	3	3	2	10.105	0	2
Nussbaum Transportation	3	3	2	3	3	1	7.339	2	3
ONE For Freight	3	1	2	2	2	1	5.695	2	3
Prime Inc.	3	1	2	2	3	1	5.435	3	2
Smokey Point Distributing	3	1	2	2	3	2	8.509	2	2
TLD Logistics Services, Inc.	3	1	2	3	3	1	6.790	3	3
TransPro Freight Systems, Ltd.	-	-	2	-	0	-	4.909	-	2



Total Work Environment	Management Training	Diversity (Ethnic, Gender)	Military Programs	Harassment Prevention	Onboarding	Driver Committee	Clothing Provisions	Company PM Programs/ Maintenance Assistance	Safety Record	Safety Targets	Shipper Issues	Routing Choice / Planning	Safety Technology	Efficiency Technology
Human Resources Strategy								Operational Strategy						
5	3	4	4	5	3	5	4	3	0.187	2	5	3	5	5
3	2	3	4	3	4	1	4	1	0.75	2	5	1	3	5
4	2	1	2	5	4	3	2	3	0.44	3	5	3	5	5
5	3	4	3	5	4	5	3	3	0.27	2	5	3	5	3
4	2	4	4	5	3	3	2	3	0.48	2	3	3	3	3
4	3	1	3	3	4	3	4	2	0.6	3	3	3	3	3
3	3	4	4	3	4	4	4	3	0.6	2	5	4	3	3
4	3	4	4	3	4	5	4	3	0.284	3	5	5	3	5
4	3	4	4	3	3	4	2	1	0.37	2	3	5	3	1
4	3	2	4	5	3	4	3	2	0.31	2	3	3	5	1
3	2	4	4	5	4	3	2	1	0.44	2	5	4	5	3
5	3	1	2	5	3	4	-	5	0.56	2	5	-	5	5
4	3	1	4	3	3	5	3	1	0.21	2	5	3	5	3
3	2	1	2	3	3	4	4	3	0.499	1	5	2	3	1
4	3	3	2	3	4	3	4	2	0.384	2	5	4	3	5
5	3	3	1	3	4	3	3	1	0.37	2	3	2	3	5
5	2	4	4	5	3	4	2	3	0.63	2	3	5	5	5
4	1	2	3	3	3	5	1	3	0.3	2	3	2	1	3
3	3	4	4	5	3	3	4	1	0.3	2	3	2	5	3
4	3	3	2	3	3	4	-	1	0.22	2	3	-	3	3

# Results Chart

Name	Performance Evaluation	Performance Recognition / Rewards	Benchmarking	Infraction Prevention	Training Types	Training Opportunities	Training Compensation
	Performance Management	Development &					
Bison Transport	5	5	5	3	4	3	3
Boyle Transportation	1	1	3	3	3	1	3
Central Oregon Truck Company, Inc	5	5	3	3	3	3	3
Challenger Motor Freight Inc.	4	3	5	3	4	3	3
Fremont Contract Carriers, Inc.	4	3	3	3	2	2	2
FTC Transportation, Inc.	2	5	5	2	3	1	3
Garner Trucking, Inc.	1	3	3	3	2	2	3
Grand Island Express, Inc.	4	3	5	3	2	2	2
Halvor Lines, Inc.	4	3	5	3	3	2	2
Interstate Distributor Co.	3	1	3	3	4	2	3
Kriska Holdings Ltd.	4	3	5	2	1	2	3
Landstar System, Inc.	1	3	1	2	3	2	3
Maverick Transportation, LLC	5	3	3	3	1	1	3
Motor Carrier Service, LLC	4	1	5	2	2	3	3
Nussbaum Transportation	5	5	5	3	2	2	2
ONE For Freight	3	5	5	3	2	2	3
Prime Inc.	5	5	5	3	3	2	3
Smokey Point Distributing	4	3	5	2	2	1	3
TLD Logistics Services, Inc.	4	3	5	3	3	3	1
TransPro Freight Systems, Ltd.	3	3	1	2	3	3	3

Continuing Education	Coaching / Mentoring	Meeting Types / Formats	Meeting Reach	Social Media	Industry Participation	Terminal Facilities	In-Cab Facilities	Family Support	Health & Wellness	Financial / Legal Assistance	Community Involvement	Industry Image
Career Path						Work / Life Balance						
5	2	3	3	2	Y	5	2	2	5	3	3	5
5	2	1	1	1	Y	3	3	2	4	2	2	3
3	3	1	2	3	Y	5	3	2	5	3	3	5
3	3	3	2	3	Y	5	3	2	5	2	3	5
3	2	2	3	2	Y	5	2	2	5	3	3	5
3	3	3	1	2	Y	3	2	2	4	3	2	5
3	2	2	3	3	Y	3	3	1	4	2	2	5
3	2	3	2	2	Y	5	2	2	5	2	3	5
3	2	2	3	2	Y	5	3	3	5	2	3	5
3	3	3	3	2	Y	3	2	3	5	3	3	5
3	3	2	3	2	Y	1	1	2	4	2	3	5
5	3	3	2	2	Y	3	-	2	3	3	3	5
1	2	3	2	2	Y	1	1	2	4	3	2	5
1	2	2	3	2	Y	3	2	1	4	1	2	5
3	3	1	3	3	N	3	2	2	4	1	2	5
5	2	2	3	2	Y	1	2	2	5	3	3	3
3	2	3	1	2	Y	5	1	3	5	3	3	3
3	3	3	3	3	Y	5	3	1	5	2	2	5
3	2	2	3	2	Y	1	3	2	4	2	3	5
3	2	2	3	2	Y	3	-	2	5	1	2	5

# Scoring Legend

<b>Guaranteed Pay</b>	<ul style="list-style-type: none"> <li>1: None/detention or layover pay</li> <li>2: Limited/orientation only/top-ups when necessary</li> <li>3: Full</li> </ul>	<b>Diversity (Ethnic, Gender)</b>	<ul style="list-style-type: none"> <li>1: Equal opportunity employer</li> <li>2: Associations/word or mouth or recruiting only</li> <li>3: Recruiting + association membership</li> <li>4: Bilingual staff + accommodations</li> </ul>
<b>Pay Range</b>	<ul style="list-style-type: none"> <li>1: No range</li> <li>2: Range during/after probation</li> <li>3: Range from day one</li> </ul>	<b>Military Programs</b>	<ul style="list-style-type: none"> <li>1: None/limited</li> <li>2: Informal/Wreaths Across America (WAA)</li> <li>3: Formal/WAA</li> <li>4: Formal + WAA + support</li> </ul>
<b>Paid Orientation</b>	<ul style="list-style-type: none"> <li>0: Hotel/transportation/meals covered only</li> <li>1: Points/gift cards</li> <li>2: Bonus or paid</li> </ul>	<b>Harassment Prevention</b>	<ul style="list-style-type: none"> <li>1. Basic/open door policy</li> <li>3. Formal driver protection, orientation</li> <li>5. Dedicated training/staff, regular review</li> </ul>
<b>Benefits Paid By Company</b>	<ul style="list-style-type: none"> <li>1: Less than 1/3 paid by company</li> <li>2: 1/3 - 2/3 paid by company</li> <li>3: More than 2/3 paid by company</li> </ul>	<b>Onboarding</b>	<ul style="list-style-type: none"> <li>1: Orientation only/90-day review</li> <li>2: Periodic post-orientation review (30-60-90)</li> <li>3: More frequent post-orientation review (every week)/survey</li> <li>4: Mentor/dedicated board support program</li> </ul>
<b>401 (k) / RSP</b>	<ul style="list-style-type: none"> <li>0/1: Available</li> <li>0/2: Company contributes</li> </ul>	<b>Driver Committee</b>	<ul style="list-style-type: none"> <li>1: Nothing specific</li> <li>2: Periodic/informal/office driven</li> <li>3: Drivers provide input/participate in other company committees only</li> <li>4: Periodic (quarterly), driver-led</li> <li>5: Ongoing (regular meetings), driver-led, multiple committee representation</li> </ul>
<b>Vacation Policies</b>	<ul style="list-style-type: none"> <li>0: No paid time off</li> <li>1: Basic (e.g., 1 week after 1 year)</li> <li>2: Basic with accelerated ramp up (e.g., 3 after 5), higher top end, vacation match</li> <li>3: Exceeds basic from the beginning</li> </ul>	<b>Clothing Provisions</b>	<ul style="list-style-type: none"> <li>1: Informal, appearance policy, a few giveaways</li> <li>2: Some discounts/vouchers provided, only through rewards</li> <li>3: Substantial discounts, freebies at time of hire</li> <li>4: Substantial freebies at time of hire</li> </ul>
<b>Retention Score</b>	Weighted score based on a number of inputs. A <b>higher</b> number indicates a better score.	<b>Company PM Programs</b>	<ul style="list-style-type: none"> <li>1: Standard schedule, equipment specs/regulatory guidelines</li> <li>2: Annual standard completed more frequently than required</li> <li>3: Automated system, ECM or sat integration</li> </ul>
<b>Entry Level Drivers</b>	<ul style="list-style-type: none"> <li>0: None</li> <li>1: Minimal activity</li> <li>2: Moderate activity</li> <li>3: Substantial investment; strategic initiative</li> </ul>	<b>Safety Record</b>	DOT reportables per million miles
<b>Turnover Reduction Targets</b>	<ul style="list-style-type: none"> <li>1: General, improve every year</li> <li>2: Specific target, but no details</li> <li>3: Multiple specific targets, program for achieving</li> </ul>	<b>Safety Targets</b>	<ul style="list-style-type: none"> <li>1: Minimal targets (general improvement), unrealistic target</li> <li>2: Some specific targets</li> <li>3: Multiple/detailed targets; action plan</li> </ul>
<b>Total Work Environment</b>	<ul style="list-style-type: none"> <li>1: Open door policy/industry reports/outside comparisons</li> <li>2: Informal driver feedback (providing venues for drivers to speak up, e.g. Facebook)</li> <li>3: Annual survey OR committee plus informal feedback</li> <li>4: Multiple surveys plus committees</li> <li>5: Actively solicit multiple forms of driver feedback (surveys, committee, formal opportunities to speak with executive)</li> </ul>	<b>Shipper Issues</b>	<ul style="list-style-type: none"> <li>1: Handle on an ad hoc basis, drivers paid occasionally, long wait</li> <li>3: Formal process, drivers paid after 2 hrs or less</li> <li>5: Carrier proactively working with shippers to facilitate process, drivers paid for all</li> </ul>
<b>Management Training</b>	<ul style="list-style-type: none"> <li>1: Minimal (task-focused, informal, internal)</li> <li>2: Occasional, career-focused (associations, some formal external)</li> <li>3: Larger, ongoing career-focused initiatives</li> </ul>	<b>Route Choice / Planning</b>	<ul style="list-style-type: none"> <li>1: Informal, FIFO or proximity-based, limited choice</li> <li>2: FIFO with manual oversight balancing</li> <li>3: Formalized program</li> <li>4: Automated planning, personalization of preferences</li> <li>5: Route restructuring, significant redevelopment</li> </ul>

<b>Safety Technology</b>	<ul style="list-style-type: none"> <li>1: Standard truck tech, EOBR</li> <li>3: Substantial truck tech, piloting advanced systems</li> <li>5: Extensive truck tech, advanced systems, simulator</li> </ul>	<b>Meeting Types/Formats</b>	<ul style="list-style-type: none"> <li>1: Infrequent/informal, unidirectional</li> <li>2: Periodic/formal, bidirectional</li> <li>3: Bidirectional, multiple delivery formats</li> </ul>
<b>Efficiency Technology</b>	<ul style="list-style-type: none"> <li>1: Standard technology (enhanced satellite/EOBR, GPS, toll passes, in-cab scanning)</li> <li>3: Extensive standard tech, online tools, 3rd party app</li> <li>5: Custom app/intranet, device provision, company email</li> </ul>	<b>Meeting Reach</b>	<ul style="list-style-type: none"> <li>1: Up to 1/3</li> <li>2: 1/3 - 2/3</li> <li>3: More than 2/3</li> </ul>
<b>Performance Evaluation</b>	<ul style="list-style-type: none"> <li>0: No formal reviews</li> <li>1: Annual performance review</li> <li>2: Semi-annual performance review</li> <li>3: Driver performance communicated quarterly</li> <li>4: Driver performance communicated monthly</li> <li>5: Ongoing performance evaluation and communication</li> </ul>	<b>Social Media</b>	<ul style="list-style-type: none"> <li>1: Limited presence</li> <li>2: Standard presence</li> <li>3: Extensive presence, private groups, advanced usage</li> </ul>
<b>Performance Recognition / Rewards</b>	<ul style="list-style-type: none"> <li>1: Minimal/basic rewards, annual dispersement</li> <li>3: Multiple reward types/metrics, quarterly dispersement</li> <li>5: Wide range of programs/metrics, regular/ongoing recognition</li> </ul>	<b>Industry Participation</b>	<ul style="list-style-type: none"> <li>Y: Industry participation actively encouraged for drivers</li> <li>N: Industry participation not actively encouraged for drivers</li> </ul>
<b>Benchmarking</b>	<ul style="list-style-type: none"> <li>1: None/minimal</li> <li>3: Few metrics, no fleet comparison, quarterly or less</li> <li>5: Several metrics, fleet comparison, monthly or more</li> </ul>	<b>Terminal Facilities</b>	<ul style="list-style-type: none"> <li>1: Standard – Shower, vending machines, computer/internet, laundry at some locations</li> <li>3: Expanded facilities (e.g. gym, healthcare, free food) at some locations, standard facilities at all</li> <li>5: Expanded facilities at multiple locations, one or more with substantially expanded "</li> </ul>
<b>Infraction Prevention</b>	<ul style="list-style-type: none"> <li>1: Basic/orientation, minimal ongoing</li> <li>2: Ongoing training or data analysis, few channels</li> <li>3: Training and data analysis, multiple channels</li> </ul>	<b>In-Cab/On-Road Facilities</b>	<ul style="list-style-type: none"> <li>1: Minimal (APU, inverter, or upgraded bed)</li> <li>2: Multiple enhancements</li> <li>3: Extensive enhancements/upgrades</li> </ul>
<b>Training Types</b>	<ul style="list-style-type: none"> <li>1: Basic, classroom focus</li> <li>2: Variety, basic online</li> <li>3: Variety, simulator or interactive</li> <li>4: Extensive, interactive</li> </ul>	<b>Family Support</b>	<ul style="list-style-type: none"> <li>1: Open door policy</li> <li>2: Company facilitates access to services as needed, EAP through benefits</li> <li>3: Formal support program (counseling, concierge) beyond EAP</li> </ul>
<b>Training Opportunities</b>	<ul style="list-style-type: none"> <li>1: Standard/basic, few streams</li> <li>2: Enhanced, multiple streams</li> <li>3: Extensive opportunities and streams</li> </ul>	<b>Health &amp; Wellness</b>	<ul style="list-style-type: none"> <li>1: Informal/limited services</li> <li>2: Planning new services</li> <li>3: Basic services available (BP monitoring, smoking cessation, weekly staff, insurance reward OR fitness equipment in terminal only)</li> <li>4: Basics, plus dedicated medical staff on site or in-cab or fitness equipment in terminal</li> <li>5: Dedicated programs AND staff, range of options (e.g. in-cab equip)</li> </ul>
<b>Training Compensation</b>	<ul style="list-style-type: none"> <li>1: No pay</li> <li>2: Points, bonus inclusion</li> <li>3: Direct pay</li> </ul>	<b>Financial/Legal</b>	<ul style="list-style-type: none"> <li>1: Minimal/ad-hoc loans/</li> <li>2: EAP only/financial OR legal assistance (may have to pay extra)</li> <li>3: Access to external legal and financial counselling (may have to pay extra)</li> </ul>
<b>Continuing Education</b>	<ul style="list-style-type: none"> <li>1: Minimal/informal</li> <li>3: Some options, tuition reimbursement</li> <li>5: Formal programs, company developed/funded</li> </ul>	<b>Community/Outside</b>	<ul style="list-style-type: none"> <li>1: Minimal, infrequent</li> <li>2: Informal, periodic, company directed</li> <li>3: Regular/proactive support, formal programs, employee directed</li> </ul>
<b>Coaching / Mentoring</b>	<ul style="list-style-type: none"> <li>0: None</li> <li>1: Informal/ad hoc, limited</li> <li>2: Substantial informal, formal program (e.g. coaching, finishing), new hires only</li> <li>3: Active, formal program, all drivers</li> </ul>	<b>Industry Image</b>	<ul style="list-style-type: none"> <li>1: Nothing specific, truck appearance policy, driver dress code</li> <li>3: Industry association involvement, some public appearances/outreach</li> <li>5: Actively engaged in school programs, substantial public services, associations</li> </ul>

# 2016 Winners



**Best Overall Fleet for Small Carrier Award, sponsored by EpicVue**  
**Travis Arnold, FTC Transportation** (center),  
with Jane Jazrawy, CarriersEdge, and Lance Platt, EpicVue



**Best Overall Fleet for Large Carrier, sponsored by Bose Ride**  
**Garth Pitzel, Bison Transport** (center),  
with Jane Jazrawy, CarriersEdge, and Al Anderson, Bose Ride.

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\*As reported to Bose in the "Impact of Ride Quality on Truck Driver Health & Safety. A TCA Member Fleet Case Study," March 2014

# Congratulations

*to all of this year's winners from the staff at TCA!*

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