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# **BEST** Fleets

## **TO DRIVE FOR**

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2012

FINAL RESULTS



“ 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. ”



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

Welcome to the 2012 edition of **Best Fleets to Drive For!** 2011 was another year of growth for the North American trucking industry and there was stiff competition for the 20 companies who made the list. Nominations were up again this year by over **20%** and we had a **35%** increase in the number of fleets completing the process. We have been incredibly impressed this year with the caliber of all participating fleets.

## 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. Each company completes a three-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 Interview

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

### 3 Driver Surveys

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

In addition to the programs a company offers, we also evaluate safety, retention, and overall business performance.

## The Value of the Process

As many of our participating fleets have told us, even when a company is not named a **Best Fleet to Drive For**, there is still enormous value in completing the process.

The corporate interview gives fleets a chance to describe the programs they have designed to

meet driver needs. Driver surveys then provide direct feedback on those programs, helping fleets make informed decisions about what is truly effective.

Each participating fleet receives a report that includes a summary of the corporate interview, the driver survey results and comments.

## Back Again...and Again...

While there are a number of companies that get nominated each year, we would like to highlight those that have consistently made the top 20 list. Two fleets have made the list for **4 years running**:

- Don Hummer Trucking
- Yanke Group of Companies

Hot on their heels, these two fleets have been included for **3 consecutive years**:

- Bison Transport
- Boyd Bros. Transportation

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

## Best Fleets to Watch

Once again this year, we have **5 Best Fleets to Watch**. These five fleets were noteworthy in the programs they offer and had great feedback from their drivers:

- American Central Transport - Liberty, MO
- Epes Transport System, Inc. - Greensboro, NC
- Liberty Linehaul - Ayr, ON
- Melton Truck Lines - Tulsa, OK
- TimeLine Logistic International - Saskatoon, SK

**Tennant Truck Lines**, who was a **Best Fleet to Watch** last year, has gone on to be named one of the top 20 in 2012.



## Sharing the Wealth

This year's nominated fleets had a record high number of profit-sharing plans for drivers, but what we really noticed was the increase in continuing education for both independent operators and company drivers.

80% of this year's top 20 provide some kind of educational opportunities for their drivers. Fleets are reimbursing drivers when they take job-related courses or seminars and some provide grants and scholarships for on-going programs. We are seeing more and more companies create formal professional development policies — a great way to promote career development.

## For the Long Haul

This year, we introduced a few new questions into the Best Fleets fleet interview, addressing tenure (how long drivers have been with a carrier), harassment policies, and targets for safety improvement and driver turnover reduction.

We asked specifically the percentage of drivers that have been with a carrier for more than 5 years and more than 10 years. Two carriers stood out among the top 20:

- **Erb Group of Companies:** **32%** of drivers have been with them for 10 or more years.
- **Motor Carrier Services:** **37%** of their drivers have between 5 and 10 years under their belts.

Unless the companies were very new, or have been growing in the last few years, here's what we noticed about the top 20:

- An average of **22%** of drivers have been employed for between 5 and 10 years
- An average of **15%** have been employed for more than 10 years

## When is Turnover Not *Really* Turnover?

When we evaluate fleets, we use an industry standard formula for calculating scores based on specific company inputs. Many people automatically assume that you can't be a best fleet if turnover is high. However, this year there was more to the discussion about turnover.

We heard that drivers are returning to fleets they have left after trying local routes or going to another company, which can skew turnover numbers. Sometimes, drivers leave the industry, and nothing could have been done to keep them. But a distinct trend among the best fleets is that they **ask the drivers**. More than half of the top 20 do some kind of exit interview, and many also conduct regular driver surveys using free online survey tools as well as third party consultants.

## Partners in Health

Wellness has become a priority for nearly every single carrier we spoke to this year with weight-loss, healthy eating and blood pressure monitoring dominating the conversation.

This year's top 20 are making a focused effort to communicate with their drivers on a regular basis about health issues through newsletters and safety meetings.

Many fleets are partnering with health and wellness organizations and professionals to provide additional programs for their drivers. Partnerships with national or regional fitness centers can provide membership discounts and allow drivers to get more exercise on the road.

Other fleets are bringing in health professionals to run seminars and provide individual counseling. Notably, **WTI Transport** is partnering with the University of Alabama to help drivers manage diabetes on the road.



## Motor Carrier Services, Inc.

**Head office:** Northwood, OH  
**Total drivers/owner-ops:** 90

In the world of CSA, measuring driver performance has become standard. Top carriers add their own evaluation methods and communicate these to drivers. Rarely though, do drivers have the opportunity to **provide input** on these methods.

MCS did just that. The result was a resounding success and has “changed things dramatically” according to the company. Drivers were able to say what they wanted to be measured on, and what they thought was less useful. The process resulted in better understanding between management and drivers — especially when it became clear that both groups agreed!

## Yanke Group of Companies

**Head office:** Saskatoon, SK  
**Total drivers/owner-ops:** 460

Since starting their **Be the One** program in 2009, Yanke has seen accident costs plummet fleetwide. This safety incentive program is directed not only at drivers, but all staff, and has resulted in significant and positive changes.

Be the One is everywhere at Yanke. Online training modules, safety breakfasts, seminars, signage, logos, decals, presentations and social media reminders help to reinforce the idea that attitudes, behaviors, and core beliefs impact safety every day. Information sharing is key to the program and drivers are communicating with each other much more as a result. More than **70%** of the drivers surveyed through the Best Fleets process agreed that Yanke encourages them to share best practices. And **all** drivers surveyed agreed that Yanke values driver safety above all else.

## WTI Transport

**Head office:** Tuscaloosa, AL  
**Total drivers/owner-ops:** 300

WTI prides itself on taking company drivers and turning them into business owners through their lease-purchase program. This program, used by the company as a retention tool, is a little more intense than the usual!

Drivers start by simply signing up, but before they can participate, they have to show that they’re a fit for the program. They are observed for 60 - 90 days, fill out a questionnaire and go through an interview process before they can qualify. With regular monitoring and mentoring, including a fleet manager who coaches them along the way, WTI is working to build a workforce that takes pride in their business.

## Paramount Freight Systems

**Head office:** Ft. Meyers, FL  
**Total drivers/owner-ops:** 138

Even though they are one of the smallest fleets in this year’s top 20, Paramount keeps its operators happy. As one owner-operator put it: “Finally found somewhere I want to stay.” The others seem to agree. **All** operators that were surveyed would like to be contracted to Paramount for the rest of their careers and would recommend the company to other operators.

What are they doing? Even though the fleet is 100% owner-operator, they have generous referral bonuses. They incent drivers to improve safety results and have driver of the week, month and year programs. And they have partnered with a health insurance provider, a national parts company to lower costs for contractors as well as providing access to a maintenance escrow.



Once again, this year's top 20 demonstrate that there's no shortage of great ideas and innovative programs in North American fleets.

### **Best Cartage**

**Head office:** Kernersville, NC  
**Total drivers/owner-ops:** 145

Drivers can access continuing education through the company's insurance provider with a selection of over 100 titles.

### **Bison Transport**

**Head office:** Winnipeg, MB  
**Total drivers/owner-ops:** 1424

A rebranded "open-door policy" provides higher quality feedback through clearer communication between drivers and key people in each department.

### **Boyd Bros. Trucking**

**Head office:** Clayton, AL  
**Total drivers/owner-ops:** 714

In-cab scanners and smart tablets allow drivers to scan documents making border crossing an easier process.

### **Celadon Canada**

**Head office:** Kitchener, ON  
**Total drivers/owner-ops:** 259

Recognizes that diversity goes beyond ethnic holidays and have implemented lease-purchase plans, freight restrictions and event planning that take different beliefs into account.

### **D.J. Knoll**

**Head office:** White City, SK  
**Total drivers/owner-ops:** 65

Operational procedures are discussed with drivers so that they can assess their own performance, identify areas of improvement and provide useful feedback.

### **Don Hummer Trucking**

**Head office:** Oxford, IA  
**Total drivers/owner-ops:** 172

Ridealong program allows drivers to bring family members on the road with them for up to 30 days at a time.

### **Erb Group of Companies**

**Head office:** New Hamburg, ON  
**Total drivers/owner-ops:** 806

An employee committee, including drivers, is elected for two year terms, acting as safety committee and providing input into policy development.

### **Fremont Contract Carriers**

**Head office:** Fremont, NE  
**Total drivers/owner-ops:** 289

New drivers are reviewed at 10, 30 and 90 day intervals to ensure that they are comfortable with the work atmosphere and provide an opportunity to voice concerns or ask questions.

### **Gordon Trucking**

**Head office:** Pacific, WA  
**Total drivers/owner-ops:** 1864

Drivers can participate in a tuition reimbursement program with a sliding scale based on GPA.

### **Grand Island Express**

**Head office:** Grand Island, NE  
**Total drivers/owner-ops:** 165

Driver retention specialist on staff whose sole job is to facilitate orientation, keep a pulse on drivers, answer questions and provide assistance.

### **Kriska Holdings**

**Head office:** Prescott, ON  
**Total drivers/owner-ops:** 410

A Lessons Learned board is used to display collision descriptions and photographs along with the findings of the review committee (omitting driver names).



# Winning Ways

## **Landstar System, Inc.**

**Head office:** Jacksonville, FL

**Total drivers/owner-ops:** 7816

Regular ongoing reviews of all independent contractor settlements, with a complete review of safety, financials and operations at least once every three years.

## **Motor Carrier Services, Inc.**

**Head office:** Northwood, OH

**Total drivers/owner-ops:** 90

Clean DOT inspection bonus is awarded to **both** driver and mechanic to recognize the efforts of both and encourage good communication.

## **Paramount Freight Systems**

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

**Total drivers/owner-ops:** 138

Partnering with weight-loss and fitness centers so that drivers can get up to 50% discounts on programs and memberships.

## **Sammons Trucking**

**Head office:** Missoula, MT

**Total drivers/owner-ops:** 284

Follow up with independent contractors after each inspection with either congratulations or coaching, using an online CSA scorecard tool.

## **Steelman Transportation**

**Head office:** Springfield, MO

**Total drivers/owner-ops:** 95

Provide notebook computers and scanners to independent contractors to increase productivity.

## **Tennant Truck Lines**

**Head office:** Orion, IL

**Total drivers/owner-ops:** 151

Along with a profit sharing program, drivers can receive bonuses for performance in safety, operations and fuel consumption.

## **Trimac Transportation**

**Head office:** Houston, TX/Calgary, AB

**Total drivers/owner-ops:** 2239

Sends out video cameras so drivers and trainers can record their experience and provide feedback when spec'ing new equipment.

## **WTI Transport**

**Head office:** Tuscaloosa, AL

**Total drivers/owner-ops:** 300

Driver mentors for new drivers have their own business cards which are handed out at each orientation.

## **Yanke Group of Companies**

**Head office:** Saskatoon, SK

**Total drivers/owner-ops:** 460

Company executives contact 4 or 5 different operators each month to get feedback on an ongoing basis.

## **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](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	Salary Range	Bonus / Incentive Pay
Best Cartage	Kernersville, NC	145	\$39,000	115,000	\$145,000	179,000	N	*
Bison Transport	Winnipeg, MB	1424	\$34,154	58,841	\$108,250	73,622	Y	*
Boyd Bros. Trucking	Clayton, AL	714	\$50,000	111,000	\$160,000	112,000	Y	*
Celadon Canada	Indianapolis, IN/ Kitchener, ON	259	\$46,615	106,464	\$176,272	118,224	Y	*
D.J. Knoll	White City, SK	65	\$60,700	116,000	\$161,000	116,000	Y	*
Don Hummer Trucking	Oxford, IA	172	\$50,997	125,813	\$187,591	124,940	N	*
Erb Group of Companies	New Hamburg ON	806	\$75,192	110,968	\$164,476	132,322	Y	*
Fremont Contract Carriers	Fremont, NE	289	\$58,236	132,611	\$178,715	132,576	Y	*
Gordon Trucking	Pacific, WA	1864	\$55,987	105,040	\$111,852	124,280	Y	*
Grand Island Express	Grand Island, NE	165	\$51,075	121,436	\$126,392	124,282	Y	*
Kriska Holdings	Prescott, ON	410	\$55,000	100,800	\$130,000	115,000	Y	*
Landstar System, Inc.	Jacksonville, FL	7816	-	-	\$152,000	95,000	-	*
Motor Carrier Services	Northwood, OH	90	\$55,400	115,310	\$142,500	119,110	Y	*
Paramount Freight Systems	Ft. Meyers, FL	138	-	-	\$130,000	140,000	-	*
Sammons Trucking	Missoula, MT	284	-	-	\$185,000	90,000	-	*
Steelman Transportation	Springfield, MO	95	\$50,000	N/P	\$128,500	125,000	-	*
Tennant Truck Lines	Orion, IL	151	\$55,000	112,000	\$175,000	112,000	N	*
Trimac Transportation	Houston, TX/ Calgary, AB	2239	\$56,500	77,000	\$169,500	114,500	Y	*
WTI Transport	Tuscaloosa, AL	300	\$48,000	102,800	\$170,000	109,200	Y	*
Yanke Group of Companies	Saskatoon, SK	460	\$55,000	120,000	\$180,000	120,000	N	*

## \* Bonus/Incentive Pay Programs

### Best Chartage

Safety, fuel, idle, longevity

### Bison Transport

Safe driving, years of service, consecutive days bonus

### Boyd Bros. Trucking

Sign-on, referral, fuel, clean inspection

### Celadon Canada

Safety, referral, idle time

### D.J. Knoll

Safety & performance, referral

### Don Hummer Trucking

Comprehensive performance, longevity, referral bonus

### Erb Group of Companies

Safety, profit sharing, lost time

### Fremont Contract Carriers

Comprehensive performance, referral, profit-sharing

### Gordon Trucking

Referral, performance, spot bonuses

### Grand Island Express

Clean inspection, green miles, referral, profit sharing



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	Harassment Program	% Women	Mixed Gender Road Testing	Retention Program	Driver Committee / Forum	Dress Code / Uniforms
		Benefits					HR Strategy								
Y	N	Y/P	60(1)	Y	2	Y	3.508	3	3	2	6	2	3	N	DC
Y	Y	Y/F	90	Y	2	Y	6.454	3	3	2	5	3	2	Y	DC
Y	Y	Y/P	30	Y	1	Y	4.506	3	1	2	1	2	2	Y	DC
Y	Y	Y/F	90	N	1	Y	5.222	2	3	3	3	3	3	Y	DC
Y	Y	Y/P	90	Y	1	Y	7.560	3	3	2	10	3	3	N	DC
Y	Y	Y/P	90(1)	Y	1	Y	4.702	3	2	2	6	3	2	N	DC
Y	Y	Y/P	90	Y	2	Y	7.469	3	2	2	2	2	2	Y	Uni/Prov
Y	Y	Y/P	30	Y	2	Y	8.359	2	1	2	7	3	3	Y	DC
Y	Y	Y/P	90(1)	Y	2	Y	5.272	3	1	2	6	2	3	Y	DC
Y	Y	Y/P	60(1)	Y	3	Y	7.403	2	2	3	2	2	2	N	DC
Y	Y	Y/P	1	Y	2	Y	5.621	3	2	2	2	2	3	Y	DC
-	Y	N	-	N	-	Y	8.281	2	-	1	5	1	3	N	N
Y	Y	Y/P	60	Y	2	Y	9.273	3	3	2	5	3	3	Y	DC
-	Y	Y/N	30	N	-	Y	8.123	3	-	2	21	3	2	Y	N
-	Y	Y/N	-	N	-	Y	8.088	2	-	2	3	-	2	N	DC
Y	Y	Y/P	90	Y	2	Y	6.667	2	1	2	5	2	1	N	N
Y	N	Y/P	90	Y	2	Y	8.000	2	1	2	4	3	2	N	DC
Y	Y	Y/P	90(1)	Y	2	Y	8.654	3	3	2	10	1	3	Y	Uni
Y	Y	Y/F	30(1)	Y	2	Y	4.966	2	3	3	1	1	3	Y	DC
Y	Y	Y/P	1	Y	2	Y	6.757	3	3	2	4.6	3	3	N	N

**Kriska Holdings**

Safety, performance, referral, clean inspection

**Landstar System, Inc.**

Safety giveaway

**Motor Carrier Service, Inc.**

Comprehensive performance, fuel, clean inspection, referral

**Paramount Freight Systems**

Safety, longevity, sign-on, referral

**Sammons Trucking**

Longevity, clean inspection, referral, sign-on bonus

**Stelman Transportation**

Safety, fuel, clean inspection, referral bonuses

**Tennant Truck Lines**

Comprehensive bonus, profit sharing

**Trimac Transportation**

Safety and service

**WTI Transport**

Safety, fuel, clean inspection, fuel

**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	Load / Route Choice	Shipper Issues	Manager Contact	Performance Eval.	Perf. Recognition / Rewards	Benchmarking
	Operational Strategy								Performance & Rewards			
Best Cartage	2	1	0.200	1	3	2	2	2	3	2	Y	N
Bison Transport	2.75	2	0.185	3	3	3	3	3	3	3	Y	Y
Boyd Bros. Trucking	2.1	2	0.550	2	3	3	2	3	3	2	Y	Y
Caledon Canada	1.84	2	0.145	2	2	3	3	2	3	1	Y	N
D.J. Knoll	3	3	0.530	2	2	3	2	3	3	2	Y	N
Don Hummer Trucking	4	2	0.529	2	2	3	2	3	3	3	Y	N
Erb Group of Companies	6.5	2	0.220	2	3	3	2	3	3	3	Y	Y
Fremont Contract Carriers	1.5	2	0.439	2	2	2	2	2	3	2	Y	Y
Gordon Trucking	2	2	0.296	2	3	2	2	3	3	2	Y	Y
Grand Island Express	4	2	0.26	1	2	2	2	1	3	3	Y	Y
Kriska Holdings	3.9	2	0.449	3	3	2	2	2	3	2	Y	N
Landstar System, Inc.	-	1	0.46	1	3	3	2	3	3	2	Y	N
Motor Carrier Services	3.5	3	0.673	2	3	2	2	2	3	3	Y	Y
Paramount Freight Systems	-	2	0.4	3	2	2	2	3	3	3	Y	Y
Sammons Trucking	-	2	0.32	2	2	-	2	2	3	3	Y	Y
Steelman Transportation	6	1	0.18	2	1	3	2	2	3	3	Y	N
Tennant Truck Lines	1.75	2	0.74	2	1	2	2	3	3	3	Y	Y
Trimac Transportation	2	2	0.41	2	3	3	2	3	3	3	Y	Y
WTI Transport	2.75	2	0.22	2	2	2	2	2	3	1	Y	Y
Yanke Group of Companies	3.5	2	0.25	2	2	2	2	2	3	1	Y	Y



	Raises / Promotions	Infraction Prevention	Advancement Opps	Training Days (new hires)	Training Days (existing drivers)	Training Compensation	Types of Training	Continuing Education	Coaching/Mentoring	Best Practices	Industry Participation	Terminal Facilities	Family Support	Health & Wellness	Finan/Legal Assistance	Social Events	Community Involvement	Industry Image	Environmental Efforts
<b>Cognition</b>			<b>Development &amp; Career Opportunities</b>									<b>Work/Life Balance</b>							
Perf	2	Y	10	10	Y	3	Y	2	2	Y	2	3	3	2	Y	2	2	2	2
Perf	3	Y	6	1.5	Y	3	Y	3	3	Y	3	3	3	2	Y	3	3	3	3
Sen	3	Y	12	5	Y	3	Y	3	3	Y	2	3	3	3	Y	2	3	2	2
Sen	2	Y	7.5	5.5	Y	3	N	1	1	N	2	2	3	3	Y	2	2	2	2
Perf	3	Y	12	4.5	Y	3	Y	2	2	Y	2	2	2	1	Y	3	2	2	2
Sen	2	Y	6	4	Y	2	N	2	1	Y	2	1	2	1	Y	2	3	2	2
Sen	3	Y	10	4	Y	3	Y	3	3	Y	2	2	3	3	Y	3	2	2	2
Sen/ Perf	3	Y	3	1	N	3	Y	2	1	Y	3	2	3	2	Y	2	3	2	2
Sen	3	Y	7	7	Y	2	Y	2	1	Y	2	2	3	2	Y	3	3	3	3
Perf	2	Y	9	6	Y	3	N	3	2	Y	2	2	3	2	Y	2	2	2	2
Perf	2	Y	5	1.5	Y	2	Y	3	3	Y	2	2	3	2	Y	1	3	2	2
-	2	Y	3	1.5	N	2	-	2	2	N	2	3	1	3	Y	3	3	2	2
Sen	2	Y	12	7	Y	3	Y	2	2	Y	2	2	3	2	Y	3	3	2	2
-	2	Y	4	4	Y	3	-	3	2	Y	2	1	2	2	Y	2	3	2	2
Sen	1	Y	2	1	N	2	-	1	2	Y	2	1	1	2	Y	1	3	2	2
Perf	2	Y	5	4	Y	2	Y	1	1	Y	2	2	2	1	Y	2	2	2	2
Sen/ Perf	2	Y	7	7	Y	3	N	3	2	Y	2	2	2	1	Y	2	3	2	2
Perf	3	Y	22	9	Y	3	Y	3	3	Y	2	2	2	3	Y	2	2	3	3
Sen	3	Y	10	5	Y	3	Y	3	3	Y	2	3	3	3	Y	3	2	2	2
Perf	3	Y	10	2	Y	3	Y	3	2	Y	2	2	2	2	Y	2	2	2	2



<b>Paid Time Off</b>	<ol style="list-style-type: none"> <li>1: Legal minimum</li> <li>2: Legal minimum plus increases every few years</li> <li>3: Exceeds legal minimum from beginning</li> </ol>
<b>Total Work Env</b>	<ol style="list-style-type: none"> <li>1: Open door policy/industry reports</li> <li>2: Gather informal driver feedback (one-on-one/driver meetings)</li> <li>3: Actively solicit multiple forms of driver feedback (surveys, committee, intranet)</li> </ol>
<b>Diversity</b>	<ol style="list-style-type: none"> <li>1: Equal opportunity employer, reviews annual employment stats</li> <li>2: Facilitates minority participation</li> <li>3: Formalized program / actively solicits minority communities</li> </ol>
<b>Harassment</b>	<ol style="list-style-type: none"> <li>1. Informal, as needed</li> <li>2. Formal policy covered at orientation</li> <li>3. Formal policy with regular refresh, direct management</li> </ol>
<b>Mixed Gender</b>	<ol style="list-style-type: none"> <li>1: No formal policy</li> <li>2: Informal, make accommodations where possible</li> <li>3: Formal policy and guidelines</li> </ol>
<b>Retention Program</b>	<ol style="list-style-type: none"> <li>1: Nothing specific/open-door policy</li> <li>2: Made changes to address specific issue(s) / Have retention staff or department/Focus on hiring process</li> <li>3: Formal program(s) put in place with specific goal of improving retention</li> </ol>
<b>Prev. Maint.</b>	<ol style="list-style-type: none"> <li>1: As per equipment specs / regulatory guidelines</li> <li>2: Annual standard, completed more frequently than required</li> <li>3: Shop inspection every time the vehicle comes into the terminal</li> </ol>
<b>Safety Policies</b>	<ol style="list-style-type: none"> <li>1: No formal policy, driver choice</li> <li>2: Formal safety-focused operational policy with driver override, customer advised as issues arise</li> <li>3: Formal safety-focused operational policy in place and communicated to drivers and customers up front</li> </ol>
<b>Safety Tech</b>	<ol style="list-style-type: none"> <li>1: Nothing / Satellite-only</li> <li>2: Use EOBR information or other tools</li> <li>3: Advanced systems such as lane departure, in-cab cameras, simulator</li> </ol>
<b>Efficiency Tech</b>	<ol style="list-style-type: none"> <li>1: Nothing / Standard satellite</li> <li>2: Enhanced satellite / EOBR system, some online tools</li> <li>3: Laptops, enhanced online tools, toll passes, in-cab scanning</li> </ol>
<b>Loads/route choice</b>	<ol style="list-style-type: none"> <li>1: No choice</li> <li>2: Informal, FIFO or seniority-based</li> <li>3: Formalized program, automated planning, personalization of preferences</li> </ol>
<b>Shipper Issues</b>	<ol style="list-style-type: none"> <li>1: Handle on an ad hoc basis</li> <li>2: Shippers are aware of policies and penalties</li> <li>3: Carrier proactively working with shippers to facilitate process</li> </ol>
<b>Manager contact</b>	<ol style="list-style-type: none"> <li>1: Only when driver initiated</li> <li>2: At least weekly</li> <li>3: At least daily</li> </ol>

# Chart Legend

<b>Performance Eval</b>	<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>
<b>Raises</b>	<p>Ind: based on industry factors Sen: based on seniority Perf: based on performance Ann: Raises are provided annually</p>
<b>Infraction Prevention</b>	<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>
<b>Training Types</b>	<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>
<b>Coaching/mentoring</b>	<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>
<b>Best practices</b>	<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>
<b>Terminal Facilities</b>	<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>
<b>Family support</b>	<ol 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></ol>
<b>Health &amp; Wellness</b>	<ol style="list-style-type: none"><li>1: Informal / limited services</li><li>2: Some services available (BP monitoring, smoking cessation)</li><li>3: Dedicated programs and/or staff, range of options</li></ol>
<b>Financial/Legal</b>	<ol style="list-style-type: none"><li>1: Minimal / infrequent</li><li>2: Informal / ad-hoc internal programs; EAP</li><li>3: Formal program in place (ATBS, credit or legal counseling)</li></ol>
<b>Community</b>	<ol style="list-style-type: none"><li>1: Minimal / infrequent</li><li>2: Informal (if requested)</li><li>3: Proactive with sponsorships, charitable drives</li></ol>
<b>Image</b>	<ol style="list-style-type: none"><li>1: Nothing specific, truck appearance policy, driver dress code</li><li>2: Industry association involvement, some public appearances/outreach</li><li>3: Actively engaged in school programs, substantial public services</li></ol>
<b>Environmental</b>	<ol style="list-style-type: none"><li>1: Recycling in office, Smartway, equipment spec'ing</li><li>2: Fuel / idle programs, used oil recycling</li><li>3: Significant programs, customer initiatives, custom equipment designs</li></ol>



# 2011 Winners



**Tim McCormick, Fremont Contract Carriers, Inc.** (*right*) with (*from left*) Chris Burruss, Truckload Carriers Association, Mark Murrell, CarriersEdge and Ty Smith, March USA



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



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

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**Note the Dates!**

**NOMINATIONS:** September 4 - October 31, 2012

**CORPORATE INTERVIEWS:** November 1 - December 14, 2012

**DRIVER SURVEYS:** November 19 - December 31, 2012

**For more information**

**[www.BestFleetsToDriveFor.com](http://www.BestFleetsToDriveFor.com)**



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