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# **BEST Fleets**®

## **TO DRIVE FOR**

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**FINAL RESULTS**



Greetings from Charlotte!

The past year has certainly brought its fair share of changes, some planned, some unexpected. While the entire industry faces uncertainty for the future, one old expression rings truer than ever – to win you have to show up.

The Best Fleets to Drive For® program is about showing up. It's about working together to improve things in your fleet, learning from others who are having success, and finding new ways to push the industry forward.

The fleets who participate in the program every year, whether they win or not, are showing up.

As you review the stats, trends, and scores outlined in these pages, you'll find ideas that will be useful, and some that won't have obvious application. That's fine – there's no specific recipe for success and no set of steps that must be followed to be a Best Fleet. Each of this year's winners have followed their own paths, and all have tried things that ended up not working.

Success comes from persistence, in good times and bad.

Just keep showing up.

*Jane Jazrawy*

CEO, CarriersEdge  
Co-Creator, Best Fleets to Drive For

# BEST FLEETS KEEP INNOVATING DESPITE CHALLENGING ECONOMY

Facing a freight economy described by many as the worst since 2008, the 16<sup>th</sup> edition of this annual program showed an industry committed to continually improving the workplace experience for drivers, even when times are tough.

## STATISTICS

Drivers nominated 117 companies this year. While this is notably less than last year's 165, it is in line with pre-COVID numbers. Considering the economy over the past year, that total was more than expected (previous freight recessions saw nominations drop below 100 per year).

From those 117 nominations, 72 fleets completed interviews and 67 made it through to the final scoring round. Drivers and owner-operators from those fleets contributed 5,018 surveys this year.

## EVALUATION PROCESS

Best Fleets to Drive For is open to all for-hire fleets operating 10 tractor-trailers in the United States or Canada. For this program, a for-hire company must be purely for-hire. If a fleet hauls any of its own products, it's considered a private fleet. However, for-hire carriers wholly owned by other companies (e.g., manufacturers) are currently eligible. Each participating company must complete four steps:

1. **Nomination** The process starts when a driver or contractor currently working with the company nominates them as a Best Fleet. Only one nomination is required, but somebody driving a tractor-trailer on behalf of the company has to start the process.
2. **Questionnaire** Nominated fleets complete an online questionnaire that collects information about company programs and policies across a variety of different categories. For the 2024 edition of the program, there were 110 questions in the default corporate questionnaire and 95 in the variation for contractor fleets.
3. **Interview** After the questionnaire is complete, CarriersEdge representatives conduct a follow-up interview to verify and discuss the information provided in the questionnaire.
4. **Survey** The final segment requires a target percentage of drivers/contractors to complete a survey about their experience with the company.

## SCORING METHODOLOGY

The scoring period starts as surveys close, analyzing answers of finalists who have completed all evaluation stages. Fleets are scored across 3 categories – the programs they offer their drivers, the satisfaction level of those drivers, and the results the company is seeing in terms of safety and retention. The scoring process is detailed, meticulous, and time-consuming. For the 2024 edition, there were a little under 4,000 distinct answers that needed to be scored in the programs section alone – a team of eight worked full-time for nearly two weeks to complete it all.

### Scoring the programs

The scoring team starts by reviewing the data collected and determining which questions can be scored. (Some questions are purely for segmentation purposes or trend analysis, while others may not have enough meaningful data to be scored.) Contractor-only fleets have a separate questionnaire focused more on how they help their contractors build successful businesses, so their scorable question list looks different.

Once the set of scorable questions is determined, scorers go through and score each question individually. All responses to that one question are reviewed to define the matrix of points and criteria, then all responses

are scored against that matrix. The process continues for each scorable question. Once all questions are scored, a program score for the carrier is calculated.

### Measuring driver satisfaction

The driver survey has 54 questions that track trends and sentiment, with responses fed into a formula that measures satisfaction at the company across various parameters and segments.

### Calculating the results

The safety performance of each finalist is determined by tracking preventable and non-preventable DOT-reportable accidents per million miles. The retention score of each company is calculated with a custom formula that includes several data point inputs and controls for various factors that can skew results - for instance, whether a fleet is based the U.S. or Canada, or whether they have a new entrant program. Both safety performance and retention score are combined to generate the final results score.

## WINNERS

Once all the data is compiled and scores calculated, the best performing fleets are recognized as winners. The 20 fleets with the highest scores are recognized as Best Fleets to Drive For, while fleets reaching that level for 10 consecutive years (or 7 consecutive years plus an overall award) are named to the Best Fleets Hall of Fame.

From the Top 20, 2 overall winners are also recognized - the Best Overall Large Carrier, and Best Overall Small Carrier.

Unlike the Top 20 (which is always limited to just 20 companies), the Hall of Fame has no limit to the number of inductees. Once inducted into the Hall, fleets need to requalify each year. This year, all of the previous Hall of Fame fleets requalified.

New this year is the Stratosphere award, recognizing the Hall of Fame carrier with the best overall performance - the absolute best of the best.

Finally, we also recognize 5 Fleets to Watch. These are fleets who impressed us with their programs and appear to be on track to make the Top 20 in the future. Several of this year's Top 20 were Fleets to Watch in the past, and we fully expect some of this year's honorees to be in the Top 20 in the future.

## THE SCHEDULE

The 2024 edition followed its traditional schedule with nominations opening after Labor Day and closing on Halloween. After being nominated, each participating fleet completed the questionnaire, filling out details of their business across HR, dispatch, safety, management, recruiting, and more. After submitting the questionnaire, a 60-90 minute interview was conducted with representatives from each fleet to clarify and explore their answers. Interviews happened throughout November and into mid-December. The driver surveys were collected from mid-November until New Year's Eve to complete the final stage of evaluations.

Fleets had a short window to complete these extensive steps during the busiest time of the year, so making it to the scoring stage was an accomplishment of its own for Finalists.

## MILESTONES

Several fleets hit milestones in the program this year. Most notably, Boyle Transportation and Nussbaum Transportation - both Hall of Fame fleets already - celebrate 10 consecutive years as a Best Fleet. As well, Challenger Motor Freight, Fortigo Freight Service, Fremont Contract Carriers, and Wellington Group made the Top 20 for their 5th consecutive year. Congrats to all on reaching those difficult milestones!

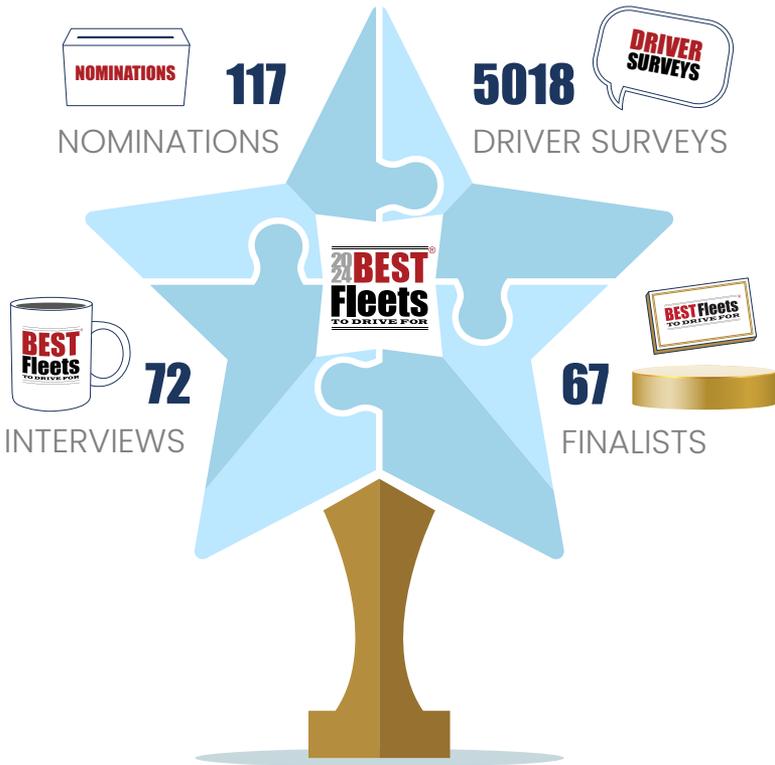
We also welcome Crawford Trucking to the Top 20 for the first time, and welcome back Brenny Specialized who were winners in 2022.

## OBSERVATIONS

How quickly things can change! Last year, the predominant issue was the driver shortage, and what fleets were doing to tackle it. This year, the pendulum swung hard in the opposite direction, with freight volumes dropping, instability across markets, and significant uncertainty in the industry as a whole. While Best Fleets participants generally didn't have significant exposure to spot market fluctuations, the ripple effects were felt in all areas nonetheless.

Fleet investments this past year were more conservative and incremental, with a broader focus on making the most of previous investments and optimizing internal processes.

Drivers, overall, were perfectly happy with that approach. The past 3 years saw a dramatic rise in fleet implementation of technology across



all operational areas, and the feedback from drivers has increasingly been concern about rapid changes and loss of personal touch. Having a year where that investment slowed down has given drivers a chance to catch up, and given fleets an opportunity to strengthen personal connections.

*"When times get tough, the tough get talking"* – this variation of the old adage of perseverance summarizes how the most successful fleets tackled the past year's economic uncertainty. Major investments may have been scaled back, but that effort was redirected into expanding internal programs that didn't have direct costs associated.

Communication and collaboration were key themes this year, with driver committees reaching the "standard practice" level (72% of finalists have at least one driver-led committee), and fleets with existing committees expanding the number and scope of those committees as well.

Fleets also continue to find new ways to leverage the experience of their senior drivers,

with finishing programs and coaching now in place at most of these finalists.

Supporting those efforts are more regular driver meetings, delivered through a variety of channels to ensure everyone has equal access. While COVID pushed meetings virtual, and post-COVID saw most of those meetings move back to in-person, this year fleets are finding balance in delivery methods with 57% incorporating online options and making recordings available afterwards.

Put together, the increases in meetings, committees, and coaching shows that while fleets may have been stepping back on direct investments, they've most certainly been stepping up in building collaborative cultures where drivers feel heard and empowered.

In the following pages, we break out the questions and scores from this year's evaluation, and detail some additional observations in each category.

# 2024 BEST Fleets TO DRIVE FOR

This year's Top 20 include 2 companies who weren't on the list last year - one returning, and one completely new.

## SMALL CARRIER CATEGORY

	LOCATION	DRIVERS / OWNER-OPS	YEARS IN TOP 20
American Central Transport (ACT)	Kansas City, MO	270	7
Brenny Specialized, Inc. (Brenny)	Saint Joseph, MN	82	2
Chief Carriers, Inc. (Chief)	Grand Island, NE	68	4
Crawford Trucking (Crawford)	Des Moines, IA	60	1
K & J Trucking, Inc. (K&J)	Sioux Falls, SD	107	3
Kriska Holdings Limited (Kriska)	Prescott, ON	290	7 (2 Consecutive)
Nick Strimbu, Inc. (NStrimbu)	Brookfield, OH	125	2
Thomas E. Keller Trucking Inc. (TKeller)	Defiance, OH	317	7
Transland	Strafford, MO	180	3
Wellington Group of Companies (WGC)	Aberfoyle, ON	95	5

## LARGE CARRIER CATEGORY

	LOCATION	DRIVERS / OWNER-OPS	YEARS IN TOP 20
C.A.T. Inc. (CAT)	Coteau-du-Lac, QC	460	2
Challenger Motor Freight, Inc. (Challenger)	Cambridge, ON	1046	8 (5 Consecutive)
Continental Express, Inc. (Continental)	Sidney, OH	539	3
Decker Truck Line, Inc. (Decker)	Fort Dodge, IA	707	3
Erb Transport (Erb)	New Hamburg, ON	725	13 (4 Consecutive)
Fortigo Freight Services Inc. (Fortigo)	Etobicoke, ON	336	5
Fremont Contract Carriers, Inc. (FCC)	Fremont, NE	389	14 (5 Consecutive)
Leonard's Express, Inc. (Leonard's)	Farmington, NY	680	3
PGT Trucking, Inc. (PGT)	Aliquippa, PA	854	2
TLD Logistics Services, Inc. (TLD)	Knoxville, TN	385	8 (3 Consecutive)

# 2024 Fleets to Watch

In addition to the Top 20, every year we identify five fleets who caught our eye.

**Ippolito Transportation** • Burlington, ON

**Magnum LTD** • Fargo, ND

**Mill Creek Motor Freight LTD** • Ayr, ON

**Peninsula Truck Lines, Inc.** • Federal Way, WA

**Stokes Trucking, LLC** • Tremonton, UT

## WHY WE'RE WATCHING THEM

The Fleets to Watch are companies that stood out during the evaluation for one reason or another. It may be particularly creative ideas, something noteworthy that surprised us, or because we've seen the progress they're making and know they're on their way to the Top 20.

Each year, there are companies previously named as Fleets to Watch who make it onto the Top 20, so it's definitely worth paying attention to these fleets: there's greatness in their future!

# 2024 BEST Fleets<sup>®</sup> TO DRIVE FOR HALL OF FAME

The Hall of Fame includes 10 companies who have been named Best Fleets for 10 consecutive years, or 7 years plus an overall award.

## HALL OF FAME

	LOCATION	DRIVERS / OWNER-OPS	YEARS IN HOF
Bison Transport Inc. (Bison)	Winnipeg, MB	1967	3
Boyle Transportation (Boyle)	Billerica, MA	157	3
Central Oregon Truck Company, Inc. (COTC)	Redmond, OR	434	3
FTC Transportation, Inc. (FTCT)	Oklahoma City, OK	22	3
Garner Trucking, Inc. (Garner)	Findlay, OH	97	2
Grand Island Express (GIX)	Grand Island, NE	149	3
Halvor Lines, Inc. (Halvor)	Superior, WI	739	3
Nussbaum Transportation Services, Inc. (Nussbaum)	Hudson, IL	504	3
Prime Inc. (Prime)	Springfield, MO	8993	3
TransPro Freight Systems Limited (TransPro)	Milton, ON	56	2



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to Drive For** Award



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The background is a deep blue gradient with a central spotlight effect that tapers from the top. The entire background is filled with a fine, starry pattern of small, light blue dots.

# SCORING **RESULTS**



# COMPENSATION

## WHAT IT TELL US

What efforts the company is making to provide a stable, predictable income for drivers (and owner-operators), and how they are paid for extras, such as orientation.

## NOTABLE DEVELOPMENTS

Offering a range in starting pay continues to gain favor, with 63% of participants now using this model (up from 53% last year).

Fleets are moving away from indirect compensation for training and most are directly paying. Within direct pay, there is a mix of compensation by hourly rate and by flat rate, although the amount varies.

A significant number of fleets pay for orientation, and the average continues to move upwards, with almost half of fleets offering between \$200-\$400 per day.

TOP 20	Q1	Q2	Q3	Q4	Q5	Q6
ACT	1	2	3	0	--	--
Brenny	0	2	2	2	--	--
CAT	1	3	3	1	--	--
Challenger	1	2	3	0	--	--
Chief	2	2	3	0	--	--
Continental	2	2	3	0	--	--
Crawford	1	2	3	0	--	--
Decker	1	3	2	0	--	--
Erb	1	2	3	2	--	--
Fortigo	--	--	3	--	3	3
FCC	1	2	4	2	--	--
K & J	--	--	0	--	2	2
Kriska	1	2	2	0	--	--
Leonard's	1	2	1	1	--	--
NStrimbu	2	2	3	0	--	--
PGT	1	2	1	0	--	--
TKeller	2	2	3	0	--	--
TLD	2	2	3	0	--	--
Transland	1	2	4	2	--	--
WGC	2	2	3	2	--	--

HALL OF FAME	Q1	Q2	Q3	Q4	Q5	Q6
Bison	1	0	2	0	--	--
Boyle	2	0	4	0	--	--
COTC	2	0	3	0	--	--
FTCT	1	2	2	0	--	--
Garner	2	3	2	0	--	--
GIX	2	2	3	2	--	--
Halvor	1	2	3	0	--	--
Nussbaum	2	2	3	2	--	--
Prime	--	--	1	--	2	3
TransPro	--	--	2	--	3	3

- What programs do you offer to provide drivers consistency in pay? (e.g., guaranteed pay, weekly minimum, split loads, salary.)**
  - 0: None/layover pay/flexible dispatch
  - 1: Guaranteed pay/salary for some routes/hourly pay/other efforts
  - 2: Minimum pay guarantee
- Is there a range in the starting pay for drivers and/or owner-operators? (i.e. Does everyone doing the same work start at the same base rate, or are there ranges based on experience and/or skill level?)**
  - 0: No range
  - 1: Occasional range/exceptions
  - 2: Range based on experience
  - 3: Range based on experience + extras
- Do you pay drivers/owner-operators for attending orientation? If so, how much and for how long?**
  - 0: Nothing/travel only
  - 1: Less than \$150/day
  - 2: \$150-199/day
  - 3: \$200-\$399/day
  - 4: \$400/day or greater

**Owner-operator fleets**

  - 0: None
  - 1: Travel/Accommodations only
  - 2: Pay under \$100/day
  - 3: Pay \$100+/day
- Do you offer ESOP, profit sharing, stock options, or any other kind of program that rewards drivers/contractors for company prosperity. If so, how does it work?**
  - 0: No
  - 1: Ad hoc/informal revenue share
  - 2: Profit sharing, ESOP, or other regular, formal plan
- Do you offer financial incentives in addition to base rates? (Examples include performance or longevity bonuses, recruiting or sign-on bonuses, or purchase/leasing plans for equipment. Does not include extra pay for things like border crossing, New York City, or hazmat loads.)**
  - 1: Minimal (e.g., clean inspection, safety)
  - 2: Some (e.g., safety + discounts)
  - 3: Additional bonuses or incentives
- What programs do you have in place to resolve payroll problems and minimize errors? If you have a program that lets drivers see their settlements in advance or allows them to split loads, please provide details.**
  - 1: Primarily reactive
  - 2: Advance access, online portal
  - 3: Advance access w/detailed breakdown



# BENEFITS/NON-FINANCIAL COMPENSATION

## WHAT IT TELL US

How well the company takes care of its drivers, outside of the workplace.

## NOTABLE DEVELOPMENTS

As with last year, we didn't score contractor fleets in this section. With all participating fleets offering comparable options in this category, there was nothing reasonable to score.

This year, all fleets offered benefits programs, and 85% had benefits kicking in before 90 days.

Looking out for the future - this year 93% of fleets offered some kind of 401(k) or retirement program.

Driver PTO options continue to evolve, with 62% of fleets now starting to accrue time off during the first year (rather than requiring a year of service first). Nearly one third allow for that PTO to be used in increments, rather than a week at a time.

TOP 20	Q1	Q2	Q3	Q4
ACT	2	1	2	4
Brenny	2	1	3	3
CAT	3	2	3	4
Challenger	4	1	3	4
Chief	3	3	2	4
Continental	2	1	3	4
Crawford	3	3	3	2
Decker	2	2	2	3
Erb	4	3	2	4
Fortigo	--	--	--	--
FCC	3	2	2	2
K & J	--	--	--	--
Kriska	3	1	3	2
Leonard's	4	1	2	3
NStrimbu	3	1	3	3
PGT	3	2	4	4
TKeller	3	2	2	3
TLD	2	2	2	4
Transland	2	1	2	2
WGC	4	3	3	3

HALL OF FAME	Q1	Q2	Q3	Q4
Bison	2	2	4	4
Boyle	3	2	2	4
COTC	3	1	2	2
FTCT	3	3	3	3
Garner	4	1	0	4
GIX	3	1	1	2
Halvor	2	1	1	2
Nussbaum	2	3	1	3
Prime	--	--	--	--
TransPro	--	--	--	--

1. How long does it take to qualify for benefits? (e.g. 90 days, 1st of the month following 60 days)

- 0: No benefits
- 1: After 90 days
- 2: After 60 days OR 90 days with some @60 days
- 3: After 30 days OR 60 days with some @30 days
- 4: Under 30 days

2. Does the company offer a pension or retirement savings plan? If so, please indicate how long before employees can participate.

- 0: Nothing offered
- 1: Program offered
- 2: Program offered, 6+ month waiting period
- 3: Program offered, 1-3 month waiting period
- 4: Program offered, available day 1

3. If the company matches any portion of employee contribution to the retirement plan, what is the total contribution in the past year, as a percent of the total payroll?

- 0: No contribution
- 1: Up to 1%
- 2: Up to 2%
- 3: Up to 3%
- 3: Over 3%

4. What is the company's policy regarding paid time off (including vacation)?

- 1: Basic plan
- 2: Up to 2 of...
  - a) begin to accrue before first year,
  - b) flexible use (can take individual days),
  - c) holiday pay or,
  - d) high top-end
- 3: Any 3 of the options above
- 4: All 4 of the options above



# PERFORMANCE AND RECOGNITION

## WHAT IT TELL US

How effectively the company measures, recognizes, and manages individual performance.

## NOTABLE DEVELOPMENTS

The vast majority of fleets are sharing benchmarks with drivers frequently. While this is largely seen as a motivator for drivers, there are still some who dislike having benchmarking data shared.

For post-infraction follow-up, there is a clear divide between fleets that focus on corrective action and those using a more collaborative, consultative approach.

### 1. Is there a benchmarking system in place for top performers? If so, is this information available to drivers/independent contractors? Is it used in performance evaluations?

- 0: Nothing
- 1: Benchmarks not visible to driver/shared infrequently
- 2: Benchmarks shared with drivers frequently/always visible

### 2. Beyond bonus programs, is there recognition for top performers? If so, what is it and when does it happen?

- 1: Minimal, social media only
- 2: DOM/DOY programs only
- 3: DOM/DOY + some extras
- 4: Multiple reward types, association nominations, OR driver involvement
- 5: Wide range of programs + news/video/podcast AND driver involvement

#### Owner-operator fleets

- 1: Minimal, social media only
- 2: Basic reward programs OR single large award
- 3: Multiple rewards, some frequency + some extras
- 4: Multiple rewards, high frequency, large value OR driver involvement
- 5: Multiple rewards + frequency + large value + driver involvement

### 3. Does the company include any driver-related/contractor-related metrics when evaluating dispatcher (or fleet manager) performance? If so, please provide details.

- 0: None
- 1: Performance only
- 2: Performance + turnover, few metrics
- 3: Driver home time or satisfaction, scorecard
- 4: Variety, regular review, satisfaction or home time
- 5: Substantial variety, satisfaction AND home time

#### Owner-operator fleets

- 0: No metrics
- 1: Set goals with dispatchers
- 3: Feedback from contractors OR metrics only
- 5: Feedback + metrics

### 4. What metrics does the company use to measure the success of recruiters and recruiting efforts?

- 0: Few metrics, nothing formal
- 1: Formal metrics, primarily hiring focus
- 2: Formal metrics, some retention focus
- 3: Formal metrics, primarily retention focus

### 5. What happens once a driver/ independent contractor has had a collision or infraction?

- 1: Basic, investigation & training focus
- 2: Training + coaching
- 3: Coaching/training + committee process
- 4: Coaching + committee + wellness checks or other support
- 5: Coaching + committee + multiple driver supports "with" the driver OR peer involvement/appeals

#### Owner-operator fleets

- 1: Basic, investigation and training focus
- 2: Training + coaching
- 3: Committee appeals process or wellness checks

TOP 20	Q1	Q2	Q3	Q4	Q5
ACT	2	5	3	2	3
Brenny	2	5	5	1	4
CAT	2	4	5	3	2
Challenger	2	4	1	1	2
Chief	2	5	5	2	3
Continental	2	5	4	2	3
Crawford	2	4	2	2	2
Decker	2	5	4	1	4
Erb	2	5	1	1	1
Fortigo	2	5	5	2	3
FCC	1	4	3	2	3
K & J	2	5	5	3	2
Kriska	2	3	4	2	4
Leonard's	2	4	4	3	3
NStrimbu	2	5	5	3	5
PGT	2	5	5	2	3
TKeller	2	4	3	1	2
TLD	2	5	4	3	5
Transland	2	4	3	3	4
WALL	2	4	3	3	3

HALL OF FAME	Q1	Q2	Q3	Q4	Q5
Bison	2	5	4	2	5
Boyle	2	3	2	2	1
COTC	2	5	5	1	2
FTCT	2	5	2	1	4
Garner	2	5	4	2	5
GIX	2	5	2	2	3
Halvor	2	4	3	2	4
Nussbaum	2	4	5	3	2
Prime	2	5	3	2	3
TransPro	2	5	3	1	3



# HUMAN RESOURCES STRATEGY

## WHAT IT TELL US

How well the company builds, maintains, and brings new people into its culture.

## NOTABLE DEVELOPMENTS

As the freight recession continued to hammer the industry through the year, attention was turning to low-cost, high-yield HR strategies. Participation in special programs like military transition, apprenticeship, dock-to-truck or under 21 programs jumped by more than 30% from last year.

Fleets have also been thinking more about driver safety and respect, with the number of companies doing harassment training rapidly expanding and an increased use of zero-tolerance policies both between drivers and with customers.

Onboarding program trends continued from last year, with 75% of fleets now using a formalized post-orientation check-in process with an increasing focus on feedback from new recruits.

- 1. Do you have a program to assist new entrants to the industry? (e.g. partner with CDL school, finishing program, apprenticeship, operating CDL school)**
  - 0: No program
  - 1: School involvement/limited activity only
  - 2: School involvement + one program
  - 3: School involvement + some programs
  - 4: Heavy school involvement + multiple programs
- 2. What specific actions or programs do you have to encourage ex-drivers to return?**
  - 0: Drivers call in, no plans
  - 1: Systems (drip campaigns, emails, text, cards) and recruiter calls
  - 2: Personal contact by chosen co-worker, manager (not recruiting)
- 3. In what ways does the company get feedback from drivers/independent contractors on the programs it offers? How does the company use that feedback? (In other words, looking at all the programs you offer, how do you know you've got the right combination for your drivers?)**
  - 1: Informal, light efforts
  - 2: Some formal process, results noted
  - 3: Additional channels and/or frequency, results
  - 4: Multiple channels, frequency, collaboration
  - 5: Substantial channels, frequency, collaboration and results
- 4. Beyond the legal requirements (such as Equal Employment), how does the company encourage workforce diversity? (i.e. non-traditional sources such as women, the disabled, different ethnic groups)**

**How are those efforts reflected in your committees, management teams, and other organizational groups?**

  - 0: Equal opportunity, no effort
  - 1: Associations, some diversity naturally, minimal efforts
  - 2: Diversity in management, targeted recruiting, some diversity
  - 3: Any 3 of...
    - a) diversity in management/office,
    - b) recruiting success,
    - c) language accommodation,
    - d) training and/or significant inclusion
  - 4: Full ethnic/disability/gender/sexuality inclusion, appreciation, support/input/consideration
- 5. Do you have a pet policy? If so, what is it?**
  - 0: Pets not allowed (or service pets only)
  - 1: Non-refundable fee OR deposit over \$500 OR multiple size/breed restrictions
  - 2: Any 2 of...
    - a) deposit up to \$500
    - b) few size/breed restrictions
    - c) pet-specific facilities/accommodations
  - 3: Any 2 of...
    - a) no size/breed limits
    - b) no fees/deposits
    - c) pet-specific investments and/or facilities
- 6. Do you have a military recruitment program? If so, please describe how it works and how many vets you have hired as a result of the program.**
  - 1: None/limited
  - 2: Informal program, limited recognition/support
  - 3: Formal program, some recognition/support
  - 4: Formal program + multiple methods of recognition/support
- 7. Describe the company's onboarding program after hire. Outline the key components of orientation and any post-orientation ramp-up programs.**
  - 0: Basics
  - 1: Informal post-orientation check-in + mentor/coaching
  - 2: Formal post-orientation check-in + mentor/coaching
  - 3: 2 + expectations exchange OR multi-department involvement
  - 4: 3 + plus coaching, exec involvement, and pre-orientation training modules
- 8. Is there a driver committee/advisory board/independent contractor committee at your company? Include details on makeup, selection of participants, and meeting frequency.**



**If you there are no formal committees, include details of informal or ad hoc groups.**

- 0: Nothing
- 1: Informal, occasional
- 2: Formal, safety-focused or company committee participation
- 3: Formal driver-led
- 4: Multiple committees or substantial process
- 5: Multiple committees and substantial process

5: Full uniform/over \$250/year/boots

**Owner-operator fleets**

- 0: Nothing/PPE only
- 1: Informal, orientation only
- 2: Shirts/hats, occasional giveaways
- 3: Subsidies/giveaways, jackets, milestones
- 4: Substantial, full uniform, clothing allowance
- 5: Full uniform + boots + extras

**9. Does the company provide any reimbursements, subsidies, or giveaways for clothing or PPE (beyond regulatory requirements)? If so, how much and how often?**

- 0: Nothing/PPE
- 1: Informal, orientation only
- 2: Shirt/hat summer giveaways
- 3: Frequent OR one significant item
- 4: Substantial OR full uniform OR clothing OR boot allowance

TOP 20	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9
ACT	4	2	5	4	2	4	3	4	1
Brenny	2	2	3	2	1	2	3	4	4
CAT	4	1	5	4	3	3	4	3	5
Challenger	4	1	4	4	2	2	3	5	4
Chief	3	2	3	3	1	4	3	4	5
Continental	3	1	4	3	1	4	1	3	5
Crawford	3	2	5	4	3	2	3	4	3
Decker	4	2	4	4	2	3	3	5	2
Erb	3	0	5	3	2	1	4	3	5
Fortigo	--	1	5	4	--	1	2	2	4
FCC	4	1	3	4	2	3	3	4	3
K & J	--	2	3	3	--	2	3	5	4
Kriska	4	1	3	4	3	3	2	4	2
Leonard's	3	1	4	3	2	4	2	4	4
NStrimbu	4	2	3	4	2	4	4	4	5
PGT	3	2	5	3	1	3	4	4	3
TKeller	3	1	4	3	2	3	4	5	3
TLD	3	1	4	3	3	2	3	3	4
Transland	4	1	3	3	3	4	4	5	3
WGC	3	2	3	4	2	3	2	5	2
HALL OF FAME	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9
Bison	4	2	4	3	2	4	2	4	2
Boyle	2	2	4	2	3	2	2	4	5
COTC	3	2	4	4	0	4	3	5	3
FTCT	2	1	2	4	2	2	3	5	4
Garner	3	1	5	4	2	4	4	5	3
GIX	4	2	3	4	3	3	3	5	3
Halvor	4	1	4	4	3	3	2	4	5
Nussbaum	4	1	3	4	2	3	4	5	4
Prime	--	2	3	3	--	4	3	5	3
TransPro	--	2	4	3	--	2	2	3	4



# OPERATIONAL STRATEGY

## WHAT IT TELL US

What the day-to-day working experience is like in the company; what efforts the company is making to continuously improve efficiency.

## NOTABLE DEVELOPMENTS

Driver involvement in equipment spec'ing continues to grow, with 84% of finalists now formally collecting driver feedback. A full 25% of fleets scored max points on this question.

Scheduling PMs during driver downtime is nearly standard practice now, with 76% of finalists ensuring drivers have no inconvenience for normal maintenance.

18% of fleets still limit driver access to facilities, but that number continues to shrink every year.

### 1. Do drivers have input into vehicle specs or selection?

- 0: Limited/informal input
- 1: Survey or preference poll
- 2: Survey + DAB or pilot groups
- 3: Survey + DAB + pilot or some individual choice
- 4: Multiple feedback options, individual choice or direct OEM engagement

### 2. How do you minimize equipment-related downtime for drivers? (Please include scheduling, contingencies, impact on driving time)

- 0: No formal PM accommodations/pay, some downtime
- 2: PM accommodations/pay, no real downtime

### 3. What programs does the company provide to assist independent contractors in maintaining their equipment?

- 1: Basic support (discounts, escrow)
- 3: Expanded support (maintenance, roadside)
- 5: Extensive programs, options

### 4. Do you have annual targets for safety record improvement?

- 0: No targets
- 1: General/non-specific target
- 2: Some specific targets
- 3: Multiple specific targets, action plan

#### Owner-operator fleets

- 1: Minimal targets (general improvement), unrealistic target
- 2: Some specific targets
- 3: Multiple/detailed targets; action plan

### 5. What mechanisms are in place to avoid or resolve problems with shippers and when does any waiting time pay kick in?

- 1: Formal process, pay @ 2 hrs
- 2: Some supports (e.g. trailer

- pool) OR pay @ 90 mins
- 3: Multiple supports OR pay @ 60 minutes
- 4: Multiple supports AND pay @ 60 mins
- 5: Multiple supports AND pay < 60 min

#### Owner-operator fleets

- 1: Pay @ 2 hrs or more
- 2: Some supports or pay @ 90 mins
- 3: Multiple supports

### 6. Does the company have a policy for handling operations during natural disasters? (e.g. hurricanes, floods, forest fires)

- 0: We have no plan
- 1: Reactive approach
- 2: Some planned responses, terminal focus
- 3: Some proactive planning, some driver focus
- 4: Robust, proactive planning, driver focus

#### Owner-operator fleets

- 1: Reactive approach
- 2: Some planning, some driver focus
- 3: Proactive, driver focus

### 7. Does the company have a policy for protecting against cyber attacks?

- 0: No policy or protection
- 1: IT dept instruction, policy and/or basic 3rd party protection
- 2: Some systems, policies, and ad hoc training
- 3: Some systems, policies, regular micro training for staff
- 4: Systems and staff training, with preventive exercises or driver inclusive training
- 5: Extensive systems, formal staff & driver training, preventive exercises

### 8. How do you pair drivers/owner-operators and fleet managers/dispatchers? (e.g., separate new driver board, personality tests or other matching tools, etc.)

- 1: Based on fleet/availability/route/region/limited options
- 2: Based on recruiter recommendation, work style or new hire dispatcher, team dispatching
- 3: Based on personality/personality tests, language needs, communication style

### 9. How do you minimize problems related to parking availability for drivers on the road?

- 1: Efforts but no reimbursement or reimbursement only (all or case by case)
- 2: Reimbursement and other limited effort (app or driver can call for help, drop yards)
- 3: Paid program, multiple terminals/locations, additional effort
- 4: Dedicated, fully managed, paid + other options

#### Owner-operator fleets

- 1: Minimal, informal efforts
- 2: Some effort, support programs
- 3: Substantial programs, support

### 10. When drivers do get home, what is the target number of days off they should get?

- 1: 1 day per 7 or 34 hours

# OPERATIONAL STRATEGY



- 3: 34-48 hours
- 5: more than 48 hours, daily or multiple times per week

**11. How does the company ensure contractors get home when they need to?**

- 1: Contractor's responsibility
- 2: Have a system to help them (app, planning)
- 3: Track their success in getting them home when they want to be

**12. Do drivers have the same access to company facilities as non-driving staff? (i.e. open access or is there a driver window/counter?)**

- 0: No
- 2: Yes

**13. What technology is used to improve fleet safety? (e.g. simulators, cameras, anti-rollover devices)**

- 1: Minimal tech
- 2: Some safety tech
- 3: Standard safety tech
- 4: Multiple standard tech, some advanced items
- 5: Extensive truck tech, multiple advanced items

**14. What technology is provided to help drivers/independent contractors be more efficient? (e.g.**

*email, mobile apps, other devices.)*

- 1: 3rd-party apps or in-cab tablet
- 2: Tablet and apps, or alternate tools
- 3: 2 + eLearning or custom apps
- 4: Enhanced eLearning, apps or alternates
- 5: Broad set of tools and custom apps

**Owner-operator fleets**

- 1: Basic, 3rd-party apps
- 2: Some custom tools
- 3: Enhanced tools
- 4: Broad set of tools

**15. Beyond truck-related equipment, what is your process for evaluating and selecting new technology? (e.g. driver scorecards, mobile apps)**

- 1: Informal process, no driver trials, one option, some driver input
- 2: Pilot program/drivers more involved, multiple options, informal process
- 3: Formal process, product comparisons, pilots/trials, focus on drivers' use/needs/feedback

**Owner-operator fleets**

- 1: Informal, management focus
- 2: Pilot process, drivers involved
- 3: Extensive process, formal criteria, comparisons

TOP 20	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15
ACT	4	2	--	3	3	2	5	3	2	3	--	2	4	4	2
Brenny	3	2	--	2	3	3	2	3	2	3	--	2	3	3	2
CAT	2	2	--	2	2	4	5	3	4	5	--	2	3	2	2
Challenger	4	2	--	2	3	4	4	2	1	3	--	2	5	5	2
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Continental	2	2	--	3	5	3	2	3	4	5	--	2	4	3	2
Crawford	2	0	--	2	2	4	3	3	1	3	--	2	3	4	3
Decker	4	0	--	3	3	4	5	2	3	5	--	2	4	5	2
Erb	3	2	--	3	3	4	5	2	2	5	--	2	4	4	3
Fortigo	--	--	5	3	2	3	4	2	3	--	2	--	--	3	3
FCC	3	0	--	3	4	1	2	3	4	5	--	2	5	4	3
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Kriska	4	2	--	2	3	3	5	3	4	3	--	2	5	5	3
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PGT	2	0	--	3	2	4	4	3	4	3	--	2	4	5	3
TKeller	4	2	--	3	4	3	3	2	3	3	--	2	4	5	3
TLD	2	2	--	2	3	4	4	2	1	3	--	2	4	3	2
Transland	4	2	--	3	3	2	5	3	3	5	--	2	3	1	2
WGC	2	2	--	2	5	3	3	1	3	5	--	2	3	3	2

HALL OF FAME	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15
Bison	4	2	--	3	4	3	5	2	3	3	--	2	5	5	2
Boyle	2	2	--	3	4	2	5	2	2	3	--	2	4	5	2
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Garner	4	2	--	3	4	3	3	3	4	5	--	2	4	5	2
GIX	4	0	--	2	3	1	4	3	2	1	--	2	5	4	2
Halvor	4	2	--	3	3	3	5	3	2	3	--	2	3	5	2
Nussbaum	4	2	--	2	4	3	3	2	2	5	--	2	5	5	2
Prime	--	--	5	2	3	1	4	3	3	--	1	--	--	2	2
TransPro	--	--	5	2	2	2	3	3	2	--	2	--	--	4	2



## DEVELOPMENT & CAREER / BUSINESS BUILDING

### WHAT IT TELLS US

What efforts the company makes to improve driver skill levels and provide growth opportunities; how the company helps its contractors become smarter business owners.

### NOTABLE DEVELOPMENTS

Fleets continue to expand the training options for drivers, with 89% now using a mix of online and in-person training. That's increasing the amount of training drivers are receiving, with 42% of finalists delivering an average of 2 hours or more per month to each driver.

Two-thirds of companies are now using a formal, structured mentoring program. A small number are even using personality evaluations to get the right match between drivers and mentors.

With a focus on building stronger leadership teams, 57% of finalists now have a formal leadership development or benchmarking program.

**1. After the first year, how many training hours, on average, are completed by drivers or by contractors (or their drivers) per year?**

- 0: Nothing
- 1: Single method, low complexity, up to 2 hr/month
- 2: Multiple methods and up to 2 hrs/month equivalent; low complexity or moderate complexity with less than 2 hrs/month
- 3: One of...
  - a) multiple methods, 2+ hrs/month
  - b) simulator/multiple methods and moderate complexity
  - c) simulator, 2+ hrs/month
  - d) high complexity, less than 1hr/month
- 4: Multiple methods, high complexity with simulator, more than 2 hrs/month

**2. Are participants compensated for training? If yes, how and how much?**

- 0: No, orientation only
- 1: Pay for some, indirect compensation for all
- 2: Direct pay

**3. Are there any continuing education opportunities, beyond job-related safety training, provided for drivers/ independent contractors and their drivers? (e.g. tuition reimbursement, grants or scholarships, corporate university, seminars or conferences)**

- 0: Nothing
- 1: Light, occasional

- 2: Moderate opportunities
- 3: Significant opportunities
- 4: Expanded opportunities

**Owner-operator fleets**

- 0: Nothing
- 1: Minimal
- 2: 3rd party
- 3: Formal program, scholarship

**4. Does the company offer a lease purchase plan? If so, please provide details of the plan and how you qualify drivers to participate in it.**

- 0: No program
- 1: Limited program, some options
- 2: Substantial program, multiple options

**5. Do you have any programs to help drivers/ contractors complete supplemental industry certifications? (e.g. hazmat endorsement, FAST or TWIC)**

- 0: No
- 1: Offer assistance
- 2: Offer assistance + Pay/reimburse

**6. Beyond onboarding/new entrant training, are there any formal coaching or mentoring programs available for drivers/ independent contractors? If so, how do they work?**

- 0: Informal, occasional, ad hoc
- 1: Proactive outreach by coaches/managers, but no formal program
- 2: Formal program, moderate in complexity
- 3: Formal program, robust structure

**7. If you offer coaching or mentoring programs, how do you choose the coaches/mentors? What training or management support is provided for them?**

- 0: No coaching
- 1: Coaching, informal support program
- 2: Formal selection criteria or training program
- 3: Formal selection and training

**8. What education or professional development programs are in place to continue improving the quality of your management team?**

- 1: Basic investment (association membership, conferences)
- 2: Moderate supportive investment (1 + coaching, regular learning opportunities, or personality assessments)
- 3: Good supportive investment (moderate plus at least one more)
- 4: Intensive investment
- 5: Substantial internal effort, multiple formal programs

**9. How does the company structure and deliver driver meetings? (Two-way communication, not including messages or documents via satellite)**

# DEVELOPMENT & CAREER / BUSINESS BUILDING



- 0: Nothing formal
- 1: Formal meetings, infrequent or ad hoc
- 2: Formal meetings, regular or frequent
- 3: Multiple delivery formats
- 4: Regular meetings, multiple delivery formats, recordings available

- 3: Any 3 of the options above
- 4: Any 4 of the options above
- 5: All 5 options

## 10. What percentage of drivers typically attend or participate in these meetings annually?

- 0: No meetings
- 1: Under 40%
- 2: 40-75%
- 3: 75%+

## 11. How does the company use social media to engage with drivers/contractors?

- 1: One of...
  - a) marketing focus
  - b) driver engagement
  - c) private/spousal groups
  - d) other (podcasts, Facebook live)
  - e) driver-generated content
- 2: Any 2 of the options above

## 12. Are drivers/contractors actively encouraged to join industry associations or participate in association activities? (e.g. joining Trucker Buddy or WIT, participating in truck driving championships, attending conferences)

- 0: Nothing promoted
- 1: Informal, light
- 2: Direct support, limited contribution
- 3: Active involvement with direct contributions/support
- 4: Active involvement with direct contributions, multiple organizations

### Owner-operator fleets

- 0: Nothing promoted
- 1: Informal, light
- 2: Direct support, limited contribution
- 3: Active involvement with direct contributions/support

TOP 20	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12
ACT	3	1	4	2	2	3	2	4	4	1	3	3
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CAT	3	2	2	1	2	3	2	4	4	3	5	2
Challenger	4	2	4	0	2	3	2	4	2	3	3	4
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Continental	4	1	3	0	2	3	3	3	3	3	4	3
Crawford	3	2	3	2	0	3	3	4	3	2	3	0
Decker	3	1	2	2	2	3	3	4	4	2	4	4
Erb	2	2	3	1	1	2	3	4	3	3	3	4
Fortigo	3	2	2	0	2	2	1	4	4	3	3	2
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TKeller	3	1	4	1	0	2	1	4	4	0	4	3
TLD	3	2	2	2	2	3	3	4	3	3	3	3
Transland	2	2	3	1	2	2	3	4	4	3	4	4
WGC	3	2	4	0	2	2	1	4	3	3	3	4

HALL OF FAME	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12
Bison	4	2	4	1	1	3	3	4	2	3	3	4
Boyle	3	2	2	0	2	2	3	2	4	3	3	2
COTC	2	2	2	0	2	3	3	4	3	3	5	1
FTCT	3	2	3	0	2	3	2	4	3	2	3	4
Garner	4	2	4	0	2	3	3	4	4	2	4	4
GIX	3	2	4	2	1	3	3	4	3	2	3	4
Halvor	2	2	2	2	2	3	3	4	2	1	3	4
Nussbaum	4	2	4	0	2	3	3	4	3	1	3	1
Prime	3	2	3	1	2	2	3	4	3	2	4	4
TransPro	3	2	3	1	2	2	3	4	2	3	2	4



# WORK / LIFE BALANCE

## WHAT IT TELLS US

How the company supports drivers/contractors when they're not driving.

## NOTABLE DEVELOPMENTS

Driver wellness is showing signs of bifurcation, with half of the finalists offering minimal programs. The other half, however, continue to push the envelope, forcing a redefinition of the scoring criteria once again.

Whether it was spurred on by the pandemic or because fleets are just thinking more creatively, more than half of carriers make efforts to reach drivers who can't make it back for social events, whether that's through virtual gatherings, to-go holiday meals to send with them, and more.

On the environmental side, the level of EV adoption was a surprising development. While still a small percentage, this is the first time that they've been on the radar in any appreciable way.

### 1. What facilities do you have available at your terminal(s) for drivers/contractors? (e.g. showers, laundry, kitchen, Internet access, TV, cafeteria, separate women's facilities)

- 0: None
- 1: Standard – Shower, vending machines, computer/internet, laundry at some locations
- 2: Expanded facilities (e.g. gym, healthcare, free food) at some locations or standard facilities at all
- 3: Expanded facilities at multiple locations or at least one substantially expanded (1-3 extras)
- 4: Expanded facilities at multiple locations or at least one dramatically expanded (4-9 extras) or drivers home daily

### 2. What facilities do you provide for drivers in the truck or on the road? (e.g. in-cab amenities like fridges, entertainment, high quality beds or seats; hotel or meal allowances)

- 0: Minimal (1 or 2 amenities)
- 1: Standard (APU, inverter, fridge)
- 2: Standard + a few enhancements
- 3: Standard + several enhancements
- 4: Multiple enhancements, free TV/radio, home daily

### 3. What types of support systems are available for drivers or their families/ families of independent contractors? (e.g. EAP, daycare, concierge, mental health, emotional support)

- 0: None
- 1: EAP or equivalent
- 2: EAP + mental health support/chaplain
- 3: EAP + mental health support/chaplain + extras

### 4. Does the company offer health and wellness programs for drivers/independent contractors? (e.g. discount gym memberships, healthy snacks at the terminal, fitness center onsite, blood pressure monitoring, formal wellness program)

- 0: No offerings
- 1: Basic services (healthy snacks/food, sharing resources and tips)
- 2: Some services (1 + support program, prevention/detection)
- 3: Moderate services (fitness supports, formal programs)
- 4: Considerable services, including direct investment
- 5: Extensive services across wide range, broad direct investment

### 5. Do you offer any programs to help drivers stay safe when not driving? (e.g. self-defense training, panic buttons)

- 0: Minimal/no supports
- 1: Some supports (training or dispatch)
- 2: Multiple supports (training + security)

#### Owner-operator fleets

- 0: Minimal/no supports
- 1: Some supports

### 6. Do you provide programs that assist drivers with financial or legal issues? If so, does the company pay any portion of the cost?

- 0: None
- 1: Minimal (ad-hoc loans, referrals or EAP/other service only)
- 2: EAP plus minimal (e.g. subscription service)
- 3: Company-sponsored services, multiple options

#### Owner-operator fleets

- 0: Nothing formal
- 1: Discounts or access to legal services
- 2: Education plus legal/financial assistance

### 7. What kinds of social events does the company have? (e.g. BBQ, party for Christmas or other significant holidays, sports tournaments, sports pools, planned outings)

- 1: Infrequent events, low variety and minimal outreach to drivers who can't attend
- 2: Infrequent events with slightly higher variety, or semi-frequent with low-moderate variety, minimal outreach
- 3: Semi-frequent events with higher variety but low outreach, or moderate variety with better outreach
- 4: Semi-frequent or frequent events, good variety, more significant outreach.

### 8. What percentage of drivers attend or participate in these social events?

- 1: Limited, unknown, under 40% or under 75% reached throughout the year
- 2: Good participation (40-75%) or 75%-99% reached throughout the year
- 3: Large participation, or 100% reached across the year



## 9. How much involvement do drivers/ independent contractors have in the company's community work and charitable contributions?

- 0: No programs
- 1: Some events and participation; no process for taking driver requests
- 2: More events and/or driver request process
- 3: Multiple events and heavy driver involvement (requests/planning)

## 10. What efforts do you make to improve the overall image of the trucking industry?

- 0: Nothing specific
- 1: Some efforts or association membership
- 2: Association membership, charity or legislative activity
- 3: Active in associations, some investment
- 4: Extensive industry involvement, significant investment

## 11. What efforts are you making to improve the company's environmental impact?

- 1: Basic (Smartway, equipment spec'ing)
- 2: Some effort (recycling, APUs, skirts)
- 3: Moderate effort (incl. EV or CNG)
- 4: Substantial effort (vehicle plus ops)
- 5: Broad effort across range of areas

### Owner-operator fleets

- 1: Minimal effort
- 3: Some effort
- 5: Strong effort, multiple focus areas

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Transland	4	2	2	3	1	1	2	3	3	4	3
WGC	2	4	1	2	2	2	3	2	3	3	1

HALL OF FAME	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11
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Garner	4	4	3	4	2	3	4	3	3	4	5
GIX	4	3	2	5	1	2	3	1	3	3	2
Halvor	4	3	2	5	0	3	4	2	3	4	4
Nussbaum	4	3	3	5	1	3	4	1	2	4	4
Prime	4	--	3	3	1	1	2	3	3	4	5
TransPro	1	--	2	4	1	1	4	3	2	3	5

## DRIVERS SAY...

Some of the things we heard from drivers about what made their companies a Best Fleet to Drive For.

“ They practice what they preach! They are incredibly transparent with their drivers, and are very safety-driven. ”

“ Everyone gets a fair chance and can work their way up, no matter how much or how little experience they have. ”

“ I look forward to coming to work, and love what I do, because they go out of their way to let us know that what we do does matter. ”

Truck **R** Right

**Congratulations,  
2024 Best Fleets to Drive For!**

You do the industry proud.



From the retention and compliance platform for fleets.

“  
*I don't think I have ever felt like I was part of a company as much as I do here.*  
”

“  
*I have worked for different companies, but none have made me prouder to represent than this one.*  
”

“  
*During the last 3 years (COVID), they have done everything to ensure that we are taken care of, from special food packages (so we didn't have to go into stores), to health kits with cleaning towels and hand sanitizers.*  
”

“  
*They have not only provided me with an extraordinary career opportunity, but they have also nurtured my lifelong dream of owning my own business.*  
”

# Congratulations to the 2024 Best Fleets to Drive For finalists & winners!



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# NOW WHAT?

This book contains a lot of information about what's working in fleets today. So how do you make the most of it? How do you keep your fleet moving forward and creating a better workplace experience for your drivers?

Having watched fleets improve year after year, and watching how they identify and execute those improvement opportunities, we've seen that they share several common traits.

Below are some of the things the Best Fleets do to continue getting better all the time, and dates to keep in mind when planning for next year.

## Getting Started

- Go through the questions in this book and consider where your fleet does, and does not, do well.
- For questions where you're more than 1 point away from the top, look at what those top scores entail.
- Talk to the Top 20 and Hall of Fame fleets to see how they address issues and what they've learned in the process.
- Get drivers involved in the discussion to prioritize projects.
- Don't try to change everything at once. Pick a few small things and build from there.
- Recognize that becoming (and remaining) a Best Fleet is an ongoing process, not a single project or event.
- Use the resources available at [bf2df.com](https://bf2df.com) to keep learning.

## 2025 Edition Key Dates

September 3, 2024	Nominations open
October 31, 2024	Nominations close
December 13, 2024	Interview completion deadline
December 31, 2024	Driver survey deadline
January 28, 2025	Top 20 announced!

# The Podcast

Trucking culture is changing, and the Best Fleets are the ones changing it! With success stories, groundbreaking ideas, and useful insights, the podcast is the place to hear directly from winning fleets about what they're doing to stay ahead of everyone else.

Find *The Best Fleets Podcast*™ at [bf2df.com/pod](https://bf2df.com/pod)

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# **BEST** Fleets®

## **TO DRIVE FOR**

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A monthly round-up of everything Best Fleets! With stories that dive deep into trends and stats, program news, and winner spotlights, each issue is packed with information you won't want to miss. Watch for it the last week of each month!

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