BEST Fleets® TO DRIVE FOR



2025 Final Results



Greetings (again) from Charlotte!

Our inaugural conference at the NASCAR Hall of Fame was exhilarating, informative, and a lot of fun, so we had to come back one more time. We expected the venue to be the same; we didn't think the economy would be as well!

The past two years have been brutal, and the industry has been hit from all sides. Many companies didn't survive, and those that did have the scars to show for it.

Those scars are part of what make the Best Fleets so impressive. Creating a great workplace isn't difficult when times are good. When times are tough, however, it takes real dedication, discipline, and focus to keep things moving forward.

Every year, we see fleets committed to that effort as they continue to make things better for their drivers. Whether they make the top 20 or not, they push forward, identify issues, solve problems, learn from mistakes, and do the hard work necessary to really make a difference.

Best Fleets to Drive For® is about that process. It's about taking risks, learning from others, sharing what works, and collectively building a better industry. The bruises and scars we collect along the way are the evidence of what we've achieved.

The stats, scores, ideas, and observations contained in these pages reflect the outcomes of this year's efforts. Take from them what you can to continue pushing forward. It may not always be easy, but in the end, the effort pays off for you, your fleets and your drivers.

Jane Jazrawy
CEO, CarriersEdge
Co-Creator, Best Fleets to Drive For®

Persistent Downturn? Best Fleets Continue to Innovate

17th edition of annual program sees fleets finding new ways to improve workplace experiences despite continued economic headwinds.

STATISTICS

Drivers nominated 118 companies this year, in line with last year's numbers (117) and settling back into the pre-COVID range.

From those 118 nominations, 62 made it through to the final scoring round, also comparable to last year. Driver surveys, however, were up appreciably, with 5,365 surveys submitted 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 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 2025 edition of the program, there were 111 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 after 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 2025 edition, there were over 3,000 distinct answers that needed to be scored in the programs section alone – a team of six 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, the teaam scores 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 57 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 in the U.S. or Canada, or whether they have a new entrant program. Both safety performance and retention scores 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.

The highest scoring fleet in the Hall of Fame is recognized with the Stratosphere award - 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 2025 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

Two fleets hit milestones in the program this year. Hall of Famer Prime Inc. celebrates 10 consecutive years as a Best Fleet, and Chief Carriers, Inc. made the Top 20 for the 5th consecutive year. Congrats to both on reaching those difficult milestones!

We also welcome Ippolito Transportation to the Top 20 for the first time, and welcome back America's Service Line, a Top 20 in 2020.

OBSERVATIONS

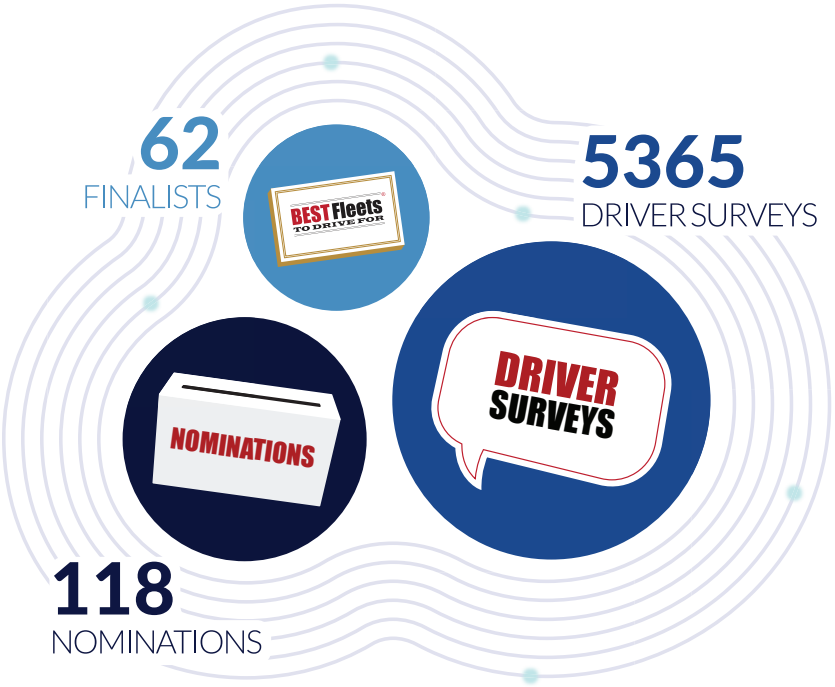
If the theme of last year's edition was "*how quickly things change*", this year it's "*why are we still here?*" The now two-year-old freight recession continued to pummel the industry from all sides, and Best Fleets participants were certainly not immune.

Investment appetite remained constrained across the board, but that didn't stop fleets from finding ways to improve the experience for their drivers. Those efforts focused on expanding activities started in previous years, and refining and optimizing existing programs across a range of areas.

Looking across the 50+ questions that were scored this year, nearly two thirds of them needed their evaluation criteria updated, if not completely redefined. That suggests not just efforts to improve things, but efforts across the full spectrum of workplace experience for drivers.

In several cases, things that have been growing in popularity for the past several years have now become the status quo. Driver committees, dashcams, online training, and regular driver surveys are now standard operating procedure in fleets, with more than 90% of this year's finalists relying on all four as foundations for other programs.

Fleets have also made significant progress removing operational headaches for drivers in various areas. Regular maintenance is scheduled so it doesn't get in the way of driving time, and reimbursements for parking costs (or equivalent accommodations) are the rule rather than the exception. Lost time waiting at shippers has also been reduced through the use of trailer pools and proactive planning. As well, customer scorecards are becoming more common, providing real data to quantify and compare



experiences at different pickup and delivery points.

One of the most striking observations from this year's cohort is the effort owner-operator fleets are putting into improving the contractor experience. While their legal constraints haven't changed, these fleets are finding creative ways to solve problems for their contractors and assist in the business building process. This was most notable in the area more broadly described as "benefits". While these fleets can't directly provide health insurance or retirement plans for their contractors, they can arrange for the availability of those programs and negotiate discounted premiums. They can also assist with counselling and education, helping contractors to understand the ins and outs of different options and make better choices when purchasing.

That's just one area, but there were many others. In nearly every category, owner-operator fleets were doing their own thing, but still managing solve the underlying issues that face their contractors.

Looking to the driver survey, we saw a new consensus around the issue of equipment: the current trucks are getting old and starting to have problems. This isn't particularly suprising, since fleets started extending their trade-in cycles when supplies were constrained, then kept those longer cycles as the economy softened. However, for drivers operating those trucks months or years longer than normal, the effects are being felt. While drivers generally understand the reasons behind the decisions, and the importance of restraint in replacement planning, they are definitely eager to start seeing some new equipment.

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

2025 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
America's Service Line (ASL)	Green Bay, WI	200	1
American Central Transport (ACT)	Kansas City, MO	273	8
Brenny Specialized, Inc. (Brenny)	Saint Joseph, MN	82	3
Chief Carriers, Inc. (Chief)	Grand Island, NE	79	5
Crawford Trucking (Crawford)	Des Moines, IA	59	2
Ippolito Transportation (Ippolito)	Burlington, ON	97	1
K & J Trucking, Inc. (K&J)	Sioux Falls, SD	113	4
Kriska Holdings Limited (Kriska)	Prescott, ON	245	8 (3 Consecutive)
TransLand	Strafford, MO	185	4
Wellington Motor Freight (WMF)	Aberfoyle, ON	105	6

LARGE CARRIER CATEGORY

	LOCATION	DRIVERS / OWNER-OPS	YEARS IN TOP 20
C.A.T. Inc. (CAT)	Coteau-du-Lac, QC	460	3
Challenger Motor Freight, Inc. (Challenger)	Cambridge, ON	950	9 (6 Consecutive)
Continental Express, Inc. (Continental)	Sidney, OH	564	4
Decker Truck Line, Inc. (Decker)	Fort Dodge, IA	705	4
Fortigo Freight Services Inc. (Fortigo)	Etobicoke, ON	325	6
Fremont Contract Carriers, Inc. (FCC)	Fremont, NE	389	15 (6 Consecutive)
Leonard's Express, Inc. (Leonard's)	Farmington, NY	620	4
PGT Trucking, Inc. (PGT)	Aliquippa, PA	900	3
Thomas E. Keller Trucking Inc. (TKeller)	Defiance, OH	400	8
TLD Logistics Services, Inc. (TLD)	Knoxville, TN	361	9 (4 Consecutive)

2025 Fleets to Watch™

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

Quality Carriers, Inc. • Tampa, FL

S&H Express, Inc. • York, PA

Steve's Livestock Transport • Blumenort, MB

USXL • Foristell, MO

Williams Dedicated, LLC • Michigan City, IN

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!

2025 BEST Fleets 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	2035	4
Boyle Transportation (Boyle) *An Andlauer Healthcare Group Company*	Billerica, MA	149	4
Central Oregon Truck Company, Inc. (COTC) *A TFI International Company*	Redmond, OR	434	4
FTC Transportation, Inc. (FTCT)	Oklahoma City, OK	23	4
Garner Trucking, Inc. (Garner)	Findlay, OH	99	3
Grand Island Express (GIX)	Grand Island, NE	161	4
Halvor Lines, Inc. (Halvor)	Superior, WI	742	4
Nussbaum Transportation Services, Inc. (Nussbaum)	Hudson, IL	519	4
Prime Inc. (Prime)	Springfield, MO	7796	4
Transpro Freight Systems Limited (Transpro)	Milton, ON	83	3

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SCORING
RESULTS

COMPENSATION

WHAT IT TELLS 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

Orientation pay has cooled from last year's highs, with the top end now $300/day.

27% of fleets offer some kind of profit sharing of ESOP. Not a lot, but slowly growing.

For contractor fleets, efforts to avoid settlement problems have standardized around providing advance access to settlement details for contractor review. 40% supplement that with a multi-person review to ensure accuracy.

TOP 20	Q1	Q2	Q3	Q4	Q5	Q6
ASL	2	0	3	0		
ACT	1	2	4	2		
Brenny	1	2	2	2		
CAT	1	3	4	0		
Challenger	1	2	3	0		
Chief	2	2	3	0		
Continental	2	2	4	0		
Crawford	2	2	3	0		
Decker	2	3	2	0		
Fortigo			2		3	3
FCC	1	2	2	2		
Ippolito	2	2	2	2		
K & J			1		2	3
Kriska	1	2	2	0		
Leonard's	1	2	1	0		
PGT	1	3	1	0		
TKeller	2	2	2	0		
TLD	2	2	3	0		
TransLand	1	2	3	2		
WMF	2	2	3	2		
HALL OF FAME	**Q1**	**Q2**	**Q3**	**Q4**	**Q5**	**Q6**
Bison	1	0	1	0		
Boyle	2	0	4	0		
COTC	2	0	4	0		
FTCT	2	2	2	0		
Garner	2	3	2	2		
GIX	2	2	2	2		
Halvor	1	2	3	0		
Nussbaum	2	2	3	2		
Prime			1		3	3
Transpro			3		3	2

1. **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 or other efforts
   - 2: Minimum pay guarantee
2. **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
3. **Do you pay drivers/owner-operators for attending orientation? If so, how long is orientation and how much do you pay?**
   - 0: Nothing/travel only
   - 1: Less than $150/day
   - 2: $150-199/day
   - 3: $200-$299/day
   - 4: $300/day or greater

   Owner-operator fleets
   - 0: None
   - 1: Travel/Accommodations only
   - 2: Pay under $100/day
   - 3: Pay $100+/day
4. **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
5. **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.)***
   - 1: Some (e.g., clean inspection, safety)
   - 2: Moderate (e.g., safety + discounts, performance or mileage extras)
   - 3: Additional bonuses or incentives
6. **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.**
   - 0: Primarily reactive
   - 1: Advance access OR review process
   - 2: Advance access AND review process
   - 3: Advance access, review process, plus extras

BENEFITS/NON-FINANCIAL COMPENSATION

WHAT IT TELLS US

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

NOTABLE DEVELOPMENTS

For the first time in several years, contractor fleets were scored in this section. Several have arranged availability of health insurance and/or retirement plans, with a variety of creative options, indicating a clear focus on this subject over the past year.

On the company driver side, retirement plans saw the biggest change with more participation and higher contributions from fleets.

Paid vacation also saw growth, with half of this year's finalists going beyond the standard offerings with extra like earlier accrual or higher top end.

TOP 20	Q1	Q2	Q3	Q4	Q5
ASL	3		2	1	2
ACT	3		4	1	2
Brenny	2		1	3	2
CAT	3		3	3	3
Challenger	4		1	3	2
Chief	3		3	2	4
Continental	2		2	3	3
Crawford	3		5	3	2
Decker	2		3	2	2
Fortigo		1	2		
FCC	3		3	2	3
Ippolito	4		2	3	3
K & J		2	2		
Kriska	3		2	2	2
Leonard's	4		3	2	3
PGT	2		2	2	2
TKeller	3		2	2	2
TLD	2		2	2	4
TransLand	2		5	2	2
WMF	4		4	3	3
HALL OF FAME	**Q1**	**Q2**	**Q3**	**Q4**	**Q5**
Bison	1		4	1	2
Boyle	3		3	3	3
COTC	3		3	2	2
FTCT	3		4	3	4
Garner	4		4	2	2
GIX	3		1	1	2
Halvor	2		3	2	2
Nussbaum	2		3	1	4
Prime		1	2		
Transpro		2	2		

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: Immediately OR almost immediately with some before 30 days

2. **Are non-company sponsored health insurance programs available for independent contractors to participate in?** *(e.g. life insurance, medical/dental, downtime)*
   - 0: No offering
   - 1: Programs available
   - 2: Discounted rates or multiple options

3. **Does the company offer a pension or retirement savings plan? If so, please provide details on eligibility, contribution and match levels, and any caps or vesting rules.**
   - 0: No formal plan or match
   - 1: Basic plan, longer eligibility or vesting
   - 2: Shorter eligibility or vesting
   - 3: 2+ minimal additional options
   - 4: 2+ some additional options
   - 5: 2+ multiple additional options

   Owner-operator fleets
   - 0: No
   - 2: Yes

4. **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%
   - 4: Over 3%

5. **How much paid vacation do drivers get, and when do they get it?** *(e.g. 1 week after 1 year plus 2 personal days)*
   - 1: Basic plan
   - 2: Up to 2 of...
     - a) begin to accrue before first year,
     - b) personal/sick days,
     - c) holiday/bereavement pay or,
     - d) higher top end
     - e) extras (jury duty, parental leave, early start)
   - 3: Any 3 of the options above
   - 4: 4 or more of the options above

PERFORMANCE AND RECOGNITION

WHAT IT TELLS US

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

NOTABLE DEVELOPMENTS

Benchmarking is pretty much standard now, with 92% of finalists offering it in some form.

Performance reviews were evaluated differently this year, looking specifically at how often fleets actually meet with drivers, The most common approach was reactive, with discussions as problems arise.

1. **How often do you discuss driver performance directly with individual drivers/independent contractors?** ***(e.g. only when problems arise, through quarterly in-person reviews, etc.)***
   - 0: No program
   - 1: Annual review OR positive emphasis
   - 2: Annual review + quarterly check-in OR positive emphasis
   - 3: Annual review + quarterly check-in OR biannual review, positive emphasis
   - 4: Biannual reviews, self-help tech tools, 360° feedback

   Owner-operator fleets
   - 1: Annual review OR goal-oriented
   - 2: Regular reviews OR goal discussion, positive focus
   - 3: Frequent reviews, goal discussion and positive focus

2. **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 drivers
   - 2: Visible but shared infrequently
   - 3: Visible plus 1 of:
     a) shared frequently,
     b) recognition/incentives,
     c) performance reviews
   - 4: Visible plus 2 of the above
   - 5: Visible plus all 3 of the above

   Owner-operator fleets
   - 0: Nothing
   - 1: Benchmarks not visible or infrequent
   - 2: Shared frequently/always visible

3. **Beyond bonus programs, is there recognition for top performers? If so, what is it and when does it happen?**
   - 1: Internal shoutouts, gift cards, monthly
   - 2: 1+ additional larger event
   - 3: 1+ significant award
   - 4: 1+ multiple significant awards
   - 5: 4+ CEO, press, or peer involvement

4. **Does the company include any driver-related/ contractor-related metrics when evaluating dispatcher (or fleet manager) performance?**
   - 0: None
   - 1: Minimal
   - 2: Some productivity, retention/satisfaction
   - 3: Productivity + satisfaction, home time
   - 4: Productivity, retention, and satisfaction, + some extras
   - 5: Substantial metrics across all categories

   Owner-operator fleets
   - 0: No metrics
   - 1: Minimal
   - 2: Some metrics, productivity focus
   - 3: Multiple metrics, retention/satisfaction focus

5. **What metrics does the company use to measure the success of recruiters and recruiting efforts?**
   - 1: Few metrics or activity focus
   - 2: Mostly activity, some retention
   - 3: Stronger retention/results focus
   - 4: Primary focus on retention/results

6. **What happens once a driver/independent contractor has had a collision or infraction?**
   - 1: Focus on training or carrier processes
   - 2: Some driver focus, PDP or peer input
   - 3: 2+ additional analysis, accident scene response, or other support
   - 4: Driver-first + RCA, PDP, or other supports
   - 5: Driver/family first + RCA, PDP AND other supports

TOP 20	Q1	Q2	Q3	Q4	Q5	Q6
ASL	3	4	3	1	2	2
ACT	4	4	5	4	2	5
Brenny	4	3	5	4	1	2
CAT	1	4	3	3	3	2
Challenger	2	4	3	1	2	3
Chief	3	5	5	2	4	5
Continental	1	3	5	3	1	3
Crawford	3	5	4	2	3	5
Decker	2	5	4	5	2	3
Fortigo	3	2	5	3	2	4
FCC	3	2	5	3	2	1
Ippolito	4	5	2	2	3	5
K & J	2	2	5	2	4	5
Kriska	2	4	5	4	4	4
Leonard's	4	5	4	4	1	4
PGT	2	4	4	4	2	4
TKeller	2	5	5	5	4	3
TLD	1	4	3	3	3	4
TransLand	3	3	4	4	2	5
WMF	2	2	5	4	4	3
HALL OF FAME	**Q1**	**Q2**	**Q3**	**Q4**	**Q5**	**Q6**
Bison	1	5	4	5	4	3
Boyle	1	5	2	2	4	1
COTC	3	5	5	1	1	2
FTCT	4	3	5	3	2	4
Garner	2	5	5	2	2	3
GIX	3	3	1	2	4	2
Halvor	2	5	5	3	1	4
Nussbaum	4	4	4	5	4	2
Prime	3	2	5	3	4	2
Transpro	3	2	4	2	2	2

HUMAN RESOURCES STRATEGY

WHAT IT TELLS US

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

NOTABLE DEVELOPMENTS

This year, evaluation of new entrant programs also considered the financial support offered by fleets, and the commitments attached to it. In general, new entrant programs were way down, and several have been shuttered completely. Those that remain have often reduced enrollment in response to market conditions, but many still have strong financial supports to ease the burden for students.

All of this year's finalists have some proactive methods of collecting driver feedback, but the methods can vary greatly - we counted 18 distinct approaches this year! 82% use surveys of some kind, 77% rely on their committees or advisory boards.

Speaking of committees, they've become standard practice now, with 71% of finalists having at least one committee that meets regularly. 13% have 3 or more committees, (and that's not including accident review or required health & safety committees). Two thirds of those committees meet at least quarterly.

Clothing subsidies and giveaways continue to grow in popularity. While spending was down in a variety of areas, this one saw an increase. One third of finalists scored a 4, offering large numbers of giveaways and subsidies.

Diversity efforts in the industry are increasing, with a broader spectrum of programs and some clear results to show for it. This year, 60% of the finalists scored either a 3 or 4, an uncommonly large cohort for the top end of the scale.

1. **Describe your new entrant program. How many successful new entrants have come through your program this year?**
   - 0: No program
   - 1: 2 yr commitment for CDL + finishing program OR some school involvement
   - 2: 1 yr commitment for CDL + finishing OR school involvement, results
   - 3: Scholarships for CDL + finishing + major programs, results
2. **In what ways does the company get feedback from drivers/independent contractors on the programs it offers? How does the company use that feedback?**
   - 1: Outreach, focus on 1st 90 days, few methods of engagement
   - 2: Outreach, focus on 1st 90 days, some methods of engagement
   - 3: Stronger outreach and variety of methods, response to feedback
   - 4: Extensive outreach, multiple methods, response to feedback
3. **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: No direct effort
   - 1: Associations, some natural diversity
   - 2: Some efforts, some diversity in drivers/ management, targeted recruiting
   - 3: Diversity in management/office/drivers, specific training, language accommodations
   - 4: 3+ full diversity (gender, disability, etc.)

   Owner-operator fleets
   - 1: Light/minimal effort
   - 2: Some efforts/activities
   - 3: Substantial effort/activities
4. **How do you ensure that your drivers/ contractors are not subjected to, or contributors to, inappropriate, hostile, or toxic work environments? If you offer training in this area, please outline what and when it's offered.**
   - 1: Basic, orientation, zero tolerance
   - 2: Refresher training or other prevention system
   - 3: Recurring training + some prevention systems
   - 4: Regular training + multiple prevention systems
5. **Do you allow pets in cabs? If so, what is your policy (limits, deposits, etc.)?**
   - 0: Pets not allowed (or service pets only)
   - 1: Fee or deposit over $500 OR multiple size/breed restrictions
   - 2: Any 2 of…
     - a) fee or 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 any programs to recognize or recruit military veterans? If so, please describe how they work and how many vets you have hired as a result.**
   - 1: None/limited
   - 2: Some recognition/effort
   - 3: Partnerships OR large recognition/effort
   - 4: Partnerships AND substantial recognition

7. **Describe the company's onboarding program after hire. Note how long it lasts, portions in-person vs virtual/online, details of post-orientation coaching, and who's involved in each portion.**
   - 1: Meet and greet, mentoring and scheduled follow-up
   - 2: 1+ some extras
   - 3: Some of...
     - a) in-truck program
     - b) comprehensive mentoring
     - c) maintenance/truck focus
     - d) extensive welcome
   - 4: All of the above

8. **Is there a driver/contractor committee or advisory board at your company? Include details on makeup, selection of participants, and meeting frequency. Informal or ad hoc groups can be included as well.**
   - 1: No committee, some ad hoc groups
   - 2: Committee, reliance on Facebook
   - 3: Committee, diversity or frequent meetings or formal reporting structure
   - 4: 3+ multiple committees
   - 5: Multiple committees, diversity, frequent meeting, and formal reporting structure

9. **Does the company provide any reimbursements, subsidies, or giveaways for clothing or PPE (beyond regulatory requirements)? If so, how much and how often?**
   - 1: Minimal giveaways or reimbursements
   - 2: Some giveaways or reimbursements
   - 3: Moderate giveaways or reimbursements
   - 4: Large giveaways or reimbursements
   - 5: Substantial efforts, extensive giveaways

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

OPERATIONAL STRATEGY

WHAT IT TELLS 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

Unplanned maintenance was tracked for the first time this year, and results were all over the map. Many fleets don't track how much maintenance is planned vs unplanned, and for those that do, unplanned can be anywhere from 1% up to 40% - it's clearly an area of opportunity for fleets.

In safety technology, dashcams have become standard with 92% of finalists using them. Simulators continue to be rarities, with only 20% having one (or even partial access through local schools).

Cybersecurity is slowly growing, with 44% of finalists now including drivers in their plans.

1. **Do drivers have input into vehicle specs or selection?**
   - 0: No input
   - 1: Informal only, or infrequent
   - 2: Survey + DAB or pilot, evidence of changes
   - 3: DAB, pilot, survey, some choice
   - 4: Multiple methods, evidence of changes
   - 5: Substantial efforts, individual choice, evidence of changes

2. **When regularly scheduled PMs happen, how long are drivers down for? What percentage of your maintenance in the past year was unscheduled?**
   - 1: Downtime, higher unplanned
   - 2: Occasional or short downtime, higher unplanned
   - 3: Minimal/no downtime, higher unplanned
   - 4: Minimal/no downtime, moderate unplanned
   - 5: No downtime, <5% unplanned

3. **What programs does the company provide to assist independent contractors in maintaining their equipment?**
   - 1: Basic support (inspections, discounts)
   - 3: Expanded support (maintenance, roadside)
   - 5: Extensive programs, options

4. **What mechanisms are in place to avoid or resolve problems with shippers? If you pay for waiting time, when does it kick in?**
   - 1: Minimal efforts, pay @ 2 hrs
   - 2: Some proactive efforts
   - 3: Quicker pay or more proactive efforts
   - 4: Multiple proactive efforts, minimal wait for pay
   - 5: Substantial proactive efforts, no unpaid time

   Owner-operator fleets
   - 1: Minimal
   - 2: Shorter wait time or some proactive
   - 3: Shorter wait time and proactive efforts

5. **Does the company have a policy for handling operations during natural disasters?** ***(e.g. hurricanes, floods, forest fires)***
   - 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: Business continuity focus, some contractor safety measures
   - 2: Some planning, increased driver focus
   - 3: Robust proactive plan, full contractor focus

6. **Does the company have a policy for protecting against cyber attacks?**
   - 1: Minimal protection or training
   - 2: Some systems and staff training
   - 3: Staff training, some systems or driver training
   - 4: Systems and staff training, prevention or driver training
   - 5: Extensive systems, staff & driver training with prevention

   Owner-operator fleets
   - 1: Some systems and staff training
   - 3: Staff training, some systems or contractor training
   - 5: Systems and staff training, prevention, and contractor training

7. **How do you pair drivers/owner-operators and fleet managers/dispatchers?** ***(e.g., new driver board, personality tests or other matching tools, etc.)***
   - 1: Route/region/availability only
   - 2: New driver board OR experience/personality match, board switching
   - 3: New driver board AND experience/personality match, board switching or language support
   - 4: Focus on teamwork, driver support teams, dispatcher training

   Owner-operator fleets
   - 1: Experience/personality matching only
   - 2: New driver board OR experience/personality match, board switching
   - 3: Focus on teamwork, driver support teams, dispatcher training

8. **How do you minimize problems related to parking availability for drivers on the road?**
   - 1: Minimal or informal efforts
   - 2: Some effort, support programs
   - 3: Considerable programs, support
   - 4: Substantial programs, support or parking completely handled

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

9. **When drivers do get home, what is the target number of days off they should get before heading back out?**
   - 1: Reset only, 1 day per 7
   - 3: 34-48 hours
   - 5: 48+ hours, daily or multiple times per week

10. **How does the company ensure contractors get home when they need to?**
    - 1: Contractor's responsibility
    - 2: System to assist (app, planning)
    - 3: Planning system + success tracking

11. **What technology is used to improve fleet safety?** *(e.g. simulators, cameras, anti-rollover devices)*
    - 1: Minimal, camera only
    - 2: Camera + some tech
    - 3: Camera + standard tech
    - 4: Multiple systems, some extras
    - 5: Multiple systems and extras

    Owner-operator fleets
    - 1: Minimal, camera only
    - 2: Camera + some tech
    - 3: Camera + some additional tech

12. **What technology is provided to help drivers/ independent contractors be more efficient?** *(e.g. AI tools, mobile apps, other devices.)*
    - 1: Minimal, ELD primarily
    - 2: Some additional tools
    - 3: Custom app or multiple tools
    - 4: 3+ extra options
    - 5: Substantial tools and commitment

    Owner-operator fleets
    - 1: Minimal tools
    - 2: Some tools or custom app
    - 3: Multiple tools

13. **Beyond truck-related equipment, what is your process for evaluating and selecting new technology?** *(e.g. driver scorecards, HR systems, mobile apps)*
    - 0: None
    - 1: Informal process, no driver trials, one option, some driver input
    - 3: Pilot program/drivers more involved, multiple options, informal process
    - 5: Formal process, product comparisons, pilots/ trials, focus on drivers' use/needs/feedback

    Owner-operator fleets
    - 0: None
    - 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
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TransLand	5	4		5	4	5	3	3	5	1	1	5	
WMF	3	4		5	2	3	1	3	5	1	3	1	
HALL OF FAME	**Q1**	**Q2**	**Q3**	**Q4**	**Q5**	**Q6**	**Q7**	**Q8**	**Q9**	**Q10**	**Q11**	**Q12**	**Q13**
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Halvor	3	3		5	3	3	4	2	5	4	4	3	
Nussbaum	4	4		5	3	3	4	2	5	5	5	3	
Prime			5	2	1	3	3	3		3	2	3	2
Transpro			1	2	3	5	2	3		2	2	3	3

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

Online training has now become the primary delivery method for fleets, with nearly every finalist using it. Some do little else, but the most common approach combines online, coaching, and one other method (e.g. classroom or simulator).

Drivers are now getting paid for that training more directly (instead of just getting reward points) and many offer additional incentives. Fully two thirds of the finalists scored maximum points on this question.

Driver meetings continue to evolve. For many fleets, regular meetings are mostly for DAB or committee members. Virtual options are growing, allowing drivers to participate without being on site, taking the place of townhalls and roundtables that were previously popular.

1. **After the first year, how many training hours, on average, are completed by drivers or by contractors (or their drivers) per year?**
   - 0: Single method, <1 hr/mth avg
   - 1: Multiple methods OR >1 hr/mth avg
   - 2: Multiple methods AND >1 hr/mth avg
   - 3: Multiple methods AND >2 hr/mth avg
   - 4: Multiple methods AND >3 hr/mth avg

2. **Are participants compensated for training? If yes, how and how much?**
   - 0: No
   - 1: Points only, or infrequent
   - 2: Direct pay for some training
   - 3: Direct pay for all training
   - 4: Direct pay + additional incentives

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

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: Formal program, basic supports
   - 2: Formal program, extensive supports

   Owner-operator fleets
   - 1: Minimal program
   - 2: Basic supports
   - 3: Some support options
   - 4: Multiple supports

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, on driver request
   - 1: Proactive outreach by coaches/managers
   - 2: Formal program, moderate 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, no qualification or support program
   - 1: Coaching, informal support program
   - 2: Formal selection criteria OR training program
   - 3: Formal selection AND training
   - 4: Formal selection AND training plus ongoing support

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)*
   - 1: Meetings are primarily training, in person
   - 2: Meetings 1-2 times/year, DAB focus, in person

3: Quarterly meetings, recorded OR virtual options
4: Quarterly meetings, recorded AND virtual options, high participation

Owner-operator fleets

1: Annual, informal, ad hoc, or training only
2: Some frequency, recording OR virtual options, primarily training
3: Some frequency, recording OR virtual options, discussion opportunities
4: Quarterly or more, recording AND virtual options, discussion opportunities

10. What percentage of drivers typically attend or participate in these meetings?
(Scored in combination with previous question.)

1: No real meetings, one on ones only
2: Primarily training, DAB
3: High turnout at few meetings OR lower turnout but more meetings
4: High frequency (>2 per year), more than 80% participation

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

12. Are drivers/contractors actively encouraged to join industry associations or participate in association activities? If so, which associations and how do you encourage it?

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

TOP 20	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12
ASL	2	1	1	1	1	3	3	3	3	4	2	3
ACT	1	2	3	1	2	2	3	2	4	4	5	3
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K & J	2	0	2	4	1	3	3	2	3	4	4	4
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Leonard's	3	3	3	2	2	1	4	3	4	4	4	4
PGT	3	3	2	2	2	0	4	3	3	3	5	3
TKeller	3	4	4	1	0	1	2	4	3	3	5	3
TLD	4	3	3	2	2	2	4	2	3	3	4	1
TransLand	3	3	3	2	2	1	4	4	3	4	5	3
WMF	3	3	4	0	2	2	3	2	2	2	3	3
HALL OF FAME	**Q1**	**Q2**	**Q3**	**Q4**	**Q5**	**Q6**	**Q7**	**Q8**	**Q9**	**Q10**	**Q11**	**Q12**
Bison	3	3	4	0	1	3	3	4	2	2	3	2
Boyle	3	3	2	0	2	1	3	2	3	2	3	2
COTC	1	3	2	0	2	2	4	2	4	3	4	1
FTCT	3	3	3	0	1	3	3	2	3	3	3	4
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Halvor	3	2	2	2	2	1	4	4	4	3	5	2
Nussbaum	4	3	4	0	2	2	4	5	2	4	1	1
Prime	3	3	3	3	2	0	3	2	4	4	2	3
Transpro	3	3	2	1	2	1	4	3	1	3	2	4

WORK / LIFE BALANCE

WHAT IT TELLS US

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

NOTABLE DEVELOPMENTS

Terminal facility offerings have shifted away from solely focusing on kitchen and laundry, and towards Internet and entertainment options for drivers. Free snacks and beverages are also growing, with more than half of this year's finalists offering somethig regularly.

Efforts to improve the industry's image have also stepped up in the past year. While 20% of finalists were only doing small things, 25% had multiple programs with substantial commitment across different categories. Even those without the maximum points still had substantial programs across targeted areas.

Environmental efforts continue, perhaps even more notable because of the economic headwinds. Nearly a quarter of finalists were using solar energy somewhere in their operations, and 20% were using electric trucks or shunts. 52% of finalists scored a 4 or 5 on this question, suggesting that fleets continue to be serious about this subject, even when the economy is not cooperative.

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)***
   - 1: Standard – Shower, wifi/Internet, laundry, kitchen, free beverages, snacks, some extras
   - 3: Expanded facilities with multiple options
   - 5: Expanded facilities with significant options and upgrades
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)***
   - 1: Standard (APU, inverter, fridge, upgraded mattress), few extras
   - 3: Standard + some extras
   - 5: Multiple enhancements and extras
3. **Does the company offer health and wellness programs for drivers/independent contractors?** ***(e.g. reimbursed 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
4. **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: Focus on parking security
   - 2: Parking focus, panic button + onboarding
   - 3: Parking focus, panic button, ongoing training or other security
5. **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, planning through 401(k))
   - 3: Company-sponsored services, multiple options

   Owner-operator fleets
   - 0: Nothing formal
   - 1: Discounts, loans or access to legal services
   - 2: Help with legal/financial assistance, other efforts
6. **What strategies do you employ to ensure drivers are able to attend or participate in social events?**
   - 1: Multiple in-person events, some effort to bring drivers, few virtual options
   - 3: DAW + some virtual, efforts to bring drivers to terminal
   - 5: Multiple driver events beyond DAW, family inclusion, virtual options
7. **How do you support the outside interests of drivers?**
   - 1: Some events and participation, primarily carrier-driven
   - 2: More events and/or driver request process
   - 3: Multiple events, more driver involvement
   - 4: Multiple events and heavy driver involvement (requests/planning)
8. **What efforts do you make to improve the overall image of the trucking industry?**
   - 0: Equipment/drivers only
   - 1: Minimal effort
   - 2: Some effort - association + community or charity
   - 3: Association + combination of community, charity, and schools
   - 4: Effort across multiple areas, some extras
   - 5: Effort across multiple areas, multiple extras or substantial commitment

9. 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 solar)
4: Light effort across wide range, or strong concentrated effort
5: Substantial effort across range of areas

Owner-operator fleets

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

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Garner	5	5	5	2	3	5	4	5	5
GIX	5	3	5	0	2	3	3	4	4
Halvor	5	5	5	1	2	3	4	5	5
Nussbaum	5	3	5	1	3	5	4	4	4
Prime	5		4	2	2	5	4	4	3
Transpro	3		2	2	1	3	3	3	1

Drivers Say...

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

Consistency, reliability, honesty, and integrity.

I can't think of another company that cares for its employees the way they do.

They put their drivers first, and give them awesome equipment to drive.

CONGRATULATIONS,
2025 BEST FLEETS TO DRIVE FOR!

You do the industry proud. From the recruiting, retention and compliance platform for fleets.

TruckRRight

We are treated with respect. They ask for our input when it comes to making decisions.

They understand how important home-time is.

They have been true to their word from the first phone call to the present.

I refer friends to work here, because employees have a real chance to be heard.

netradyne

Congratulations to the 2025 Best Fleets to Drive For award nominees & winners.



Thank you for making safety a priority

Learn more at netradyne.com

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 to keep learning.

2026 Edition Key Dates

September 2, 2025	Nominations open
October 31, 2025	Nominations close
December 12, 2025	Interview completion deadline
December 31, 2025	Driver survey deadline
January 27, 2026	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**



BEST Fleets® TO DRIVE FOR



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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