

CTP Insider

A quarterly publication for the Certified Transportation Professional published by the NPTC Institute.

Spring 2025

Quarterly Highlights

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PFMI 2025 Scores High Praise and Record Attendance

THIS YEAR'S PRIVATE FLEET MANAGEMENT INSTITUTE, held January 18-22 at the Omni Orlando Resort at ChampionsGate, drew the largest number of attendees in the program's 32-year history. In a "first" for PFMI, the registration count was capped and a waitlist created when the number of interested candidates approached absolute capacity. Some 140 registrations were accepted from 60 Fleet and Allied companies.

Approximately 80% of attendees were from Fleets and 20% from Allied/Suppliers. A record 124 attendees also participated in day-long CTP Exam Prep Workshop, which was held on January 17th, immediately prior to the start of PFMI. Attendees uniformly gave PFMI 2025 high scores and praise. "This was by far the biggest and notably all-around best PFMI of all time," said **Mike Schwersenska, CTP**, NPTC Institute Board Chair, PFMI Faculty Member, and recently promoted Vice President of Transportation for Brakebush Transportation, Inc. "My sense is that everyone's expectations were exceeded by a significant margin. I would have greatly enjoyed going through the entire experience again myself." This accelerated five-day "graduate level" program helps attendees navigate the five core disciplines of private fleet management: Finance, Human Resources, Safety, Operations and Equipment and Maintenance. This core curriculum presented during the five day event, has been deemed by the industry's leading practitioners as essential for on-the-job success. The Institute provided a rigorous learning environment in which attendees were exposed to the foundational core disciplines of private fleet management through a series of presentations, round-table discussions, structured networking activities and applied learning exercises.



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PFMI 2025 Continued

A special thanks and appreciation are extended to our outstanding **Expert Faculty** of Fleet Professionals consisting of:



Micha Cox, CTP
Standard Logistics
Transportation



Scott Duvall, CTP
CRH Americas Products, Inc.



Jeffrey Eisaman, CTP
Sheetz Inc./CLI Transport, LP



Brooke English, CTP
The QUIKRETE Companies



Keith Frantz, CTP
ADM Trucking, Inc.



Ellen Ingram, CTP
America's Service Line, LLC



Elizabeth Mars, CTP
Frito-Lay, Inc.



Patrick McHugh, CTP
Tillamook County Creamery



Kate Mirise, CTP
The Royal Group



Bedford Monday, CTP
Schwan Food Company



Edwin Reardon, CTP
CF Logistics, div. of Giorgi Cos.



Mari Roberts, CTP
Frito-Lay, Inc.



Steven Roberts, CTP
Deseret Transportation



Nicole Schubring, CTP
America's Service Line, LLC



Mike Schwersenska, CTP
Brakebush Transportation,
Inc.



Matt Shubert, CTP
Pepsi Beverages
Company



Gene Tierney, CTP
Albertsons Companies



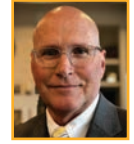
Cris Wallace, CTP
CDM/E
Holland LP



Tracy Whisnant, CTP
Merchants Distributors,
LLC



Cassie Wood, CTP
Packaging Corp. of
America



Duane Woods, CTP
Tillamook County
Creamery

NPTC would also like to thank the Allied/Supplier Member Companies of NPTC who generously contributed as Sponsors of the **Networking Reception** held on Monday evening, January 20th:



RISING POPULARITY OF PFMI AND CTP PROGRAMS

A LEADING INDICATOR OF NPTC'S ENDURING VALUE is the dynamic growth of the Certified Transportation Professional (CTP®) program over the past ten years. Participation in the Private Fleet Management Institute has risen significantly as well.

PFMI classes have increased from 50 to 60 to an average 110 to 15 registrations. This year's PFMI drew 140, the highest ever, representing a total of 60 separate companies. Nineteen companies had "first-time" representatives. 73% were Fleets and 27% were Allied/Suppliers. Among all attendees, the breakdown was 80% Fleet representatives and 20% Allied/Suppliers. 27% of PFMI registrations were from Five Star Member companies.

CTP classes average 115-120 graduates reaching a record 139 in 2023. In 2003, just 13 CTPs graduated. With 123 new CTPs in the Class of 2025, the number of active CTPs now totals 957—more than double in ten years. Two-thirds are from Fleets and one-third from Allied/Suppliers.

Companies with CTPs are among the leaders in innovative best practices. They tend to be the most active promoters of NPTC and the best resource for new technology and protocols which raise the bar on industry standards. CTPs from these companies have a dominant role in NPTC's networking culture.

Companies with CTPs are among the leaders in innovative best practices.

After completing PFMI and passing their certification exam, the journey of CTPs has just begun. Year after year, they stay active with NPTC to replenish knowledge, upgrade expertise, and grow their circle of contacts. This includes attending NPTC's Annual Conference and Exhibition, the NPTC National Safety Conference, and registration for Council webcasts and seminars.

CTPs stay in touch with **Tom Moore, CTP**, NPTC Executive Vice President, for advice and insight into finding solutions and contacts, joining a committee, speaking or moderating, or over time being invited to serve in a volunteer leadership role. They also reach out to **Kristen Todd**, Director of Education and Certification, for information about keeping their CTP credential in good standing, volunteering, and helping prospective candidates learn more about the program.

Register this fall for PFMI in January and plan to join the CTP Class of 2026!



*Gary Petty
NPTC President and CEO*

COMING EVENTS:

NPTC ANNUAL CONFERENCE
May 11-13, 2025, Orlando, FL

NPTC NATIONAL SAFETY CONFERENCE
September 3-5, 2025, Orlando, FL

2026 CTP ELIGIBILITY APPLICATIONS DUE
Fall 2025

CTP EXAM PREPARATION WORKSHOP
January 16, 2026 Orlando, FL

2026 PRIVATE FLEET MANAGEMENT INSTITUTE
January 17-21, 2026 Orlando, FL

2026 CTP EXAMINATION
February 14, 2026

NPTC/J.J. KELLER WEBCASTS

C O-SPONSORS NPTC AND J. J. KELLER AND ASSOCIATES, INC. are pleased to announce the 2025 schedule of safety and compliance webcasts. NPTC members are invited to attend the educational webcasts at no charge. Please mark your calendar for the dates below. NPTC wishes to thank **Keith Frantz, CTP**, Compliance Manager, ADM Trucking, Inc., for speaking last week at the year's first webcast on **Hours of Service**. The webcast attracted 434 registrants.

April 16: Annual Vehicle Inspections and Maintenance

May 21: Drug and Alcohol Testing

June 11: In-Cab Cameras

July 30: The New CSA SMS Methodology

August 27: Fatigue Management

September 17: Crash Management

October 29: Successfully Navigating DataQs

To download a previous webcast or to register for an upcoming webcast, visit www.jjkeller.com/nptc.info



Sponsored by



Darla Roberts, CTP
Fleet Safety Specialist
Reliance, Inc.

NETWORKING IS PRICELESS

BORN AND RAISED IN COLLINSVILLE, ALABAMA, DARLA ROBERTS, CTP, never imagined transportation as a career. In high school, she was an honor club member and cheerleader. After graduation, Darla attended junior college, got married, and became a stay-at-home mom with two children.

In 1996, she began work for a Chevrolet dealership handling title work. She also assisted coaches in Little League baseball and softball. Later Darla enrolled in Jacksonville State University and finished with a bachelor's degree in physical education and completed her time there on the "President's List". She taught and assisted the varsity volleyball and softball coaches at a high school for a couple of years until her position was eliminated due to a big layoff by the county.

In 2010, Darla changed career direction. She took a job in the shipping warehouse, which included driving a forklift at G. H. Metal Solutions, now a Reliance Inc., company. Later, she moved into the shipping office full time and took over DOT compliance oversight of 26 truck drivers including non-CDL operators. This position introduced her to the management side of the company's private fleet. In 2021, she was hired into her current position by Don Taylor, Director of Fleet Safety and Compliance, at Reliance Inc.

Founded in 1939, Reliance Inc is a global and diversified metal solutions provider with a network of more than 320 locations in 41 states and 12 countries. It provides value-added metal processing services and distributes over 100,000 metal products to more than 125,000 customers in various industries, making it the largest metal service center company in North America.

Reliance Inc. consists of a family of 64 separate corporations worldwide, including 37 U.S.-based companies with their own USDOT numbers and private truck fleets. The company's operation of private fleets includes some 1,800 trucks—mostly opened and curtained flat-bed tractor-trailers—and drivers logging approximately 93.5 million miles per year.

Safety is of the highest priority and a key component of the company's culture. Reliance's overall recordable accident rate in 2024 was 0.46 DOT recordable accidents per million miles for their combined private fleets. This is one of the highest safety performance records in the industry and even better than NPTC's Bench-

marking Survey Report industry average of 0.61 recordable accidents per million miles for private fleets surveyed in 2024.

Darla is currently assigned safety oversight of 640 power units and 670 drivers working for 7 companies at 51 locations. The Reliance Fleet Team take a 360-degree approach to driver safety, both in the truck and while working around the truck. Her responsibilities vary from gathering employee performance and behavior data from many different sources and taking a proactive approach to keeping people safe. She also reviews driver qualification and accident file documents, develops training, conducts on-site fleet operation assessments and meetings with managers and drivers.

"There's nothing about my job I don't like. Our safety compliance team is very proud of the company's record. It helps to have a great boss like Don Taylor who sets a high bar of expectations and is so supportive. He encouraged me to get involved in NPTC," says Darla.

Darla registered for the Private Fleet Management Institute and Certified Transportation Professional (CTP®) Exam in 2024. "After the first day of the Institute, I got sick with COVID and had to return home. I studied hard and fortunately passed the very tough CTP Exam. However, I felt I had missed something very special by not finishing PFMI. Thankfully, I was able to complete the full PFMI 2025 and am so glad I did."

"PFMI was great, exceeding all my expectations. The information shared by the faculty and fellow attendees was as impressive as it was extensive. Networking was priceless. I could not put a value on it in time and money. Since going through the program, I have reached out to faculty members and other fleet and supplier participants. Everyone is so friendly and open to learning and continuous improvement."

"We plan to get actively engaged in a variety of NPTC programs," says Darla. Three of our staff are registered for the Annual Conference in Orlando in May. The benchmarking program is very helpful.

I have signed up as a member of NPTC's Safety Committee. We hope to be part of the National Safety Conference in the fall."

"Our only regret about NPTC is we wish we had joined sooner!"



BY GARY PETTY
PRESIDENT & CEO
NATIONAL PRIVATE TRUCK COUNCIL

NPTC 2025

MAY 11-13, 2025
ORLANDO, FL

YOU MUST BE PRESENT TO WIN!

WE ARE NOW JUST OVER ONE MONTH AWAY FROM THE NPTC 2023 ANNUAL EDUCATION MANAGEMENT CONFERENCE AND EXHIBITION, APRIL 21-23, 2024, at the Orange County Convention Center and Hyatt Regency Hotel in Orlando, FL. Based upon the registrations received thus far, this looks to be one of the biggest and best show in the history of the National Private Truck Council. Make plans now to be a part of it.

The NPTC Annual Conference Planning Committee has put together an excellent line-up of workshops and speakers for NPTC 2023. Make your plans now to attend this value-packed program featuring:

INFORMATION: General sessions featuring professional leadership and Driver Hall of Fame recognition award ceremonies; Certified Transportation Professional Class of 2025 graduation; industry benchmarking insights; and the latest legislative and regulatory affairs update.



EXHIBITS: A world-class exhibit hall packed with more than 185 companies offering products, resources and solutions that will increase the effectiveness of your private fleet.

NETWORKING: Unparalleled peer-to-peer interaction forged in an environment of trust, confidentiality and non-disclosure.

EDUCATION: More than 50 top fleet practitioners will serve as speakers and panelists at 20+ work-



shops showcasing the latest, most innovative and best ideas in private fleet management. Leading topics featured are automated

trucking; procurement, maintenance, and total cost of ownership; best cultural fit for drivers through recruiting, interviewing, and onboarding; electric vehicles in the real world; equipment availability and extended trade cycles; prognostic maintenance, parking shortages and their impact on private fleets, and performance-based pay. Also included are women in private fleet management; infrastructure and electrification; graphic and branding on trailers; lowering driver in-cab risks; state of for-hire capacity; efficiencies in multi-stop operations; improving driver retention; and sustainability strategies.



BEST PRACTICES: More than 30 best practices breakfast roundtable sessions in which private fleet professionals share in a culture of trust and confidentiality - challenges and opportunities.

RECOGNITION: Honoring the private fleet community's best and brightest practitioners for achievements in safety, leadership, and certification, and for their years of innovative leadership and contributions to the industry.

SOCIAL: Meals, events, and activities that create an engaged earning atmosphere.

LOCATION: A brand new professional setting with numerous flight options to optimize your travel time and expense.



THANK YOU, BEDFORD MONDAY, CTP

LONG-TIME NPTC BOARD VOLUNTEER LEADER RETIRES

EFFECTIVE APRIL 4, 2025, BEDFORD MONDAY, CTP, retired from SCHWAN'S and resigned as NPTC Board Treasurer. Bedford has been active in NPTC for over twenty years including four years as Vice Chair and Chair, NPTC Board of Directors, followed by nine years as NPTC Board Treasurer and member of the NPTC Institute Board of Governors.

Bedford was the "CTP TOP GRADUATE" in the CTP Class of 2004 and went on to serve as an active volunteer in NPTC as a Faculty Member of the Private Fleet Management Institute, a frequent speaker at NPTC conferences and webcasts, and as an officer and member of NPTC Boards. Over the years, Bedford has been an outspoken supporter of the CTP program and has encouraged and mentored dozens of candidates to become CTPs.

After a nearly two-decade career at United Parcel Service (UPS), Bedford joined the private fleet management team of Toy 'R Us before moving on to leadership roles at Schwan's in transportation and later warehousing.

Bedford was selected as NPTC's "Private Fleet Executive of the Year Award" in 2016 and will be formally honored again with a professional leadership award at the NPTC Annual Conference in Orlando on May 11th.

NPTC expresses heartfelt thanks and appreciation to Bedford Monday, CTP, for his support and dedication to the CTP program and NPTC, and best wishes for a happy retirement.



CTP EXAM RESULTS

THIS YEAR, AS WE CELEBRATE THE 32ND ANNIVERSARY OF THE CERTIFIED TRANSPORTATION PROFESSIONAL PROGRAM, we had 138 candidates that sat for this year's exam. Of those, 113 passed the initial test – a passing rate of 84% which is slightly above our historic average of 80%. Of the 22 that did not pass:

- 9 failed the short answer essay questions
- 8 failed the case study
- 5 failed both portions

Eighteen of the candidates that did not pass sat for the March 8 retake exam and all passed. So, with the 113 original new CTPs from the February exam, the three candidates that sat for the first time during the retake and the 17 that passed the retake, this year's graduating class is comprised of 133 candidates.

Also, of note, we had the second highest number of exam graders this year (129) in the history of the program. That gave us a total of more than 2,000 individual grades recorded for both the case study and the short answer essay. This means that each candidate's exams were read by an average of 15 CTPs, infusing the process with a high degree of fairness, corroboration, and integrity. It was also a great way for so many CTPs to refresh their knowledge, give back to the program and, in the process, earn 25 re-certification points.

With the addition of these 133 CTP graduates, the active total of CTPs now stands at 978 – the largest number of our history. We have had 1,897 people earn their CTP designation in the 32 years the program has been active.

In the News



Ray Byrd, CTP, Vice President of Fleet and Safety, Tendit Group, was elected Vice Chair at the **Board of Governors** meeting

The following individuals were elected as Board members at the **Board of Governors**:



Crystal Brennan
Vice President Transportation
SpartanNash Company



Tim Eckhardt, CTP
Director of Safety
Dot Transportation



Chris Silver
Vice President of Marketing
PrePass



Michael Strezeski
N.A. Private Fleet Director
Procter & Gamble Company



Christopher Whitehurst, CTP
Director of Logistics
Walgreens Oshkosh, Inc.

BUILDING YOUR NPTC PORTFOLIO:

12 Steps to Success

CONTINUING EDUCATION IS ESSENTIAL FOR CTP SUCCESS. NPTC recommends 12 steps to optimize careers and advance professional development:

1 **Grow Your Peer Network**

Widen your private fleet community by adding new contacts every year.

2 **Master NPTC's Annual Benchmarking Survey Report**

Make benchmarking the best practice of your fleet. Contribute your fleet data to the Questionnaire Survey (Fleet) and score-card your fleet against industry data (Fleet). Use the benchmarking report to advise customers (Allied).

3 **Volunteer or Recommend NPTC Event Speakers**

Several dozen Fleet experts are invited to speak each year at NPTC events. They adhere to participation ground rules and non-endorsement Board policy of products and services

4 **Volunteer as a CTP Exam Grader and Mentor CTP Candidates**

Dozens of CTP Exam Grader volunteers are needed each year. Many active CTPs also volunteer to mentor candidates planning to attend PFMI and become certified.

5 **Interview For Article About Your Private Fleet or Recommend Fleet Customer for Potential Article**

Articles are published in *Fleet Owner Magazine/Newsline* and NPTC's *WEEKLY UPDATE* and *CTP INSIDER* Quarterly Newsletter. Company approval required prior to publication.

6 **Interview for CTP Profile (Fleets Only)**

Published in *CTP INSIDER*, NPTC's Quarterly Newsletter. Company approval required.

7 **Consult with NPTC General Counsel Rick Schweitzer**

Free benefit of NPTC membership. Individual assistance with your company's regulatory compliance and transportation/legal issues. Available as a retained attorney for official legal representation

8

Participate in Monthly Washington Report Presented by Rick Schweitzer

Stay current with legislative/regulatory issues and NPTC's Board-approved public policy positions.

9

Help Recruit New Member Companies and CTP Candidates

A majority of NPTC new business comes from CTP-member company referrals. CTPs are the Council's best sales force.

10

Recommend Drivers and Fleets for NPTC Award Recognition

Driver Hall of Fame, National Driver All-Star, and Fleet Safety Awards Program.

11

Join NPTC Standing Committee

Membership on these committees is available to individuals who represent member companies: Safety Committee; Legislative & Regulatory Compliance Committee; Annual Conference Planning Committee, and PR/Marketing. Authorized by NPTC's By-laws, each committee has an elected member serving on the NPTC Board of Directors. Only one representative per member company can serve on the same Standing Committee.

12

Become a Five Star Member Company.

Fifty-four companies, including both Fleet and Allied members, are currently Five Star Members. These companies make annual donations of \$5,000 to the NPTC Institute in addition to paying their regular NPTC membership dues. These donations help support NPTC education, training, and certification programs. Five Star member companies are invited to have a representative on the NPTC Institute Board of Governors.

Best wishes for success. Welcome to the Club!

(Excerpts from "Engaging NPTC's Culture" presentation given at the 2025 Private Fleet Management Institute)

NPTC INSTITUTE BOARD OF GOVERNORS

CHAIR: Mike Schwersenska, CTP, V.P., Transportation, Brakebush Transportation, Inc.

VICE-CHAIR: Ray Byrd, CTP, Vice President, Fleet & Safety, Tendit Group

Gary Petty, President & CEO, National Private Truck Council

Doug Adamson, Senior Vice President, Sales & Marketing, Transervice Logistics, Inc.

Jason Ahten, Senior Director, Fleet Safety, Walmart Transportation LLC

Teresa Allen-Tignor, CTP, VP/National Transportation BDM, Custard Insurance Adjusters

Charles Amen, CTP, Corp. Transportation Ops. Mgr., Hillyard, Inc.

Jim Angel, Vice President, Telematics Partners, SpeedGauge, Inc.

Brian Antonellis, CTP, SVP, Fleet Operations, Fleet Advantage

Marley Bebout, CTP, Director, Outbound Transportation, AutoZone, Inc.

Todd Berger, CTP, Director of Sales, PACCAR Leasing Company

Bryan Boyd, CTP, National Account Manager, Hendrickson

Crystal Brennan, Vice President, Transportation, SpartanNash Company

David Broome, Founder, TransForce

Mark Carlson, CTP, Enterprise Sales Director, Netradyn

Brian Casey, Sr. Director, Transportation, Pepsi Beverages Company

Christine Catarino, Marketing Director, E.A. Dion, Inc.

Kevin Clonch, Group Director, Freight Brokerage, Ryder System, Inc.

Micha Cox, CTP, Area Manager Fleet Operations OTR, Standard Logistics Transportation

Scott Craig, Director, Sales & Financial Consulting, Penske Truck Leasing Company

Bill Cromling, CTP, President, Ross Transportation Services

Tim Eckhardt, CTP, Sr. Director of Safety, Dot Transportation, Inc.

Jeff Ferrell, CTP, Director of Field Sales-National Accounts, J.J. Keller & Associates, Inc.

Chris Ford, Sr. Director, DG Fleet, Dollar General Corporation

Keith Frantz, CTP, Compliance Manager, ADM Trucking, Inc.

Chris Freitas, Chief Commercial Officer, Electrada

John Gillenwater, CTP, VP, Fleet Operations & CSO, HC Transport, Inc.

Jill Glenn, CTP, President, Dedicated Sleep

Yvonne Glover, CTP, Director of Operations, Tyler Technologies

Albert Hall, CTP, Transportation Operations Manager, Wegmans Food Markets, Inc.

Isaac Harmon, CTP, Director of Safety, CPC Logistics, Inc.

Keith Hazelwood, CTP, Director of Transportation, Batesville Logistics, Inc.

Carol Heinowski, Logistics Manager, Meijer, Inc.

David Helge, CTP, CDS, V.P., Maintenance & Safety, Idealease, Inc.

Rob Hoysgaard, Vice President, Truck & Equipment, Wheels

Ellen Ingram, CTP, Senior Director, Human Resources & Safety, America's Service Line, LLC

Rick Joyce, CTP, Sr. National Sales Manager, FleetNet America

Ted Kabase, CTP, National Sales Manager, McLeod Software

Adrian Knight, President & CEO, SleepSafe Drivers

Steve Lovelady, Senior Sales Manager, Truck, IMMI

Robert Mann, VP, Government Sales & Diamond Logic Builder, International Motors, LLC

Elizabeth Mars, CTP, Transportation Director, Frito-Lay, Inc.

Ian McGriff, Vice President, Marketing & Business Dev., ACT Research Co., LLC

Patrick McHugh, CTP, Senior Logistics Manager, Tillamook County Creamery Assn

Bedford Monday, CTP, Director of Warehouse Operations, Schwan Food Company

Beth Potratz, President and CEO, Drive My Way PENDING

Ellie Ramey, Vice President, Sales & Marketing, Kinedyne LLC

Brant Schneider, CTP, National Fleet Sales Manager, Alcoa Wheels

Chris Silver, Vice President, Marketing, PrePass

Gregg Stohler, CTP, Vice President, Leasing & Rental Sales, Mack Leasing System, Inc.

Michael Strezeski, Fleet Operations Director, Procter & Gamble Company

John Trahan, CTP, Vice President, Sales & Operations, Centerline Drivers, LLC

Luke Wachtel, SVP, Transportation & Logistics, Platform Science

Barry Weis, Director of Sales & Support, Blue Beacon Truck Wash

Stephen White, AVP, Enterprise Sales, Geotab USA, Inc.

Don White, CTP, Vice President, Business Development, TEN (Transp Equip Network)

Christopher Whitehurst, CTP, Director, Logistics, Walgreen Oshkosh, Inc.

Byron Wiebold, CTP, Industry Relations, Tenstreet

Jeff Wright, Corporate Director, Transportation, The QUIKRETE Companies

NPTC LAUNCHES BENCHMARKING DATA COLLECTION

NPTC HAS BEGUN COLLECTING DATA for the 2025 NPTC Private Fleet Benchmarking Survey Report, sponsored by **Penske Truck Leasing**. This survey is designed for the bene-

fit of our fleet members as they seek to compare their operation to other best-in-class performers, thereby validating the fleet's performance and identifying areas of opportunity.

The final Benchmarking Report is a robust and effective resource that is designed for your benefit to help you compare your operation to other best-in-class performers, to identify strategic areas of opportunity, and to

enhance your value proposition. This year's survey makes the task even easier with a new online platform with improved security features, easier navigation, and enhanced data entry functionality. The new questionnaire format allows you to download the survey in Excel format, which can be circulated to team members; answer sections in the order of your choosing; save your data and re-login as often as you prefer; and easily stay up-to-date on completion progress.

The case for private fleet justification has never been stronger and the value of participating in NPTC's Benchmarking Survey Report has never been greater. Last year, we had 122 NPTC Private Fleet member companies representing a broad cross-section of industries, markets, and customers contributed data to last year's Benchmarking Survey Report—the largest number in NPTC history. We hope to meet and exceed this target for 2025. We greatly welcome and appreciate your participation!

The Benchmarking Survey helps "sell" the private fleet value to owners and upper management. Top decision-makers often do not realize, or underestimate, the significant differentiated value and essential core importance which the fleet contributes to the company's overall success.

In addition, the survey provides the fleet management team with comparative metrics to quantify the superior customer service, driver dependability, cost, and safety which the fleet provides versus outside carriers.

NPTC understands the essentiality of keeping your responses completely confidential. Your company's name, individual data and your responses will remain anonymous and will not be disclosed in any way or shared with other companies. Rather, they will be combined with the results of other fleet members to produce "a state of the industry" report based on aggregated data and analysis.





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