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COVER STORY

Q&A: Sprinter of Fort Mitchell



Dan Tilley, Sprinter Specialist, Sprinter of Fort Mitchell

“The Expeditors’ Exit” is getting Sprinter drivers serviced & on the road quickly, but how are they so efficient?

By Lawrence McCord, Publisher

By way of introduction to our readers, please tell us a little bit about yourself.

I’ve been married to the girl I met in college for 33 years, and I have four grandchildren. Growing up in KY, I am a huge Wildcats fan. I enjoy Reds baseball going all the way back to the BiG Red machine!

How did you get started in the expedite industry?

In the mid-90s, I got involved in the expedite freight business as a van driver. Several years later, I moved to operations manager for Expedite Loads.

I spent time brokering loads, finding freight, and signing up drivers looking for loads. This was the very first load board for expeditors. In 2000, I began selling straight trucks and sprinters exclusively to expeditors. In fact, I sold the very first Sprinter in the US that went to an expeditor! Also, I spent time as a recruiter for an expedite company. Now I am back into Sprinter sales as a Brand Manager, Sales and Leasing Consultant for Mercedes-Benz and Sprinter of Fort Mitchell.

What are some of the changes you’ve seen over the years?

Over the years I have seen the creativity of expeditors and now how comfortable a Sprinter can be equipped for the road. With the Sprinter size, an expeditor can have nice bed, TV, and microwave, and still have room for freight. These options help owner operators stay comfortable and more productive on the road.

CONTINUED ON PAGE 8 ExpeditorsOnline.com

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SPRINTER OF FORT MITCHELL

CONTINUED FROM PAGE 7

What are some of the challenges full size cargo van owners face?

Being able to carry larger loads. With the Sprinter it is possible to carry three full size pallets with height up to 76 inches. Also there is a little bit of learning curve as to which loads to accept.

How do they get over these challenges?

I think mainly by having a van to haul up to three pallets. Also, I would encourage drivers to make a commitment to take every load offered to them. The key that I learned is to have as few dead head miles as possible. You want to have freight in back when the wheels are moving. I think also trying to stay on the road for at least two to three weeks at a time.

It seems all the major manufacturers have followed Mercedes-Benz in upgrading their full size cargo vans. What are some of the main differences with a Sprinter van?

Over the years we have seen other companies try to copy the Sprinter. Sprinter still has the best resale value. It is the only diesel engine available and is proven to be the longest lasting. It is also top in fuel economy in its class. Over five years Sprinter has the lowest cost of ownership based on independent studies.

Tell us about the services available at Sprinter of Fort Mitchell.

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Anything else our readers need to know?

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INSURANCE IZONE

by Shelly Benisch, C.I.C.

The Uberization of Expedited Freight

There's much in the news these days about the possible "Uberization" of Trucking. For anyone not in the loop, "Uber" is a company that started a smart phone app where anyone just about anywhere can text for the equivalent of a taxi ride by an Independent Contractor "Uber Driver". The charge is made directly to the passenger's credit card at usually lower rates than traditional taxis. The growth of Uber has been phenomenal to say the least...it's now a Multi-Billion dollar company.

Another company called "Roadie" launched last year with the apparent support of UPS Strategic Enterprise Fund. Where "Uber" is Livery for Hire, "Roadie" is Freight for Hire. Right now most freight shipped by "Roadie" is small items under \$500.

"Shutl" is a new start up also allegedly backed by UPS Strategic Enterprise Fund. "Shutl" connects Retailers with Same-Day Couriers. "Cargomatic" is another recent launch announcing \$8 Million in venture capital and hoping to work with bigger shippers on warehouse to warehouse freight.

Could "Uberization" occur in Expedited Freight, and how could that affect an Owner Operator? I'd need 4 more articles to fully explore how and why, so I encourage you to google this subject.

Bottom line, blindsided "regulated" Taxi Drivers are now earning less pay for the same work. If more and more unprofessional drivers enter Expedited Freight, there will always be someone to take a load for less than it's worth.

However, also remember that Preferred 3PLs, Brokers and Shippers with much to lose will continue to work with Preferred Motor Carriers. I encourage Owner Ops to lease on with these reputable, responsible and preferably VOI Certified Motor Carriers. It's these companies which will survive any Sea Change that may occur in our Expedite niche, and keep you running for the rates you deserve. **EN**

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Selecting a Used Expedite Truck

By Sean M. Lyden, Staff Writer

A good, reliable, used expediter truck could save an owner-operator as much as half the cost (or more) of a comparable new truck. That is, if you can find one.

The used expediter truck market is tight right now, largely due to the Great Recession that began in 2008.

"It all stems back to 2008 through 2011, during the market downturn," says John Lalonde, expediter sales representative for Fyda Freightliner (fydafreightliner.com) in Columbus, Ohio. "Very few expediters were buying new trucks at that point. And that has since trickled down to create a supply gap in the used market."

Lalonde says that new truck sales began to rise again late 2011 and became more robust in 2012.

"On our lot, we have a few 06's and 07's that are generally high-mileage trucks. Then we jump to 2011's to 2012's," says Lalonde. "There are hardly any trucks available in that 2008 to 2011 range. It will take a couple more years for the trucks we sold in 2012 to trickle down to the used truck market."

Because of the gap, the average age of the trucks on the road is getting higher, says Wes Hearn an expediter truck specialist for Middle Georgia Freightliner-Isuzu (gatrucks.com) based in Macon, Georgia. "You have a lot of 06's and 07's that are still on the road. It's a challenge to find something that is not eat up with miles."

What Exactly Defines a "Good" Used Truck?

"A good used truck is in the eye of the beholder. It all comes down to what [the buyer] wants to invest," says Lalonde.

Lalonde continues, "Typically a used truck is going to be for a first-time buyer

or an individual who's going to do a limited type run. So, some folks are ok with a 2007 truck with 500,000 to 700,000 miles on it. While others don't want to get into that type of truck and are looking for something newer with remainder of factory warranty."

According to Jeff Jones, sales manager at Stoops Specialty Trucks (sst100.com), a Freightliner dealership in New Haven, Indiana that specializes in expediter trucks, the ideal profile for a used truck is one that's 2 to 3 years old, well-maintained, with 200,000 to 300,000 miles.

"But I would say there are fewer than 50 trucks in the nation right now that fit that criteria," says Jones.

Carrier Requirements

A key reason why model year and mileage are so important to consider is because the truck must fit certain parameters that the trucking carriers will allow.

"Most of the carriers are going to have a 5 model year requirement, but most will make exceptions," says Lalonde. "What they would then require of me is pictures of the vehicle to make sure the truck is presentable. They may request some recent history of the truck -- like maintenance records, service records -- that show it's a worthy truck."

Hearn agrees. "A lot of carriers will say that you need a truck that's five years old or newer. But there aren't many 2010 and 2011's available. In certain cases, we'll send a letter (to the carrier) on behalf of the customer, stating the condition of the vehicle and whether it's covered with extended warranty. This gives a little bit of help to the customer. And on the carrier side, they want to make sure the truck will be reliable. They don't want the thing sitting on the side of the road broken down with their freight on it."

Heavy-Duty vs. Medium-Duty Powertrain

When searching for a used expediter truck, make sure it is equipped with a heavy-duty powertrain, advises Jones.

CONTINUED ON PAGE 30
ExpeditersOnline.com



Patrick Hopkins: Why Stoops Freightliner?

Looking for the advice of someone who is extremely experienced in the world of Expedite Trucking? Look no further than Patrick Hopkins. Hopkins, a native of Columbus, Ohio, got his start back in 1993 with Robert's Express in a DR Unit. After running for several years, he began to assemble and grow his own small fleet. He operated and grew his business up until 2003. Currently, he operates and manages his late brother's fleet with his sister-in-law. After 21 years, Hopkins has seen just about everything there is to see in the Expedite industry.

He is also no stranger to process of buying trucks. Over the past two decades, he has purchased over 25 units.

Throughout his first decade in the industry, Hopkins had heard the name "Jeff Jones" thrown around, but had never had the opportunity of meeting him or looking into Stoops Specialty Trucks. However, in 2004, after countless people

had recommended Jeff Jones, Hopkins made the trip out to Fort Wayne, IN to meet Jones for himself. In 2005, he purchased his first truck from Stoops Specialty Trucks.

When asked about his experience with Jeff Jones and the staff at Stoops Specialty Trucks, Patrick responded:

"Without a doubt they build the best Custom Expediter available. Over the years they have continued to perfect them: not an easy task. Specs are impeccable. Chassis, engine, transmission, gear ratios and aerodynamics are exceptional. I have owned other brands and Jeff and his team have built the best-looking, driver-friendly, most efficient truck on the road.

"Last but not least, their resale value is second-to-none. I consider Jeff Jones a very good friend and extremely knowledgeable colleague. I cannot say enough about his integrity and support."

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USED EXPEDITE TRUCK

CONTINUED FROM PAGE 28

The issue is that the smaller medium-duty engines are designed for 400,000 to 450,000 miles, whereas heavy-duty engines can go as far as 1 million miles before needing major overhaul.

In other words, if you're considering a used truck with 300,000 miles, but it's equipped with a medium-duty engine, that truck is near the end of its useful life. But the same mileage on a truck with a heavy-duty powertrain is still relatively early in its lifecycle.

"Years ago, some companies would put a medium-duty engine in an expediter truck. But that spec failed miserably," says Lalonde. "Fortunately, since 2007, most of the expediter trucks have been built properly when they were new -- with the bigger engine and transmission for longer life." Says Hearn, "When you consider 500,000 miles on a heavy-duty, over-the-road setup versus the same mileage for a medium-duty application, there's a huge difference in how much truck life is left."

The right size engine also impacts the ability to secure funding, says Hearn. "The lenders tend to be more selective on the used trucks they fund, gravitating more toward the longer-life trucks."

Considerations

Beyond the engine class, what are others factors to weigh in your evaluation?

"Look at the maintenance records," says Jones. "Has the cooling system been serviced? What about the belts and hoses? Have the front hubs been drained? How do the bearings look? I recommend pulling an oil sample from the transmission and the engine, looking for metal. When I take a truck in on trade, these are some of the things I do before I put it on the market to ensure it's a good, reliable truck for the customer."

The other big-ticket item to think about is the diesel particulate filter (DPF) service, says Jones. "When was the DPF last changed? Typical DPF service could

cost you \$2,000 or more."

You can learn a lot about the truck's condition by its appearance, says Hearn. "If there's any rust, that can be an indicator that the truck hasn't been well taken care of. Look for rust on the frame, front-end steering components, fuel tank hanger and spring hangers. The driver that keeps a truck clean of road salts and other corrosive chemicals will keep that truck looking fresher and lasting longer.

The sleeper and van body specs are also important. "The minimum sleeper size should range from 84 to 96 inches to accommodate teams. In terms of the van body, the industry standard for an expediter truck is 22 feet. Make sure the van body also has certain components installed, such as e-track and other cargo containment systems, that the carriers may require," Hearn advises.

What About Warranty?

"Most of the available used trucks are out of warranty, but you can put an aftermarket warranty on the truck to cover major catastrophes -- such as engine or transmission failure," says Lalonde. "Do it when you purchase the truck, so you can have the cost built into the price of the truck. That way, you don't have to pay cash for the policy."

The Bottom Line

The lower price of a used truck can help a new expediter get into the business sooner. However, in a tight resale market, the challenge is finding an available truck that will fit your budget and be reliable for your business. Before you invest in a used expediter truck, make sure it's equipped with a heavy-duty powertrain, complies with your carrier's requirements, and has been well maintained to minimize unpleasant surprises. **EN**



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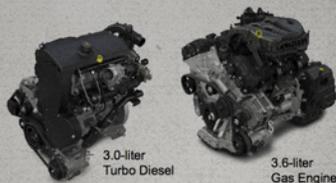
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Charles & Cindy Jordan: The Drive For Something More

By: Sandy Long, Staff Writer

While working at a hotel in Indiana, Charles and Cindy Jordan each worked different shifts, giving them little time together.

Part of their duties was driving the shuttle van to bring guests to the hotel and then take them to various destinations in town. Many over the road truck drivers used the shuttle to and from the hotel, giving Charles and Cindy the opportunity to talk to them. The drivers gave the couple the idea of becoming truckers. This appealed to them so they could be together more and make a better living.

Doing their homework, they found a company that would pay for their schooling for a one-year contract. After driving for various fleet owners to gain experience, the couple heard of Expediter Services; they quickly decided to work with them in 2008. Cindy said they are content at the company. "They are awesome people to work with and they pay well. If a mistake is made, which can happen anywhere, they rectify it very quickly. The whole staff is very supportive, especially my fleet manager."

Since joining up with Expediter Services, Charles and Cindy are buying a new home and hope to buy their first truck



Hang out with Charles & Cindy at Expedite Expo 2015, July 24 & 25 in Wilmington, OH

in 2015 through Expediter Equipment Finance. They just moved into a new truck, a 2015 Cascadia straight truck, with a tag axle and a refrigerated box leased on with Panther. Cindy said, "Expediter Services is family orientated. Their system is such that if you stay out three weeks, you can go home for a week, we love that. In 2009, I became sick and needed surgery; my fleet manager and his wife were supportive. While I was off after surgery, Expediter Services allowed Charles to run solo until I was able to come home. If you are good to them, they are good right back."

To learn more about expediting check out expeditersonline.com. To learn more about Expediter Services, be sure to visit their booth at the Expedite Expo 2015 July 24th and 25th in Wilmington OH. **EN**



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