



METROPOLITAN TRUCKING, INC.
A Family Tradition of Excellence

TC06

Best Idea Session

**Freight Choices in a Trucking
Friendly Environment**

October 2017

Customer Service Resource Tools

- With Capacity tightening and opportunities growing freight choices become more important regarding:
 - Productivity
 - Driver acceptance as a factor in retention
 - Operational “fit”
 - Cost containment
 - “Critical Importance” –Maximized profit/margin

Customer Service Resource Tools

- Factors in choice
 - Revenue
 - Cost
 - Time
- All three of these play out in yield
- Major factor in our markets
 - Toll cost
- Fuel surcharge differences require a way to level the playing field when comparing customers/lanes

At Metropolitan we “truly” care!

Customer Service Resource Tools

- Comparisons important when measuring
- Customers
- Lanes within a customer
- State to State comparison on a point to point basis and a customer vs customer basis
- Brokerage margin on a customer by customer basis
- Brokerage margin vs company truck yield on same customer/lane

Customer Service Resource Tools

- Solution - 4 Categories of the Metropolitan “Lane Reports”
 - State to State Lane Comparison
 - Customer Lane Report (Company)
 - Brokerage Lane Report
 - Combined Lane Report

METROPOLITAN STATE TO STATE LANE ANALYSIS

9/14/17 15:37:52
Report: LANESTRPT

Metropolitan Trucking Inc
Customer Lane Report (Division(s) by State

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BILL TO	08/01/17		08/31/17		LDS	Revenue Per Load W/Fuel	Yield	Revenue Per Load WO Fuel	Avg Billed Miles	Avg Empty Miles	Per Billed Miles	Per Bill Miles W/Fuel	Tolls Per Load	Rev P/Load W/O Tolls W Fuel	Per Billed Miles W/O Tolls W/ Fuel	FSC Mile
	ORIGIN NAME	ORG ST	DEST NAME	DEST ST												
		AL		MD	1				749	131						
	Load to Destination State		1						749	131			.00			
	Load from Origin State		1						749	131			.00			
		CT		CT	1				20	0			.00			
	Load to Destination State		1						20	0			.00			
		CT		GA	5				981	75			33.10			
	Load to Destination State		5						981	75			33.10			
		CT		IL	1				874	68			97.05			
		CT		IL	13				874	75			97.05			
		CT		IL	22				876	68			104.55			
		CT		IL	1				876	136			104.55			
		CT		IL	3				906	69			89.05			
	Load to Destination State		40						878	72			100.76			
		CT		IN	25				836	88			20.00			
	Load to Destination State		25						836	88			20.00			
		CT		MA	1				153	58			.00			
	Load to Destination State		1						153	58			.00			
		CT		NC	1				687	99			33.10			
	Load to Destination State		1						687	99			33.10			
		CT		NJ	1				124	23			24.95			
		CT		NJ	2				94	83			4.60			
		CT		NJ	1				133	83			24.95			
		CT		NJ	1				131	83			27.30			
		CT		NJ	1				74	91			8.40			
		CT		NJ	1				123	13			5.60			
		CT		NJ	13				198	53			42.90			
		CT		NJ	1				148	78			48.90			
		CT		NJ	1				147	32			24.95			
		CT		NJ	5				89	47			.00			
		CT		NJ	7				104	54			5.60			
	Load to Destination State		34						142	55			22.68			

Customer Service Resource Tools

- Resource used within customer service for freight choices for a number of years allowing best choices, however recently toll costing has been added.
- Major resource regarding pricing new business as it becomes easy to see high, low and average rates by lane and by customer
- Important resource from a management perspective as evaluation of existing business becomes much easier to analyze
- Direction from management to customer service becomes easier to provide and makes choices clearer for rank and file to accept as choices become less emotional and more analytical.

Customer Service Resource Tools

- Currently in programming to make this entire process more automated for our personnel by developing an intra-net process for accessing the information vs the current version of reference within customer service.
- 2 Key factors prioritizing based on yield and rev/mile, w/fuel, w/o tolls.