

# 2023

## BENCHMARKING SURVEY

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ONTARIO TRUCK DRIVING SCHOOL

Since 1978



The Private Motor Truck Council, in cooperation with the National Private Truck Council, is now collecting information for its Annual Benchmarking Survey. The Survey reflects performance achieved in the 2022 calendar year.

This survey is designed for the benefit of PMTC members and is free with your membership. This survey is yet another value add that will allow you to benchmark your operation to other best-in class performers, thereby allowing you to validate your performance and identify areas of opportunity.

## INTRODUCTORY INFORMATION

The final report of the Benchmarking Report will be released in June 2023. Participants in the survey will be invited to sit in on a special webcast to review the results in detail. In addition, those companies that participate in the survey are welcome to request specialized, customized reports to better calibrate their operation against best-in-class performers.

Since many of you operate distinct private fleet operations (i.e. long-haul, DSD, interplant, etc.), and in order to make the survey more meaningful, please consider filling out separate surveys for each distinct operation. This will help ensure an apples-to-apples comparison in addition to providing you with a more valuable report.

We understand the essentiality of keeping your responses completely confidential. YOUR COMPANY'S RESPONSES WILL NOT BE REPORTED TO OTHER COMPANIES NOR SHARED WITH ANYONE, RATHER THEY WILL SIMPLY BE AGGREGATED INTO A BROAD DATA SET FOR ANALYSIS OF TRENDS AND INDUSTRY STANDARDS.

If you would like to arrange a conference call to review your data, or if you have any questions while answering the survey, please feel free to contact Tom Moore, CTP directly at [tmoore@nptc.org](mailto:tmoore@nptc.org) or (703)838-8898.

## GENERAL INFORMATION

### 1. Why does your private fleet exist?

### 2. What are the principal commodities or products your private fleet hauls for your company?

### 3. What are the top issues/challenges you face in your operation?

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Equipment                   | <input type="checkbox"/> Maintenance                 | <input type="checkbox"/> Drivers                       |
| <input type="checkbox"/> Fuel                        | <input type="checkbox"/> Safety                      | <input type="checkbox"/> Regulatory compliance         |
| <input type="checkbox"/> Customer service (internal) | <input type="checkbox"/> Customer service (external) | <input type="checkbox"/> Other (please explain below): |

### 4. Please indicate any NEW cost reduction initiatives your company instituted in 2022:

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Adopted on-board technology | <input type="checkbox"/> Extend trade cycles     | <input type="checkbox"/> Shorten trade cycles          |
| <input type="checkbox"/> Reduced empty miles         | <input type="checkbox"/> Improved fuel economy   | <input type="checkbox"/> Other (please explain below): |
| <input type="checkbox"/> Improved driver turnover    | <input type="checkbox"/> Improved safety program |  |

### 5. Do you have a policy in place to protect your company from cyber/phishing attacks?

- Yes  No

**If yes, please check any and all of the components it includes:**

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Training       | <input type="checkbox"/> Monitoring                            | <input type="checkbox"/> Incident response plan |
| <input type="checkbox"/> Ongoing review | <input type="checkbox"/> Designated roles and responsibilities |   |

## EQUIPMENT

Please ensure you only count each piece of equipment once.

1. Please answer the following based on the HEAVY-DUTY (Class 8) power units in your private fleet:

	TOTAL	% CHANGE FROM 2021
Number Owned	<input type="text"/>	<input type="text"/>
Number Leased	<input type="text"/>	<input type="text"/>
Trade Cycle (Years)	<input type="text"/>	<input type="text"/>
Trade Cycle (KMs)	<input type="text"/>	<input type="text"/>
Annual KMs Per Unit	<input type="text"/>	<input type="text"/>
Owner Operators	<input type="text"/>	<input type="text"/>

2. Please answer the following based on the MEDIUM-DUTY (Class 4-7) power units in your private fleet:

	TOTAL	% CHANGE FROM 2021
Number Owned	<input type="text"/>	<input type="text"/>
Number Leased	<input type="text"/>	<input type="text"/>
Trade Cycle (Years)	<input type="text"/>	<input type="text"/>
Trade Cycle (KMs)	<input type="text"/>	<input type="text"/>
Annual KMs Per Unit	<input type="text"/>	<input type="text"/>
Owner Operators	<input type="text"/>	<input type="text"/>

3. Please answer the following based on Class 3 and below power units (please include only vehicles you use to deliver products, not sales vehicles or other company cars not used for pick ups or deliveries) in your private fleet:

	TOTAL	% CHANGE FROM 2021
Number Owned	<input type="text"/>	<input type="text"/>
Number Leased	<input type="text"/>	<input type="text"/>
Trade Cycle (Years)	<input type="text"/>	<input type="text"/>
Trade Cycle (KMs)	<input type="text"/>	<input type="text"/>
Annual KMs Per Unit	<input type="text"/>	<input type="text"/>
Owner Operators	<input type="text"/>	<input type="text"/>

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4. Please answer the following based on the VAN TRAILERS in your private fleet:

	<b>TOTAL</b>	<b>% CHANGE FROM 2021</b>
Number Owned	<input type="text"/>	<input type="text"/>
Number Leased	<input type="text"/>	<input type="text"/>
Trade Cycle (Years)	<input type="text"/>	<input type="text"/>

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5. Please answer the following based on the TEMPERATURE-CONTROLLED TRAILERS in your private fleet:

	<b>TOTAL</b>	<b>% CHANGE FROM 2021</b>
Number Owned	<input type="text"/>	<input type="text"/>
Number Leased	<input type="text"/>	<input type="text"/>
Trade Cycle (Years)	<input type="text"/>	<input type="text"/>

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6. Please answer the following based on the FLATBED TRAILERS in your private fleet:

	<b>TOTAL</b>	<b>% CHANGE FROM 2021</b>
Number Owned	<input type="text"/>	<input type="text"/>
Number Leased	<input type="text"/>	<input type="text"/>
Trade Cycle (Years)	<input type="text"/>	<input type="text"/>

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7. Please answer the following based on the OTHER TRAILERS in your private fleet:

	<b>TOTAL</b>	<b>% CHANGE FROM 2021</b>
Number Owned	<input type="text"/>	<input type="text"/>
Number Leased	<input type="text"/>	<input type="text"/>
Trade Cycle (Years)	<input type="text"/>	<input type="text"/>

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8. If you lease your HEAVY-DUTY power equipment, please list the percentage you use of the following lease types:

Finance	<input type="text"/>	Fair-market value lease	<input type="text"/>
Lease to own	<input type="text"/>	Other	<input type="text"/>

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9. In 2023, do you expect to increase or decrease your Private Fleet size? Please answer based on a + or - percentage.

# MAINTENANCE

1. What percentage of your HEAVY-DUTY (Class 8) fleet population consists of the following fuel types?

Gasoline

Diesel

Other

2. What percentage of your MEDIUM-DUTY (Class 4-7) fleet population consists of the following fuel types?

Gasoline

Diesel

Other

3. What percentage of your LIGHT-DUTY (Class 3 and below/only for vehicles used for product p/up or delivery) fleet population consists of the following fuel types?

Gasoline

Diesel

Other

4. What is the average miles per gallon for the following power units (excluding reefer or PTO fuel)?

Light-Duty

Medium-Duty

Heavy-Duty

5. How many total kilometers did your fleet operate last year?

Light-Duty

Medium-Duty

Heavy-Duty

6. How does that compare percentage-wise to 2021?

7. Do you track the utilization of your fleet by:

Kilometers

Hours

Both

8. Do you track breakdowns?

Yes

No

9. Rank your top 5 leading causes of breakdown in order below:

Brakes

Emissions Systems

Electrical

Engine

Lighting

Fuel System

Drivetrain

Tires

Cooling System

Other (please explain):

10. How do you track your maintenance costs?

Cost per km

Other

11. Percentage of maintenance spend that is:

In-house

Outsourced

# PERSONNEL

1. Please list the number of drivers in the following categories (only count drivers in one category, no double counting):

	NUMBER	PERCENT THAT ARE UNION
Driver Agency	<input type="text"/>	<input type="text"/>
Full-time company	<input type="text"/>	<input type="text"/>
Owner-operators	<input type="text"/>	<input type="text"/>
Part-time	<input type="text"/>	<input type="text"/>
<b>TOTAL</b>	<input type="text"/>	<input type="text"/>

2. How many non-driving personnel do you have in your fleet?

Supervisors/managers	<input type="text"/>	Dispatchers	<input type="text"/>	Safety and compliance	<input type="text"/>
Maintenance and equipment	<input type="text"/>	Additional Admin/Support	<input type="text"/>	Backhaul, brokerage, etc.	<input type="text"/>
<b>TOTAL</b>		<input type="text"/>			

3. What are the minimum qualifications to drive for your fleet?

Age	<input type="text"/>	Years' Experience	<input type="text"/>	Other (please specify)	<input type="text"/>
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4. Do you use any of the following in your driver screening program?

<input type="checkbox"/> Drug & alcohol testing	<input type="checkbox"/> Personality profiling	<input type="checkbox"/> Functional capacity testing
<input type="checkbox"/> Pre-employment medical	<input type="checkbox"/> Criminal check	<input type="checkbox"/> Road tests
<input type="checkbox"/> Driver abstracts	<input type="checkbox"/> Reference checks	<input type="checkbox"/> Other (please explain below):
<input type="checkbox"/> Commercial driver abstracts (if applicable)	<input type="checkbox"/> Cognitive testing	<input type="text"/>

5. What is the number of drivers lost in 2022 for any reason?

Total Drivers Lost	<input type="text"/>	Annual turnover rate (number of drivers lost ÷ total drivers)	<input type="text"/>
Total Drivers Hired	<input type="text"/>		

6. Of the drivers lost, what percentage was

Voluntary	<input type="text"/>	In-voluntary	<input type="text"/>
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7. By percentages, what is the primary reason why most drivers leave your operation?

For another driving job	<input type="text"/>	For another job outside the industry	<input type="text"/>
Retirement	<input type="text"/>	Discipline	<input type="text"/>
Medical Disqualification	<input type="text"/>	Compensation	<input type="text"/>
Death	<input type="text"/>	Other	<input type="text"/>

8. Do you conduct exit interviews when employees leave?

Yes  No

9. Rank from 1 to 6 the following features of the job/industry that young people find more attractive (1 being most attractive):

<input type="text"/>	Compensation	<input type="text"/>	Technology
<input type="text"/>	Opportunities for career advancement	<input type="text"/>	Fulfillment
<input type="text"/>	Job security	<input type="text"/>	Employee investment/training opportunities

10. On average how long do individuals (other than drivers) typically stay at your organization?

Less than 1 year  1-2 years  
 3-5 years  5+ years

## PERSONNEL - DRIVERS

1. On average, how many hours per week do your drivers spend doing the following (not including vacation, sick leave or holidays)?

Driving	<input type="text"/>
On Duty, Not Driving	<input type="text"/>
<b>TOTAL HOURS PER WEEK</b>	<input type="text"/>

2. What percentage of your driver workforce is:

Home every night	<input type="text"/>
Out overnight	<input type="text"/>
Out more than 2 nights	<input type="text"/>

3. Please enter the following demographic information:

	DRIVER WORKFORCE	NEW DRIVER HIRE
Average age	<input type="text"/>	<input type="text"/>
	COMPANY-WIDE	DRIVERS
Number of employees under 30 years old	<input type="text"/>	<input type="text"/>

4. What is your tenure/retention rate (average number of years your driver workforce has been with your company)?

5. By percentage, where did your new driver hires work prior to joining your company?

<input type="text"/> Internal	<input type="text"/> For-Hire
<input type="text"/> Another private fleet	<input type="text"/> Military
<input type="text"/> Driver schools	<input type="text"/> Other (please specify below):
	<input type="text"/>

6. How do you recruit new drivers?

<input type="checkbox"/> TV ads	<input type="checkbox"/> Social media	<input type="checkbox"/> Print
<input type="checkbox"/> Radio	<input type="checkbox"/> Word of mouth	<input type="checkbox"/> Sign on/Hiring bonus
<input type="checkbox"/> Driver referral program	<input type="checkbox"/> Internet (job boards, website, etc.)	<input type="checkbox"/> Other (please explain below):
		<input type="text"/>

## PERSONNEL - SALARY

1. What is the average annual driver salary for each of the following?

**FULL-TIME DRIVERS**

Starting	<input type="text"/>
After 1 year	<input type="text"/>
After 3 years	<input type="text"/>
Maximum	<input type="text"/>
Average rate across your fleet	<input type="text"/>

2. How do you pay your drivers?

<input type="checkbox"/> Per mile	<input type="checkbox"/> Per hour	<input type="checkbox"/> Salary
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3. Please specify your driver pay in the following categories (average rate across your fleet per driver):

Rate per mile

Hourly rate

4. Does your company have a wellness program?

Yes

No

5. Please check all components of your company's wellness program:

Sleep management

Weight management

Smoking cessation

Exercise programs

Mental health counseling

Other (please explain below):

Nutritional counseling

Grief counseling

6. Please check all components available to a driver in your company's benefit package:

Medical

Life insurance

Vision

Dental

Family leave

Paid sick days

Pension plan

Short-term disability

Long-term disability

Paid holidays (beyond legal requirement)

Tuition reimbursement

Other (please explain below):

7. In addition to regular compensation, do your drivers receive incentive or bonus pay?

Yes

No

8. If you offer incentive pay, check all the components/metrics used:

Safety

New hire referral

Productivity

MPG

On-time percentage

Attendance

Compliance

Idle time

Other (please explain below):

## OPERATIONS

1. What's the number of total terminal, distribution, and/or physical locations in your operation?

2. Over the last year my fleet (check all that apply):

Handled more of my company's freight

Stayed the same

Handled less of my company's freight

**PLEASE SPECIFY PERCENTAGE CHANGE:**

3. What are the reasons for this?

4. For comparison purposes, do you benchmark typical for-hire cost-per-mile in lane bands with similar length of haul?

Yes

No

5. Does your company solicit company backhaul freight?

Yes

No

6. What measures of customer service do you track? (check all that apply)

On-time delivery

Customer Comments

Other (please specify):

OSD

Fill rate

7. If on-time delivery is tracked, please check the standard to which your fleet is measured:

+/- 10 minutes

+/- 15 minutes

+/- 30 minutes

+/- 45 minutes

+/- 60 minutes

Other (please specify below):

## OUTBOUND OPERATIONS

1. What percentage of your company's OUTBOUND freight volume is handled by the following:

Private fleet

For-hire carrier  
(Transactional TL or LTL freight movements)

Dedicated/Third-party provider  
(longer-term contractual arrangement provided by for-hire carrier, dedicated carrier)

Rail

Other

Please specify:

## OUTBOUND PRIVATE FLEET

1. As reported in the preceding section, please complete the following information about the outbound freight handled by your PRIVATE FLEET MOVES.

	PERCENTAGE	AVERAGE NUMBER OF STOPS
Private fleet to retail outlet	<input type="text"/>	<input type="text"/>
Private fleet to distribution center	<input type="text"/>	<input type="text"/>
Interplant	<input type="text"/>	<input type="text"/>
TOTAL (must be 100)	<input type="text"/>	<input type="text"/>

## INBOUND OPERATIONS

1. Please describe how your company's INBOUND freight volume is handled below:

	PERCENTAGE	AVERAGE NUMBER OF STOPS
Private fleet	<input type="text"/>	<input type="text"/>
For-hire carrier	<input type="text"/>	<input type="text"/>
Rail	<input type="text"/>	<input type="text"/>
Dedicated/Third-Party	<input type="text"/>	<input type="text"/>
Other	<input type="text"/>	<input type="text"/>
TOTAL (must be 100)	<input type="text"/>	<input type="text"/>

## TECHNOLOGY

1. Does your fleet use on-board, GPS-enabled computers, which includes electronic logging devices.

- Yes  No

If you answered yes, how has your productivity (capacity) been affected?

- Stayed the same
- Increased (by what percentage?)
- Decreased (by what percentage?)

2. Please check all the data that your on-board computers collect:

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Geo fencing                          | <input type="checkbox"/> E-logs             | <input type="checkbox"/> Progressive shifting          |
| <input type="checkbox"/> Long idle time                       | <input type="checkbox"/> Fuel tax           | <input type="checkbox"/> On-time percentage            |
| <input type="checkbox"/> Fuel efficiency                      | <input type="checkbox"/> Harsh braking      | <input type="checkbox"/> Speeding                      |
| <input type="checkbox"/> Payroll                              | <input type="checkbox"/> Harsh acceleration | <input type="checkbox"/> Trip inspections              |
| <input type="checkbox"/> Non-driving performance (deliveries) | <input type="checkbox"/> PTO time           | <input type="checkbox"/> Other (please explain below): |

3. Does your private fleet use any back-office computer programs and/or software?

- Yes  No

4. Please check the types of information your company utilizes that the programs/software collect

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Dispatch           | <input type="checkbox"/> Out-of-route miles | <input type="checkbox"/> Routing        |
| <input type="checkbox"/> Payroll            | <input type="checkbox"/> Safety             | <input type="checkbox"/> Maintenance    |
| <input type="checkbox"/> Fuel tax           | <input type="checkbox"/> On-time percentage | <input type="checkbox"/> Trip Questions |
| <input type="checkbox"/> Planned vs. actual | <input type="checkbox"/> Payload            |   |

- Other (please explain):

5. Do you have dash cameras installed?

Yes

No

If you answered yes, are they inward (driver) facing as well as outward facing?

Yes

No

6. Is your back-office computer program integrated with your on-board computer?

Yes

No

## SAFETY

1. What is your overall Provincial Safety Rating Threshold Score?

2. What is your 2022 preventable crash rate?

**NUMBER OF PREVENTABLE ACCIDENTS**

(total crashes resulting from errors, deficient conditions, work processes, or other problems that could have been prevented by one or more employee/ management action(s), program(s), or practice(s) such as training, communication, coaching, equipment design, installation, maintenance, inspection, etc.

**RATING** (total preventable accidents x one million ÷ your total mileage)

3. What is your 2022 non-preventable crash rate?

**NUMBER OF NON-PREVENTABLE ACCIDENTS**

(crashes in which no errors, deficient conditions or work processes could be identified that contributed to the occurrence)

**RATING** (total non-preventable accidents x one million ÷ your total mileage)

4. Which of the following safety devices does your company utilize? (check all that apply)

Adaptive cruise control

Lane departure warning device

Automatic/automated transmission

Collision warning devices

Disc brakes

Other (please explain below):

Distracted Driving detection

Electronic stability/anti-rollover

## GRAPHICS

1. Does your fleet have a fleet graphics program?

Yes

No

2. What percentage of your fleet is marked?

3. What department funds the investment?

4. How would you rate the effectiveness of your fleet graphics program as a component of fleet value?

Not Effective

Somewhat Effective

Very Effective

5. Please share any comments you have on the graphics program at your company:

## ENVIRONMENTAL

1. Does your company have any green/environmental sustainability initiatives?

Yes

No

2. Is your fleet a member of SmartWay?

Yes

No

3. Please check any and all green/environmental sustainability initiatives your fleet has enacted:

Trailer skirts

Hybrid vehicles

Nitrogen refrigeration

Biodiesel

Wheel caps

Wide-based single tires

CNG/RNG

LNG

Electric

Anti-idling devices

Increased load density

Other (please explain below):

Boat tails

KPH governing (please specify KPH below):

Louvered mud flaps

4. Please specify any fuel economy improvement measures your company has implemented:

Driver training

Accelerated equipment replacement

Increased use of technology

Alternative fuels

Routing improvements

Other (please explain below):

Better equipment utilization

## THE IMPACT OF COVID<sub>19</sub>

1. How would you rate your business demand compared to pre-pandemic levels?

Lower than pre-pandemic

Back to normal

Higher than pre-pandemic

2. What has been the biggest challenge your fleet has faced during the COVID 19 pandemic?

## ADDITIONAL INFORMATION

1. Are there any questions you would like to see included in future benchmarking surveys?

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2. Additional Comments:

**SAVE YOUR COMPLETED SURVEY AS A PDF FILE AND EMAIL TO [INFO@PMT.CA](mailto:INFO@PMT.CA)**