

# Interview with our Operations Directors

This is the second of a three-part interview series with Eric Wilson, Mitch LeGrand and Eric Barber.

## Mitch LeGrand, Director of Flatbed Operations



**Mitch LeGrand**  
Director of Flatbed Operations

**What, if anything, have you evaluated or made improvements on based on feedback or suggestions from our driving teammates?**

*We've recently made several improvements to routing based on driver feedback. We've made improvements to our facilities too. The recent update of the showers at our Gary terminal was a direct result of driver feedback.*

**Mitch, how do you celebrate the positive feedback driving teammates share in their surveys?**

*Like all comments, positive feedback is shared with Roehl's Leadership team. It is common to hear things like, "my FM is the best" which we share with that Fleet Manager to encourage him or her to keep doing what they're doing to ensure Driver Success! Our drivers are the face of Roehl Transport. We get lots of positive customer and motorist feedback. When we receive this feedback, we share that with our drivers.*

**Why should driving teammates take 5 minutes to complete their survey?**

*No other company that I've been associated with listens to their teammates like Roehl Transport does. Having the ear of the Executive Leadership Team is powerful stuff! Taking a few minutes to complete the My Feedback survey helps everyone achieve greater success!*

Visit the My Roehl App to see if you have surveys by selecting:

