

## Congratulations to our 2022 Outstanding Fleet Managers!

A positive relationship with your fleet manager is one of the keys to your success. Your day-to-day interactions should leave you feeling positive and supported – free to communicate any needs, questions or concerns.

The following Fleet Managers are rock stars at building and sustaining strong relationships with their drivers. They go above and beyond to provide the level of support reflected in their **2022 Fleet Manager Relationship Survey** results.

We asked these Fleet Managers:



*“What compels you to go above and beyond each day, to ensure each driver is successful?”*

### **Andrew Miske – Refrigerated**

“I have a wonderful team of successful drivers. I think very highly of them. They want to be successful in their professional and personal lives. We work together to ensure that success. They communicate what is happening at home, and I plan their time effectively so they can get home and be there for their family. We work together to establish the game plan and a backup plan if needed. There are no assumptions. We discuss all the details and make sure everybody is where they need to be.”

*“I love working with Andrew. He quickly answers my questions, and effectively communicates any changes before they become issues. Andrew makes my job easier because I never have to wonder about potential issues.”* **Ben D.**

### **Becky Myers – Flatbed**

“You truly have to like coming to work and doing this job. I love my drivers. I am very fortunate to get the group of drivers that I have. We treat one another with respect. We communicate effectively. The expectations are clear and we know that we aren’t mind readers. We’re willing to have open and honest communication, even if it’s hard. I was hired to do all that I can to help my drivers achieve success. That is my goal, every day!”

*“Becky is why I’m still working for Roehl. She treats me like a person and a driver, not a truck number! She has NEVER made me feel like I’m at the bottom of the company like some others have. She gets what being a supervisor is about. She makes sure I do my job safely and sufficiently. She always gives me answers and reasons. She has never belittled me or talked down to me. It’s never, “because I said so because I’m the boss.” She cares for drivers and takes pride in helping us achieve success.”* **Glenn K.**



*“What compels you to go above and beyond each day, to ensure each driver is successful?”*

## **Chaquita Sweeney – Flatbed**

“I’m a very passionate person about my job. Doesn’t matter what the job is – janitor or cleaning toilets. Doesn’t matter. Drivers put their lives on hold. They are away from their homes and families, and I’m their first point of contact when they’re out here. I’m somebody they’ll talk to every day, possibly multiple times per day. I want to be encouraging and motivating. I let them know what is important to them, is important to me. Whether it’s a child’s recital or they need to get a tooth taken out. I’m willing to do what it takes to help them. What keeps me motivated is getting that simple thank you from a driver. I feel important. I know I’m making a difference, and I get that feedback from our drivers.”

*“Absolutely outstanding person that really cares about the success of her drivers. She does everything in her power for us and make sure that we are prepared for the road both physically and mentally. She has helped me on more than several occasions when I was freaking out.”* **Derrick L.**

## **Eric Roney – Van Dedicated**

“My father was a HS Teacher. He used to tell me that the greatest feeling in the world is helping other people succeed. And as Mohammed Ali said, ‘It’s nice to be important, but more important to be nice.’ I think about those two pieces of advice every day when I answer a call. This is their livelihood and they need someone on the end of the phone to be there, to be supportive, patient and helpful. I want to be able to take the time needed with each driver. And, I push for my drivers to get the miles, to help them be successful. When my drivers are successful, I’m successful.”

*“I’ve really enjoyed working with Eric. He really seems to care about how things are going with me and not just asking the questions. He’ll go out of his way to just spend an extra minute or two talking about anything and that makes me feel comfortable working with him. I have never once doubted anything that he says is the truth and I can’t say that for everybody. He’s been an absolute joy to work with and while he was out I really missed him.”* **Tom W.**

Recognize your outstanding Fleet Manager and/or provide your Fleet Manager feedback by completing your ***Fleet Manager Relationship Survey*** when you receive it.

**My Feedback**





*“What compels you to go above and beyond each day, to ensure each driver is successful?”*

## **Andrea Dilbeck – Van Regional**

“I like people to be successful. The quicker I respond and be there to help ensures my drivers will be successful. Every driver is different and has different needs. I can quickly adapt to meet those individual needs.”

*“Absolute rock star. I was not happy with how things were going until I moved to this fleet. Night and day differences. I feel like my time is more respected. I hate surveys but felt like she deserved positive feedback. You should pay her more and buy her a puppy!”* **Patrick S.**

## **Veronica Orozco – Van National**

“I love finding solutions to problems. I enjoy the logistics of it. I like getting creative and using solutions that aren't the cookie-cutter option. I want something that will work for my driver! It doesn't always work out the way I planned, but I love working on solutions for my drivers. I'm comfortable contacting a customer to resolve an issue, change an appointment, or get directions into the facility. I'll do whatever it takes to ensure Driver Success. My drivers see this and recognize that I take these extra steps to help them each day.”

*“V is the best FM I've had at Roehl and I've had a few! She (and Emily) does a great job by listening to me, respecting concerns that I may have about a load and not over-manage me. I'm fortunate that one of them is available for me from 0600 – 1800, 365 days. Bottom line is they know me and I know them.”* **Robert J.**

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



**THEN**



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