

Triple Crown[®]
Services

Number 1
Intermodal Service Provider

in *Logistics* magazine
"2001 Quest for Quality"
Readers' Choice survey!

A survey of over 3,000 readers
voted Triple Crown Services
the overall winner among
intermodal service providers.



Logistics

September 28, 2001

Mr. Arthur Miller
Vice President of Sales and Marketing
Triple Crown Services Company
2720 Dupont Commerce Court
Fort Wayne, IN 46825

Dear Mr. Miller,

On behalf of all of us at *Logistics Management & Distribution Report*, I am delighted to inform you that Triple Crown Services Company has been named a winner in our 18th Annual Quest for Quality research study. With winners determined by a comprehensive survey of our readers, the Quest for Quality award is the most prestigious award presented in the transportation industry.

Enclosed you will find a copy of *Logistics Management's* August 2001 issue, which lists all the 2001 Quest for Quality award winners.

Once again, congratulations on being named a 2001 Quality Carrier.

Sincerely,

Tom Esposito,
Publisher

Winners of this
prestigious award
were evaluated
in five key areas:
On-time Performance,
Value,
Information Technology,
Customer Service,
Equipment &
Operations.

	<u>On-time Performance</u>	<u>Value</u>	<u>Information Technology</u>	<u>Customer Service</u>	<u>Equipment & Operations</u>	<u>Weighted Score</u>
Triple Crown (NS)	10.44	8.10	3.39	5.72	5.50	33.16
Burlington Northern Santa Fe	10.46	8.27	3.41	5.22	5.28	32.64
CSX Intermodal	10.14	7.71	3.29	5.45	5.00	31.60
Average	9.97	7.75	3.31	5.37	5.10	31.51

Customer Service: 800-325-6510

www.triplecrownsvc.com

Delivering

Triple Crown[®] Excellence!
Services