

# The Crown Courier

News & Information  
for the Employees,  
Family Members,  
and Friends of  
Triple Crown  
Services Company



**Triple Crown**  
Services<sup>®</sup>  
*Your Transportation Advantage<sup>SM</sup>*

## SUMMER SHINES CARRIER AWARDS ON TRIPLE CROWN

### Five Received in Two Months!

In today's highly competitive business environment, product and service suppliers sometimes all appear the same in what they offer and how they perform. But when you look at the intermodal transportation group, one carrier—Triple Crown—dominates.

In July and August, Triple Crown Services was honored with significant awards from four major shippers and a national logistics industry magazine.

The honors confirm that logistics professionals recognize the dedication of the entire Triple Crown employee and contractor team to deliver the very best service and value.

### Whirlpool Corporation Names Triple Crown "Intermodal Carrier of the Year"

In an August presentation at Whirlpool offices in St. Joe, MI, Triple Crown was presented a striking glass award as "2012 Intermodal Carrier of the Year."



Elizabeth Hall, Manager Integrated Supply Chain Logistics, presented the award to Art Miller and Walt Michaels. Whirlpool representatives expressed particularly how excellent our Customer Service team is and how professionally their account is handled.



Whirlpool is one of Triple Crown's largest customers and ships thousands of loads of appliances through

the Sandusky, Atlanta, Jacksonville, and Dallas terminals.

The Whirlpool award, displayed at Fort Wayne headquarters, is etched with the award information on the base while the upper area displays a globe with the continents etched and frosted.

### TCS Dominates as Intermodal Carrier for Schneider Logistics

In eleven years of working with **SCHNEIDER** Logistics, Triple Crown was named their "Intermodal Carrier of the Year" for each of the past ten years! The capstone award to the decade of excellence was presented to Teresa Koch in an August ceremony at Green Bay's Lambeau Field.



TCS primarily handles Schneider's Detroit-originating automotive aftermarket parts and delivers those loads, along with paper and freight from other shippers, through nearly all terminals in our system.

It is only through the consistently dependable and safe handling of Schneider-managed freight by the Triple Crown employee and owner/operator team that this remarkable performance record was possible.

*More award news on other side!*

## Triple Crown Captures Another Top Award from *Logistics Management Magazine*

The editors of *Logistics Management* magazine wrote a very complimentary observation in their August edition: “In the Rail/Intermodal Service category this year, we find perennial top performer Triple Crown Services posting a top weighted average.”

That statement, although entirely accurate, is, in fact, an understatement. *Logistics Management* magazine presents “Quest for Quality” awards to those that score above the average of all the carriers in each category. Generally, there are four or five carriers who are presented a “Quest for Quality” award in the Rail/Intermodal category each year. However, Triple Crown has been the highest rated carrier in the category eleven of the past thirteen years!



The annual Quest for Quality Survey and our continual top ratings are the most objective and comprehensive appraisals of Triple Crown performance. In its 30th annual Quest survey, the magazine received over 6,000 total responses evaluating freight carriers and service providers throughout the U.S. In the Rail/Intermodal category, logistics professionals were asked to rate carriers on On-time Performance, Value, Information Technology, Customer Service, and Equipment & Operations. From those attribute ratings, a Weighted Score was determined. TCS rated the best in Performance, Value, Customer Service, and the Weighted Score.

Triple Crown’s “Quest for Quality” award will be presented at *Logistics Management’s* celebration dinner during the Council of Supply Chain Management Personnel conference in Denver in October.

## United Sugars Sweetens the TCS Award Plate



For the second consecutive year, United Sugars Corporation honored Triple Crown with its “Service In Excellence” award. Regional Marketing Manager Allen Johnson was presented the plaque at the United Sugars Annual Transportation and Outside Facilities Conference.



The 2013 award honors the Triple Crown team for its “exceptional commitment in service and performance.”

To be considered for the award, a carrier must have transported at least 500 truckloads and have served United Sugars for at least five years.

Triple Crown transports United Sugars products from the Fargo, ND area to Florida and also from Clewiston, FL to Illinois.

## Toys ‘R Us Names TCS “2012 Truckload Carrier of the Year”

Triple Crown was honored for the second consecutive year by Toys ‘R Us with its “Truckload Carrier of the Year” award. The Toys ‘R Us team, including Geoffrey, presented the award to TCS National Accounts Manager Bill Solonoski at the company’s Wayne, NJ headquarters.



The Toys ‘R Us award resulted from calculation of a complex matrix in which TCS was evaluated on Load Acceptance, EDI Compliance and Timeliness, On-time Service, and other factors. TCS’ Overall Score of 98.9% was two full points above the second-place carrier.

Shown below are (L to R): Todd Zaninelli, Director-International Logistics and Carrier Administration; Joe Gallinoto, VP Worldwide Transportation; Bill Solonoski; Kristen DeJesus, Manager-Carrier Administration; Jackie Kistler, Senior Transportation Analyst; and Brandon Greenberg, Transportation Analyst.



## Congratulations and Thank You!

While this edition of *The Crown Courier* recognizes a special group of awards, it notably doesn’t cover an unusual set of events.

The people of Triple Crown collectively and regularly provide transportation services that garner numerous awards every year. Whether through close attention to customers’ needs, building strong relationships with them, providing great transportation services at economical rates, performing the many unseen “backroom” functions accurately and swiftly, or maintaining high fleet availability through excellent maintenance, Triple Crown people daily earn the slogan, “Your transportation advantage.” By successfully managing the complexities and challenges that producing an excellent transportation product presents, they’ve earned the awards shown in this newsletter and the many others that cover the walls of our headquarters lobby and the hallways at Piqua. Thanks for doing this every day!

— Jim Newton, President