



Ross Express, Inc.

*The Overnight Trucking Company for
New England Customers*

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Taking pride in a job well done, Ross Express' service driven philosophy moves freight like no other company in the New England area



Ross Express

The Overnight Trucking Company for New England Customers

Since 1947, Ross Express has grown from a small trucking company operating out of New Hampshire into a multi-million dollar, preferred overnight trucking company for New England customers. Today, the company has expanded its fleet and services, operating in six facilities throughout the northeast, without losing site of its founding philosophy:

“Deliver the highest standard of service in the transportation industry, complemented with a fierce commitment to the highest standards of excellence in customer satisfaction, personal growth,

respect for all staff, and continuous improvement in all areas of the business,” says Ross Express’ President Stephen E. Brown.

That includes evolving with the industry based on customers’ growing needs in the region. Fortunately, as a family-owned business, Ross Express is able to be more flexible than many of its competitors when it comes to adapting to market trends and expanding services.

In order to complement its transportation services more recently, the company launched Ross Logistics to provide brokerage services to its customers who were having a hard time pushing freight beyond New England’s borders.

“All we intended to do was be a better provider to our customers and be able to offer them a full range of services anywhere in the US,” says Brown. “We now have air freight, intermodal and container services with the ability to not only ship all over the country, but to parts of Canada and Puerto Rico as well.”

Ross Express has essentially become a complete northern New England provider, with the addition of a Connecticut facility, some movement into the northeastern New England market and possibly





Albany, New York.

“Our unique niche and claim to fame is our ability to overnight anything in New England,” says Brown. “We’re not one of those companies who just talks about it—we do it.”

With a 99 percent on time delivery record, Ross Express has become a very competitive carrier based on the quality of service the company is able to offer the market.

“If you’re looking for overnight service consistently without having to worry about that guarantee, we’re the carrier for you,” Brown explains. “My staff is extremely

service driven. We’ve become known for it.”

SAFETY FIRST

As far as the drivers go, safety is a top priority. Employees undergo monthly training sessions covering a variety of important seasonal issues including school zone rules, crossing black ice and other road hazards depending on weather and conditions. At an annual “Safety Breakfast,” the company gathers to discuss the trends in behavior over the year to maintain a culture where safe driving practices are a top priority. And while good driving

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behavior is regularly rewarded, violations are not tolerated.

"We send a pretty strong message that safety is at the top of our list when our drivers get into a vehicle and depart the premises," says Brown.

Tracking systems implemented throughout the company's fleet produce a tremendous amount of data, which is reviewed on a quarterly basis for both preventative maintenance on the vehicle as well as monitoring driver behavior. Using an XRS, a GPS data tracking device, drivers electronically file their logs using onboard tablets and can send and receive texts back and forth from dispatch pre and post driving trips. The system also allows for real time tracking of the driver's location, driving speed, engine diagnostics, etc. As the Federal Motor Carriers Administration cracks down on speeding and other concerns related to safe driving, such technologies have proven to be transformational for the industry.

Other systems like Road Vision, providing proof of deliveries, billing and other tracking data, contribute to the company's outstanding reputation in the market in terms of billing accuracy and its claims-free margins on movement of freight—



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Ross Express


one of the lowest claim ratios in the industry.

Ross Express also maintains a modern fleet of which the average age of equipment is just three and a half years old.

PRIDE IN A JOB WELL DONE

In addition to the safety, quality and timeliness of Ross Express' services, drivers take pride in being apart of the top-notch trucking company. All drivers are uniformed, TSA and HSMAT certified and well on their way to becoming certified

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Adorned on each of the company's trailers reads the phrase: "Truckers Keep America Rolling," further promoting the culture of quality that brings as much satisfaction to customers as it brings fulfillment to those providing the services.

"It's not only attracted positive public recognition, but also played its own part in driver morale," says Brown. "When our drivers look back in their mirror, they're reminded of that sense of pride that comes with a job well done."

STATISTICS



INDUSTRY:

Wherever, whenever and whatever your shipping needs Ross Express can handle them fast, affordably, and reliably. Serving our customers as if we are their transportation department is what we're all about.

Founded in 1947 as a one-truck freight company serving Concord, New Hampshire, we've since grown to serve Connecticut, New Hampshire, Maine, Massachusetts, Rhode Island and Vermont – serving New England daily. Ross Logistics offers dependable price competitive second day service to Delaware, Maryland, New York, New Jersey and Pennsylvania. In addition, Ross has connections to interline carriers from coast-to-coast, as well as Canada and Puerto Rico.

WEBSITE:

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