

DECKER TRUCK LINE, INC.

WORKHOUND PARTNERSHIP - Partnering with WorkHound, a survey platform that sends weekly surveys to our Drivers to see how we can improve Decker Truck Line for them, has proven to be beneficial in our Driver retention efforts. Hearing and listening to what our Drivers have to say is very important to us. We have a great list of “WorkHound Wins” as we call them! Here are some of the changes we’ve implemented from our Drivers’ requests and suggestions:

- Updated Dog Policy – number of dogs and weight limit of dogs
- Tractor Wash Policy - Terminal washes don’t count against a Driver’s monthly wash (they can get as many as they want) and November-March Drivers are allowed 2 washes a month instead of 1
- Trailer Washout Pay – raised from \$10 to \$15
- Tarp Pay – raised from \$20 to \$25
- Popcorn is available at all Terminals for any Driver interested
- Ice Machines have been installed in each of our Driver PDCs (Professional Driver Centers)
- Towels are now available in each of the shower rooms instead of the Welcome Center at the Fort Dodge Terminal (Drivers can still pick them up at the Welcome Center if they’d like)
- Free Wi-Fi in all our trucks
- Guaranteed Pay
- New Des Moines Maintenance Facility
- Improvements to the Fort Dodge Decker Motel
- Additional access to areas in the Corporate Office
- Updated Personal Conveyance Policy
- Created a database of notes on our customers regarding tips for our Drivers – parking information, directions, facilities, who to talk to, etc.
- Increase in DTL’s contribution to our 401K Plan
- Revamped our On-boarding process – created two new positions to make On-boarding, Training and Orientation a much smoother process
- Phone System - revamped the routing of our incoming calls to make it easier for Drivers to reach their Fleet Managers and anyone else in the company who they need to speak to – communication is key

Our Account Manager with WorkHound recently stated: "On WorkHound, Drivers are able to provide a self-satisfaction score on a scale of 1-10 regarding how they feel about driving for Decker. DTL has repeatedly been in the 100th percentile of companies compared to their size for high satisfaction with it currently being a 7.91! With their satisfaction score being continually high each month, this shows Drivers are very happy and satisfied working for Decker. WorkHound also categorizes Driver comments in various themes. Each week, Drivers take the time to let the folks at Decker know what is going good for them which has made Praise the #1 theme with there being 583 mentions of some sort of thank you, compliment and shout-out.

“Decker has the top satisfaction score compared to other companies their size.”



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