

# JOHN CHRISTNER TRUCKING ALIGNS FOR GROWTH AND EFFICIENCY

## OPERATIONS

Several locations across the United States

## MANHATTAN SOLUTION

Manhattan Carrier™



## CHALLENGE

Improve driver productivity and equipment utilization while maintaining high customer service levels after transitioning to e-logs from paper-based driver logs, get drivers home at lowest cost.

## SOLUTION

Train staff to fully leverage Manhattan Carrier Driver&Load®, Drop&Swap®, Load Analyzer and Profit Analyzer solutions to order to optimize assets, support compliance and ensure quality customer service.

## PROGRESS & RESULT

Recovered lost productivity and profitability since the start of e-logs, including reduced deadhead miles, boosted seated truck count by more than 8% and a 1.8% increase in miles driven. Achieved ROI within one month after implementation.

“We saw what was coming with the requirement for e-logs and we needed to make sure we had the right tools. We, and our drivers, have those tools now with Manhattan Carrier. One of the things we appreciate the most from the Manhattan team is their resourcefulness along with the ability to speak our language.”

JIM GOMEZ, JR., VICE PRESIDENT OF OPERATIONAL COMPLIANCE  
JC TRUCKING

# ROI ACHIEVED WITHIN ONE MONTH AFTER IMPLEMENTATION

at John Christner Trucking

## KEEPING PACE WITH TODAY'S DYNAMIC OPERATING AND REGULATORY ENVIRONMENT

John Christner Trucking began in 1986 with only two trucks. The Sapulpa, Okla.-based truckload carrier has grown into a multi-million dollar operation with a focus on hauling temperature-controlled products. John Christner maintains equipment yards in Oklahoma City, Fort Worth and Phoenix in addition to several other shipping locations throughout the United States. The privately-held company is still run by the Christner family and uses a business model of hiring independent owner operators as well as those drivers that lease equipment from its parent company. Currently, the carrier operates a network of 700 trucks.

Like many carriers, John Christner Trucking has been challenged in recent years with maintaining high customer service levels and keeping drivers and equipment productive while staying compliant with Hours of Service (HOS) regulations. To ensure compliance, in 2011, the carrier transitioned its drivers from a primarily paper environment to electronic logs (e-logs). As a result, much like other carriers, the transition reduced operational efficiencies at John Christner while driver turnover increased. So in 2012, the company turned to Manhattan Carrier solutions for tools to optimize operations and safeguard its ability to keep pace with the dynamic operating and regulatory environment.

## ON THE ROAD WITH NEW TOOLS TO ENHANCE OPERATIONS

"First, we had to convince our drivers that these solutions were a new type of ownership, a new approach that takes the emotion out of it," says Trish Boone, vice president of operational processes and compliance, at John Christner. The company received buy-in from its drivers early on with Manhattan Carrier's load planning tool Driver&Load that automatically matches the loads in its network with available equipment and drivers. "The drivers appreciate that they can see their hours, loads and attributes, including the pick-up and delivery details. It becomes math."

Deploying Manhattan's Drop&Swap solution has allowed John Christner to better manage last-minute loads and driver home-time as the carrier frequently needs to drop, swap and relay loads. "Drop&Swap gives us a set of options and supplements our internal tools that we've developed over the years. We also doubled our dedicated swap team from two to four individuals," says Jim Gomez, Jr., vice president of operational compliance.

**"Especially with all the Hours of Service changes, we had to become experts in that knowledge and we needed tools. If we didn't do everything we could to get miles back for our drivers that we lost—the home time issue—and do those things to retain our drivers, we were going to lose even more."**

## MORE PLANNING, MORE EFFICIENCY

Concurrent with the advent of e-logs, the company also needed to improve its capabilities to plan and manage loads on a more automated basis. "The inefficiencies get drawn out when you go to e-logs," Gomez, Jr. says, noting the Load Analyzer tool helps the carrier improve network balance and reduce deadhead miles. Likewise, Profit Analyzer helps its staff do long-term network planning and determine key factors affecting profitability for each customer and load.

Since implementing the Manhattan Carrier suite in 2012, John Christner Trucking has realized fast and dramatic gains. In addition to an immediate reduction in deadhead miles and other operational improvements, within an approximate two-year period ending April 2014, for example, the carrier raised its miles driven by 1.8% and increased its seated truck count by more than 8%. To boot, John Christner realized ROI from the solutions within only one month.

