



Duncan & Son Lines Keeps
Driver Satisfaction, Retention
High with PrePass



For Duncan and Son Lines, most of its truck movements are routine – moving loaded ocean containers back and forth between the Phoenix, Arizona, area and the ports of Los Angeles and Long Beach. The challenge is making sure the cargo gets to its destinations on time and drivers don't have longer wait times than absolutely necessary.

That's not an easy task when the main route between these points is the heavily travelled I-10 corridor. It's the home of the westbound Banning, California, weigh station, known for long wait times that can stretch past an hour, and the busy Ehrenburg, Arizona, port-of-entry.



And as important as it is for any truck fleet to make sure they meet their appointment times at the ports, this isn't the biggest reason the 76-year-old company uses PrePass for weigh station bypass, according to Steve Hitchcock, chief operating officer of Duncan & Son Lines.

"We can say it's about truck efficiency, keeping the wheels rolling, utilization and all those

kinds of things, but at the end of the day, it really comes down to driver satisfaction and them not sitting in another line," he says.

Customer

Duncan & Son Lines Inc.

Industry

Intermodal ocean container transport

Location

Buckeye, Arizona

Company Size

Approximately 275 company drivers, plus another 100-150 independent contractors.

PrePass Customer

Since 2003

PrePass Services

Weigh station bypass

Business Need

Long wait times at weigh stations and ocean container ports hurt driver satisfaction and can lead to driver retention problems.

Business Solution

PrePass allows drivers to keep on driving past weigh station facilities saving them time and money.

Business Results

Duncan & Son maintains a high level of satisfaction among its drivers, leading to better driver retention, saving money in different ways.

Hitchcock says drivers for Duncan & Son frequently have to deal with downtime waiting at the ports to pick up and deliver containers, despite having appointments and being on time. And even though they are paid for this downtime, if drivers had to deal with even more, such as waiting in line at a weigh station, he says the company would “end up losing drivers,” costing the company more money by having to find replacements.



And while this is an important reason Duncan & Son has PrePass, it's not the only one. The others are efficiency and what Hitchcock calls the “magic” of trucking.

“If you don't have PrePass, you could be looking at some serious inefficiencies in your fleet if every single

one of your trucks has to stop at the scales,” Hitchcock says. For instance, he says, long scale lines can make it difficult or impossible to get to an appointment on time. And if this happens, something else disappears.

“I think when you're in trucking, to your customers or to the end users, it's all just magic,” he says. “When you order from Amazon, you click the button, it's just magically there in two days. Now people, generally, don't know exactly how it happens and typically, they don't care. And a lot of times, it's our job to make sure they don't care. PrePass is part of the recipe that makes us able to perform magic.”

Hitchcock says even though drivers are paid for downtime, if they had to deal with waiting in line at a weigh station, the company would end up losing drivers.



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