



# Cutting Costs & Saving Administrative Time with Bestpass

Featuring Service Trucking Inc.

## Background

Service Trucking Inc. is a family-owned & operated trucking company out of Eustis, Florida, transporting refrigerated and dry products across the US. Founded in 1976, this multi-generational organization is continuing to look for ways to find success.

With a fleet of more than 90 tractors and 150 trailers, business is booming. Even so, the team couldn't sustain violations that scaled with their growth in operations. After late nights and paying thousands of dollars in fees, they looked to Bestpass to streamline their tolling process and reduce violations and adjacent fees.

## Problem

As Service Trucking expanded their fleet, they began investing in their technology stack, including a toll management solution. Still, the company was experiencing more than 30 toll violations each month, many from transponder misreads, which accrued heavy fines (between \$50-\$60 on a \$3 toll). Additionally, long processing times (2-3 weeks) through their toll management provider led to some transactions being charged twice. This added up to \$3,000-\$5,000 a month in fees.

Various members of the team had to manually rectify these issues, usually late at night after the rest of the team went home. Between the extra hours and hefty fees being paid, Service Trucking knew they couldn't continue to operate in that process. The team estimated that even a dedicated full-time employee wouldn't have been able to cover the admin they were handling, so they took a call with Bestpass.



**“Bestpass has set us up for success. We use the real-time data to make better decisions about our fleet, we save a lot of manpower processing violations, and we’ve seen a drop in misreads. Making the switch has been a game-changer.”**

**- Michael Baugh, Safety & Recruiting Manager**

## **Solution**

In chatting with Bestpass, the team realized they could avoid most violations with a solution designed for commercial trucks and fleets. Bestpass would also spare them hours of admin time. Bestpass handles the administrative effort caused by misreads while also providing an easy-to-use toll management platform that enables automated payments on all toll transactions. In addition, by using Complete Pass, Service Trucking saw better rates on some of the East Coast’s most expensive toll roads.

Bestpass immediately reduced fees and administrative time, which has also allowed Service Trucking to get more strategic. Each month, the team receives a report from Bestpass detailing expenses related to different routes as well as truck/driver performance, allowing them to design better routes for additional savings.

## **Results**

Service Trucking reduced misreads by 80%, dropped violations from 30 to one or two per month, and used Bestpass reports to design more efficient routes.

### **Saving Thousands with Fewer Violations & Fines**

Before Bestpass, Service Trucking was getting around 30 violations per month. They now see around 1 or 2 violations as their transponders clear far more consistently. In addition, they streamlined billing with a Surety Balance. Now, their bills are paid immediately, eliminating late fees and long processing times.

### **Avoided Having to Hire Full Time Help**

The team used to work late nights and felt that even a full-time employee couldn’t keep up with administrative tasks associated with processing violations, late fees and duplicate transactions. Now, the team is paperless, tolls and violations are paid immediately, and when rare misreads do occur, Bestpass handles it. That buffer between themselves and state tolling authorities helps the Service Trucking team avoid cumbersome telephone calls.

### **Reporting That Has an Impact**

Each month the team gets a report on toll transactions and truck performance, which they use to redefine routes in high toll areas to save costs, and determine which trucks aren’t performing and determine if trucks are stagnant. Service Trucking has shared these data points and strategies throughout the organization, making a larger impact on their operational efficiency and bottom line.