

# MMV EXPRESS

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MMV Express, Inc.  
Contract Service Provider

Safety- observe all traffic laws, drive in a safe manner, and on the highway stay in the right lane and under 70 MPH.

Accuracy – the right pack to the right address – all pickups within windows

Efficiency – organize your truck! Setup route to minimize travel distance and average 20 stops per hour or more

Important Phone Numbers

CPC 855-850-9191  
FedEx Terminal 321-639-9048



## PEAK 2020!

We survived peak! It actually was much much better than any of my previous 3 peaks. The volume didn't seem overwhelming as in past peaks. The trucks getting loaded inside plus having Todd to run carts to the trucks outside really helped to buffer the volume. Everyone should be proud of your efforts. I know that everyone's checks reflected the increase in volume. You all made it look easy particularly the new comers to the 200 and 300 clubs. We had 3 drivers that delivered almost 800 extra stops per week! Who would have thought?

This is just a glimpse into our future. While we're seeing new construction spreading areas in the south and west all of the growth in volume is density. The routes will continue to get tighter and smaller with more stops. We reached a peak volume of 4200 stops for a day and 23,000 stops for a week. My first year we did 4000 stops in one week! That is growth!

I really enjoy seeing drivers earn extra money through stop counts. We have a lot of really great drivers that are earning a very nice paycheck because of the growth and their hardwork. Thank you all!!!

## COVID-SIGNATURE PROTOCOL

We recently had an incident where a driver almost lost their job because of forging a signature. The terminal had mercy. We do not tolerate this type of behavior or short cuts. There are plenty of stories of drivers forging signatures and then getting banned for life.

The proper procedure for a package requiring a signature is to meet the customer, get the name from their ID, which is entered as the signatures name and sign the scanner COVID-19. DO NOT just scribble a name. That is forgery. Do not driver release a package requiring a signature. It always

catches up with you! Take the time and do the right thing and then there is never anything to catch up with you.

## TRUCKS

We now have a total of 36 trucks in the MMV fleet. The P1200 Freightliner just got detailed and it along with all 4 P700 are for sale. We will be selling around 10 trucks over the next couple of months to thin down our fleet to 24-26 trucks. More new trucks will be arriving in the spring beginning with 2 more 18' pass-through trucks like Brandon's on 125. After that, more P1200's and with a few P1000. Given the density we saw for peak and desire for drivers to do 200+ stops the P1200 makes the most sense. So our fleet will shift to a mix of more P1200s, P1000 and pass-through trucks. You should have noticed, we did not rent a truck this peak for a single day. Look around the terminal at other contractors and the number of drivers in rental trucks. I'm fully committed to having all new trucks over the next few years and not using

rental trucks period! The new trucks are nicer, easier to maintain and present a better image than some of the fleet trucks milling around the terminal. Just look at the trucks in the yard...not good.

## **TRUCK MAINTAINANCE AND CLEANING**

In 2020 we added 14 new trucks to our fleet! I know that drivers all want a new truck. Because MMV is a meritocracy, see next article, new trucks go to those that work the hardest and deserve them not the most senior driver. We all want these trucks to last and look good. That starts with some basics: respect the truck its your office and how you make a living. Without it, you could be in rental truck!

Respect starts with listening to Mike, George or Lexi and getting oil changes, checking tire pressure when necessary and performing the pre-post trip inspection. Equally important is keeping your truck clean! That means removing YOUR trash from our truck daily. These are delivery trucks not garbage trucks so please be respectful and keep you truck clean and follow maintenance guidelines. It would also be appreciated if you wiped down the interiors and tried to keep the general truck clean. This particularly important with the new trucks. Again, this is your office for the day, I would sooner be a clean environment than a filthy one.

## **THE MMV MERITOCRACY**

Anyone that has recently been hired has been told at length that MMV is meritocracy. That means new and older drivers earn routes through, working hard (high stop counts), consistently showing up, not complaining and their willingness to help when needed. There is no seniority at MMV, everyone must earn their way week by week. A new overflow driver can earn their way up the chain into a regular route. Think of Greta, who started as an overflow driver and worked her way to heavy hitter route or Zack who was overflow and earned a regular route. A few new drivers have worked their way into heavy hitter overflow routes and are delivering an extra 200-400 stops per week. Tim King, a recent new driver, made it to over extra 200 stops in a week faster than any new driver before. Through a combination of high peak density and obviously a good driver, Tim is rising up in the MMV structure. I just wanted to explain this concept to everyone because this is how we make a lot of decisions at MMV. For example, everyone wanted the latest P1200 and normally we stress over where to put a new asset. However, Greta successfully campaigned for it saying she could do 300 stops in a p1200. She got the truck and hell she did 309 stops in one day! So, please keep working hard and safe. 2021 should be great year, once we finally start getting freight! Thank you to everyone who helps to make this a great company!