

# The Real Cost of Time Wasted

**WHEN RUBBER MEETS THE ROAD,  
NEW CHASSIS OUTPERFORM REFURBISHED**

## The Backstory

When you're transporting product, particularly perishable goods, in parts of the US where road surface temperatures can reach 135 degrees, reliable equipment is paramount. Sitting on the side of the road because of a blown tire can not only blow an on-time delivery but cause a driver to miss out on a full day's pay.

Jacksonville, Florida-based transportation company SunteckTTS, currently with 88 service locations across the country and approximately 1,600 trucks, desperately sought a solution to its use of general population pool chassis, which proved to be unreliable, unsafe and inefficient.

## The Challenge

"The pool chassis are general population chassis that are not maintained in a way that ensures efficiency," says John Phipps, Director of Agent Relations at SunteckTTS. "Especially in the Southeast, where ambient temperatures can get to 95 degrees – and road surface temperatures can get upwards of 135 degrees – with those kinds of temperatures, recapped tires will not survive."

We couldn't have a driver sitting on the road waiting for a tire to be replaced when they've got an overweight permitted load. Every minute they sit waiting comes off their log book.

– John Phipps, Director of Agent Relations, SunteckTTS

**Breaking down on the side of the road because of a blown tire is not only an annoyance, inconvenient and unsafe. It also could:**

- **Cost a driver a full day's work** – anywhere from \$800 to \$1,100 per day in lost income
- **Jeopardize the products being transported** – frozen poultry to clay to rolled paper with an average total cargo weight of 54,000 lbs from Wilmington, North Carolina to Houston, for example

Phipps says the majority of breakdowns were attributed to recapped tires.

"It could take anywhere between three to four hours for a vendor to come out to replace the recapped tire with another recapped tire," he says. "We couldn't have a driver sitting on the road waiting for a tire to be replaced when they've got an overweight permitted load. Every minute they sit waiting comes off their log book. And they are allowed to drive 10 ½ hours of the total 14 hours on duty."

*Continued on reverse.*



## BY THE NUMBERS

### DANGERS OF REFURBISHED TIRES

135°

**ROAD SURFACE  
TEMPERATURES CAN  
POSE COSTLY ISSUES**

\$800 –  
1100

**PER DAY IN LOST INCOME**

3-4

**HOURS DOWN TIME**

1

**FULL DAY WASTED**

## Our Solution

Partnering with Milestone and utilizing its fleet of brand new chassis meant SunteckTTS drivers maximized time spent on the road, and not stranded by the side of the road.

“We went with Milestone in August of 2017 and our down time has been reduced by 80%,” says Phipps. “That sounds like a crazy number, but it’s a fact. It has resulted in our drivers being able to complete round trips within the allowed time they can drive.”

Prior to SunteckTTS’s working relationship with Milestone, the company was at the mercy of various pools in the country.

“We were pulling overweight loads and on a daily basis, we would receive anywhere from 8 to 12 calls from vendors, specifically from downtime with drivers complaining of blown tires,” says Phipps. “Using Milestone chassis meant an immediate reduction in those calls. In our rail port office in Savannah alone, we went from eight to 12 calls per day to virtually no calls.”

Another great thing, according to Phipps, is going from two to three replacement tires per day to two TOTAL since August of 2017. (“And that wasn’t a result of tire failure but because of the driver driving over something,” he says). “We enjoy working with Milestone, the depots are accommodating, and we look forward to growing the relationship in the very near future.” ▲

The quality of chassis in the pools is very poor. You’re having to deal with brakes and lights malfunctioning and tire breakdowns, which was the majority of our problems. It could take anywhere from three to four hours for a driver to wait for a recapped tire to be replaced – by another recapped tire. That can throw your whole day off – you’ve wasted time, you’ve missed a delivery and ultimately that affects your efficiency as a company.

**John Phipps**

*Director of Agent Relations, SunteckTTS*



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