







The subject of case Study # 5 is a small carrier with a handful of trucks. This carrier started small, but has grown organically to meet the demand of his clients. This carrier generally can handle all of his business operations out of the back of his trucks, uses his home office as his headquarters, and his only fixed cost to date has been a yard to store his equipment.

Occasionally this carrier runs into challenges after picking up oversized shipments that are not easily transferred from one truck to another. As his business has grown, there are times where he may receive multiple orders from the same shipper that would be more efficiently serviced by delivering on multiple units. He has a great crew that is willing to work hard to make things work, however there have been growing instances where transferring freight by backing the trucks up to each other is getting less practical and in some cases impossible. The big challenge is that this carrier does not quite have enough business revenue to justify renting a whole facility, or even part of a facility, and he is still able to make his current arrangement work most of the time.

When the carrier heard about Edmonton Cross Dock, he was excited to recognize the opportunity. By renting yard space at Edmonton Cross Dock, the carrier was able to move locations with no addition increase in cost as he was already renting a yard for his equipment. His drivers could still transfer the majority of their freight between the trucks as they have always done, however now he could lean on Edmonton Cross Dock to transfer more difficult freight such as oversized orders, freight on damaged or irregular sized pallets, and overweight shipments. Additionally, he now could use the day-use option to access the ECD board room, meeting room, or office spaces to meet with clients and improve his professional image.

**KEY BENEFITS IDENTIFIED:**

-  The carrier was able to relocate to a new, better equipped facility with no additional costs.
-  With ECD as his new primary address, the carrier had access to office and meeting space to connect with clients and vendors with no increase in fixed overhead.
-  The carrier was able to handle the majority of his freight as he always had, but now had better options when he was in a pinch with freight that was difficult to transfer between trucks.
-  The carrier was better positioned to scale his business by leaning on Edmonton Cross Dock to assist with local P&D service on peak days.
-  With no contract or increase in fixed overhead, the carrier positioned his company for growth and increased their professional image to their clients and vendors.
-  The carrier could improve efficiency and bottom line profitability by being better to positioned handle more difficult loads by using ECD.