

Carrier Spotlight

Based in Niagara Falls, NY, Franks Vacuum Truck Service, Inc. first started working with TQL back in December of 2007, moving only one load a week. Today, however, this exceptional carrier hauls an average of 20 truckloads a week for TQL, primarily for Logistics Account Executive Daniel Hellmann.

In 2008, Franks VTS topped out at an impressive 680+ truckloads with TQL, ranking it among the Top 10 carriers in TQL's network. Because of its ongoing service and commitment, Frank's VTS was named one of TQL's 2008 Elite Carrier Award Winners.

"We have a great working relationship," says Hellmann of Frank's Vacuum Truck Service. "They work very hard and do their best to resolve any situation that may arise. Flexibility is key with my customer. It's not uncommon that they will call at 4:00 PM with 4 extra loads, all needing to be picked up the next morning. Franks VTS is always there to help."

Frank's VTS will celebrate its 30th anniversary this coming April. The company, which has always been a family-run enterprise, has a team of 31 drivers and 11 office employees.

"Frank and Paula in dispatch are both great assets to the Frank's Vacuum team," adds Hellmann. "They are reliable and honest. I am confident that once they receive the pick-up information, everything is taken care of. The loads will not only be picked-up and delivered on time, but delivered safely. They have been invaluable this past year."

