

WHAT DO HAULERS LIKE ABOUT TRUX?

We ask haulers about their experience using Trux throughout the year. Here is what they said in 2023.

HAULING STATISTICS



Over 58,000 haulers have joined Trux since 2016.

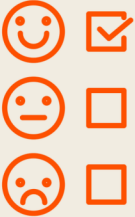


In that time, they have delivered over 245M tons...



...and logged over 453M miles! That's a lot of loads!

HAULER EXPERIENCE



Trux measures user experience and perception using the common Net Promotor Score (NPS), which asks one numeric question and one follow-up, free-text question.

Over 3,100 haulers responded to our NPS survey in 2023, up 25% from last year! Our NPS scores remain Best In Class and rank in the 90th percentile.*



We analyzed all of the free-text responses to identify the most common themes driving our scores. Here are the top five reasons cited.

1 THE APP

The most common reason given for a high satisfaction score was the app itself. Haulers find the app easy to use, and very helpful.



Trux Drive is rated a 4.7 out of 5.0 stars on the App Store - the Average score for Business apps is 3.65. The average score for Weather apps, the top category, is 4.242.**



4.5k Daily active users



7.3k Weekly active users



14.0k Monthly active users

2 PAY

Haulers like that they can earn more money and get paid weekly with Trux.



Trux made over \$397M in hauler payments in 2023. An average of 1,500 payments/week.

3 WORK

Haulers say Trux helps them find and complete more work.

Average number of haulers taking their first shift on Trux each day



4.6M hours worked on Trux in 2023

4 CUSTOMER SERVICE

Haulers find the Trux Customer Service team very helpful and professional.

93%

Customer Satisfaction with Trux Support

5 THE COMPANY

Haulers believe that Trux, the company and its people, are great to work with.



The feeling goes both ways!

* Qualtrics: NPS® Ratings Across 20 Industries, 2018- 2022, Nov 2022. NPS scores among companies in the software industry, including Apple, Adobe, Google, Intuit, Sony, and others.

** Statista: Average star ratings of mobile apps hosted on the Apple App Store by category.