



Thirty Years and the Bear Doesn't Look a Day Over 29!

Grand Rapids - It's hard to believe that an expediting company that began with one pick-up truck and one man has reached their 30th year anniversary. Teddy's Transport was founded by Ted "Teddy" and Mary Gibbs in 1982. "When Dad started this company, he wanted to provide manufacturers with pickup and delivery services in a way that he could be proud of. It's hard to believe that it has been 30 years already. A lot has changed since then" current President Helen Zeerip explained when discussing her excitement about reaching this 30 year milestone. Ted and Mary's daughter Helen and her husband Craig Zeerip purchased the company in 1997 when Ted and Mary decided to retire.

"The advancements in technology and the economy have changed the way we do business on a daily basis. It's amazing what time can do" Helen explained when describing the changes. When Teddy's Transport first began providing local pickup and delivery services and occasional nationwide expedites, cell phones weren't available. "We had an answering service and pagers. Whenever the pager went off, you had to find a pay phone right away to call in and find out what your next run was" there was no turning down runs; it was automatically assumed it would be completed without delay. Currently, all Teddy's Transport employees have cell phones. Dispatch can contact them immediately when they are needed and drivers can check in to dispatch without having to hunt down a pay phone. "One simple change in technology changed the way we do business entirely" Helen explained, "Teddy's Transport went from customers contacting an answering service to speaking with one of four dispatchers, at least one of whom is available to speak with customers 24/7."

"Today it seems every company has a sales force. There are commercial advertisements, newspaper articles, and online ads we are exposed to everyday. We have a sales force now, but back then it wasn't the case." Helen explained Ted and Mary never has a salesperson until 1994; Teddy's Transport grew by word of mouth. "We grew because of our reliability, honesty, and good reputation" said Helen. Today Teddy's Transport takes pride in their diligent sales and dispatch team that provides customers with personal service whenever they need it. "The focus has always been on the customer" Helen explains, "It is our job to ensure that our customer service is exceptional."

The services offered have changed as well. Teddy's Transport now boasts and extensive service inventory including nationwide expediting, full truckload services, less-than truckload services between the greater Chicago area and West Michigan, dedicated fleets, refrigerated expediting, and while glove service for specialty shipments such as trade shows. The company's mainstay over the years remains the local pickup and delivery services Ted and Mary started three decades ago. Currently, Teddy's Transport is a certified Women Owned Business, is certified by the Transportation Security Administration as an Indirect Air Carrier, and holds certifications in the Custom's Trade Partnership Against Terrorism (C-TPAT), Partners in Protection (PIP), and the Free and Secure Trade Agreement (FAST). The company also has Canadian authority for the providence of Ontario.

With all their services and certifications, it should be no surprise that business has been booming over the past few years. . This year Teddy's Transport has the honor of being listed among the fastest-growing private companies in the nation on the INC. 500/5000 list. Their rank of 4,387 is a privilege they're proud to have earned after experiencing a record sales year in 2011. This year also being their thirtieth year of operations is the icing on the cake.

"Our recognition by the Inc. 500/5000 list and the celebration of this special anniversary reminds us of where we came from and where we're going in the future. Teddy's Transport's thirty year success story reflects our dedication to providing our customers with the best service possible." Helen continued explaining that "our employees are our most valuable asset, and we've got the best drivers out there." Not only are the employees the key to Teddy's Transport success, but the customers as well. "Some of our customers have been with us all thirty years – since Dad started the company. The loyalty they have shown towards our company is what has enabled us to be as successful as we are today. It has been an honor and a privilege to work with so many fine people in the manufacturing industry of West Michigan."

In closing Helen wanted to say that "We're thankful to our employees, their families, and our customers for their support and commitment to helping us reach the thirty year landmark in our company's history. We look forward to working with you for another thirty years and thank you for making the last thirty years possible."