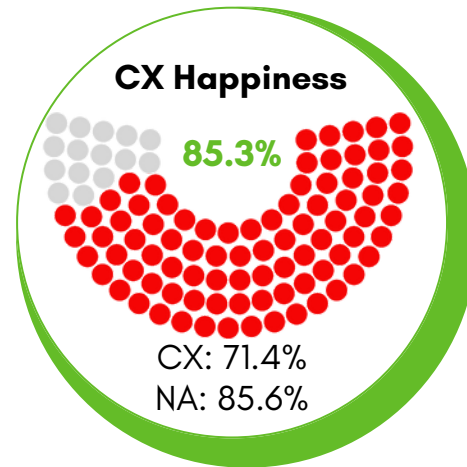


“Together
WE
Thrive”
As a Team



Service Diagnostics : February 2025 (January Statistics)			
	Very Happy/Happy 87.0% (n=40)	Neutral 6.52 (n=3)	Very Unhappy /Unhappy 6.52% (n=3)
Communication	68%	0	0
Drop-off	63%	0	0
Alternative Transport	30%	0	0
Customer Service	85%	0	0
Pick-up	45%	0	0
Finish By Promised Time	85%	0	0
Service And Repair Quality	68%	33%	67%
Vehicle Condition At Collection	78%	67%	0
Booking Experience	83%	0	33%
Other	5%	33%	0

“My mission in life is not merely to survive, but to thrive; and to do so with some passion, some compassion, some humor, and some style.”

– Maya Angelou

While the success of any business is certainly defined by higher revenue and valuation milestones, I don’t consider these as the only factors that contribute to their survival and eventual success.

As far as I’m concerned, a thriving business is one that goes beyond healthy profit margins and has a significant positive impact on its people, employees, customers, society, community, and/or environment.

“Profit is like oxygen for a company. If you don’t have enough of it, you’re out of the game. But if you think your business is about generating profits, you’re really missing something.”

BRT Service Team – 2025 Vision

“Together
WE
Thrive”
As a Team

We Love Locals

