

A STRONGER FORCE EMERGES

2025 YEARBOOK



FORCETK

LETTER FROM THE PRESIDENT

DRIVING FORWARD,
NO MATTER THE CONDITIONS

2026 brought its share of contradictions.

- Interest rates remained elevated.
- Inflationary pressures intensified following tariff changes not seen in decades.
- Freight volumes stayed historically low.
- Equipment purchases across our customer base remained reduced for the second consecutive year.

And yet, through it all, **Force TK persevered.**

When our customers chose to hold onto equipment longer, our parts, service and rental teams rose to the occasion, delivering the **expertise and responsiveness** required to support aging fleets. When new equipment demand slowed, our sales team evolved from transactional selling to trusted consultation, helping customers extend trade cycles and **navigate uncertainty with confidence.**

Time and again, this organization assessed the market, adapted and continued to deliver exceptional care.

As we look ahead to 2027, we expect the first half of the year to mirror many of the same market dynamics. But I have no doubt in our ability to remain steady, focused and prepared. When the market strengthens, we will be ready – **positioned not just to participate, but to lead.**

I am deeply grateful for the dedication, professionalism and teamwork you bring to Force TK every day. **It is your commitment that allows us to emerge stronger on the other side.**

Jeff Riley, President
Force TK



A FORCE IN MOTION

This year was shaped by a dwindling demand across the trucking industry. Yet diversification and strong customer relationships helped drive key wins and maintain momentum.


26 Years
in Business


13 **9**
Locations States


\$125 Million
in Revenue


300+
Employees

“Despite back-to-back declines across the trucking industry, we’ve continued to strengthen our position and are well prepared for the rebound ahead.”

— Jeff Riley

2025 At a Glance

- Record rental, parts and service revenue
- New cranes installed in Greensboro and Charlotte
- Launch of the new Force TK website
- 200-unit Envidia order with Mesilla Valley Transportation (MVT)
- Continued growth through diversification





WHAT DRIVES THE FORCE

Mission:
Take care of customers. Take care of each other.

Core Values

- 

Commitment to People
We are committed to providing opportunities for long-term career paths including education, mentorship and growth in addition to competitive pay structures and benefits.
“All of our Managers were once new employees.”
- 

Customer Success
We are obsessed with the customer experience. Beginning with the initial consultation throughout completion, our staff is dedicated to solving customer problems and maximizing their success as quickly as possible.
“We love helping our customers get back on the road.”
- 

Brand Passion
We have an intense passion for the brands we support. We are dedicated in our continuous pursuit of product knowledge, quality and process improvements for all of our products.
“We are brand fanatics.”
- 

Integrity
We believe the best approach is to be honest and fair. We want to be proud communicating what we believe will be the best solution. We always want to be proud of our interactions with customers, employees and vendors.
“We want to forge long-term relationships.”
- 

Accessibility
We have great connectivity between our management, employees and customers. No matter how much we grow, we want a close connection with our people.
“No matter how big we get, we still feel small.”

A HISTORY OF FORCE TK

- 1999**
Founded by Bill Riley with 13 employees across three locations in Phoenix and Tucson, AZ and Albuquerque, NM.

2001
Expanded to Kingman, AZ.

2002
Introduced the Club Car® Golf Cart Maintenance line in Tolleson, AZ.

2003
Expanded to El Paso, TX.

2004
Expanded to Cheyenne, WY, and sold the first auxiliary power unit (APU) for fuel efficiency and driver comfort. Acquired Utility Crane & Equipment, becoming a Versalift Cranes dealer in western markets.

2005
Expanded east with Thermo King Chesapeake to serve Baltimore, MD, Washington, D.C., Delaware and the Eastern Shore markets.

2007
Jeff Riley joined as President.

2014
Became a TICO terminal truck dealer, providing high-quality terminal tractors to the distribution industry, and grew to be the second-largest dealer in the TICO network.
- 2016**
Named Thermo King Eastern Dealer of the Year in Delmar, DE.

2018
Named Thermo King Dealer of the Year. Acquired Arctic Vans and established it in Hagerstown, MD.

2019
Named Thermo King Western Region Dealer of the Year in Tolleson, AZ. Awarded TICO’s Founder’s Circle Dealer.

2020
Adopted e-Emphasys, the premier equipment dealer software solution.

2022
Established AEV (Alternative Electric Vehicles) to support Club Car, Moke America, PHAT® Scooters and Tomberlin golf carts. Recognized as 2022 Western Region Dealer of the Year and Bus Dealer of the Year.

2023
Honored as TICO Service Breakout Dealer of the Year.

2024
Rebranded as Force TK. Acquired Thermo King Central Carolinas, expanding to 13 locations across nine states with more than 300 employees.

2025
Expanded into new markets following the Thermo King Central Carolinas acquisition and achieved record parts and rentals revenue.



ONE YEAR POST-ACQUISITION

Last year marked the beginning of a major transition for Force TK filled with new teammates, expanded operations and a shared commitment to bringing 13 locations together as one. Here’s what our team members had to say reflecting on the company’s first year post-acquisition.

Team Reflections

“Looking back on the past year, I think Force TK has made real strides in becoming more unified. There’s been stronger communication, better teamwork and a clearer sense of direction across the group, which has made a noticeable difference in day-to-day business operations.

There have definitely been challenges along the way – especially navigating change and growth – but those moments have helped strengthen the team and highlight areas where we can continue improving. Overall, it’s been a positive year with a lot of progress, but there is always still some room for improvement. In the words of Mr. Ray Pittard, ‘You don’t have to be doing bad, to do better!’

I’m looking forward to seeing how that momentum carries forward.”
— Grant Christian, Account Manager, Charlotte, NC

“From my perspective, this past year stands out as one of the most defining moments in my 28 years as a Force TK employee. The merger expanded us from four dealerships to thirteen, transforming our organization into a true coast-to-coast operation. Along with that growth came new systems, new processes, new time zones, new ownership and a great deal of uncertainty.

I saw firsthand the fear that change can bring. Employees wondered what their roles would look like, how they would connect with new colleagues and what the future might hold. Navigating those concerns reinforced how critical communication, empathy and trust are during times of change.

As I reflect over the last year, what stands out most is how employees from both sides of the merger showed up for one another. In the midst of uncertainty, it was the everyday actions – patience, collaboration, openness to learning and mutual support – that kept us moving forward.

Those moments, repeated across teams and locations, have laid the foundation for a future that is stronger, more connected and full of possibility.”

— Stephanie Lanier, Director of Training & Safety, North Carolina

LOCATION SPOTLIGHT: ELKRIDGE OPEN HOUSE

Our location in Elkridge, Maryland hosted an open house on May 8, 2025 to showcase its newly expanded facility, including a new building designed to support truck body work, liftgate service and Thermo King unit installation.

The event welcomed approximately 100 customers, partners and vendors, including Maxon, Wabash, Walto, Kidron, Tommy Gate, Thermo King and Arctic Vans, along with customers such as Idealease, Peterbilt, Ford and Isuzu.

What Sets This Facility Apart

- **3 full-length drive-through bays for service and repairs**
- **Dedicated space for truck body, liftgate and unit installation**
- **Overhead crane covering the full building footprint**
- **Increased capacity for faster installs and improved turnaround**

LOOKING AHEAD | “We’re focused on continuing the success we’ve built in liftgate and body sales and support, while expanding into additional services that this new space allows us to take on.”

— Greg Blades, General Manager, Maryland



OUR MARKETS

Force TK supports a wide range of industries with the equipment, service and expertise needed to keep operations running without interruption. Our work spans:

-  Trucking
-  Universities
-  Refrigerated Transportation
-  Resorts
-  Trailer & Truck Body Repair
-  Local Transit Authorities
-  Utility & Telecom Providers
-  Rentals
-  Warehouse Distribution
-  Liftgates

FEATURED PROJECT: Sharp Transit Expansion



In 2025, we supported a major fleet transition for Sharp Transit, a family-owned carrier in Salisbury, North Carolina and long-time Thermo King customer.

Running dedicated ALDI routes to 800+ locations, their fleet needed greater flexibility to handle multi-temperature loads at scale as ALDI expanded its footprint.

The solution:

- Deployed 150 C-600M units to shift from single- to multi-temp hauling
- Integrated TrackKing for real-time visibility and control

What made this project successful was the coordination across the Force TK operating team, with Charlotte and Roanoke locations working in lockstep to execute the complex rollout.

We have now secured an additional 100-unit C-600M deal for 2026, with installs again scheduled in Charlotte and Roanoke.

SHOWING UP FOR THE CUSTOMERS WHO KEEP US MOVING

Our relationships don’t stop at service bays or install schedules. In 2025, we made the extra effort to connect with customers and recognize the people behind the work.

Driver Appreciation Week BBQ

During Driver Appreciation Week, Force TK partnered with Out West to host a BBQ for drivers and staff as a chance to step off the road and connect. We served 300+ hamburgers and hot dogs while spending time with drivers from across the map.

Each driver received a raffle ticket for a 45” TV. By the end of the day, the crowd had narrowed to about 50 drivers — but the winning ticket holder was still there. A strong close to a great event, and one we’ve already been asked to bring back next year.



Sun Metro Customer Appreciation BBQ

After a devastating accident at one of Sun Metro’s locations, Force TK wanted to support the team in a meaningful way once they returned to work. We hosted two on-site BBQs to bring crews together and create space to reconnect.

Each event welcomed 150+ attendees. With our team on-site, it was about going the extra mile to connect with our customer and support their people, giving everyone a chance to spend time together, strengthen the relationship and build a deeper level of trust.

“Sometimes saying thank you is not enough. Actions show we’re willing to go the distance. Our customers need to know this isn’t a one-and-done relationship. We’re working together over time, and we take the time to show we value both the business and the relationship. When our customers succeed, so do we.”

— Shawn Van Riper, Vice President of Sales, Arizona



RENTALS

The rentals team kept customers moving this year, delivering dependable fleet solutions for businesses navigating everything from seasonal demand to long-term operational needs. Whether supporting short-term rentals or customized lease solutions, the team remained focused on flexibility, uptime and providing the right equipment for every job.

2025 Highlight

Achieved record revenue of \$5M+ through combined integration with TKCC.



PARTS

The parts and aftermarket team delivered another standout year, helping customers minimize downtime with dependable support, expanded capabilities and the right parts when they mattered most. From high-performance compressors to critical replacement components, the team continued proving that responsive service and quality parts make all the difference in the field.

2025 Highlights

- Reached a new revenue milestone averaging \$3M+ per month in sales while achieving record inventory turns.
- TICO parts revenue increased by 48%, driven by strong customer demand and expanded support capabilities.
- Our Elkridge location secured a five-year, \$6M bus parts contract with WMATA.

"Looking ahead to 2026, we continue to invest in our people and our customers. We added two new aftermarket trailer parts sales representatives in Tolleson, Arizona and El Paso, Texas, expanding our geographic reach and strengthening local support. These additions, along with continued expansion of our product lines, reinforce our commitment to making it easier to do business and delivering greater value to our customers."

— AJ Westfall, Corporate Parts Director, Tolleson, AZ



The **Arctic Vans** team continues to raise the standard for commercial van upfitting, delivering insulation, refrigeration systems and custom shelving with the grit, precision and problem-solving mindset that defines their work. In 2025, the team built on its momentum, taking on a wide range of projects for clients to haul more, burn less fuel and deliver freshness with confidence.

"Arctic Vans remains focused on delivering high-quality upfitting solutions our customers can rely on. Our goal is to continue building strong partnerships while expanding our capabilities to meet the evolving needs of temperature-controlled transportation."

— Brad Westurn, Branch Manager, Hagerstown, MD

2025 Highlight

Expanded the Arctic Vans brand presence into the Charlotte market.



Utility Crane & Equipment, Inc. (UCE) delivers the heavy-duty equipment crews depend on. Specializing in aerial devices, boom trucks, digger derricks and high-reach equipment, the team ensures every piece of gear meets the toughest demands. In 2024, UCE tackled custom fabrications, critical parts sourcing and tight deadlines without missing a beat.

2025 Highlights

Awarded 72 LAWDP trucks, creating a pipeline of work that will extend into 2027.





“
Coming together is a beginning.
Keeping together is progress.
Working together is success.”

— Henry Ford

A CAREER AT FORCE TK

The first day sets the foundation. Orientation introduces new hires to our mission, values and expectations, while giving opportunities to meet coworkers and understand team operations.

Personalized Training & Development

For technicians, that foundation quickly turns into our Personalized Training Plans (PTPs) — individualized development plans created annually to address skill gaps and career goals through in-person, computer-based and live Microsoft Teams training.

-  **1:1 mentorship from seasoned professionals**
-  **Training resources from Thermo King, Versalift, Club Car and TICO**
-  **Personalized development tailored to each technician's growth goals**

Through this training, team members build a strong working knowledge of Thermo King units and are prepared to handle repairs, diagnostics and preventive maintenance.



Growing Beyond Day One

Opportunities to Move

With 13 locations across the U.S. and strong relationships throughout the Thermo King dealer network, we offer flexibility for employees who are interested in relocating.

Internal Advancement

Force TK promotes from within. Many branch and service managers started as technicians and advanced into leadership through training, mentorship and certification.

Continued Development

Growth does not stop once a role is mastered. Employees are encouraged to take on more complex work, expand their skill set and contribute to process improvements.



CORPORATE TRAINING AT FORCE TK

A Regional Hub for Expert-Led Learning

For years, Force TK has served as a central training hub for technicians across the Western region and beyond. With the space, facilities and relationships in place, our locations have become a natural home for hands-on training.

In 2025, technicians from across the U.S. traveled to Force TK locations to participate in training sessions led by Thermo King experts. Force TK also hosted the Annual Thermo King Top Technician Competition, with Javan McGuire from Greensboro, North Carolina, representing the company.

2025 Training Highlights



Charlotte, North Carolina

- **Competitive Carrier Training (May)**
This multi-day session focused on carrier equipment and competitive systems. The class was led by Training Manager Julian Yerbich of Thermo King.
- **Service Tap Training (October)**
A hands-on service tap session was led by District Service Manager Rob Thomas of Thermo King, with the entire shop participating.



Tolleson, Arizona

- **Top Tech Training (January)**
The top tech class was led by former Product Service Manager Dave Palm of Thermo King. The session focused on updates across Thermo King units.

Spotlighting the PEOPLE BEHIND THE WORK

From the shop floor to customer relationships, Force TK team members continue raising the bar through hard work, leadership and a commitment to getting the job done right.



Ben Cox
SALES MANAGER | CHARLOTTE, NC

Since joining Force TK in 2008, Ben has built his career around relationships, trust and helping customers find the right solutions for their operations. As Sales Manager for the East and Rental/GMP, he plays a key role in supporting customers while helping grow the company’s presence across multiple markets.

One of Ben’s proudest moments has been helping convert Hardy Brothers Trucking’s fleet from 100% Carrier to 100% Thermo King after more than a decade of building trust, an effort that began with Thermo King installations in 2019 and will continue with the future sale of 10 S-600 units.

As Force TK continues expanding, Ben is excited to help grow the diversification side of the business, strengthen the Arctic Vans footprint in Charlotte and Greensboro and continue learning the markets in Maryland and Delaware alongside those teams.



Jesse Irvine
SHOP FOREMAN | TOLLESON, AZ

Jesse has taken a hands-on path into leadership since joining Force TK in 2020. After starting as an Installer/Technician, he worked his way into the Shop Foreman role, now overseeing the install area, guiding workflow and supporting 11 technicians across the shop.

His role calls for a mix of technical knowledge, problem-solving and steady communication. From helping technicians build their skills to working with corporate teams on more complex repairs, Jesse has continued expanding the way he leads and supports the people around him.

What motivates him most is the opportunity to keep learning and pass that knowledge on. In the years ahead, Jesse is looking forward to teaching, mentoring and watching technicians grow their confidence and capabilities within Force TK.

EMPLOYEE SPOTLIGHT

CARRIE MODGLING

Carrie stepped into the Albuquerque location in 2025 and quickly became a steady force behind the counter. With a background in service writing, parts, warehouse operations and trailer repair sales, she understands how every moving piece connects. That experience shows up in how **she supports both customers and the team every day.**

Her impact is felt in the details. Carrie helped bring paperwork and service submissions back on track while building stronger communication with customers. **Soft-spoken and thoughtful,** she keeps things moving with technicians, leadership and other locations without missing a beat.

She also looks ahead, not just at what needs to get done today but what keeps work coming in tomorrow. From using the e-scheduler to reach customers to supporting parts ordering and warehouse needs, **Carrie stays proactive and consistent.**



“There is so much good to say about Carrie and where we are heading in Albuquerque. She is a blessing to have on our crew.”

— Travis Windahl
Regional Manager, Arizona

WHAT DOES A HYDRAULIC TECHNICIAN DO?

Hydraulic technicians diagnose, repair and restore the systems that keep utility equipment operational in the field.

What the job demands:

- Hydraulic system diagnostics and repair
- Cylinder, valve and boom replacements
- Leveling system troubleshooting and installation
- Strong understanding of utility crane operations
- Real-time problem solving under pressure



On the Job: Jorge Ruiz

EXPERT HYDRAULIC TECHNICIAN

With Utility Crane & Equipment, Inc. (UCE)
since 2023



Jorge is an experienced hydraulic technician with strong problem-solving capabilities, particularly within system diagnostics and repair. His work spans cylinder replacements, leveling systems and valve repairs, backed by a clear understanding of how utility crane equipment operates in the field.

“For the last months, Jorge has been our only tech in the service department. He has become a very important part of the operation. We rely on Jorge to be here every day, working 10-hour shifts, which allows our customers’ equipment to be repaired and back in their service rotation so they can generate revenue.”

— Kenneth Ridgley, Regional Manager, Arizona

CAREER FAIRS

Workforce Development in Action

United Technical Institute (UTI)

Our continued partnership with UTI allowed our team to connect directly with students preparing to enter the workforce and begin building relationships with the next generation of automotive, diesel and welding professionals.

Western Maricopa Education Center (West-MEC)

This marked our first career fair with West-MEC, building on an existing partnership that previously included onsite student visits across different departments. The event gave students a clear, firsthand view of the work and the career paths available within Force TK.

In 2025, Force TK took an active role in career fairs across the region to strengthen the talent pipeline and engage early with future technicians and skilled professionals. These events created direct access to emerging talent while reinforcing our presence.

Maricopa Community College

We attended the Maricopa Community College Job Fest for the first time to expand awareness among a broader group of job seekers. Conversations focused on available roles, skill development and the opportunity to build a long-term career within the organization.

Tolleson Career Fair

As active members of the Tolleson community, participating in the career fair strengthened local visibility. Engaging face-to-face with residents reinforced our commitment to building careers close to home and staying invested where our teams live and work.

EMPLOYEE BENEFITS

Taking Care of Our Own

A stronger force doesn't happen by accident. It's built day by day by taking care of the people who keep everything moving. Our benefits back you up at work, at home and for the long haul.

-  Weekly Payroll
-  Vacation and Sick Pay
-  401(k) Retirement Plan (employer match up)
-  Individual and Family Medical Benefits
-  Access to Telehealth Resources
-  Dental and Vision
-  Employer Paid Life (& AD&D) Insurance
-  Additional Voluntary Life (& AD&D) Insurance
-  Employer Paid Short-Term and Long-Term Disability
-  Supplemental Accident, Critical Illness and Hospital Indemnity Plan
-  Legal and ID Protection Coverage
-  Financial Wellness Coaching
-  Employee Assistance Program
-  Pet Care Plan
-  Mentorship and Training Programs
-  Tool Subsidies

What's New in 2026

These additions focus on staying healthy, recovering faster and making healthcare easier to navigate.



A wellness platform with personalized tools for employees to take better care of their health.



Non-surgical orthopedic treatment for UMR medical plan members to support faster recovery.



A care navigation app that brings medical, dental and vision information into one easy place.



Team Building
FROM COAST
TO COAST

Team outings in Charlotte and Greensboro included plenty of strikes



Firing up the grill for a team BBQ in New Mexico



Plenty of holiday cheer across Tolleson, Roanoke and Charleston



YEARS WITH FORCE TK

Across locations, roles and decades, the names on this page have helped shape how Force TK operates today. Thank you for showing up, doing the job right and carrying our standards forward.

25+

Years

- Charles Bradley | TKW – Charlotte
- James Christian | TKW – Charlotte
- Tommie Curtis Deel | TKW – Cloverdale
- Richard Fratelli | TKW – Charlotte
- William Ham | TKW – Charlotte
- Stephanie Lanier | TKW – Charlotte
- Kenneth Ridgley | TKW – Tolleson
- Matthew Rierson | TKW – Cloverdale
- Charles Trent | TKW – Cloverdale
- William Trent | TKW – Cloverdale

20

Years

- Steven A. Conn | TKW – Tucson
- Mario V. Garcia | TKW – Tolleson
- Donald D. Hall | TKC – Delmar
- Nicholas Hendricks | TKC – Delmar
- Charles Brian Howell | TKC – Elkridge
- Steven Andrew Hopkins | TKC – Delmar
- Michael L. Parker | TKC – Delmar
- Gerard C. Walker | UCE – Arizona

15

Years

- Jeffrey S. Beard | TKW – Tolleson
- Larry E. Becraft | TKC – Elkridge
- Britt A. Ezell | Remote – AL
- Patrick Redding | TKW – Greensboro
- Andres R. Sanchez | TKW – Tolleson
- Mark K. Stanley | TKC – Elkridge
- Jeffrey White | TKC – Delmar

10

Years

- John R. Argo | TKC – Delmar
- Andrew R. Demboski | TKW – Tolleson
- Michael S. Lester | TKW – Tolleson
- Jose L. Saucedo | UCE – Arizona
- Brian Simpson | TKW – Greensboro
- Jeffrey Daniel Smeltz | TKW – Tolleson
- Jeremy R. Tlachac | TKC – Elkridge

5

Years

- Kara Funkhouser | TKC – Elkridge
- Colten M. Green | TKC – Hagerstown
- Jennifer Williams | TKW – Cloverdale
- Issa Kamara | TKC – Elkridge
- Jesse Irvine | TKW – Tolleson
- Alex W. Magliaro | TKC – Elkridge
- Michael McLeod | TKW – Charlotte
- Tera L. Minutello | TKC – Delmar
- Devon A. Otto | TKW – Tolleson
- Cole R. Roach | TKC – Delmar
- Edward G. Robinson | TKC – Elkridge
- Darianne M. Scoggin | TKW – Tolleson
- Robert W. Stearns | TKW – Tolleson
- Almadon Swalley | TKW – Tolleson
- Jordon Wade Thomas | TKC – Elkridge
- Shaina R. Ward | TKC – Hagerstown
- Brad K. Westurn | TKC – Hagerstown
- Randall D. Wyne | TKC – Hagerstown

RETIREMENT TRIBUTE

A Career Defined by Craftsmanship, Leadership & Excellence



Michael Parker

SERVICE MANAGER | DELMAR, DE

After 25 years with Force TK, Michael is retiring and closing the chapter on an extraordinary career in the trailer repair industry.

During his time with the company, Michael helped build Delmar into one of Force TK’s most successful operations. His leadership, industry knowledge and commitment to quality work strengthened the team’s trailer and body repair capabilities while helping establish a reputation for reliability and service customers could trust.

Before joining Force TK, Michael began building the skills that would define his career at Warner Fruehauf, starting as a trailer technician around 1979 before moving into the paint and body shop. Over the decades that followed, he continued growing his expertise in trailer repair, sharpening the hands-on knowledge and leadership that eventually made him such an important part of Delmar.

To those who worked alongside him, Michael was more than an experienced leader. He was someone people could count on. As he begins his well-earned retirement, we are proud to thank him for 25 years of service and more than four decades of dedication to the industry.

Congratulations, Michael, and best wishes in your next chapter.

- Your Force TK Team



FORCE TK

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