Monitor and Manage Driver Practices in Real Time.

Keep your drivers and fleet safe while protecting your bottom line. With integration into your mobile communications and dispatch systems, InfoStream’s Driver Performance solutions automatically gather, identify, analyze, and track your driver performance data, allowing you to respond in near real-time to both at-risk and positive behavior. Driven by your company’s safety practices, workflow will execute auto-response activities to your drivers including alerts, notifications, warning or recognition letters, training, and meeting assignments. Additionally, a single snapshot of the driver’s behavior can be viewed through a single driver’s profile window. Instead of accessing multiple portals, spreadsheets, and databases, out-of-standard events such as hours of service violations, DVIR, speed, idle time, hard braking, on-time performance, and customer feedback can be viewed in one place.

Drivers are more satisfied and less likely to look for new jobs if they believe they are being treated fairly, equally, and with respect. Setting measurable goals and communicating those objectives establishes their expectations. InfoStream’s driver performance management tools provide them with the visibility and power to take more ownership in managing their careers.

Solution Highlights

- Monitor and respond automatically to driver performance data such as mpg, over-speed, idle time, rapid acceleration/deceleration, fuel usage and distance traveled, with integration into mobile communications.
- Monitor drivers’ on-time delivery performance through dispatch integration.
- Through workflow, respond immediately to at-risk and positive driver behavior to improve fleet safety and driver satisfaction.
- Publish company and driver scorecards to incentivize drivers through safety recognition programs.
- Track and respond to customer feedback, providing opportunities to improve customer satisfaction, management coaching, and driver recognition.
MobileComm-Driven Performance Management

Performance data such as idle time, rapid acceleration/deceleration, mpg fuel usage, over-speed time, and idle fuel used are all data provided through MobileCommunication providers to help carriers manage toward a safer fleet. Based on the carrier’s safety standards and business rules, “out-of-standard” thresholds are determined, then monitored for compliance. When an out-of-standard event is identified, alerts, notifications, and corrective actions are automatically triggered to manage that behavior in near real-time. Both the manager and driver have full visibility to the activities assigned and the status of their completion. Additionally, positive actions can be executed based on metrics meeting or exceeding the company’s standards. Collection of this data provides the foundation for developing and presenting driver and company scorecards in allowing drivers to feel more in control in managing their performance and their career!

On-Time Delivery

Monitoring on-time delivery performance of drivers can help your company identify opportunities for improving both driver and customer satisfaction. The workflow application requires integration with the carrier’s dispatch system to monitor this data. The information available through dispatch may include excused/unexcused status as well as the reason code for the delivery performance. These statuses can trigger specific workflow activities as well as generate insightful reports. Additionally, the information can be used to measure drivers against a company’s performance scorecard as well as execute positive or negative activities based on identified behavior. As trends are identified, carriers can potentially determine the source of the challenges as well as capitalize on those situations exceeding expectations. Being rewarded and recognized for outstanding behavior is an equally important factor in improving retention and providing a positive impact to the bottom line. And, through a driver Web portal, drivers have visibility to their performance metrics and will know exactly how they measure up against fleet and company standards at all times.

Observations

Driver behavior as it relates to customer service is monitored, assessed and acted upon based on customer service input. Both positive and negative behavior is tracked as shippers provide feedback to the carrier regarding the driver’s service and behavior. Depending on the type of feedback received, the system may assign either positive or negative points to the driver and may generate company-defined events, such as bonus payouts, letters of recognition, or warning letters. Including customer satisfaction metrics in a company and driver scorecard can provide insightful information to both. The company has measurable information to make informed decisions and drivers have visibility into how they are being evaluated against the company’s customer satisfaction standards. Both parties benefit from this tracking and measurement system which greatly increases customer and driver satisfaction — leading to a more service-oriented and profitable carrier.

Visit: infostreamonline.com
Email: customercare@infostreamonline.com
Call: 833.255.5046

Safety and Performance Management

Learn more about all of InfoStream’s Safety, Risk and Performance Applications including:

Safety & Compliance
- Driver & Vehicle File Management
- Annual Safety Review
- CSA & Roadside Inspection Management
- Training & Certification
- Log Violation Mgmt.
- DVIR & Repair Compliance
- Onboarding and Remedial Training

Risk Management
- Accidents/Incidents
- Cargo Claims
- Injury
- Litigation
- Insurance Reserve Mgmt.

Driver Performance
- MobileComm Data
- On-Time Delivery
- Observations