



Continuous Motor Vehicle Reporting and Compliance Safety Accountability (CSA) monitoring has enabled Estes Express Lines to lower risk, reduce violations, and improve overall operational efficiency.

ESTES EXPRESS LINES: A MONITORING SUCCESS STORY

THE TRANSPARENCY CHALLENGE

Estes Express Lines, a 77-year-old transportation solutions provider headquartered in Richmond, Va., needed a means to monitor its drivers to better track driver violations and suspensions and whether they were in compliance with the CSA.

This was a daunting challenge, according to Teqea Cross, supervisor, compliance – safety for Estes. Prior to turning to a continuous license monitoring and CSA analytics solution in 2012, Estes was using a process that was designed to provide a once-a-year pull of the MVR records; a process that proved to be both inefficient and difficult to use.

Once driver records were finally gathered – often in a time-consuming, days-long process of going to each DMV where drivers' had their MVRs – Cross and her team made unsettling discoveries about some drivers' status.

“We had about 6,000 drivers back then, and what we found during the annual review process were drivers whose licenses were suspended for months,” Cross says. Estes currently has about 8,600 drivers, 27,000 trailers, and more than 6,700 pieces of powered equipment.

On the CSA monitoring side, tracking driver violations was even more cumbersome and time consuming than the annual MVR pulls. Prior to 2012, Estes' risk personnel were creating reports manually.

“ Basically nobody was watching. You need monitoring with a fleet this size.”

“We were going onto the DOT portal every day and printing off reports because there was no way to export the data, printing off the infractions that came in each day and manually creating a spreadsheet based on that information,” Cross explains. “It was a grueling process.”

The process to keep the CSA records up to date took hours and the spreadsheet that resulted didn't have the kind of permanence or security a CSA monitoring solution has. The file was kept on a public drive in the safety department and there was no accountability when changes were made. There were even instances when the entire file was inadvertently deleted.

Due to this ongoing inefficiency and the fact that its drivers were still getting violations, company leadership determined it needed a more comprehensive way to monitor CSA scores to avoid violations.

SUPERVISION AS A SOLUTION

In 2012, Estes implemented SuperVision's License Monitor and CSA Performer solutions. Since then, Cross and her team haven't looked back.

For Cross, the choice of SuperVision over other monitoring providers was obvious. "There's nothing like them out there," she says. "We've tried solutions from other providers, but they didn't have the tracking or the monitoring like SuperVision has. That saves us every single day. We are notified in near real time when drivers are downgraded."

SuperVision's License Monitor provides fleet managers the ability to track and monitor all types of vehicles and individual driver behavior with no restrictions on the size of the fleet.

License Monitor allows fleets to continuously monitor drivers' MVRs in all 50 U.S. jurisdictions and all 13 Canadian provinces and territories. If a violation occurs for anything from speeding to expiration to revocation, fleet managers or any authorized stakeholder will receive an alert.

For Estes, one of the specific benefits of SuperVision day-to-

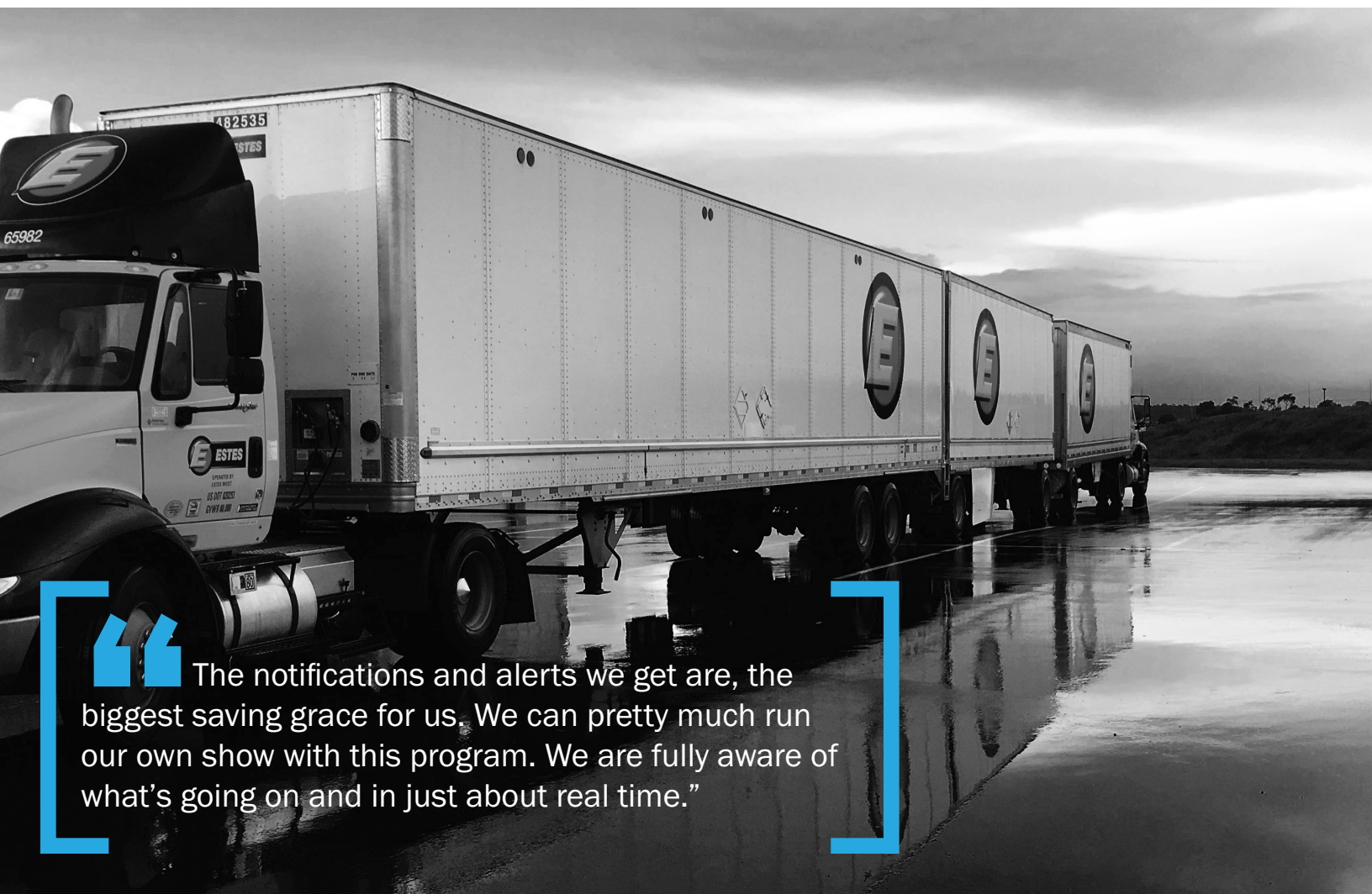
day is the ability to accurately track drivers when they need to have their physicals done and confirm that they've self-certified in the state that issued their license.

"The notifications and alerts we get are the biggest saving grace for us," says Cross. "We can pretty much run our own show with this program. We are fully aware of what's going on and in just about real time."

For CSA monitoring, Estes adopted CSA Performer to better manage driver fitness. The goal was to limit the number of points drivers were getting assessed against themselves and the company. CSA Performer is designed to monitor drivers so they remain in compliance with the Federal Motor Carrier Safety Administration (FMCSA) program.

With CSA Performer, fleet managers can monitor, benchmark, evaluate, and coach drivers thanks to real-time and monthly reporting. CSA Performer's predictive modeling can help fleet managers identify drivers who may be at risk for a violation and be able to take a proactive approach to helping avoid it.

While Estes is using License Monitor and CSA Performer in tandem to provide a more comprehensive view of their over-the-road operations, SuperVision's monitoring products can also be used as standalone solutions.



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SUPERVISION BENEFITS: REAL-TIME TRANSPARENCY

The biggest win for Estes has been near real-time transparency from SuperVision License Monitor and CSA Performer. This allows risk and fleet personnel to react quickly when they receive a report of a violation.

“The SuperVision dashboard is where I start in the morning,” says Cross. “When I come in, there’s an abundance of alerts that have come in over the evening, including the California toll notices. SuperVision has really helped us streamline that process. Before we had SuperVision, we would actually have to visit the California tolling website and the tolling websites in the other states.”

While this saves time and simplifies the process of addressing toll violations, more importantly, SuperVision has helped make sure the fleet stays in the fleet stays in compliance in the event a driver’s license is downgraded.

For example, the state of Florida gives several weeks’ notice if a driver’s license is being downgraded. With continuous monitoring, Cross often receives notifications as a driver is being downgraded. In these situations, the direction notification allows her to react quickly and make arrangements to replace the driver. Not every state is like Florida, however. Cross is receiving notifications as a driver’s license is being downgraded, but, again, getting the notification directly aids in reacting quickly and making arrangements to relieve the driver who may be out of

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compliance with one who is in compliance.

“One of our drivers from Kentucky was downgraded this morning, and we were able to stop him and get someone to go out there and basically bring him in, because, had he been inspected with a downgraded CDL, that’s not only a point against him, but that’s a point against us too,” says Cross. “So, it’s a beautiful program. It really, really does help.”

10%

reduction in
CSA violations

Cross estimates that Estes’ CSA violations have been reduced by at least 10%, since implementing the SuperVision solutions. The effectiveness of License Monitor and CSA Performer hasn’t escaped the notice of Estes’ human resources department, which is using it to do background checks on new driver candidates.

THE BENEFITS OF REAL-TIME MONITORING

As Estes’ experience demonstrates — real-time monitoring of MVRs and CSA scores brings specific benefits to your fleet operation no matter the size, including:

- Real-time violation alerts
- The ability to respond proactively before a violation or accident occurs
- Opportunities to coach risky drivers or help drivers who have been downgraded to get back in good standing

Most importantly, SuperVision can help your drivers and your trucks stay on the road safely and in compliance. To learn more, contact SuperVision to schedule a free demo at www.eSuperVision.com or call (855) 353-8252.

about
SuperVision[®]
ELEVATE DRIVER PERFORMANCE

SuperVision[®] offers a fleet of products to manage fleet safety and provides performance management solutions that use advanced data and reporting to optimize fleet oversight and driver behavior. SuperVision is the latest in a line of industry-leading products and services created by Explore Information Services, a Solera company.



Learn more about the products discussed in this study (shown above) or schedule a free demo by visiting our website at esupervision.com