

**SuperVision**<sup>®</sup>  
ELEVATE DRIVER PERFORMANCE



Saia relies on SuperVision's strong, ongoing support to continuously monitor its 5,000 drivers, keeping them safe, on the road, and productive.

# **SAIA: STRESS- FREE DRIVER MONITORING**

# CHALLENGE: KEEPING UP TO DATE WITH DRIVER VIOLATIONS

**T**he 94-year-old logistics provider faced two challenges related to monitoring its more-than-5,000 drivers' Motor Vehicle Record (MVR) and Compliance Safety & Accountability (CSA) status.

First, it was difficult to batch process the large number of driver records using its previous MVR monitoring service. Because of this difficulty, the company had fallen behind on its annual process of validating its drivers were violation-free.

Second, with CSA monitoring, Saia needed a better way to measure and have transparency of (1) its drivers' status and violations that may have been received, and (2) whether a driver had been put out of service — and hadn't reported it to the company.

Saia turned to SuperVision to provide continuous driver's license monitoring. With its implementation, Saia has found the stress and inefficiencies related to driver management have been eliminated.

## THE SOLUTION: STRESS-FREE WITH SUPERVISION

The Johns Creek, GA-based Saia chose SuperVision's License Monitor and CSA Performer products because it was a better fit than any other monitoring service they had been using or were considering.

"SuperVision is just stress free. It's easy to use and the company is easy to work with," says Charity Rabideau, Safety Administrative Coordinator for Saia. "The website is very user-friendly. It's just an overall better experience. So when we were meeting with SuperVision, saw how the solutions worked, and how easy they were to use, we said, 'Yes, let's do this.'"



Saia saw a number of operational improvements with License Monitor including:

- Risk and Fleet personnel were alerted when a violation occurred;
- Uploading records individually or as a group was efficient – batch processing no longer an issue;
- The License Monitor interface was extremely user friendly.

With CSA Performer, Saia saw improvements in tracking and transparency. Violations can now be tracked at the company, terminal, and individual-driver level. As with License Monitor, CSA Performer sends notifications on all new reports involving company vehicles and drivers to company stakeholders. These notifications include reports of posted inspections and crashes.

The robust reporting Saia receives with CSA Performer has allowed Saia's stakeholders to better understand the data and issues surrounding violations, leading the company to put corrective-action plans in place for drivers who receive violations. CSA Performer is designed to manage Federal Motor Carrier Safety Administration (FMCSA) compliance and safety scores in real time.

The solution's performance reports are tied to the CSA Behavior Analysis Safety Improvement Categories (BASIC)

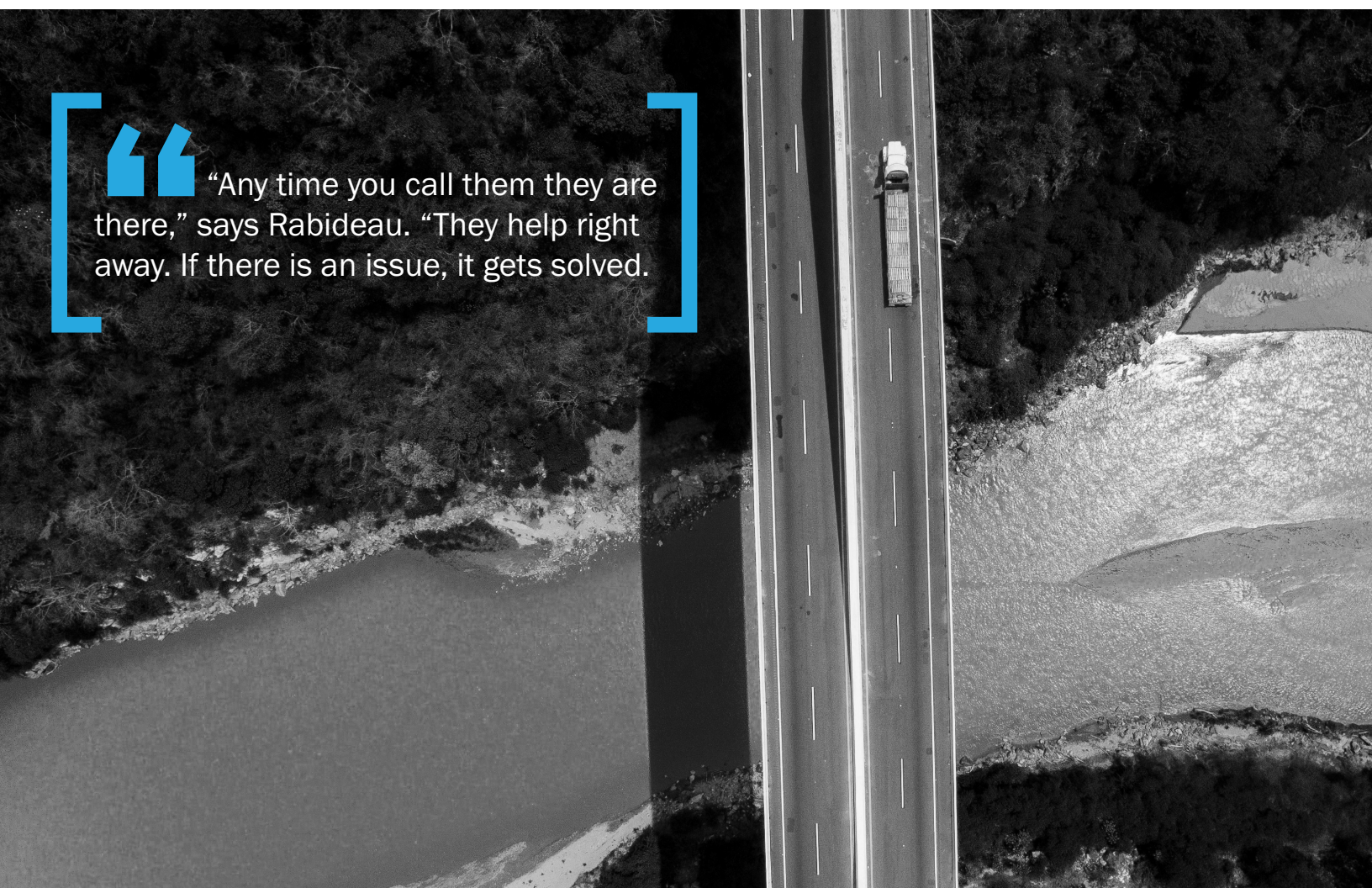
scoring system. The reports generated by CSA Performer help Saia identify the root causes of safety problems.

As part of its ability to identify root causes, CSA Performer provides peer-group benchmarking and trend analysis and is customizable, allowing for workflow and scoring parameters to be set by fleet, risk, or management personnel based on the operational needs of the fleet.

In addition to extensive reporting, CSA Performer develops predictive models of drivers who may be at risk of a CSA violation and being put out of service. This allows driver managers to get in front of a violation and address it proactively, instead of having to react when this risk becomes a reality.

While all of the features of License Monitor and CSA Performer were important in Saia's decision to work with SuperVision, perhaps the key tipping point for the company to adopt these monitoring solutions was SuperVision's commitment to customer service.

"Any time you call them they are there," says Rabideau. "They help right away. If there is an issue, it gets solved. We didn't have that level of service with our previous provider, even though we were paying for that type of responsiveness. With SuperVision, if you send them an e-mail, somebody's answering it almost immediately. It's great."

An aerial photograph showing a wide river on the left and a multi-lane highway bridge crossing it on the right. A single truck is visible on the bridge. The surrounding landscape is dark and appears to be forested or heavily vegetated.

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# BENEFITS: PEACE OF MIND

Since implementing License Monitor and CSA Performer, Saia has experienced better transparency of its drivers' status.

"There's an absolute benefit with using SuperVision, because you're alerted when there's any kind of issue. If there's a suspension, it sends you an alert. If there's something wrong with a driver's license, it'll bring it to your attention. The other company we used didn't do that — they'd run the MVRs, but there was no monitoring," says Rabideau.

In practice, Saia has been able to act quickly in cases when it needed to replace a driver who had an MVR or CSA violation. With its corrective action plan in place, the company also aids drivers in becoming compliant again.

"SuperVision is cost-effective because, we could — God forbid — have a driver on the road that we didn't know was



"SuperVision is cost-effective because we could have a driver on the road that we didn't know was driving with a suspended license or other issue. Now, we know that we will be able to take that driver off the road as soon as we get an alert."

driving with a suspended license or other issue, and if he got into an accident or something else happened [it could be a serious problem for everyone involved]. Now, we know that we will be able to take that driver off the road as soon as we get an alert," Rabideau says.

Using CSA Performer has made overall management of CSA BASICS much easier, since the company is receiving ongoing reporting and is able to drill down into the root causes of a violation.

## THE BENEFITS OF SUPPORT

As Saia's experience illustrates, while it's crucial to have a solution that can meet your fleet's needs, the solution is really only one element of the overall monitoring equation. Having strong, ongoing support from your provider is crucial in being able to accurately and reliably monitor drivers.

When considering a provider, it is critical to secure individualized, customized support. Every monitoring scenario is unique and presents challenges that cannot be addressed with a one-size-fits-all approach. To this end, SuperVision assigns its fleet customers a dedicated, individual account representative who learns about the fleet, the company, and its specific needs and goals. Company stakeholders are continually supported during implementation and beyond.

This ongoing support is one of the hallmarks of SuperVision's commitment to keeping your fleet risk-free and your drivers on the road.

To learn more, contact SuperVision to schedule a free demo at [www.eSuperVision.com](http://www.eSuperVision.com) or call (855) 353-8252.

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**SuperVision**<sup>®</sup>  
ELEVATE DRIVER PERFORMANCE

SuperVision® provides comprehensive, fleet-safety and performance-management solutions that optimize fleet oversight and driver behavior, through advanced data, actionable insights, analytics, and reporting. SuperVision is the latest in a line of industry-leading products and services created by Explore Information Services and Solera Companies. Since 1989, Explore Information Services has been providing risk-data services and developing superior information solutions for commercial fleets, insurance companies, and government entities.



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