

WHEN DRIVERS CHALLENGE DATA



Q: During driver meetings I often get the same response, “The braking and corning events are being triggered by either warehouse personnel, potholes or sharp turns in a lot.” Is there a way we can validate these occurrences?

A: We hear this exact claim from many other fleets. Drivers regularly argue with and challenge the numbers, claiming it’s faulty data. After all, the drivers are the professionals, and you’re not in the vehicle to witness these events. If you have a driver claiming the provided events occurred by warehouse personnel or in a certain lot causing driver events, contact the ELEVATE® team and we can provide you with a detailed report of where and when the event(s) occurred.

Once the information is in your hands, you can bring the driver in to discuss these events. The detailed reports can either validate what the driver is saying or prove there was an unnecessary event, which can be used as a tool to help with further coaching. Within the report you can plug in the exact location coordinates into Google Maps to show where exactly the event occurred. We generally see drivers make improvements when they are able to view the data themselves.