

CASE STUDY



PREDICTIVE
SAFETY

ALERTMETER® USE AT TRANSPORTATION COMPANY

August 2018-November 2020





OVERVIEW

With a broad range of transport servicing (truck, terminal and transload, oilfield, marine, rail, and more), the subject of this case study is a leader in providing world-class services in supply chain management in North America and worldwide. They are considered one of America's safest companies and decided to implement AlertMeter® to help ensure fit-for-duty status among their trucking personnel.

CHALLENGE

The subject of this case study made the decision to get AlertMeter® after identifying fatigue as a major contributing factor behind recent safety incidents. By getting AlertMeter®, they hoped to be able to identify when a driver wasn't alert, or unfit for work.

They also recognized that utilizing the AlertMeter® would help them differentiate themselves from competitors and demonstrate their commitment to a higher standard of safety.

"If we could identify one driver not on their game, then it would be 100% worth it."

APPROACH

This company chose to use AlertMeter® on their existing truck-based tablets currently supporting their ELD / Telematics system. This eliminated cost for additional equipment and allowed drivers to utilize a familiar device without disrupting routine. Each time a driver is struggling with alertness, a dispatch manager receives a notification. They contact the driver to have an objective discussion regarding their ability to work safely. These conversations result in a variety of responses—coaching to avoid distractions, countermeasures like hydration, effective use of caffeine, and more. On rare occasions, the manager may conclude that the driver should not be on duty, and then follow corporate policy to manage the situation. The AlertMeter® has been embraced by workers as a source of friendly competition and useful feedback to inspire alertness supporting lifestyle changes.

32%

Reduction in safety incident frequency by fiscal year since implementing AlertMeter®.

53%

Reduction in annual incident cost since implementing AlertMeter®.

302%

Increase in worker participation within 2 years of first implementation.

CONCLUSION

"AlertMeter® has been great. The platform is really well aligned with our expectations and it allows us to have technology behind what our drivers are doing as well as compliance with DOT requirements."

AlertMeter® use helped contribute to a more positive workplace safety culture.

The added visibility of AlertMeter® is allowing supervisors and managers to acknowledge this fact every day and make more realistic and proactive safety assessments, as well as treat drivers with more understanding and empathy.

Perhaps most importantly, the trucking personnel now recognize that:

- *"We want them to be healthy, able to do their job while also having a life outside of work."*
- *"There is an expectation that they are following sleep guidelines, maintaining healthy eating habits, and generally taking care of themselves."*
- *"They're not just workers with a pulse. We want them to be healthy and strong, have a lengthy career, and be able to spend time with their families outside of work."*

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