

Customer Spotlight: National Express Corporation

Andy Ptak | Chief Information Officer





Agenda

- Speaker Bios - Andy & Peter
- NEC Profile



Speaker Bio - Andy & Peter

- Andy Ptak
 - Andrew is the CIO for the North American division of national Express and has been with the company since 2010. He is responsible for all technology, on vehicle technology and routing initiatives, innovation and support for the business. His focus in recent years has been on business analytics and improving driver engagement through digital means.
- Peter Soukenik
 - Peter joined National Express in 2016 as a Graduate Management Trainee. Since then, served as a General Manager for three Customer Service Centers, assisted in the development & implementation of two company-wide safety initiatives (Employee File Digitization/Complaint Management System), and most recently served as the Business Analyst responsible for all things Zonar across 250+ locations and 22,000+ active fleet vehicles.



NEC Profile

- School Bussing, Transit, Shuttling
- 250+ Customer Service Centers across North America
- 30,000+ Employees
- 22,000+ Active Vehicles

national express. | *school transit shuttle*



Presentation Outline

- The focus of the presentation will be on NEC's technological and metrics driven evolution.
- Pre-2017 - set the stage
 - Zonar 2010 handhelds and EVIR
 - Compliance and safety - NEC was tracking, but not really maximizing.
 - ByteCurve, new Safety Department put together the metrics, analytics into place. 2017 is when Domo took off and focus shifted and grown and improved in 2018 and 2019.
 - Pre-2017 world - good company, but still opportunities for greater operational efficiency. Show old spreadsheets and post 2017 and new world of data at their fingertips.



Presentation Outline

- Safety focus in 2017 led to all kinds of new technology
 - Broader technology portfolio including Connects, Zaccess, speeding/posted speed, focus upon reducing large speeding events into smaller.
 - Evolution included incorporating API data to a centralized database (Domo for statistical reporting) and includes employee, labor, internal scheduling (Compass), every single inspection, speeding events.



Presentation Outline

- 2019 Metrics and Cultural shift
 - Provide what others can not provide - Zonar helps them provide nearly 50% of all data
 - Increase safety - speeding, compliance, swipe compliance pre-trip/post trip and couldn't measure without Zonar. Proactively measure without Zonar.
 - Now allow managers in the field and help guide conversations.
 - Made significant improvements when it comes to speeding and reduce it by eliminate speeding events over 15 mph, then moving down to 10 and hopefully to 5.
 - Minutes speeding per 10,000 miles. Speeding minutes from GTC/10,000 miles per location. Individual drivers - speeding events and minutes spent speeding and top speed. Location and driver based metrics.



Presentation Outline

- 2019 Metrics and Cultural shift
 - Rewards program - yearly. Prize pool and it was a truck or a vacation. General Managers are the candidates of the pool. KPI for on time performance, pre-trip/post-trip, idling.
 - Large fleet in terms of buses so extremely important to know locations of buses, fleet health.
 - Can detail down to individual who did or did not perform their pre-trip.
 - Expanding on the performance aspect on the behavior coaching from top to individual level.



Metrics Example

- Driver Safety Scorecard

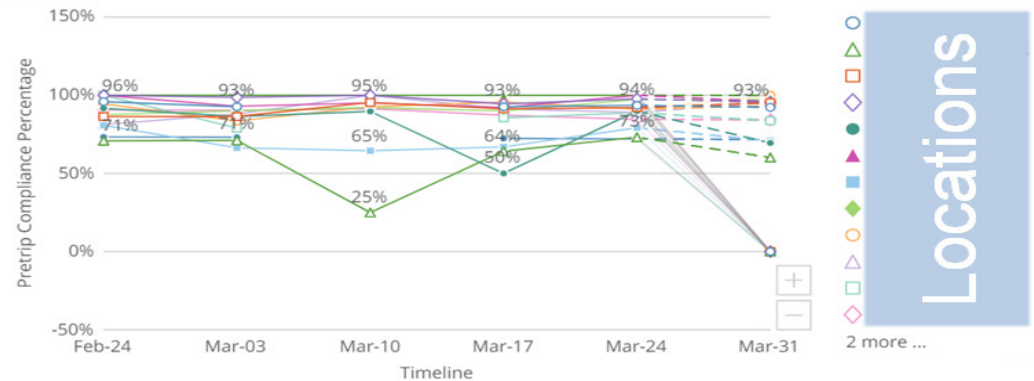
- Aggregated data from multiple safety systems.
- Individual Driver statistics allowing for effective coaching.

AREA	REGION	Location Name	CSC_ID	Employee Name	EMPLOYEE_ID	JOB_TITLE	Employee Status	Safety Score Normalized	CSC_Type	Max Score	Safety Score	Update Date	Scorecard Period	Scorecard Coaching	Total Coaching Events
West Area			2009			Driver.420	Active	0.00	Both Zonar & DriveCam	100	0.00	2019-03-15	February 2019		
East Area			4033			Driver.420	Active	0.00	Both Zonar & DriveCam	100	0.00	2019-03-15	February 2019	1	1
South Central Area			4053			Driver.420	Active	0.00	Both Zonar & DriveCam	100	0.00	2019-03-15	February 2019	1	1
East Area			4033			Driver.420	Active	0.00	Both Zonar & DriveCam	100	0.00	2019-03-15	February 2019	1	1
South Central Area			4047			Driver.420	Active	0.00	Both Zonar & DriveCam	100	0.00	2019-03-15	February 2019	1	1
South Central Area			4092			Driver.420	Active	0.00	Both Zonar & DriveCam	100	0.00	2019-03-15	February 2019	1	1
South Central Area			4094			Driver.420	Active	0.00	Both Zonar & DriveCam	100	0.00	2019-03-15	February 2019	1	1
South Central Area			4092			Driver.420	Active	0.00	Both Zonar & DriveCam	100	0.00	2019-03-15	February 2019	1	1

- Inspection Compliance

- Swipe Compliance, Pre-Trip, Post-Trip and Child Checks measured by Area, Region, Location, Driver Task level.

83% Pretrip Compliance

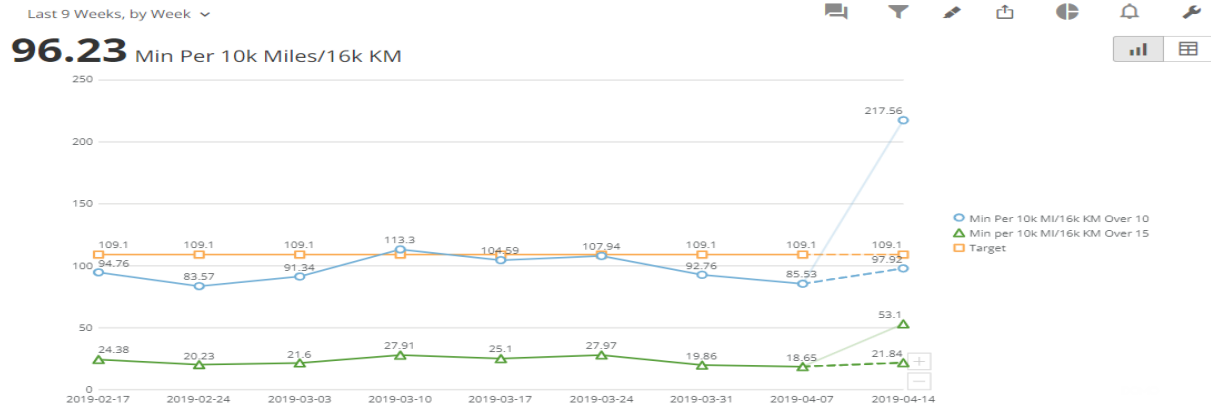




Metrics Example

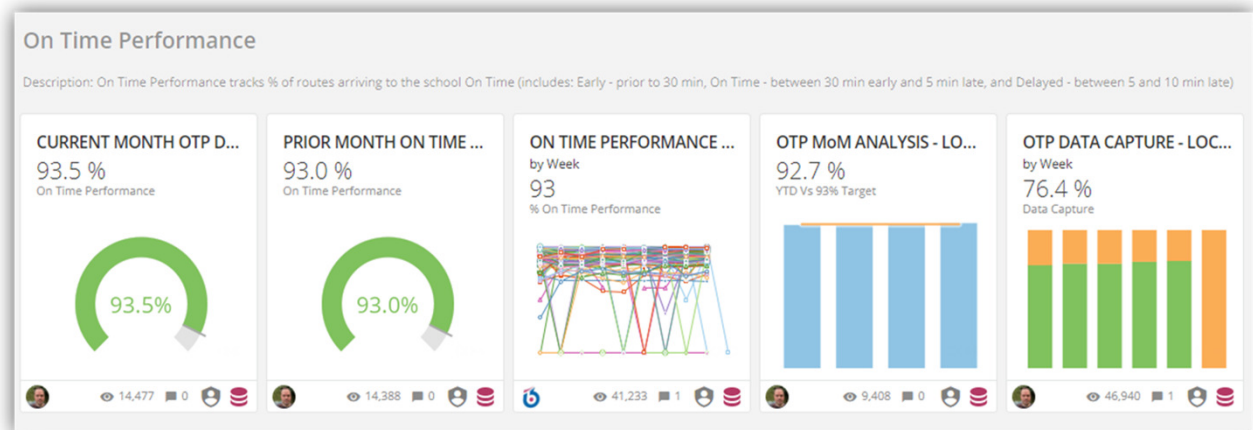
- Speeding Violations

- Events pulled from Zonar and measured against different targets/goals aimed at reducing overall speeding.
- Each year we set an increasingly lower targets and locations compete against each other. All locations under the target at yearend qualify for a grand prize (family vacation, new vehicle, etc.).



- On Time Performance

- Measured with Zonar data compared to task level detail.





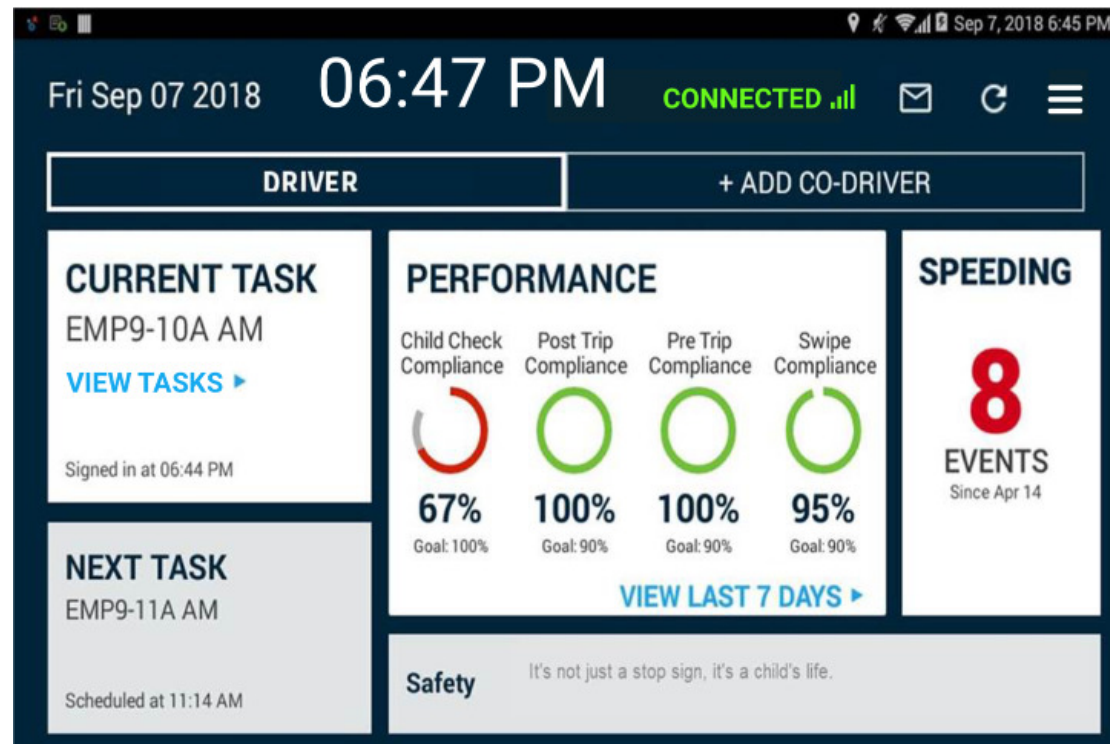
Presentation Outline

- 2019 Metrics and Cultural shift
 - Technology including scheduling, Zonar and put technology on the bus including cameras, GPS, Connect tablets with software (ZAccess) that feeds the metrics on the bus.
 - Now drivers are a part of the conversation with ZAccess and technology in the bus.
 - Before they had to call the driver over the radio and ask them to come into the office.
 - Now drivers are addicted to their driver performance metrics. Changed the culture - can't change by telling the drivers what to do, but have them feel a part of it. Not doing by force, but environment where they monitor their own stats. A positive investment. First of its kind in school bus.



Zaccess

- Driver Ecosystem
 - Remote Sign-In
 - Compliance assistance
 - Metrics
 - Speeding Events
 - Safety
- Steps toward in-cab coaching





Summary

Questions?

Thank you.

