

Fleet Analytics | May 26 - June 1, 2024

Storyboard Chat Usage

522

Total Messages
Sent

328

Total Messages
Sent by Drivers

197

Hands-Free
Messages Sent

52 out of 58

Drivers Used
the App

Dispatch Insights

Dispatcher	Avg # of Monthly Message	Avg Response Time (Minutes)	# of Messages 10+ Min
Allan	113	14 min	14
Clarissa	121	19 min	29
Brian	107	26 min	47
Lyle	132	12 min	16
Natalie	141	9 min	11

Dispatcher Response Times

Month	Allan		Clarissa		Brian		Lyle		Natalie	
	Avg - All Messages	Avg - Delayed Messages*	Avg - All Messages	Avg - Delayed Messages*	Avg - All Messages	Avg - Delayed Messages*	Avg - All Messages	Avg - Delayed Messages*	Avg - All Messages	Avg - Delayed Messages*
Jan	32 min	107 min	38 min	117 min	49 min	121 min	41 min	101 min	30 min	97 min
Feb	15 min	55 min	18 min	63 min	42 min	97 min	36 min	64 min	12 min	45 min
Mar	8 min	45 min	9 min	40 min	29 min	82 min	27 min	47 min	13 min	31 min
Apr	78 min	272 min	34 min	147 min	31 min	63 min	44 min	101 min	17 min	26 min
May	30 min	101 min	29 min	88 min	22 min	40 min	36 min	51 min	27 min	31 min

*A delayed message is any message where it took dispatch 10+ minutes to read.

Route & Load Issues

CTOCK (Chris)

- May 27: Mentioned his trailer (3688) was dead and client wouldn't allow him to drop it off

JFERN (Jorge)

- May 29: Mentioned he needed to stop due to bad weather

BDEEN (Brian)

- May 29: Picked up the wrong load at the shipper; Dispatch was able to adjust loads between the drivers

Driver Issues

FTYST (Fallon)

- May 26: Mentioned she fell and hit her head the day before and wasn't feeling very well

DMART (Duane)

- May 28: Asked dispatch to reach out to payroll
- May 30: Mentioned a friend at Wallace shared their plan to haul their own products next year and is considering it but dislikes the many rules and regulations.

Truck Issues

JRODR (Jose)

- May 27: Mentioned he is having issues getting into the Broker's app

CTOCK (Char)

- May 28: Reporting GPS app wasn't working; turns on and shows the map and starts for about 10-15 seconds, it then kicks you out completely. Upon reboot screen shows your written route, not map or directions

WSMIT (Willy)

- May 29: Reported a flat tire on the driver side, rear axle, inside tire; was able to get to Goodyear Commercial Tire despite the early hour