TIME TO DUMP YOUR USED TRUCKS?
Analysts predict uptick in used truck prices could be short-lived

Randall E. Reilly

BUSINESS SOLUTIONS FOR TRUCKING PROFESSIONALS

GOT A CRYSTAL BALL?
Predictive analytics can prevent trouble

SPECIAL REPORT: ELDS
Will devices comply with intrastate rules?

CCJ's TECH TOOLBOX
You bought it, now implement it

ROLL AWAY FROM CSA
Maintain your tires to avoid inspections

page 42
page 59
page 71

page 77
USED TRUCKS: TIME TO SELL
The犹豫 used truck market in 2016 has
firmed up so far in 2017, but that stabilization
may be short-lived. According to I.D. Power,
deliveries of new trucks over the past five
years equate to a potential 8.8 percent in-
crease in the number of three- to five-year-old
sleepers returning to the used-truck market.
Now may be the last chance in the next several
years for fleets with trucks past their trade cycle
to turn over their old equipment before prices
bottom out.

FEATURES

50

42 Special Report: ELDs and Intrastate logging
States falling to adopt an e-logging mandate State hours-of-service regulations differing from the
dederal rule. ELDs missing state-specific features. For the intrastate driver required to use e-logs,
the change could get complicated.

59 CCJ's Tech Toolbox: Integrating technology
After months of investigation, research and assessments, you've finally found the product your
company needs. Now you must bring it on board. Integrating a new technology is an exhaustive
affair, but with careful planning and a transparent approach with employees, strategies can be
built to streamline implementation and ensure maximum productivity.

71 In Violation, Part III: Tires
Tire troubles are among the top three causes of CSA viola-
tions, and with more tires on the truck and trailer than just
about anything other than lights, they can be difficult to
manage. In CCJ's final report of a three-part series on 'Preven-
ting CSA Vehicle Maintenance Violations,' several equipment
experts offer their best practices on preventing tire wear.

77 Predictive analytics
Fleets use a variety of technologies to see exceptions the mo-
mment they happen, but costly damage often is done by the time
the information arrives. That's why more technology-savvy fleets
are using data, computing power and software tools to act on
predictive data, allowing them to anticipate future events and
change the outcomes before the exceptions take place.

47 Innovators: Oakley Transport
The Wak's, Fla.-based food transporter revamps its train-
ing programs, focuses its employees and changes its culture
on its path to earning ISO quality certification.

JOURNAL

LEADING NEWS, TRUCKING MARKET
CONDITIONS AND INDUSTRY ANALYSIS

9 News
Senate DOT bill skips ELD mandate, driver
breaks ... FMCSA: Pre-2000 ELD exemp-
tion applies to engine, not chassis model ...
DOT withdraws sleep apnea screening criteria
rulemaking ... Navistar ordered to pay $31M to
fleet over alleged en-
geine defects ... FMCSA
eyes removal of diabetic
drivers' exemption re-
quirement ... States can
accept CHP applications
from out-of-state driver
candidates ... EPA eyes
change to tractor-trailer
emissions regulations ...
FMCSA makes strides
in targeting highest risk
Carriers.

12 InBrief
Exceptions are the norm in transportation and logistics. At any moment, a load can fall behind schedule, a driver could have an accident or a truck might break down, among other possibilities.

Fleets use a variety of technologies to see exceptions the moment they happen. Software, whether on their own servers or in the cloud, constantly monitors live data from vehicles, transportation management software systems and other sources to report on what went wrong. While the reporting is helpful, the damage often is done by the time the information arrives, and those exceptions can be costly.

That’s why more technology-savvy fleets now are looking for ways to act on predictive data rather than exceptions. Imagine a fleet manager knowing a truck is likely to break down due to a problem with its exhaust aftertreatment system. With this foresight, the manager can route the truck to a dealer and reassign its load to another truck.

The manager may get another report that identifies a driver or group of drivers who are likely to quit, allowing him to reach out to resolve the conflict. Another report could show which drivers are most likely to be in a collision and what intervention strategies will best mitigate the risk.

With so much data, computing power and software tools, these scenarios are possible by studying predictive analytics to anticipate future events and using workflow tools to change the outcomes before the exceptions take place.

**Predictive maintenance**

All truck OEMs now offer remote diagnostics services to help their customers reduce unplanned equipment downtime. OEMs and fleets are building on this foundation to predict maintenance needs of assets and take cost-saving preventive measures.

The data from a single fleet or the collective data an OEM has on a truck model might show a turbo is likely to fail at 270,000 miles under certain conditions, such as having routes with high elevations or certain driver behaviors and weather patterns.

“When you pull all of this together, you could start to predict component failures with enough certainty to change a $25,000 part before it fails,” says Dick Hyatt, chief executive officer of Decisiv. “It is a little bit of a dream right now, but I can see it will happen over the next several years.”

Volvo, Paccar and Hino Trucks use Decisiv’s cloud-based platform to manage service events for customers. The events are triggered by diagnostics trouble codes from vehicles.
Decisiv works with OEMs to categorize the severity of DTCs on a scale of high, medium and low.

For high-severity fault codes, Decisiv opens a "PM due" process for all participants in the workflow — the OEM call center, dealer network and fleet — are notified via email, text and the online dashboard. Medium-severity faults go into a "pending work mode" and "travel with the truck," Hyatt says. The next time the asset shows up at a shop location, technicians can look at the pending work file and recommended repair plan for the DTCs. Similarly, the low-severity faults stay with the asset profile.

Remote diagnostics is more complicated than reading fault codes, and OEMs have made big strides to analyze data to get to the root causes of problems.

Bsquare, a data analytics provider, works with OEMs and fleets to bring information together from different sources — the engine, subsystems and historical information — to "have a high level of confidence of what the issue might really be," says Dave McCarthy, the company's senior director of products.

Once the root cause is known, an automated workflow can identify the parts and technician skill levels needed to complete the repair at the closest service center. "All of this could happen while the truck is rolling down the road," McCarthy says.

Bsquare is working with Paccar to develop business intelligence dashboards, analytics and workflow tools to power its remote diagnostics platforms and services.

Once a root cause is identified, Bsquare works with Kenworth and Peterbilt dealers, technicians are using Bsquare's technology to guide them through a decision tree of fault codes to shorten diagnostics and repair times.

Bsquare also works with motor carriers that operate mixed fleets to bring their DTCs into a single dashboard and provide "a combined understanding of what is happening" with assets, McCarthy says.

**Escaping Accidents**

Motor carriers use a variety of Internet of Things devices and applications to monitor driving behaviors. Most of these technologies are designed to alert management if drivers exceed safe thresholds for speed, acceleration/deceleration, g-force and other vehicle operation and sensor data.

Many also can score driver behavior and create risk profiles. To get picture-perfect visibility of behaviors and metrics that can predict accidents more accurately, a growing number of fleets are using video-based driver risk management systems.

These systems use forwards- and driver-facing event recorders to capture risk factors attributable to driver distractions.

**Camions' Guidance**

A mobile app allows fleets and end users to quickly read Camions' fault codes and other key information on 2007 and newer engines.
short following distances, traffic violations, lack of weather precautions and other bad habits that cannot be detected by sensors alone.

Some technology providers offer managed services and have analysts review video clips of critical events that have captured risky driving. Some also have devised powerful algorithms to correlate driving behaviors with future collision risks. The algorithms are designed to translate a complex set of driving behaviors into easy-to-use scores and drill-down reports to help manage the fleet’s overall risk.

The SmartDrive video-based safety system has a scoring algorithm that combines recent observations of risky behaviors with their predictive value. The algorithm normalizes individual driver scores for risk exposure based on hours or miles driving.

The SmartDrive Safety Score is designed to identify specific skills and behaviors that individual drivers need to improve to help reduce collision risk. Fleets use these scores alongside video clips to coach drivers and manage their behavior behind the wheel.

Postal Fleet Services, a mail hauler that contracts primarily with the U.S. Postal Service, was not using any technology to monitor driving behaviors before it deployed SmartDrive.

“We did it old-school,” says Jeremy Collins, director of business and safety development. The St. Augustine, Fla.-based carrier was assessing risk by looking at motor vehicle records, employment history, logbook records and road tests, among other manual time-intensive practices.

As a result, management was “reactive” to information from Compliance Safety Accountability inspections, citizen complaints and accidents, Collins says.

Postal Fleet Services piloted the SmartDrive system and within a few weeks saw its SmartDrive Safety Score improve by 85 percent. The company since has deployed the technology across its 700-truck fleet.

Collins says the system provides Postal Fleet Services with visibility of risky driving behaviors, such as not using seatbelts and many kinds of distractions, including texting. He recalls a situation where the system discovered a driver had a bad habit of drifting to the left.

“Real-time risk predictions

As fleets adapt new safety technologies on the path toward autonomous vehicles, some risky driver behaviors will go away, but others may emerge.

On a monthly basis, Lytx – provider of the video-based DriveCam safety system – analyzes the correlations its proprietary algorithms find for behaviors and risk to see if “anything has significantly changed,” says Michael Phillippi, vice president of software development and operations.

Lytx’s algorithms use an analysis of the company’s database of more than 70 billion driving miles to assign point values to risky behaviors. The Lytx score increases as drivers accumulate risks that the system has identified from previous driving events that trigger a video capture.

The score includes both observed behaviors and combinations of those behaviors. An example of a behavior combination is a driver being distracted by a handheld cellphone while facing less than two seconds of following distance. Using Lytx’s algorithm, this combination would have more risk than the sum of the individual behaviors; in other words, 1+1=3.

Lytx says its algorithms more accurately assess causal relationships of risk, such as drowsy driving, and identify correlating behaviors that multiply the risk. Not wearing a seatbelt is an example of a correlating behavior; the company’s data show that an unbelted driver is 3.4 times more likely to have a collision than an average driver.

The overall goal for the Lytx score, Phillippi says, is to provide fleets and drivers with easy-to-use information that makes coaching events more effective.

Onomatex offers seven predictive models tailored to different types of fleets and industry challenges. For larger carriers, the company builds custom models that use any data the customer is willing to share — safety, operations, finance, demographic data and more.

For smaller carriers, Onomatex offers two predictive models that both use hours-of-service data for different purposes. One detects driver turnover risk, while the other...
TECHNOLOGY: PREDICTIVE ANALYTICS

Omnitracs channels data from electronic logging devices to predict accidents and driver turnover.

Ram Renganathan, senior data modeler for Omnitracs, says the company is working on projects designed to enable real-time predictions and deliver them to managers and drivers. Renganathan says Omnitracs already has invested in the infrastructure to handle big data and real-time analytics.

As an example of what might be possible, imagine a tired driver getting a message that the system has detected he is fatigued and at a high accident risk and recommends he pull over to take a nap.

Omnitracs is looking for opportunities to create such real-time predictive models. As one step in this process, its Critical Event Video product could be updated with algorithms that identify traffic signs and objects. This would make it possible to capture drivers’ reactions to speed limits and stoplights and to monitor their following distances, Renganathan says.

Turnover warning signs

According to the American Trucking Associations, driver turnover rates dropped to historically low levels during the first part of 2017. Truckload carriers with revenues of over $30 million had a 74 percent annualized turnover rate, and smaller carriers had 66 percent.

While those trends may point to brighter days ahead for turnover, a more useful statistic would be to find out which drivers are more likely to leave, and why, to prevent it from happening. Driver surveys are perhaps the easiest way to identify the early signs of turnover, especially during critical periods of the employment lifecycle.

Research from Stay Metrics shows that 33 percent of new driver hires will leave their carriers within 90 days and that an additional 22 percent will quit within 180 days. The company administers driver surveys for motor carriers at the seven- and 45-day periods of employment to gather feedback on early job expectations, experiences and satisfaction levels.

The surveys are sent to drivers through text messages with a link to an online form. Stay Metrics immediately notifies the carrier via email if a driver’s responses indicate a high degree of turnover risk, such as unrealistic expectations for pay or home time.

The company also alerts fleets if drivers do not respond to the surveys in a timely manner. Stay Metrics research shows that drivers who do not respond to surveys are 48 percent more likely to leave, says Tim Hand, CEO.

The company also administers an in-depth annual Driver Satisfaction survey for clients. The responses can be run through its predictive model to show what specific factors cause turnover at each company relative to industry peer groups for dry van, refrigerated, flatbed, and other sectors.

Survey data is only one of many possible sources for predictive driver turnover models. Maven Machines recently put the finishing touches on its new fleet management platform, SmartSense. The platform includes a wireless headset that captures head movements of drivers, along with data from electronic logging devices and various telematics applications.

SmartSense sends all of its captured mobile data to a cloud platform that integrates data from other sources such as weather, traffic and fleets’ back-office IT systems. The cloud platform processes “hundreds of millions of events every hour,” says Avi Geller, CEO.

All of this data processing creates a real-time predictive score for driver safety and performance that accounts for real-time conditions. If a driver was in bad weather, fewer head movements are better, Geller says.

Maven Machines also is working on new predictive models for driver turnover. Drivers can use SmartSense’s mobile app to input home-time requests to dispatchers. The company is building algorithms to help dispatchers optimally schedule loads to meet home-time commitments.

Maven is leveraging its data points to predict which drivers are at a high risk of leaving SmartSense can capture detention time, requested home time, driver pay information, and equipment quality.

“All of these are factors that go into driver satisfaction,” Geller says. “We are creating a platform that helps companies operate better, end-to-end, and driver retention is a huge pull point.”