

CASE STUDY

FleetLocate Alerts Boost Safety, Efficiencies at Fast-Moving 34-Vehicle Fleet:

H&H CONCRETE ON DEMAND

“You call. We haul,” says Candace Self, safety director at H&H Concrete on Demand. With the help of FleetLocate by Spireon, H&H does it safely, efficiently, and accountably. Every day.

ABOUT H&H CONCRETE ON DEMAND

H&H Concrete on Demand is in the business of volumetric concrete. Instead of a traditional premixed barrel truck operation, H&H employs a different type of truck that essentially serves as a batch plant where the water, sand, rock, and concrete are mixed and poured onsite. This solution eliminates the risk of the concrete setting up prematurely, ensuring a purer mix and better final product. It’s also more efficient since drivers don’t have to pour then head back to base camp to obtain more premix.



H&H Concrete on Demand has been in business since 1984, and Candace has managed fleet operations for decades (since 2016 for H&H). From H&H headquarters in Fort Worth, Texas, Candace oversees 34 vehicles and 28 CDL and non-CDL drivers who route from base camp to satellite yards to customer sites throughout the Dallas–Fort Worth metroplex. With 17 volumetric trucks, five haul trucks, and a dozen or so crew trucks, Candace’s job is to ensure everything runs smoothly.

CHALLENGE

H&H began using FleetLocate in March 2017. She pushed for it because the other two tracking solutions the company had been using were not working meeting their needs.

“The first one when I started was just antiquated, outdated, horrible,” Candace recalls. “When I came in, we were in the process of moving to another tracking company, but that one wasn’t working either. It would take 90 seconds just to find a truck, and its units kept triggering the check engine light on our vehicles.”

Candace says the provider promised the ability to use ELD logs without cellular service, yet the Wi-Fi tablets it provided never worked correctly. “They drove me nuts. My big thing was customer service. At one point, I actually got on a conference call with the vice president of the company because I was so fed up.”

The provider released H&H from its contract. “And then Spireon came knocking.”

RESULTS

H&H tracks its entire fleet using FleetLocate. FleetLocate allows Candace to easily monitor the whereabouts of hauling trucks, volumetric concrete trucks, and even light-duty pickup trucks. Haul and volumetric trucks are set up to log hours of service (HOS) for mandated electronic logging device (ELD) compliance; work trucks are outfitted for non-ELD fleet management.

SAFETY ALERTS

Of course, there are always some drivers who attempt to push the boundaries with their fleet manager. FleetLocate alerts Candace when drivers are speeding or not wearing seatbelts — her favorite feature.

“I had this one driver who didn’t like to wear a seatbelt. I set the alert so that the device continually beeps, then he called in:

“Driver: I can’t get this beeping to stop.

“Candace: Wear your seatbelt, and it will stop.

“Driver: That’s it?

“Candace: Yes, that’s it.

“Driver: Well, how do you know I’m not wearing my seatbelt?

“Candace: Because it tells me.

“Driver: Nah ...

“Candace: Do you want me to pull up the report?”

Custom alert parameters for driver behavior helps Candace coach her team. She set up FleetLocate to send an alert whenever a driver goes over a certain speed. Now she can call offending drivers out with specific information. Once they realize she knows they’re going 72 miles per hour when they claim 60, she observes them gradually decrease their speed. “It’s effective, and it works,” states Candace.

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REAL-TIME TRACKING

Beyond safety alerts, it was 15-second tracking that sold H&H on FleetLocate. With real-time tracking, Candace can have her dispatcher get lost drivers back on track with minimal delay. “Before, we were a minute and a half, almost two minutes behind. In a minute and a half, that driver is 2 to 4 miles down the road,” Candace says. “Fifteen-second tracking? I can’t say enough about it. It’s awesome.”

“With a barrel mixer, the concrete is always turning and heating up,” so time is of the essence, Candace continues. “But we are able to send one driver directly to another location without skipping a beat. We’re ready when the customer needs it.”



FleetLocate manages driver vehicle inspection reporting (DVIR) as well, allowing Candace to route vehicles to H&H’s onsite shop for repairs and maintenance. “I do pretty much anything related to safety — any tech support for the computer system and security system. I also manage the time clock for payroll,” Candace continues. “The ELD logs — that’s all mine. Any kind of truck registrations, permits, all that stuff; I do it all.”

BETTER DRIVER BEHAVIOR

Most businesses dread rolling out new solutions to their drivers. H&H was no exception. But the ease-of-use of FleetLocate and best-in-class Spireon service made the transition a breeze.

“One of the very first fleet solutions I worked with put this big binder in front of you so you could learn how to do a log edit or find out what something on screen meant. But with Spireon, it’s just so user-friendly,” Candace says. “Even when I put guys on tablets who have never logged before or it’s been years since they’ve logged, man, they pick up FleetLocate fast and they’re pros three or four weeks later.”

Driver resistance never came. Now, to Candace’s surprise, drivers navigate the product with minimal hand-holding.

“Say the truck is moving, but the driver is not on duty,” Candace recalls. “When I check into it, I will see they’ve logged “going to shop.” I didn’t think they knew how to do that, but they figured it out. Wow.”

The change in behavior is noticeable due in no small part to how transparent Candace is about what the system is tracking. She shows them the tracking data she has access to in FleetLocate — if they’ve turned a corner too fast or if they have their seatbelt on, for instance. Although some

drivers initially viewed the system as intrusive, she assures them the purpose is to keep both the drivers and the company safe. Now they are driving safer, and Candace sees the positive results.

SIMPLIFIED COMPLIANCE, EVERYDAY EFFICIENCIES

A system that is easy-to-use also makes it easier for fleets to comply with federal regulations. Drivers are comfortable asking for feedback on their logs and for confirmation they're in compliance. Candace is thrilled to give them positive feedback. She also has noticed greater engagement and awareness of driver HOS. They better understand now that when they're done, they're done; they cannot work an 18-hour day.

Beyond ELD compliance, H&H finds FleetLocate has helped Candace's team operate more efficiently.

Idling is common in the concrete business since trucks are constantly loading, unloading, or actively pouring. Instead of letting trucks idle as they wait to load or pour, Candace has seen an estimated drop of at least 10 percent in idle time since implementing FleetLocate. Instead of idling, drivers shut off the truck and find something else productive to do while they wait.

Routing drivers based on activity and location are improved, as well. Using FleetLocate, H&H's dispatcher can see if a truck's PTO is engaged (which pours the concrete) and tell whether the driver is done pouring and available to be sent to another job. Then, using real time traffic, Candace can proactively contact a customer when an accident or roadway construction causes driver delay. "If the dispatcher sees it ahead of time, he can reroute the driver to make sure that he gets an on-time delivery," Candace says. "That has helped us greatly and has been one of the main



improvements in our dispatch.”

ACCIDENT AVOIDANCE AND PREVENTATIVE MAINTENANCE

Speaking of accidents, FleetLocate has also reduced the number that H&H experiences.

“Before, we’d have fender benders here or there, but going into last year, the number has greatly decreased,” Candace tells us. “I think that’s our greatest success — that the drivers are becoming safer.”

However, when the rare fender bender occurs, real-time tracking and “show trips” views are powerful. If a driver is involved in an accident, Candace can narrow the timeframe down second by second for greater insight into what happened.

The vehicles themselves are also becoming safer through better diagnostics monitoring and preventative maintenance. “Being able to go in and look at diagnostics and fault codes, we’ve been able to get ahead of maintenance and schedule service before a breakdown,” Candice says.

Along with pretrip inspections, H&H has reduced repairs considerably. “When I put this program in place, I started looking at engine faults, measurements, and diagnostics, and was able to tell a driver, ‘Hey, you might want to have this checked out and it’s also due for pre-maintenance,’” Candace continues. “Maybe we can add this to pre-maintenance and get it all taken care of at once.”

BEST-IN-CLASS SUPPORT

Even with the user-friendly features in FleetLocate, issues and questions occasionally arise that require a call to customer support. “The support team is phenomenal. I have yet to have a bad experience with them, whereas with other companies, I’d know their product better than they knew it,” Candace recalls. “But with Spireon, if I have an issue, they’re just on it.”

“We’re not Coca-Cola or FedEx or UPS or JB Hunt. And even though we’re a small company, Spireon doesn’t treat us like one. With other providers, we kept getting pushed aside, but it’s different with Spireon,” Candace concludes. “Spireon is top in my book”