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ONE HUNDRED TRACKING ANSWERS

At face value, tracking answers one question: '*Where is that vehicle now?*', but there are many answers tracking provides. It's incredibly powerful and inexpensive, but rarely understood. Tracking answers questions that cannot be answered by other means. Its discrete form means it doesn't interfere with answers. Other investigative means such as printed forms, verbal questioning or the presence of supervisory staff, often modify staff behaviour, resulting in less reliable answers. Tracking answers are provided instantly, discretely, accurately, unbiased, and in an electronic form that can be easily included into reports, charts, graphs, and be archived, or distributed via email. Tracking often answers questions you hadn't even considered. Tracking answers can quickly identify or remove problem areas in your operations, ensuring maximum efficiency. Tracking answers can be used to effectively educate, improve, discipline or dismiss staff. Here's a list of one hundred tracking answers!

PRODUCTIVITY

1. Where is that vehicle now?
2. How far is that vehicle from the depot?
3. How far is that vehicle from the customer premises?
4. Which is the closest vehicle to the new job that just came in?
5. What is the exact position of the new job on the map?
6. What is the closest cross street to the new job? (Maximum delivery efficiency)
7. Will that vehicle make its next appointment, or should you dispatch another?
8. How long has the vehicle been parked there?
9. What exact route did the vehicle take, and is this the most efficient route?
10. Exactly how much time-theft occurred by that driver on that day, and over the last three months?
11. Exactly how many unauthorised kilometres did that driver drive on non-work journeys that day, and over the last three months?
12. Exactly how many customer premises did that vehicle visit on that day?

13. Exactly how many customer premises did that vehicle visit on average over the last three months, and how does this compare to the fleet average?
14. Exactly how long does that driver spend loading / unloading at that location?
15. What is the average loading time for that driver over the last three months, and how does this compare to the fleet average?
16. Where, and how often is the vehicle idling excessively, and for how long?
17. What is the work / shift time for that vehicle on that day, based on first ignition on to last ignition off, and what is the shift time for the full week?
18. Exactly how much overtime or under-time did that vehicle operate for, based on a nominated 8hr shift? (On that day, that pay period or the last three months)
19. Does that driver exceed the approved lunch time duration?
20. How often does that driver take more than 1Hr for his lunch break?
21. Was the depot really closed when the truck arrived, or should it have unloaded on that day instead of incurring extra expense?
22. Which vehicles drive too slowly under heavy loads? Do we need to upgrade them?
23. What are benchmark times for our vehicles to travel between known points, such as from one depot to another? (Both loaded and unloaded, and at different times?)
24. Which drivers or vehicles deviate from known benchmark times on regular routes
25. Why are some drivers much faster than our company benchmark times, and are they missing some of their stops to finish faster on Fridays?
26. Which drivers regularly stop at locations that are neither listed as company or customer locations, and how long do they stop for at unknown locations?
27. Which drivers rarely stop at 'unknown' locations, and always follow runs correctly?
28. Which drivers take too long to load / unload, based on our known benchmarks?
29. Which drivers are our most productive?
30. Which drivers are least productive?
31. What factors distinguish good drivers from poor performers, and how do we increase productivity with these workers? (Route selection? Run order? Start times? Driving style/speed? Load/unloading durations? Time theft? Vehicle selection? Etc)

OH&S

32. How fast is that vehicle travelling right now?
33. How often does that vehicle exceed the speed limit?
34. What was the fastest speed travelled by that driver on his last trip, and where?
35. Show the top 10% drivers that regularly speed by 20km/h over the limit
36. How long has that driver been driving?
37. When was their last break?
38. How long was their last break?
39. What is the ratio of rest time to driving time for that driver, as compared to others?
40. Which drivers never exceed the speed limit by more than 5km/h?

41. Has the speed limiter on that vehicle suddenly stopped working?
42. Where and when did the speed limiter stop working, who was driving at the time?
43. Are the logbook entries legitimate or are they being entered fraudulently?
44. Which drivers never speed, and which are our safest 10% fleet drivers?
45. Which vehicles have not 'reported in' for the last 24Hrs? (Are they OK?)
46. Your driver has just reported an assault and robbery. What is their exact position, and which is the closest company vehicle to assist?

INVESTIGATION

47. Exactly where is that vehicle parked overnight?
48. How often does the vehicle park there?
49. How often does the vehicle attend unauthorised locations?
50. How often does the vehicle deviate from the correct route?
51. How often does the vehicle breach nominated area boundaries?
52. How often is the vehicle used after hours, and how far?
53. Where was the vehicle at 2PM, Friday 24th March 2001?
54. How long was it parked for, at 2PM, Friday 24th March 2001?
55. Which other fleet vehicles were parked near the one in question at the time?
56. Was the cargo door opened at any time during the journey?
57. How long was the cargo door open for, and was this long enough to unload?
58. Did the vehicle enter an unauthorised zone at any time?
59. Did the vehicle visit any unauthorised locations? (Driver's home, competitor premises, known company loiter area)
60. Was a delivery made at the customer's premises as claimed by the driver, or does the tracking log show this addressed was missed on that run?
61. A complaint has been received. Was your driver really late for yesterdays delivery?
62. How late was the driver for the delivery last Friday?
63. What was the reason the driver was late for last Friday's delivery? (Heavy traffic/slow speeds or did he spend too long at the previous location?)
64. Are the claims for km and waiting times valid, or are they excessive?
65. Does that vehicle commence work on time, or is it always late?
66. Does that vehicle routinely finish early, or is it only with that driver?
67. Was the vehicle listed as loaded or unloaded when it deviated from its route?
68. Who was the driver listed as 'allocated' to that vehicle on that particular day?

CRASH INVESTIGATION

69. Notify me immediately (real-time) if the vehicle is involved in a collision.
70. Exactly what time did the crash occur?
71. Exactly where did the crash occur?

72. Who was likely to be at fault for the crash?
73. Is the other driver lying about what happened in the accident?
74. How fast was the vehicle travelling prior to impact?
75. Was the vehicle accelerating or braking prior to impact?
76. Was the vehicle driving erratically / weaving prior to impact?
77. Where was it previously parked, prior to the crash (Hotel carpark)?
78. Exactly how long was it parked in the hotel carpark prior to the crash (alcohol)?
79. How long was the vehicle driving for, prior to impact, and when was the last break?
80. Was the behaviour on the day of the crash consistent with the driver's regular driving behaviour over the last three months, or was this an isolated incident?
81. Show all text messages sent to or from that vehicle on the day in question.
82. Show all messages sent to and from that vehicle over the last three months. Is that driver often asked to break the law, or was this just an isolated incident?

DISMISSAL / DISCIPLINE / EDUCATION

83. Show each instance that driver exceeded the speed limit by more than 20km/h.
84. Show each instance that driver travelled for more than 8hrs without a break.
85. Show each instance of unauthorised non-work journeys exceeding 10km.
86. Show each instance of time-theft exceeding 30 minutes.
87. Show the cargo door opened, at an unauthorised stop where items were stolen.
88. Show the difference in time and distance when that worker disregards policy on nominated routes or run orders, versus 'benchmarks' set by other workers.

MISCELLANEOUS

89. Your employee is alleged to be distributing drugs using his company vehicle, and Police want evidence to prosecute them. Show the exact street address for all non-work positions that vehicle visited over the past three months, but only where the on-site duration was less than 10 minutes.
90. Show reports of the vehicle's routes to prove accountability for advertising. How often is the signed advertising vehicle driving through the North Shore or similar demographics, or how often is it left parked under the Harbour Bridge?
91. Notify me immediately the temperature exceeds 4°C in your chilled vehicle. Show reports of when and how often this occurs, and how quickly this problem is rectified.
92. The North Shore vehicles are not permitted to travel out of their area, (IE South across the Harbour Bridge) Notify me instantly if this occurs, and provide a report showing how often this activity has occurred over the last three months.
93. That vehicle is only authorised to travel along this defined route. Notify me instantly if it deviates by more than 500m, and provide reports of how often this occurs.
94. What proportion of the time does this specific group of vehicles spend in this particular area?
95. Should we relocate our depot to a better location, or is our current depot in the best position for efficiency?

96. Do we need another depot on the North Shore due to the long return journey times for our vehicles in this area?
97. Where is the best location for an exchange point, where drivers can meet up and transfer or cross-load goods, bound for regular destinations?
98. Your employee alleges a back injury at this location, at this time. Does tracking data support this? (Fraudulent claim? Perhaps they were not even there!)
99. A response team is attempting to intercept and recover your stolen vehicle. Where is it currently, and where does it appear to be travelling to?
100. Your driver is lost in an unfamiliar, remote area. Where are they? What is the best route they should take to get to their destination? (Fast directions, by phone)