Implementation Tips for Your HOS Solution

Consider the following best practices for successful implementation and ongoing management of your HOS Solution.

1. Set expectations.

Set deployment expectations for your internal people that this is an important project, and it needs to be managed DAILY. In addition to overall expectations, make sure you set and communicate important goals (both compliance and tracking). Examples of measurable compliance goals might include:

- Improve CSA BASIC for HOS Violations from 78.5 to 35.0.

- Improve Vehicle Maintenance BASIC from 88.4 to 25.0.

- Eliminate OOS (out of service) occurrences entirely.

- Reduce measured driver violations at host level to "x" per week.

- Certify repairs to vehicles within "x" days from post trip reports.

- Resolve driver "conflicts" in HOS data daily.

- Resolve on-board failures within 3 working days.

2. Define and assign roles.

Define which employee(s) in the office are responsible for day-to-day accomplishment of the goals. Make sure they know they are responsible and measured. For example, specifically who is responsible in your company for the overall success of this project? Will you have site resource(s) at each location? Who are they? If problems arise during deployment, who should they inform first, second, etc.? If the problem is installation or GPS related, remember to work with Support to resolve as soon as possible. Many things can be solved with a phone call while being in the truck (if it's a device that is not working as expected). See next step below for support tips.

Every organization is different, and one person may be responsible for more than one role. Use the following table as a guideline:

Examples	Notes
Project Manager	This person is most vested in this project's success. -Who reports to the PM? -To whom does the PM report and how? -Who will the PM train?
Administrator	This person has total control of the HOS portal. Duties include: -Determines access to the system (and for what purposes) -Sets up drivers, locations, filters, etc. -Regularly inspects system for proper usage of reports and data -Fields technical support questions on system operation
Office Manager	This person has view/edit rights to the HOS portal and is responsible for daily compliance: -Resolve unknown driver conflicts -Edit logs -Run violation reports and meet with drivers -Certify inspections with defects
Maintenance Staff	The Maintenance Staff must know how to install, troubleshoot, and obtain repair parts and systems.
Driver Supervisors	The Driver Supervisors are typically the first point of contact for usage questions from Drivers. They must know how to use the in-cab operations as well as any driver.
Drivers	Primary users of the in-cab device. Drivers must be adequately trained regarding the proper operation of the device in the event of a roadside inspection.

3. Train your team as soon as units are installed.

Use the ELD/HOS resources to assist in Driver and Administrator training.

Do not start driver training until all systems are installed and working properly. Additional checklist items for readiness include:

- Obtain a readiness sign-off from each driver after training.

- Communicate the date that all drivers will go live on electronic logs. It is suggested to use the first calendar day of a month, and it's typically recommended to do so within no more than two months of installation.

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- Allow for feedback during the "parallel" period when paper logs are still used for official records.

- Ask drivers to report any unexpected results to you ASAP. Take notes, and ask if the driver remembers anything specifically happening prior to the event.

- Reach out to our Support team immediately upon drivers reporting these unexpected results. Don't let problems occur over and over without doing anything.

- Be prepared when you call. Support needs to know who the driver is, Vehicle ID, date and time and what problem is being reports (as much detail as you can). When we receive a call, we will review the drivers log data received against the normal functionality and present a solution to resolve the problem. If it's a device related, many things can be solved remotely. If it's driver error, the driver may require more training. If the problem is unique and needs more evaluation, we will escalate the problem and respond with the findings.

- Create a plan for new drivers who are hired after the program has commenced.

> **Note.** Support personnel are not trained to give guidance on FMCSA regulations (unless it pertains explicitly to the current FMCSA reg 395.15 AOBRD functionality and ELD after we add that product functionality). You are responsible for educating your employees on other FMCSA regulations.

4. Maintain a healthy workflow.

Measure Goals
After your organization is using the system, it's time to measure your goals and compare them to actual performance.

Maintain Accountability
Everyone must be held accountable to the roles and expectations that were defined prior to the project launch. Implement daily, weekly, or monthly check points to ensure the plan is followed.

Plan for Transitions
Every plan must have a contingency. Set up a process for proper coverage when key participants take leaves of absences, get promoted, or leave the organization.