

## CUSTOMER STORY



## JET EXPRESS, INC.

Jet Express is improving its bottom line by using Vigillo to reduce unsafe driving and inspection violations

**Jet Express, Inc.**, a regional truckload carrier, serves customers in the Midwest, southeastern and western states. The company fields equipment and utilizes the services of independent drivers from terminals at its headquarters in Dayton, Ohio and at a facility in Marion, Indiana.

**CHALLENGE**

To monitor CSA scores and violations and foster safety improvements among drivers

Jet Express is always looking to improve highway safety and its bottom line by eliminating inspection violations and unsafe driving practices.



*“With Vigillo CSA Scorecards and CSA Daylight Suite we have seen a decline in unsafe driving and inspection violations because we can use that information to make drivers aware of issues and take ownership to correct them. The safety of all our drivers and the motoring public is of paramount importance to us, and with Vigillo we can reduce the possibility of accidents and address activity that affects our bottom line.”*

—KEVIN W. BURCH, PRESIDENT, JET EXPRESS, INC.

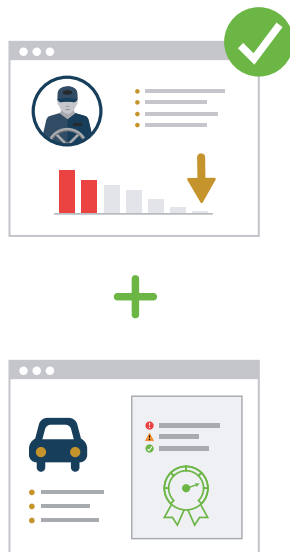
**LOCATION:** Dayton, Ohio

**DRIVERS:** 500+

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## SOLUTION

Jet Express is using **Vigillo CSA Scorecards** to analyze details on CSA BASIC categories and make more informed decisions to reduce scores. With the ability to drill down, compare and assess information, the scorecards provide valuable insight into the fleet's and driver performance. Through more than 100 interactive reports, the scorecards also enable trend and root cause analysis of inspections and violations.

**Vigillo CSA Daylight Suite** is in use at Jet Express to automatically access data about inspections, violations, and crashes. The solution includes the **Driver Data Manager** for driver lists; **Roadside Resume** driver compliance, risk and safety profiles; **Inspection Manager** to compare, correct, and track inspection data, and **Crash Manager** for tracking DOT reportable and non-reportable crashes. Also available is the **CSA Daylight mobile app** that makes BASIC scores, violations, driver details and daily updates available anywhere, anytime.



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### RESULTS

An improvement in the bottom line by reducing unsafe driving and inspection violations



Using Vigillo CSA Scorecards so drivers can immediately see CSA points and violations is leading to **safer operations at Jet Express** because drivers are immediately aware of issues and are taking ownership and correcting them.

Posting scorecards at terminals also fosters a healthy competition among drivers to improve safe driving habits and eliminate inspection violations.

Daily updates from Vigillo CSA Daylight Suite enable Jet Express to **address incorrect inspection data** through FMCSA's DataQ's system and to **rectify CSA records**.

With a fleet that includes 70 percent independent owner-operators, Jet Express uses Maintenance BASIC data from Vigillo to closely monitor vehicle inspection violations and address issues with **more effective pre-trip inspections and preventive maintenance**.



*"We take every opportunity to use Vigillo CSA Scorecards with our drivers because they give us talking points that we can use to discuss the reasons for inspection and other violations and to find solutions. The scorecard makes drivers very aware of their scores, and because of the way data is presented by Vigillo it helps them understand the issues and causes behind them."*

—KEVIN W. BURCH, PRESIDENT, JET EXPRESS, INC.

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