

J. J. Keller® Driver DataSense® Service Partner Profile

Q & A with Amy Lokken

Vice President of Safety, Security & Driver Training

U.S. Xpress, Inc., Chattanooga, TN



What compliance challenge did U.S. Xpress, Inc. face?

In the words of Amy Lokken, Vice President of Safety, Security & Driver Training at U.S. Xpress, Inc., “There is so much data coming from our onboard technology that we were struggling with how to take those different data points and turn them into action. And it’s not just the electronic logging data points, it’s the unassigned drive time data points and the paper log data points. We were searching for a needle in the haystack because we looked at all of that data and needed a way to identify and prioritize the driver compliance areas where we were going to get the biggest bang for our efforts.”

Why did U.S. Xpress, Inc. turn to J. J. Keller?

“I worked with J. J. Keller in the past and I know they’re not just a vendor, they’re a partner,” said Lokken. “In my opinion, J. J. Keller sets the bar for customer service. And with J. J. Keller’s Driver DataSense® Service, all of our data points would be brought together in one holistic solution where we could identify opportunities to not only ensure compliance, but to be proactive in the area of Hours of Service.”

What benefits of the J. J. Keller® Driver DataSense® Service does U.S. Xpress, Inc. value the most?

“It’s really a lot of things for me,” said Lokken. “It’s the regulatory expertise of J. J. Keller’s Client Service Specialists to always keep me and my organization knowledgeable about the regulations that are currently in place, as well as things on the horizon.”

“It’s also the incredible efficiency the Driver DataSense® Service brings to my team that manages Hours of Service and the potential violations associated with that. It allows us to have an aggregate of what types of issues we’re seeing so we can go and do additional driver training before issues ever arise.”

“And it’s the online client information portal, which takes all of our data and puts it right in front of us so we can see what the most important compliance priorities are for the day, and then go out and deal with them.”

Would U.S. Xpress, Inc. recommend the J. J. Keller® Driver DataSense® Service to other companies?

“Absolutely,” responded Lokken. “When you take the Driver DataSense® Service online portal and couple it with the greatest customer service in the industry, you truly create that game changer opportunity.”

- For-hire carrier
- Founded in 1985
- 10,000+ employees

U.S. Xpress, Inc. is the nation’s second largest privately owned truckload carrier, providing a variety of transportation solutions throughout North America. The company is committed to being at the forefront of safety and compliance, incorporating the latest industry innovations.

“**The J. J. Keller® Driver DataSense® Service works with us to not only be good, but to be great.**”

Amy Lokken
Vice President of Safety,
Security & Driver Training



Learn more about the J. J. Keller® Driver DataSense® Service
855.693.5338 | JJKeller.com/DataSense



J. J. Keller
& Associates, Inc.®
Since 1953

Big Benefits for U.S. Xpress, Inc.

“The J. J. Keller® Driver DataSense® Service takes all of those really important driver data points and turns them into action.”

Amy Lokken, Vice President
of Safety, Security & Driver Training

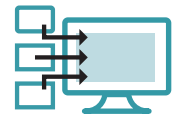
U.S. XPRESS



“It’s the **regulatory expertise** this service has to offer that always keeps me and my organization knowledgeable about the Hours of Service regulations currently in place, as well as things coming on the horizon.”



“The Driver DataSense® Service gives us incredible opportunities to be one of the **most proactive companies** in Hours of Service compliance.”



“All of the information from electronic logs, from paper logs, from fuel stops and unassigned drive time is brought together in the Driver DataSense® Service for one **holistic Hours of Service compliance solution.**”

“Let’s say we have two drivers that forgot to take their thirty-minute break, but one of those drivers also has an eleven-hour violation, a seventy-hour violation and some unassigned drive time. Normally we would be looking at those two drivers individually, both with thirty minute violations, and treating them equally when they’re not. DataSense allows us to **easily identify and prioritize drivers** with the most opportunity for improvement.”



“When you take the Driver DataSense® Service **online dashboard** and you couple it with the **greatest customer service** in the industry, you truly create that game changer opportunity.”

➤ “J. J. Keller is more than just a vendor, they are a **partner.**”

Discover how the J. J. Keller® Driver DataSense® Service can benefit *your* Hours of Service compliance program. Request a demonstration today.

Call 855.693.5338 or visit JKKeller.com/DataSense



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