

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

## 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](http://JJKeller.com/DataSense)

