



GRAND ISLAND
EXPRESS

STAYTM
METRICS



Analytics

- Driver satisfaction survey
- Exit interviews
- Stay Metrics satisfaction index
- Orientation interviews
- Predictive modeling



Rewards

- Drivers and technicians
- Recognition
- Low maintenance
- Customizable
- Safety/wellness integration
- Happy drivers
 - *Earn points*
 - *They pick reward*
 - *Instant gratification*

The screenshot shows an online electronics catalog. At the top left, there is a search bar with the text "Search the Catalog" and a "Go" button. Below the search bar is a dropdown menu set to "Electronics" and a link for "Advanced Search". To the right of the search bar, there is a breadcrumb trail: "You are here: » Catalog » Electronics". Below the breadcrumb trail, there are several category links: "Audio", "Cell Phones & Wireless", "TV & Home Theatre", "Cameras & Camcorders", "Computers & Tablets", "Wearable Technology", "Car Audio & Video", and "MP3 & Portable Electronics".

Below the search and navigation area is a "Browse Departments" section with a "Rewards Home" link and a list of departments: "Apple Store", "Baby", "Books", "Electronics" (highlighted), "Fashion Accessories", "Gift Baskets", "Grand Island Company Store", "Home & Garden", "Jewelry", "Movies", "Music", "Office Products", "On Sale Now!", "Personal Care", "Sporting Goods", "Tools & Hardware", "Toys & Hobbies", and "Video Games".

The main content area is titled "Featured Products" and displays six product cards. Each card includes an image, a "Details" link, the product name, the point value, and an "In-Store Pickup Available" checkbox. The products are: "Amazon - Fire - 7" Tablet - 8GB - Black" (13,520 points), "Amazon - Fire TV Stick with Alexa Voice Remote - Black" (10,816 points), "Bose SoundLink Bluetooth Speaker III Portable Bluetooth Speaker" (69,760 points), "BlueParrott - Bluetooth Headset - Black" (21,900 points), "Bose SoundLink Mini II Carbon Wireless Bluetooth Mobile Speaker" (46,420 points), and "Sonos PLAY:1 Black All-In-One Wireless Music Player" (51,608 points).

Below the featured products is a "Product List" section. It includes a "Sort by" dropdown menu set to "Default" and a "Go" button. Below the sort menu, there are navigation links: "« Prev", "First", "1", "2", "3", "...", "Next »". A note states: "The number of items per page may vary due to item availability." The first product in the list is "Garmin - nüvi 57LM 5" GPS with Lifetime Map Updates - Black" (38,392 points), which is marked as "In-Store Pickup Available". It includes a "Zoom" option, a "Qty: 1" input field, and "Add to Cart" and "Add to Wish List" buttons.

Earn Points for Just About Everything!



Welcome to **Express Rewards**

This is your opportunity to earn valuable awards for driving for or being signed on with Grand Island Express. Rewards will be issued in award points, redeemable for top quality, name-brand items. Award points will be deposited into your personal account online. **You can save and combine your award points, or redeem them anytime.**

Reward details are shown below.

Program Participants: All active drivers

Reward Categories	Reward Schedule	Point Value
Daily Trivia	Daily	100
Company Safety Training or Safety Meeting	Monthly	4,000
McLeod Scorecard	Monthly	10,000
Online Safety Training	Monthly	2,000
Online Wellness Training	Monthly	2,000
100,000 Accident Free Miles	Per Occurrence	20,000
Clean DOT Inspections	Per Occurrence	15,000
Years of Service - Quarterly	Quarterly	10,000
Happy Birthday	Annually	4,000
Driver Appreciation Week	Annually	5,000
Survey Completion	Annually	15,000
Orientation Day 7 Survey - new hires only	One-Time	5,000
Orientation Day 45 Survey - new hires only	One-Time	5,000

Driver Engagement



Home My Account Shopping Rewards Learning Profile Contact FAQ

Home

Welcome BRIAN!
Your have 112,067 points!

Leaderboard

May 2017

Rank	Participant	Score
1		45,352
2		44,724
3		39,574
4		39,126
5		37,635
6		36,120
7		35,133
8		35,085
9		34,782
10		34,338

< Prev 5/31/2017

Points awarded to account during May

Daily Trivia

Express Rewards Daily Trivia

Trivia Question #199
"What should not be bent, damaged, or rusted through and should be evenly centered with the dual wheels and tires evenly separated?"

- Spacers or Budd Spacing
- Lug nuts
- Rims
- All of the above

Correct!

< Prev



Safety Training

Earn up to **2,000 points** for completing this interactive training.

Earn up to **2,000 points** for completing this interactive training.

Each month there will be a new module available. Progress through the training and answer the questions to complete the session.

Each month there will be a new module available. Progress through the training and answer the questions to complete the session.

This Month's Safety training is
Roadcheck 2017



click the picture to get started

This Month's Wellness training is
Exercising on the Road



click the picture to get started

Grand Island Express - Newsletter

[Issue- 17news0421](#)

[Issue- 17news0407](#)

[Issue- 17news0324](#)

Annual Survey Results

- Where are we doing well?
- What could use focus?
- Quarterly analytics call

Grand Island Express

Annual Driver Survey Summary

4/21/2017

1/3/2017 - 3/31/2017

89 Surveys Taken

64% Completion Rate

SATISFACTION

	Last Year		Grand Island		Community
Pay & Benefits	3.87	↓	3.80	↑	3.47
Fair Pay					
Accessorial					
Supervisor/Dispatcher	4.33	→	4.33	↑	4.02
Happiness					
Relationship					
Competence					
Responsiveness					
Fellow Drivers	3.84	↑	3.91	↑	3.63
Support					
Respect					
Safety & Conditions	4.02	↑	4.07	↑	3.96
Job is Safe					
Safety / Training					
Work Itself	3.78	→	3.77	↑	3.65
Respect in Community					
Accomplishment					
Learn from Job					
Independence					
Work Load					
Recruiter / Career	4.33	→	4.35	↑	3.98
Recruiter Promise					
Steady Work					
Career Success					
Company	4.25	→	4.24	↑	4.03
Departments					
Fleet/Truck Owner					
Orientation					
Terminals					

MOTIVATION

	Last Year		Grand Island		Community
Motivation	3.73	→	3.76	→	3.80
Extrinsic					
Intrinsic					
Engagement	3.78	→	3.83	→	3.82
Affective					
Cognitive					
Physical					
Commitment	3.87	↓	3.79	↑	3.63
Affective					
Continuance					
Normative					
Embeddedness	2.99	↓	2.83	↓	3.16
Attachment to Home					
Stresses	3.28	→	3.24	↑	3.17
Tired					
Health					
Hobbies					
Strain					
Work-Family Conflict	3.26	→	3.26	↑	3.09
Home/Family Time					
Financial Support					
Trust	4.26	→	4.24	↑	3.89
Benevolence					
Competence					
Integrity					
Predictability					

Impact on Driver Turnover & Summary

- Monthly fee based program
- You make the rules & budget
- Few hours a month to manage
- Flexible and customizable
- Surveys:
 - *Annual satisfaction*
 - *7 day orientation*
 - *45 day orientation*
 - *Exit survey*

