Tenstreet RETENTION

Insights

Sometimes it feels like drivers are leaving just as fast as they join your company. All that work to advertise your open positions, interview candidates, onboard hired drivers, and conduct orientation is an investment that only pays off if you hang onto the talent you've poured so much time and effort into.

Losing these drivers is a pain, but it hurts even more when you don't know why they're leaving. Are they dissatisfied with their benefits? Do they feel like their experience at work isn't matching up with what they were promised by a recruiter? Even if a driver tells you in an exit interview what he's unhappy about, it's hard to know if his experience is reflective of your company as a whole.

Trying to figure out why your drivers are leaving without a clear and consistent way of measuring their experiences is like fumbling around in the dark for answers. You need to illuminate your drivers' behavior so you can see clearly what needs to change. Those insights will make all the difference in how you run your business.

What You Need

- Actionable feedback from drivers about where your operations are succeeding and where they need improvement
- Satisfaction surveys that are easy for drivers to complete
- Insights and analytics that will help you save money and retain drivers longer

The Tenstreet Solution

Insights offers carriers the ability to survey drivers at every stage of their employment so you can take steps to retain your best talent. Built into the Driver Pulse app that drivers already use to manage their careers, surveys make it easy for drivers to give timely feedback. Detailed analytics help carriers highlight problem areas, while interventions allow you to quickly follow up with at-risk drivers as issues arise, keeping your fleet happier for longer.

Key Features

- Four surveys to assess different stages of a driver's life at your company - First Impressions, Early Experience, Ongoing Experience, and Exit
- Surveys conducted through Driver Pulse, bringing assessments to the platform where drivers already manage their careers
- Detailed, color-coded response analytics that let you track scores over time to see where you're improving and what still needs work
- Automatic assignment of surveys based on hired status or worklist, making it effortless to continually collect driver feedback
- Averaged score for every survey question that lets you know where you stand with drivers on the key issues and what problems are most pressing
- Activity recap that delivers up-to-date information on survey response rates
- Drill-down views into individual driver responses so you can see which drivers are at risk of leaving and connect with them
- Interventions functionality that automatically flags drivers based on negative responses to surveys and assigns an employee to connect with that driver

Illuminating driver behavior

📞 877-219-9283   ✉ sales@tenstreet.com