



# FuelOpps™ Driver User Guide



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## 2014 Goal - improve fuel efficiency

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In the trucking industry, fuel is one of the biggest expenses next to employee salaries and benefits. To reach our financial plan, we must reduce our fuel expense across our entire fleet. In the past, we have predominantly focused our efforts on tractor and trailer specifications, such as aerodynamics, engine type, tires, etc. To some extent we also would coach drivers to heighten their awareness of their MPG performance. However, we recognize that MPG may be impacted by other factors; such as weather, load weight, tractor make and model, as well as terrain.

As we enter 2014, we will sharpen our approach to reduce fuel expense by focusing on three strategic areas.

1. Driver skills & techniques
2. Reduced idle
3. Out of route miles

### Driver skills and techniques

In 4<sup>th</sup> Quarter 2013, after piloting several solutions, Con-way Truckload contracted with Propel IT to provide a solution called FuelOpps, designed to provide feedback to drivers regarding their fuel efficient driving techniques.

On a daily basis, data is passed from the tractor ECM to the FuelOpps program through the Qualcomm communications system. FuelOpps evaluates the ECM data and rates the driver's performance based on an efficiency algorithm for that type of equipment. Propel IT staff will work with our drivers to understand their driving habits and coach areas where improved skills and techniques will lead to greater fuel efficiency.

As a result of FuelOpps, less emphasis will be placed on MPG. Instead, drivers will be evaluated based on their FuelOpps score. This change is a cultural shift in that MPG, while still important, as a stand-alone metric does not recognize drivers with efficient driving behaviors.

As drivers improve their driving habits, they will earn points that can be redeemed for merchandise and services.

### Reduced idle

Excessive idle is the largest contributor to increased fuel expense. Con-way Truckload has established idle targets by month and type of operation including– Solo, Team and Regional. Idle will be tracked through the FuelOpps program where Fleet Supervisors can review and manage. Points will be earned for idling less than the targets and can be redeemed for rewards. Looking at the emission controlled tractors of today; idle is an enemy of tractors with the potential to cause maintenance issues.

### Out of route miles

Reducing out-of-route (OOR) miles is the third area of focus. Increased OOR miles driven negatively impacts fuel consumption by consuming more fuel than is necessary. During 2014, Con-way Truckload will

also establish OOR targets to assist drivers in reducing unnecessary miles. These targets will take into consideration the need to use the tractor for personal business. As described above, drivers will have opportunity to earn rewards for performing better than the targets.

### **Improved driver pay program**

Ultimately, these three programs, intended to reduce fuel expense, will provide drivers with an opportunity to earn additional income.

### **FuelOpps user guide**

The following pages in this user guide will explain how to navigate the FuelOpps website and how FuelOpps calculates your driving and idle scores and ranks you within your peer group.

## Getting started with FuelOpps™

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### What is FuelOpps?

FuelOpps is a skill feedback and assessment program designed to increase tractor fuel efficiency through driving techniques. Propel IT staff will work with our Solo, Team and Regional drivers to increase fuel efficiency and manage FuelOpps scores.

FuelOpps is integrated with the Qualcomm onboard communication system (OBCS). On Mondays, professional drivers will be messaged skill strategies to attain the weekly goals. Midweek, progress on the assigned skill will be evaluated and feedback will be messaged. A summary will be messaged at the end of each week.

Sometimes a skill strategy will be repeated. Fleet supervisors and FuelOpps coaches will identify if more time is needed with a particular skill set before moving on. The goal is to continue to apply the techniques of each skill as new techniques are introduced. Practice of these techniques will lead to a higher FuelOpps score; resulting in more reward points for merchandise and services. Questions regarding a skill strategy can be answered by replying back to the skill form, sending a new message to Propel IT using Form 56 or calling Propel IT directly and ask to speak to a FuelOpps skills coach.

Scores can be accessed through the FuelOpps website.

### Access your FuelOpps™ scores

There are two ways to view driving and idle scores and awarded points:

1. Online - enter <http://www.conway.fuelopps.com> into your browser. You may bookmark this page for future access. If assistance is needed, please email [support@fuelopps.com](mailto:support@fuelopps.com).
2. Phone – call 1-844-FUELOPPS (toll free). If your telephone number is registered with FuelOpps, the system will recognize you and automatically tell you your current score. Telephone numbers can be registered by entering your phone PIN (FuelOpps will provide the PIN through a Qualcomm message during your first week) or by going online and updating your User Profile. There is also a free smart phone app that is compatible with iOS and Android devices.

### Login and password

The Login ID and password are the same as the employee ID number. Please change this password after first login by visiting the user profile center.

Passwords can be reset by Propel IT. To get the password reset, send Propel IT a Qualcomm Form 56 message that includes the user ID. A temporary password will be sent back through Qualcomm. For security reasons, Propel IT will not provide passwords over the phone.

### Access the rewards catalog

Please review [rewards catalog](#) section found later in this document for more information.

**Who to contact and when**

Refer to Table 1 when deciding who to contact with questions or issues.

**Table 1**

<b>Issue</b>	<b>Contact</b>
Password reset	FuelOpps Skills Coach
Questions regarding current skill	FuelOpps Skills Coach
Questions regarding your out of route miles	Fleet Supervisor
Questions regarding your percent of idle time	FuelOpps Skills Coach
Questions regarding how scores are calculated	FuelOpps Skills Coach
Questions regarding how to redeem points	FuelOpps Skills Coach

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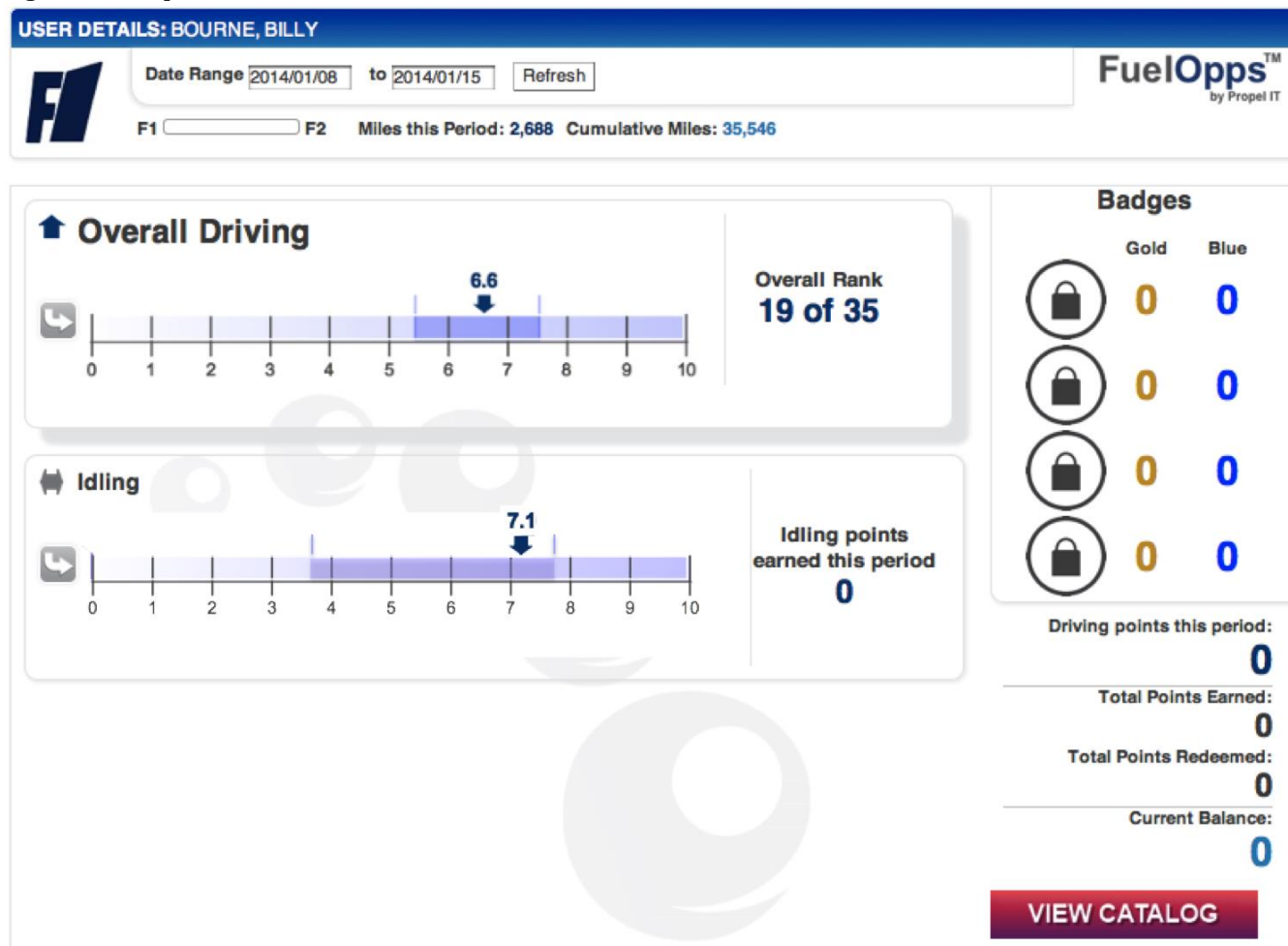
**[support@fuelopps.com](mailto:support@fuelopps.com)****1-844-FUELOPPs (383-5677)****Qualcomm Form 56**

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## Understanding the driver details view

After logging into the FuelOpps website, the system will display a driver details view. This view will provide overall driving and idle scores, including ranks within a peer group. Any points that have been earned (current period and cumulative) will also display. These points can be redeemed for merchandise through the rewards catalog, explained later in this guide.

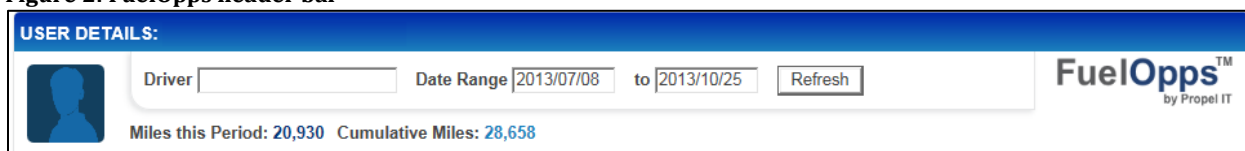
Figure 1: Example of the driver details view



### Changing the date range

After logging into FuelOpps, the system will display data based on the default date range. The date range is located in the header bar.

Figure 2: FuelOpps header bar



The date range default provides a one week summary, where the “to” date is today’s date and the “from” date is six days later. To view another reporting period, change one or both of the dates and click refresh.

**Figure 3:** Click in the date field to select a date from the date picker.



By changing the date range, it is easy to access historical scores and rankings during specific amounts of time.

## Viewing miles

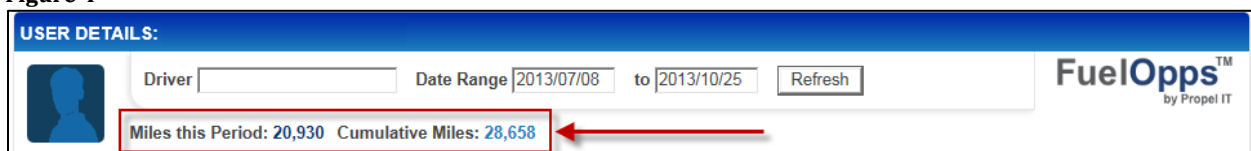
The miles this period value shows the number of miles driven for the time in the date range. The reported miles come from the Qualcomm and can exclude very short trips and other factors. Miles may not be the same as the actual odometer readings or miles available outside of FuelOpps.

## Viewing cumulative miles

The cumulative miles value represents all rated FuelOpps miles.

It can take up to three days for miles to be rated into FuelOpps. This depends on the last time the tractor successfully uploaded data. If any information looks incorrect, or if data is not available for periods older than three days, please contact Propel IT.

**Figure 4**





## Driving scores and rating

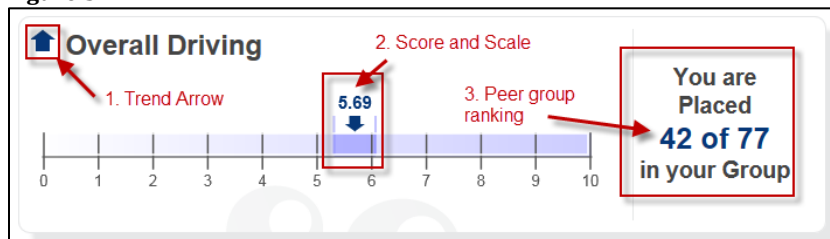
All drivers will receive two primary FuelOps scores: An overall driving score and an idling score.

### Overall driving score

The overall driving score is a weighted average derived from four skill scores: Progressive Shifting, High RPM, Highway Speed and Highest Gear.

Each category includes a (1) Trend Arrow, (2) Score and Scale, and (3) Peer group ranking.

Figure 5



### Trend arrow

The trend arrow depicts if a score is trending up or down. This arrow is present on each of the driving categories.

### Score and scale

The overall driving score displays over a numerical scale (0.0-10.0). The higher a score, the greater someone performed the measured driving techniques. The darker shading displays how a driver was ranked within the range of an individual peer group.

### Peer group ranking

The peer group ranking identifies how each driver placed within an individual peer group. There are three peer groups at Con-way Truckload: *Solo*, *Team* and *Regional*. The peer group each driver is identified with is based on corporate business rules and passed daily to the FuelOps system.

The peer group ranking also plays a part in the number of points that are eligible to be earned. Only drivers in the top 45 percent (55<sup>th</sup> to 100<sup>th</sup> percentile) of each peer group within a one-day period are eligible to earn driving points. These points can be redeemed for merchandise. The higher a percentile, the more points per mile are able to be earned. For more information on points, please refer to the [rewards catalog](#) section.

The FuelOps driving score is made up of four driving skill scores. Progressive Shifting and High RPM relate to how the tractor is accelerated and how well the engine is kept in the lower RPM ranges.

### Progressive Shifting

The Progressive Shifting driving technique shows how well someone is progressively shifting the transmission by using the minimum RPMs necessary to shift into the proper gear.

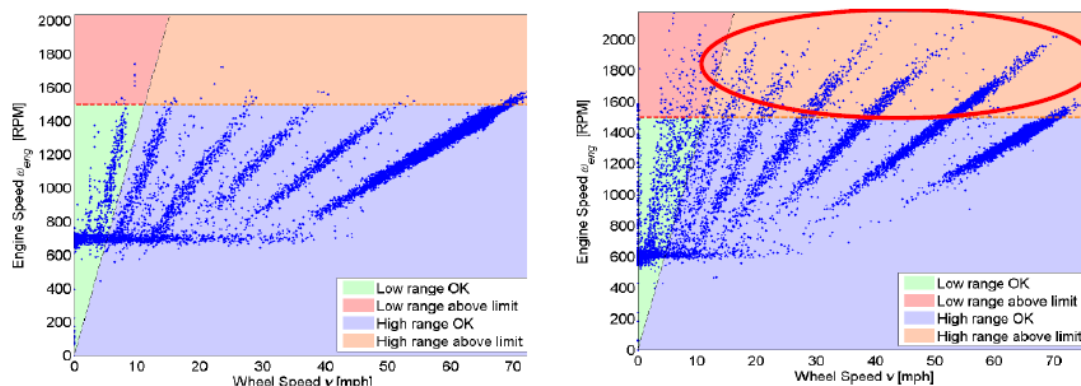
The Progressive Shifting score is based on a scale of 0-100, and the goal is to earn a score as close to 100 as possible or by staying in the darker shaded area of the scale.

To improve this score, try to shift to the next gear as early as possible. At low speeds, this may mean only using 50-100 RPMs in the first few gears. Extra fuel is consumed when the transmission is not shifted efficiently.

## High RPM

The graphs below show two engine shift patterns. The image on the left was shifted at lower RPMs and as a result was more efficient and used less fuel and less wear on machinery. The image on the right was shifted at higher RPMs and used 7.5 more gallons of fuel than necessary.

Figure 6



The image on the left illustrates efficient shifting and low fuel consumption during shifting. The image on the right is a vehicle that was shifted in high RPMs, resulting in greater fuel consumption and excessive wear on machinery.

The High RPM driving technique demonstrates how someone is keeping out of the very high RPMs when accelerating and shifting. Together with Progressive Shifting, the High RPM score shows if the tractor is accelerating at maximum efficiency.

## Steady driving

The other two skill scores relate to how fast and how smoothly the tractor is being driven at highway speeds. The objective is to maintain a reasonable steady speed and using the highest possible gear. Steady driving looks at how fast and how smoothly the tractor is being driven at highway speeds. The goal is to stay at a reasonable steady speed using the highest possible gear.

## Highway Speed

The Highway Speed driving technique demonstrates how well someone can keep their top speed down while driving down the road. Slowing down is one of the easiest ways to improve this score and reduce fuel consumption. For the typical Con-way Truckload driver, the amount of time saved by operating at the maximum governed speed versus slowing down 2-3 miles per hour is on average only about 11 minutes.

The Highway Speed score is based on a scale of 0-100. The objective is to earn a score as close to 100 as possible, or by earning a score within the darker shaded area of the scale.

To improve this score, try to reduce speed as often as possible, while still maintaining a safe flow with traffic and meeting performance goals.

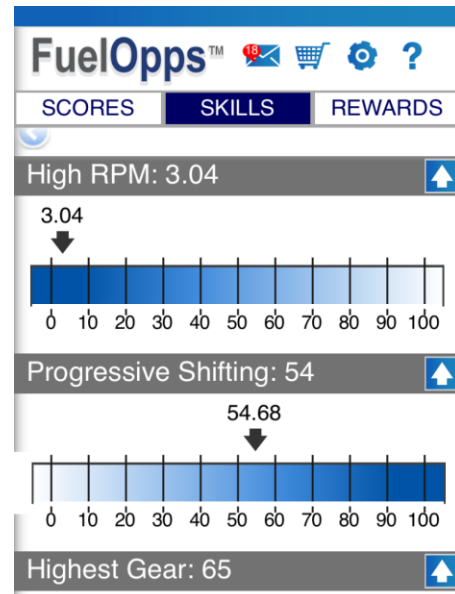
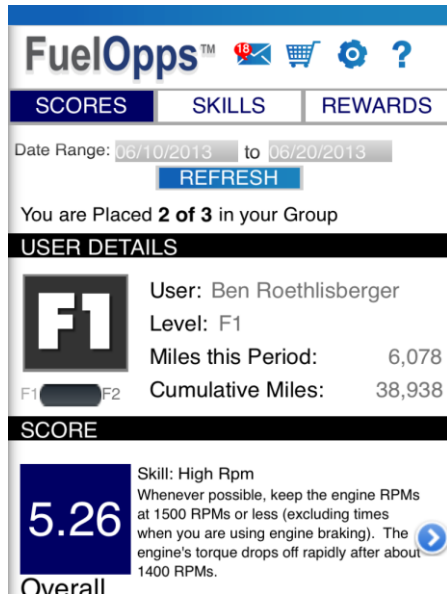
### **Highest Gear**

The Highest Gear driving technique shows how well a driver stays in the highest possible gear after getting up to speed. Modern heavy duty diesel engines, including ones used by Con-way Truckload, are most efficient between 1100 to 1250 RPMs. Staying within this range as often as possible will maximize fuel efficiency. Tractor specifications may dictate that this is not possible at 60-65 MPH. FuelOpps will not penalize you for exceeding this RPM range as long as you are in top gear.

Combined with Highway Speed, the Highest Gear score shows that the tractor is being operated at maximum efficiency.

## Mobile dashboard

There is also a mobile dashboard available through a free smart phone app that is compatible with iOS and Android devices.



**FuelOpps™** 16 🛒 ⚙️ ?

SCORES SKILLS REWARDS

**FuelOpps Rewards Catalog**

Search: All

Shop By Category

**Most Popular Items**

Plantronics VOYAGER LEGEND Bluetooth Hea	Oster CKSTWBF21 1-1/2-Inch Thick Belgia	Danby DAR195BL 1.8 cu.ft. All Refrigerat

**Newly Added Items**

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SCORES SKILLS REWARDS

**Inbox**

- ☐ Hi Duane, This is Mark, your personal FuelOpps Rep.  
Sent: 2012-12-11
- ☐ Duane I see that your score has improved in keepin  
Sent: 2012-12-14
- ☐ Hello Duane, You did a terrific job last week at d  
Sent: 2012-12-17
- ☐ Got your eye on the BOSE Loudspeakers reward item fro

## Idling score and rating

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FuelOpps measures how much each person is idling compared to the Con-way Truckload idling allowance. FuelOpps Idle scores based on the percent of idle time used during the month will be given to each driver. When the actual score is less than the expected allowance, additional points can be earned.

### Actual idling

Actual idling represents the total time the engine is running while the tractor is not moving. This includes time at traffic lights, while at a customer location, in the sleeper berth etc. All increments of idle are tracked because all idling burns fuel.

The Con-way Truckload idle target score takes into consideration the times when turning off the engine is not safe or is impractical.

### Idle target and allowance

Each Con-way Truckload peer group has a defined idling target that is based on seasonal conditions. The idling allowance provides an acceptable amount of time to leave the tractor running while stopped, based on your each group's business model.

The idling allowance is system-calculated by the total number of engine hours within a single month and takes into account seasonal temperature changes. The percent of idle allowance will fluctuate month to month because the target result reflects seasonal changes.

The idle target provides more idle time during the months when temperatures will require use of air conditioning due to heat, while in the sleeper berth, or to prevent the gumming of fluids during winter storms.

### Idle rating and points

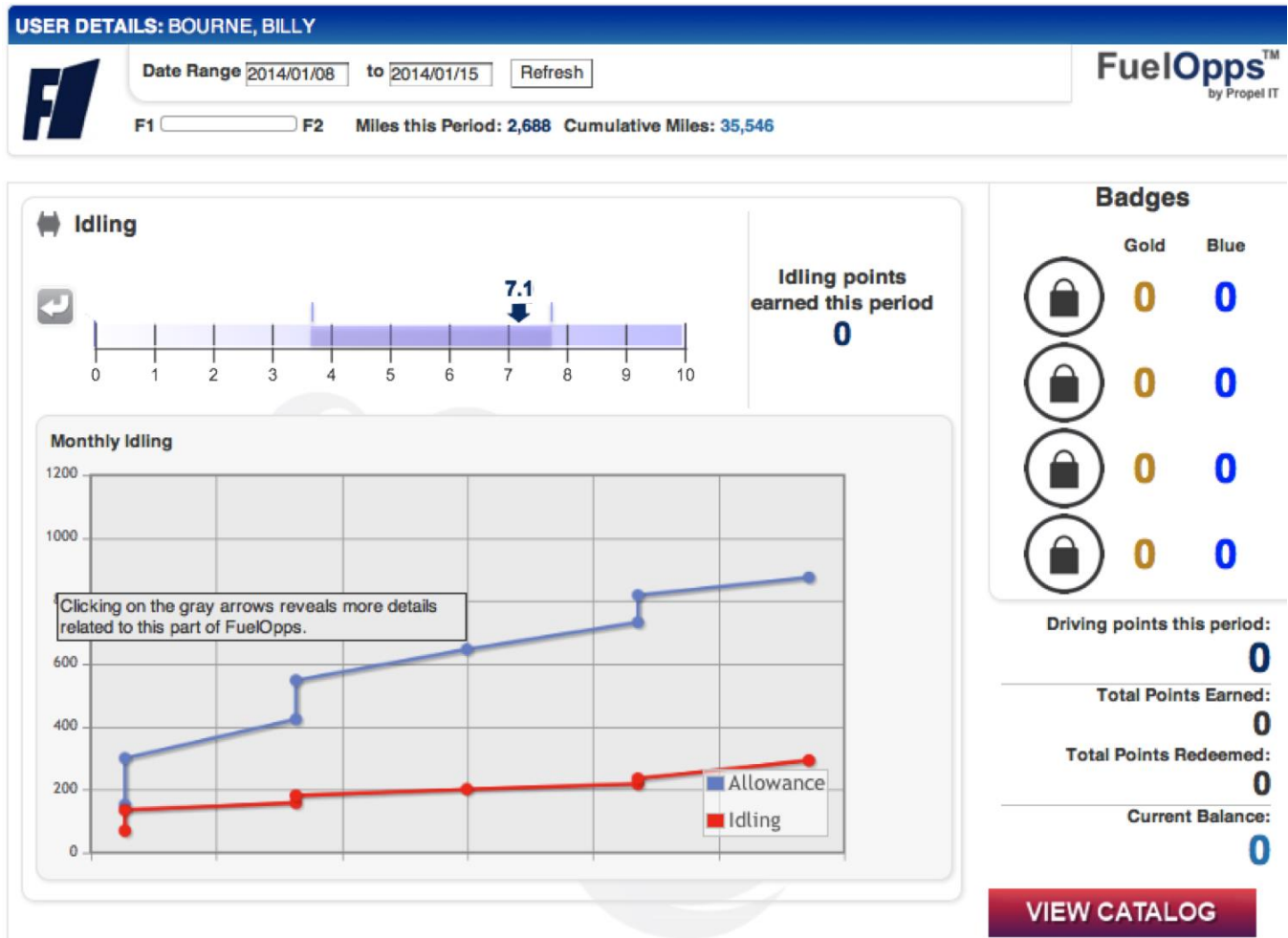
The idling score is a monthly cumulative rating that is calculated as a percent based on actual idle time and total engine hours. The percent is then translated into a FuelOpps score ranging from 0.0 to 10.0.

On the first day of each month, the FuelOpps idle score will revert to "10.0." Each day, as engine hours and idle time accrue, the score will fluctuate. At midnight on the first day of the following month, the system will "lock" the score.

This score will fluctuate based on the number of engine hours accrued per day and the actual idle time. It is common during the first week for this score to plummet and then gradually increase as more engine hours are generated.

A score between 5.0 and 5.9 indicates that the percent of idle time allowed for the month was met. A score greater than 6.0 indicates that there was less idling than target allowed and additional FuelOpps points will be awarded for any score 5.0 and above. A score equal or less than 4.9 indicates that there was more idling than the target allowed, and therefore, will receive no additional FuelOpps points.

Remember: Meeting target is a score of 5.00 to 5.99. To earn additional points, strive for a score of 5.0 or above by reducing idle time as much as possible.

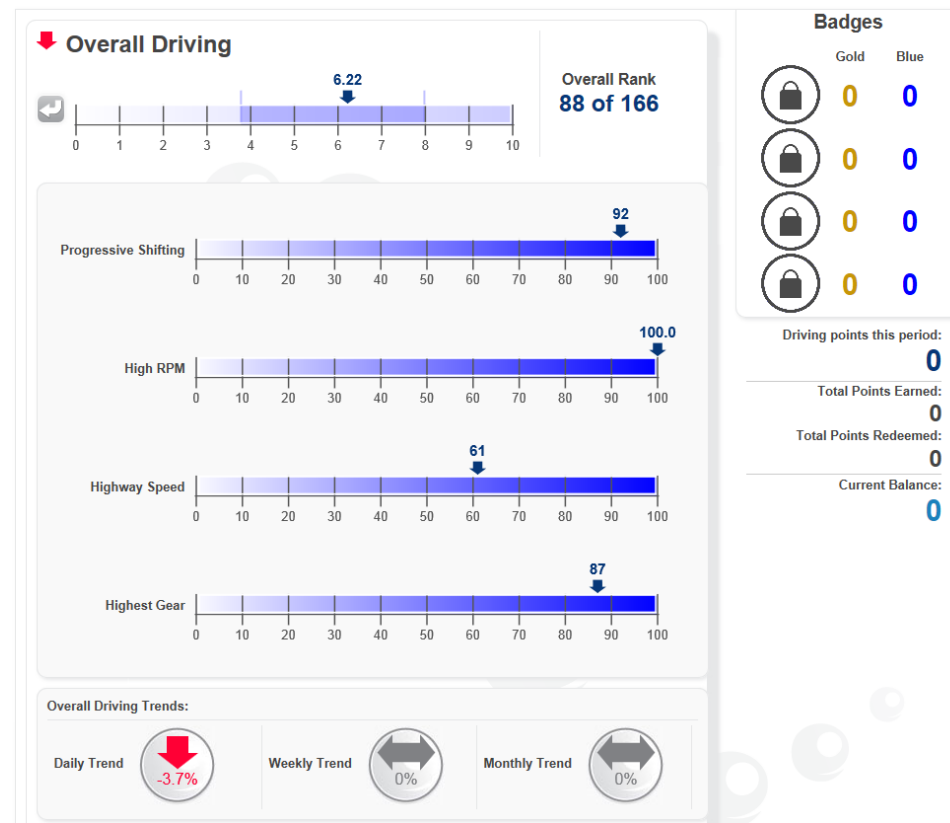


## Redeeming points

Points are earned for driving efficiently and minimizing idling. These points can be redeemed for a variety of goods and services through the FuelOps rewards catalog.

The individual FuelOps points are located on the right side of the driver details screen. In this section, the cumulative points earned, the total points earned this period, and the number of points redeemed through the rewards catalog can be seen. Finally, the current balance is displayed, which is the total number of points available for redemption.

Figure 7



## Rewards catalog

Redeem points through the online rewards catalog. Access the rewards catalog by clicking the 'redeem points' icon. The rewards catalog will launch in a new tab.