

The logo features a central circular emblem with a blue background, an orange top arc, and a white lightning bolt. The text 'CHAUFFEUR' is in blue, 'driven' is in a large blue font, and 'SHOW 2023' is in white inside the circle. To the right is the 'NLA' logo in black with a blue swoosh and a registered trademark symbol. Below the main text, the dates 'OCTOBER 22-25' and location 'ORLANDO' are underlined in blue, with 'GAYLORD PALMS' also underlined in blue.

CHAUFFEUR
driven **SHOW 2023** **NLA**[®]

OCTOBER 22-25 ORLANDO GAYLORD PALMS

Utilizing KPIs: Tracking Your People, Clients & Fleet

Moderators:

Athena Grimm, BAC Transportation

Tiffany Hinton, MOTEV

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Tracking Key Performance Indicators (KPIs) in These Categories

- **The Customer**
- **Operations**
- **The Workplace**

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The Customer

1. How do you know that your top clients are on track?
Are they satisfied and do their sales trend up?
2. Are you using anything unique to track remote and in-office teams' hours & productivity?
3. How are you tracking your chauffeurs in the field?

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Operations

1. What do you track on your fleet (telematics, miles per gallon)?
2. Do you track feedback from the team (incidents that may have happened on shift, things observed in the field by team members, accident tracking, etc.)?

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The Workplace

1. What key things help you recognize that your in-office or remote team members are on track with performance expectations?
2. What metrics are important for you to understand about your chauffeurs (e.g., on-time pickups, safety track record, accountability measures, etc.)?

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Let us know how we did!





Thank you for joining us!