

CASE STUDY

Sprint Waste Services

58%

Decrease in speeding

50%

Increase in miles per safety incident

\$500K

Estimated savings at last insurance renewal



samsara



Winner of the 2020 Samsara Top Fleet Award for Safest Fleet, Sprint Waste Services has taken its best-in-class safety program to the next level with Samsara Dash Cams and coaching tools.

Sprint Waste was formed in 2006 with a handful of trucks and just 15 employees. Since then, they have grown to more than 600 employees, with locations across Texas and Louisiana. Named one of the *Houston Business Journal's* Fast 100 Growing Companies four years in a row, Sprint Waste works with some of the largest industrial plants and refineries in the country, including ExxonMobil, Marathon, and Phillips 66. They continue to win these contracts because of their breadth of services, stellar customer experience, and commitment to safety.

"Safety is not only important to us because we want our employees and our community to be safe—our customers won't do business with us unless we are safe," said Dave Nelson, President of Sprint Waste. "That's why we get the latest safety technology on our trucks, such as disc brakes, anti-rollover protection—and, of course, Samsara."

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Rolling out dash cams to 300+ drivers and owner-operators

Getting driver buy-in on dash cams was a top priority for Sprint Waste. Many of their drivers had negative experiences with dash cams at previous companies and were understandably skeptical.

“When we finally decided to roll out dash cams, we wanted to do it in a positive way, and use it as an engagement tool rather than a hammer,” said Nelson.

The team leveraged their own executive leadership, as well as best practices from the Samsara Customer Success team, to help make the implementation a success. For example, President Dave Nelson installed a dash cam in his own personal vehicle before the fleet-wide rollout.

“The first weekend that I had the dash cam installed, I got a call from the Safety Department warning me to watch my speed. I shared that with the drivers, and they laughed, but it made a point,” said Nelson.

In addition to their 300+ drivers, more than 60 owner-operators they work with also agreed to install dash cams. With the support of Samsara’s Customer Success team, they deployed Samsara across roughly 400 vehicles and trained more than 350 staff members all in just 60 days. Within a few weeks, Nelson said their drivers were fully bought in.

“Very soon after we started installing the cameras, we had an accident that was not our fault and we were exonerated at the scene,” said Nelson. “We showed that video at every safety meeting, and light bulbs went on. After seeing how the footage could exonerate them firsthand, our drivers were fully bought in.”

Some fleets worry that drivers might quit because of dash cams, but Sprint Waste found that it was a positive change. In fact, a year after rolling out dash cams, Sprint Waste actually decreased their already stellar driver turnover rate to just 25.6%—more than three times lower than the industry average of 80-90%.

SPRINT WASTE SERVICES

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Coaching drivers to reduce accidents

With more than 20 managers responsible for hundreds of drivers across 14 locations, accountability and consistency are key to Sprint Waste's coaching strategy. They hold weekly (sometimes daily) safety meetings with drivers at each of their locations, and they keep a "Safety Calendar" of different safety activities, including mock Level 2 inspections. In addition, their entire leadership team has a safety call every Friday that Nelson leads. But before Samsara, they had little visibility into risky behaviors (like speeding, following too closely, and rolling through stops) until after they caused an accident—and they had no video of their own drivers to use for coaching.

Now, they use the Samsara Safety Inbox to proactively identify coachable moments and give drivers feedback using actual footage of themselves. Every day, VP of Collections Chris Russ reviews the clips that are auto-uploaded to the company's dashboard, updates the statuses (for example, "needs coaching" or "needs recognition"), and assigns each to a manager for 1:1 coaching. Every Friday, Russ also uses the Coaching Effectiveness Report to report out key metrics and progress to the leadership team. Nelson said that after they show footage of a particular behavior, they see an immediate decrease in those types of incidents in the following weeks and months.

In fact, since deploying Samsara, Sprint Waste has decreased both the frequency and severity of accidents. In 2019, the company saw a 58% decrease in speeding incidents, 50% increase in miles per safety incident, and 50% decrease in average dollars per claim.



We ran side-by-side comparisons on the dash cams, and it was clear that Samsara offered the best quality footage by far.”

DAVE NELSON

President of Sprint Waste

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The ability to get HD incident footage almost immediately was very important to us. On-the-spot accident exoneration has resulted in significant reductions in both insurance and legal costs.

DAVE NELSON

President of Sprint Waste

Potentially saving millions on insurance and legal costs

With footage from Samsara Dash Cams, Sprint Waste was able to exonerate drivers from more than half (52%) of all accidents in 2019, saving potentially millions of dollars in avoided lawsuits. Plus, in addition to significant litigation cost avoidance, Samsara has also helped protect the company's long-term profitability by driving down insurance costs.

"If not for Samsara and the safety improvements Samsara helped drive—exonerating drivers, reducing accident frequency and severity—our premium increase would have been closer to the 30% or 40% seen throughout the market, rather than 12%," said Nelson. "We estimate that we saved approximately \$500,000 in real, out-of-pocket insurance premiums at our last insurance renewal."

A partnership that continues to deliver

As a business that continues to expand each year, Sprint Waste values working with technology partners that can help them stay ahead of the curve. Beyond Samsara Dash Cams and Vehicle Gateways, the company is looking into tracking their 800+ trailers with Samsara Asset Gateways. Russ noted this is another benefit of Samsara's unified platform—the ability to scale across their multifaceted operations.

"Ultimately, one of the biggest reasons we chose Samsara is because we felt comfortable that Samsara would truly partner with us," said Nelson. "Samsara listens and takes our feedback into consideration."

Find out how the Samsara platform can help your organization. Email us at sales@samsara.com.

