

Following Distance Rate Metric Guide

Audience: All NA DSPs
Updated April 11, 2022

What is the metric?

Following Distance Rate: It is critical that your Delivery Associates (DAs) leave enough following distance between their vehicle and the vehicle in front of them for their safety and the safety of the communities they serve. The Following Distance Rate measures how DSPs are performing in terms of leaving enough following distance from the vehicle in front. Netradyne will create a Following Distance event if a DA has 0.6 seconds or less following distance from the vehicle in front. Each time a DA doesn't leave enough following distance, Netradyne registers 1 event, and the DSP weekly score is the sum of all following distance events divided by the number of trips. This will show on your DSP Scorecard as XX events per 100 trips to make it easier to interpret. For example, if a DSP incurred 10 Following Distance Events during 200 trips in a week, then the Following Distance Rate is 5 events per 100 trips (10 events per 200 trips is the same as 5 events per 100 trips). DSPs who achieve 'Fantastic' typically achieve less than 5 events per 100 trips.

IMPORTANT TO KNOW

Use the DSP Safety Portal or Netradyne Portal (www.netradyne.com) to see the number of Distraction Events for each DA, and use the Netradyne Portal to see videos of events for DA Coaching.

Calculation Details

Following Distance Rate = Number of 'Following Distance Events' divided by the number of trips run for the week for all vehicles with Netradyne systems multiplied by 100

- A 'Following Distance Event' occurs whenever a DA leaves less than 0.6 seconds of following distance from the vehicle in front of them for a duration of 10 seconds or more
- Events are measured by Netradyne's built-in machine vision and GPS, which detects the distance from the vehicle in front and the Amazon vehicle's speed
- A trip is counted as any day where a DA delivers in a vehicle with Netradyne enabled, with short trips excluded from measurement. A DA can only have a maximum of one trip per day. Typically, the count of trips will be the same as the route count, if each route is a full day route.
- All DSP metrics are displayed as XX events per 100 trips to make them more easily interpretable
- DA metrics are displayed as XX events per trip (not per 100 trips)
- EXAMPLE: If a DSP executed 200 trips in a week and the DSP incurred 10 Following Distance Events during those trips, then the Following Distance Rate is 5 events per 100 trips (10 events per 200 trips is the same as 5 events per 100 trips).

Number of Following Distance events in the past week	10
Number of trips with Netradyne in the past week	200
Number of events per trip	0.05 (10 events divided by 200 trips)
Number of events per 100 trips (final metric in Scorecard)	5 (number of events per trip multiplied by 100)

Tips for DSPs

- ✓ Ensure DAs adopt the mindset of a "Professional Driver", and that they must make a personal commitment to eliminate driving habits not in accordance with professional driver standards, before and during vehicle operation.
- ✓ Help DAs understand that safe vehicle operations protects them, the organization, and the community that has entrusted us with operating safely within their neighborhoods.
- ✓ Communicate "Tips for DAs" frequently to all DAs to remind them of specific actions they must take.
- ✓ Use the DSP Safety Dashboard or Netradyne Portal Driver page to identify those DAs exhibiting at-risk driving behavior, and establish a process to coach underperforming DAs (i.e. daily huddle, video training, etc.).

Tips for DAs

- ✓ As a Professional Driver, you must make the personal commitment to eliminate driving habits not in accordance with professional driver standards, before and during vehicle operation. Safe behavior protects you, your family, and the community that has entrusted us with operating safely within their neighborhoods.
- ✓ Drive defensively/conservatively. Maintain safe distance to allow for **unexpected** circumstances (sudden braking, lane merging, distracted driver lane weaving, pedestrians/animals, etc.). Double following distance in adverse weather/road conditions.
- ✓ Continually adjust distance – If another vehicle merges in front of you, immediately slow down to re-establish adequate distance.

FAQs

How do I deep dive what is driving my Following Distance Rate score?	To find the DAs who are most impacting your Following Distance Rate score, you can access the Netradyne Portal at idms.netradyne.com , where you can see individual driver events (see page 3). You can also see videos of individual events to supplement coaching sessions with individual DAs.
Why do the number of videos in the Netradyne portal not match the number of events reported for the Scorecard?	To improve data processing speed, not every event captured by a Netradyne device will have a corresponding video in the Netradyne portal, so the total number of videos will not match the count of events for your DAs.
Does the Following Distance Rate Metric apply to both branded and non-branded vehicles?	The Following Distance Rate metric only applies to branded vehicles, since only branded vehicles have Netradyne devices installed.
What is the GreenZone Score? Is it being measured on my Scorecard?	The GreenZone Score is Netradyne's single score that measures driving risk. While it provides another data point on driving risk, we are not using this in the DSP Scorecard.
What happens if another driver cuts in front of a DA's vehicle, causing there to be too little following distance?	In these cases, even though the unsafe following distance was caused by another driver, we still want to ensure DAs react by reestablishing safe following distance from the vehicle ahead. The DA will have 10 seconds to reestablish safe following distance before the Netradyne device triggers an event that will count towards Scorecard scoring.
Will Scorecard metrics count when non-DSP personnel use the vans?	Scorecard metrics only include events for DAs assigned to your DSP. We use Amazon's DA-to-device linking to make sure we're only counting events for scoring while your DAs are associated with the vehicle. If another third party drives the vehicle, it will not count against you or your DA.
Why does my trip count not match my route count?	Even if all your routes have a Netradyne device, there are a few reasons trip count and route count may not match. First, there is a small percentage of routes where we can't definitively link your DA to their Netradyne device. In these cases, we don't count the route. Second, if the Netradyne device isn't reporting for that day, we remove it from scoring. Finally, we also filter out short trips from scoring.