TennaU

TRAINING WEBINAR

Scorecard

TennaU June 2025

TENNA

Meet the Team

Geoffrey Rodgers
Product Manager

Ross Porter
UI/UX Designer

Help Resources

Customer Support Team

888.836.6269

help@tenna.com

Meet our Support Team!
Available M-F 8am-8pm EST

Tyler

Katie

Ron

Agenda

Overview

What are scorecards, and how can they help my organization?

Planning for Success

What are your goals?
How will you manage coaching?
etc.

Scorecard Template Configuration

How to organize and configure templates

Monitor, Review, and Adapt

Dashboards, scorecard details, reports, and template revisions

Poll

Who is joining us today?

TENNA

Overview

TENNA

What are Scorecards?

Weekly Scorecards

Data Capture

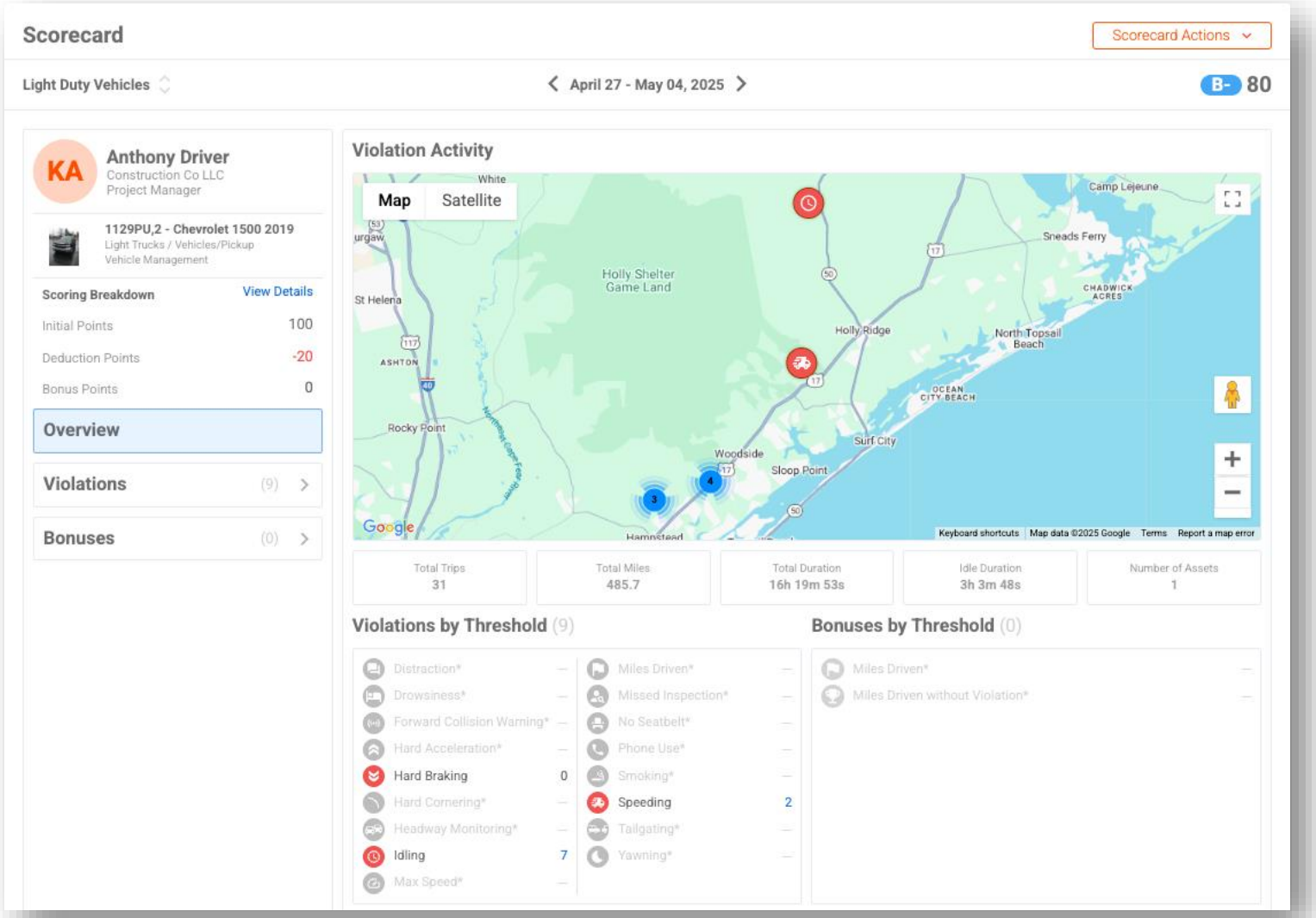
- Tracker, camera, and system events
- Violations and bonuses
- Optional point deductions/bonuses per event

Scoring

- Normalized score of 0-100
- Letter grade based on score
- Manual score adjustments

Coaching

- Comments and feedback
- Optional requirements on acknowledgement



Why Scorecards?

Benefits to Organization

Safety & Compliance

- Fewer accidents
- Improved driver performance
- Better asset utilization and adherence to regular inspections
- Predictable maintenance schedules

Reduce Operational Costs

- Reduced repair and unexpected maintenance costs
- Lower insurance premiums with cameras

Planning for Success

TENNA

Planning for Success

Strategic (“What”)

Primary Goals

- S pecific (find clear targets for improvement)
- M easurable (supported by data collected)
- A chievable (baby steps)
- R elevant (to organization goals)
- T ime-based (set a time target)

Communication

- Communicate the plan to everyone involved, especially drivers and operators.
- Explain what impact, if any, scorecards will have on employment.

Tactical (“How”)

Data

- Org Chart
- Asset categorization
- Asset assignment
- Appropriate tracker types and inspections
- Scorecard Templates

Communication

- Establish the plan champion.
- Explain the coaching process.
- What does internal training involve?

Event Types

What generates the different event types on scorecards?

Fleet Tracker

- Hard Acceleration
- Hard Braking
- Hard Cornering
- Idling
- Speeding
- Max Speed

System-Generated

- Missed Inspections
- Miles Driven
- Miles Driven without Violation

Camera ADAS (Advanced Driver Assistance System)

- Forward Collision
- Headway Monitoring
- Tailgating

Camera DMS (Driver Monitoring System)

- Distraction
- Dozing / Head Down
- Phone Use
- Seatbelt
- Smoking
- Yawning

Camera (other)

- High G-Force
- Driver Button Press
- Obstruction Detected

Scorecard Template Configuration

TENNA

Scorecard Templates

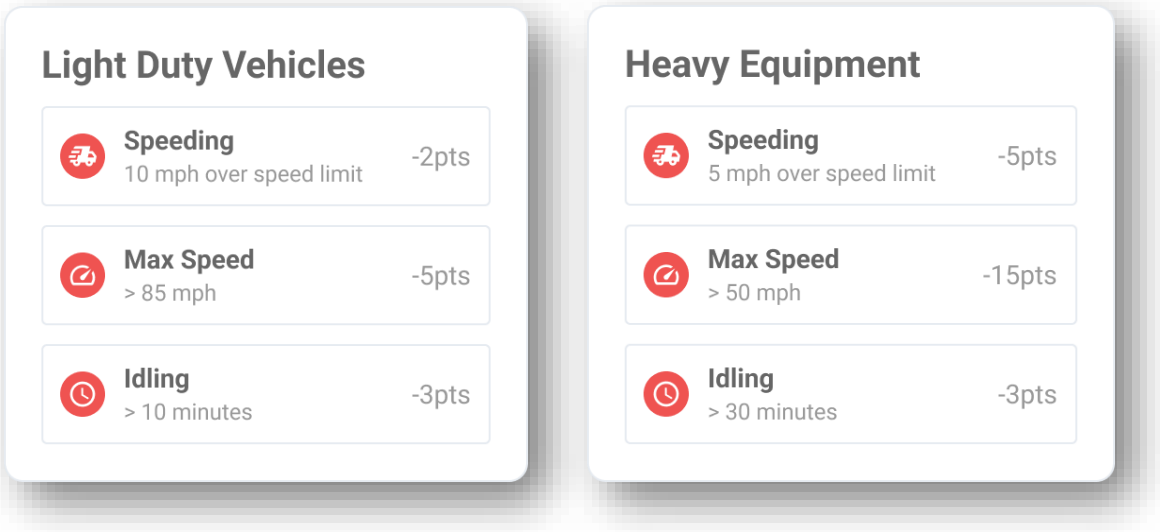
What is a scorecard template?

Collection of Thresholds

- Define what types of events to track

Coaching Rules

- Define number of events that can occur before a scorecard is automatically flagged



Assigned Assets

- Specify the list of assets for each template

Auto-Assignment Rules

- Ensure newly created or updated assets are automatically assigned to the correct template

Notification Settings

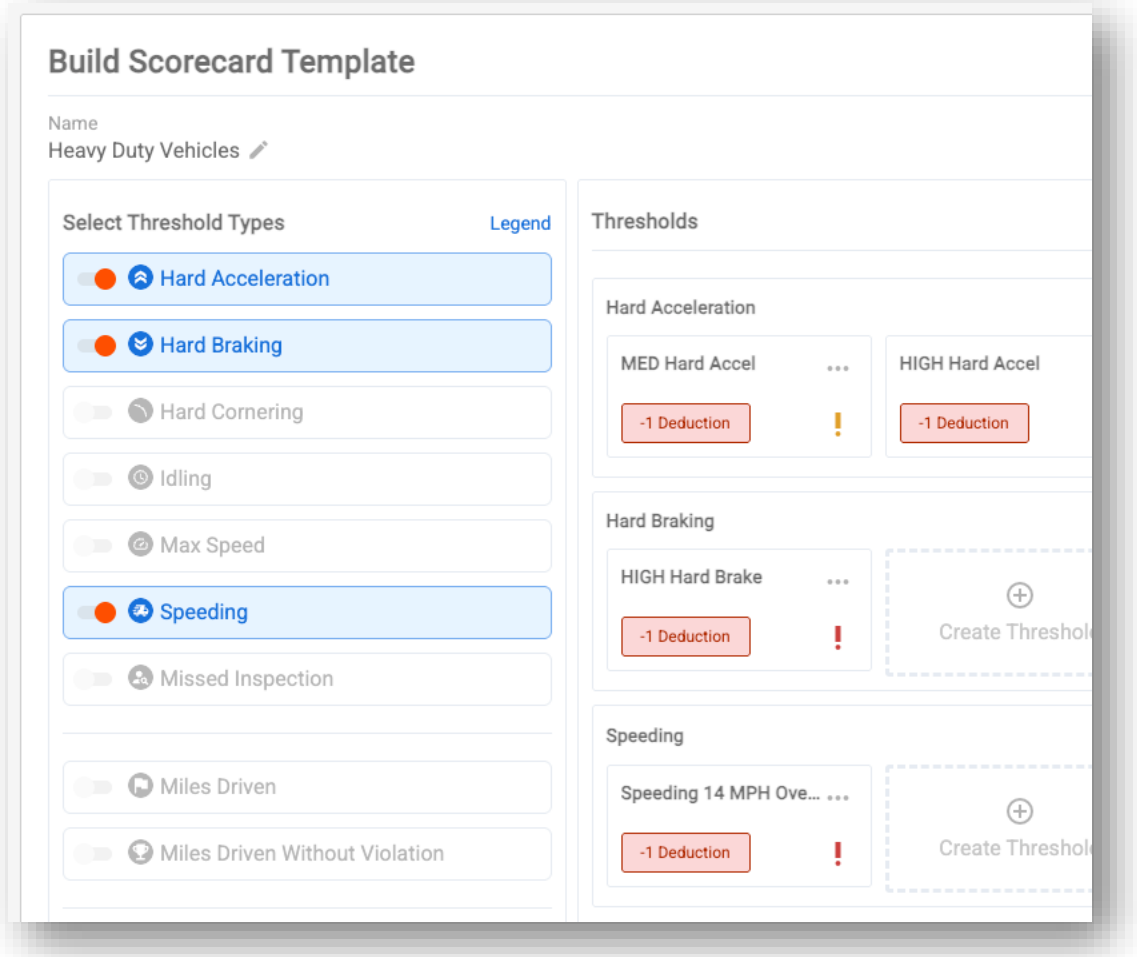
- Alert the appropriate people immediately as events occur as well as other notifications for triggered coaching rules and coaching comments

Organize and Configure Templates

Scorecard Templates

What types of events should be included?

- Some event types allow for different priorities (Low, Medium, High, and Critical):
  - Hard Acceleration
  - Hard Braking
  - Hard Cornering
  - Idling
  - Max Speed
  - Speeding
- Others simply indicate that the event occurred.
- Don’t forget bonuses!



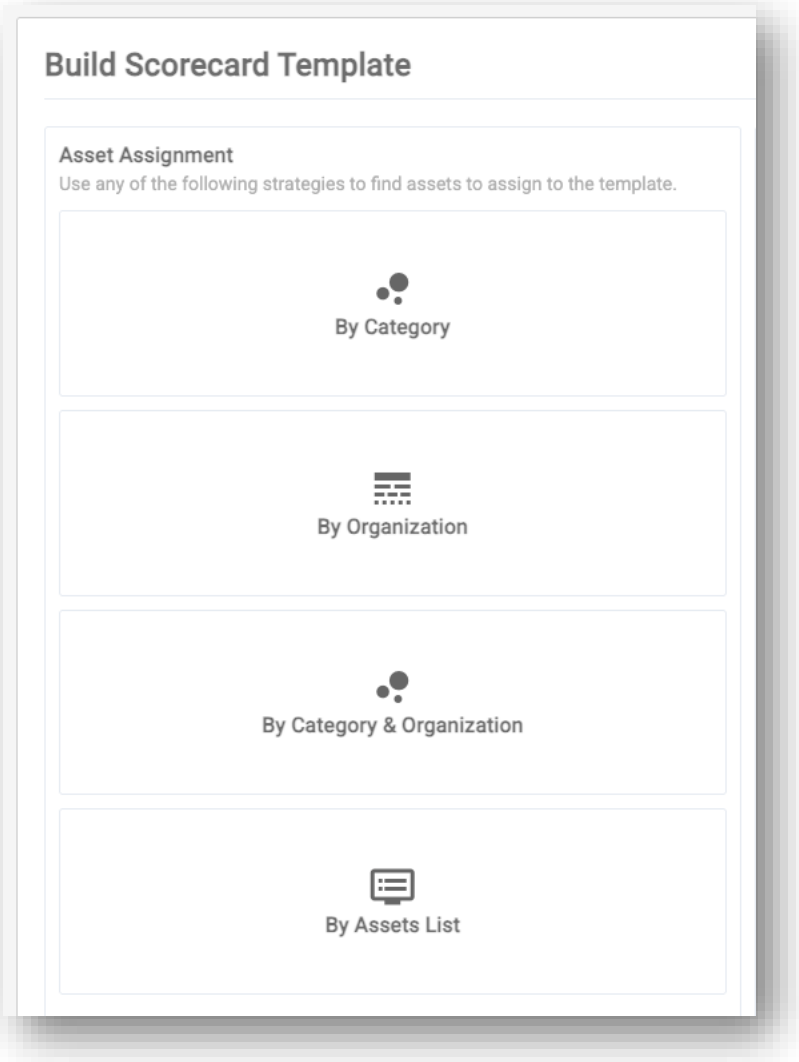
Organize and Configure Templates

Scorecard Templates

How you identify asset groups is key

- By Asset Category
- By Organization
- Combination of Category and Org
- Specific Assets

This setup also guides auto-assignment rules



Monitor, Review, and Adapt

TENNA

Monitor, Review, and Adapt

Review Captured Data

Dashboard Trend Analysis

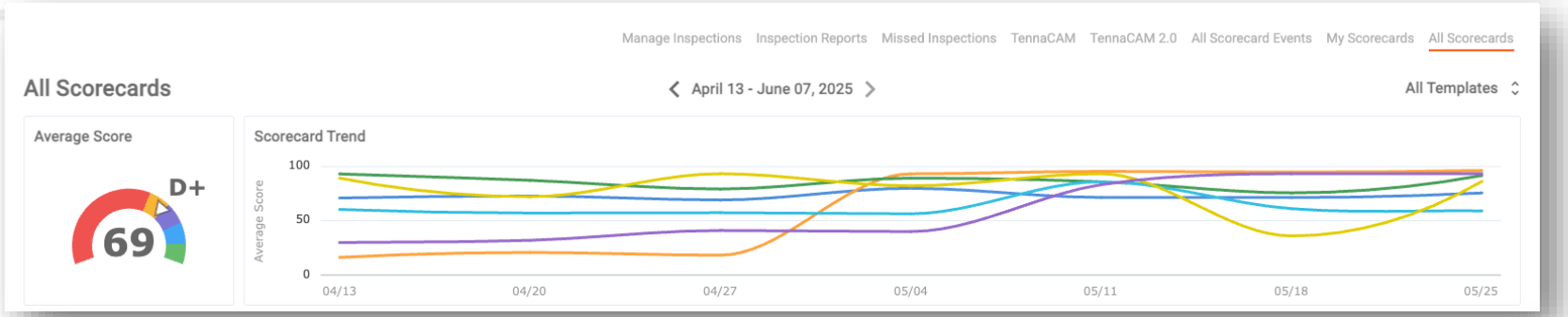
- Weekly view across all scorecards

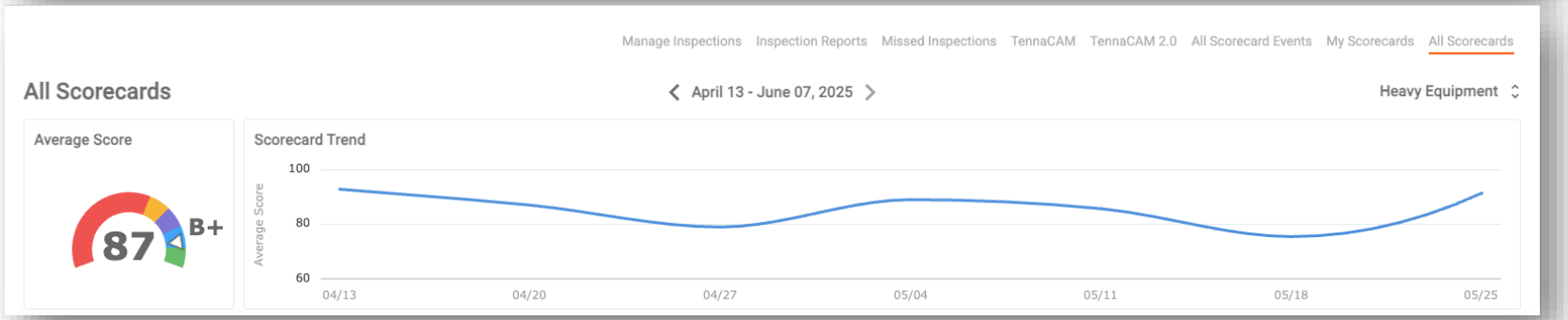
Extended Reports

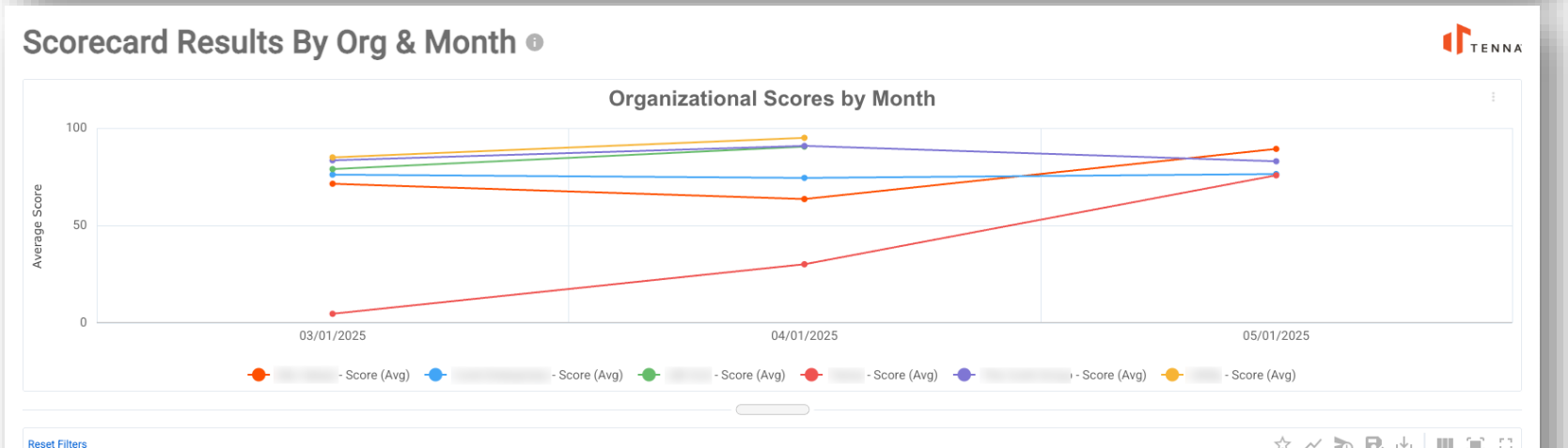
- Slice, dice, and schedule delivery of your data

Open API

- Include scorecard data in existing data pool or warehouse







Scorecard Detail and Coaching

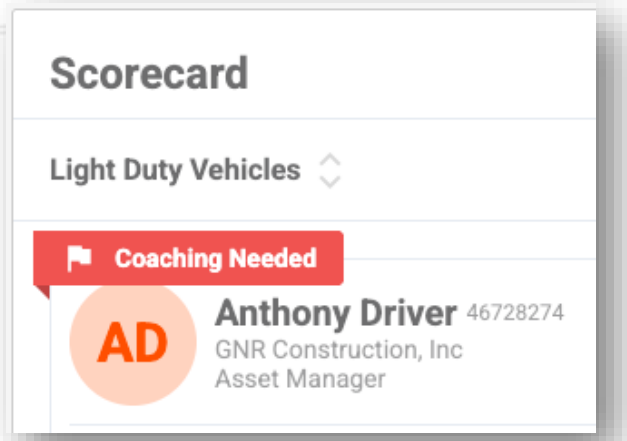
Coaching Tactics

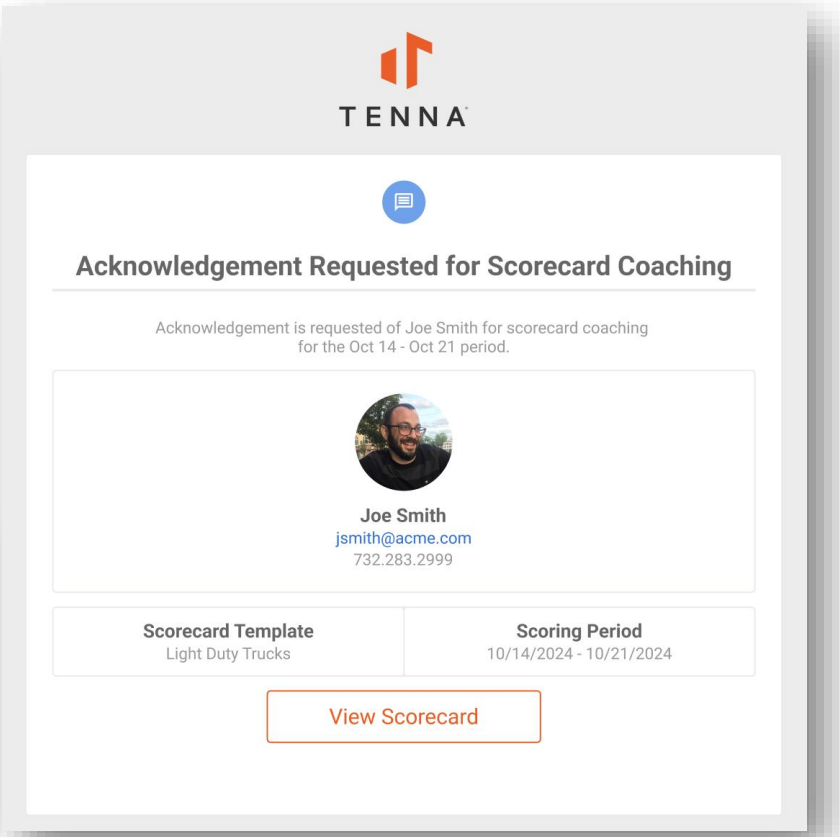
Focus on 10%

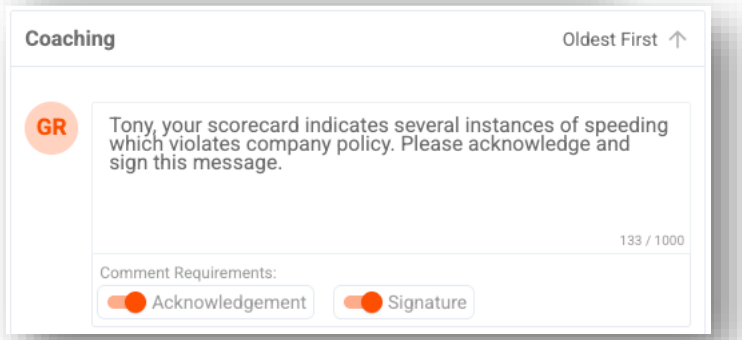
- Use coaching rules to target top and bottom 10% for coaching
- Adjust rules if too few/many scorecards are flagged each week

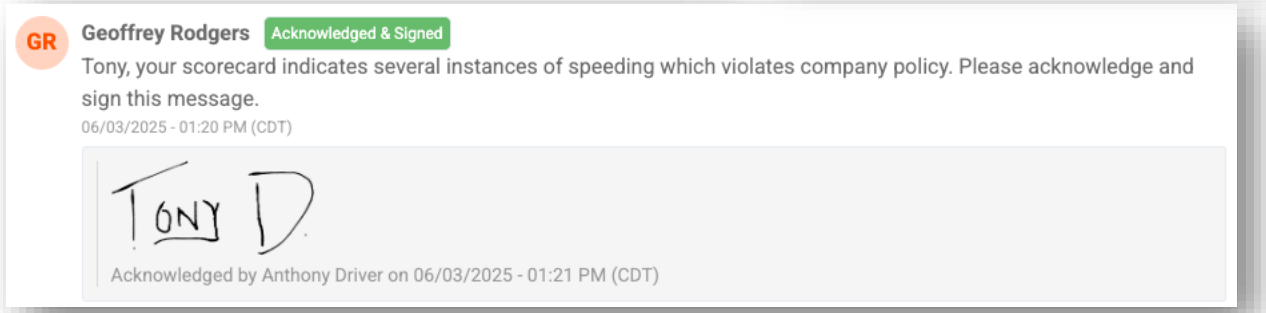
Require Acknowledge When Appropriate

- Use the acknowledgement and signature options to support company policy







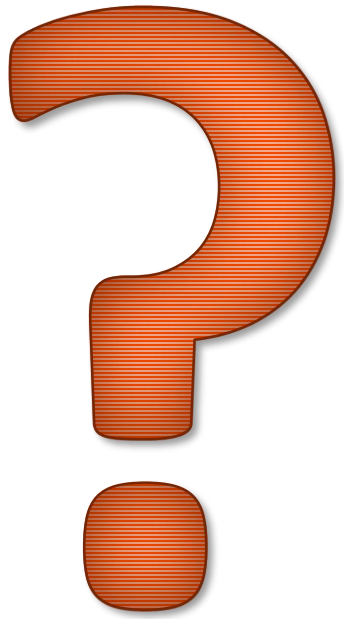


Monitor, Review, and Adapt

Regular Program Reviews

Example Questions to Ask

- What are the average scores over time?
- Should points deductions be modified?
- Is it time to include additional event types in the scoring?
- How effective is coaching? What feedback are we getting? Do we have a good balance of positive reinforcement along with correction?



Tenna Mobile App

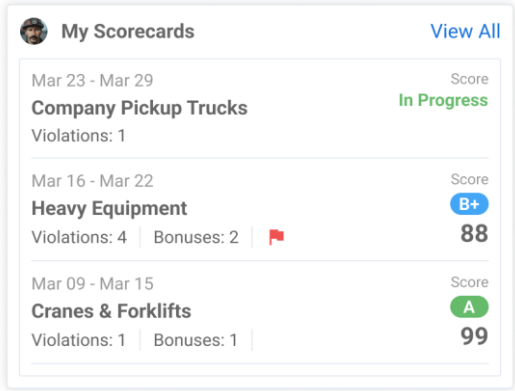
TENNA

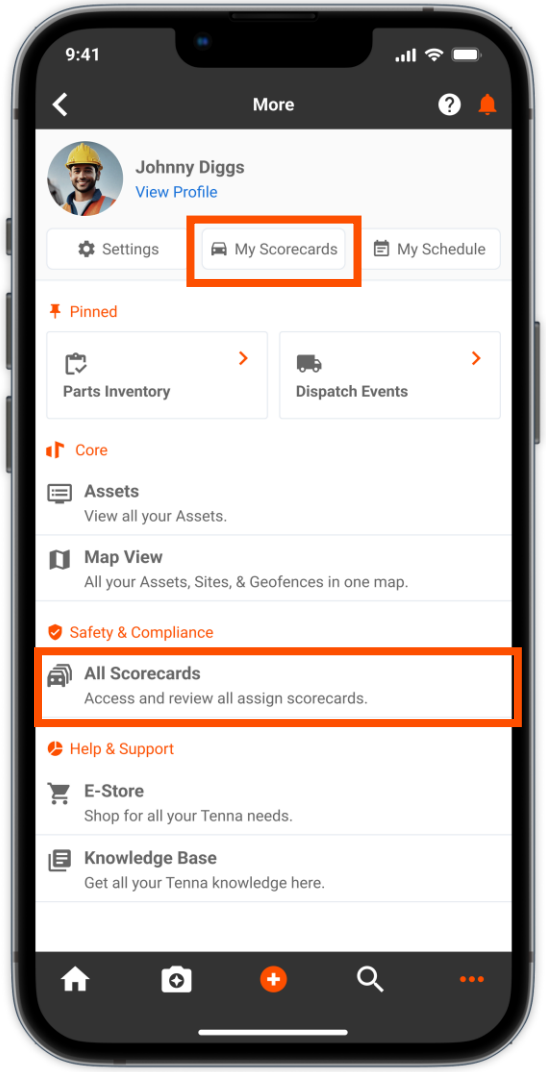
Tenna App Driver Scorecards

You and Your Teams Driver Scorecard now in the Tenna App

New scorecard pages allow you to review, manage, and coach, bringing the full power of the scorecard feature to your pocket.

- New Dashboard widget displays your 3 most recent scorecards
- Access your scorecards by tapping "My Scorecards" in the user section of the more menu.
- Permissioned users can access all scorecards via "All Scorecards" in the S&C section of the more menu.



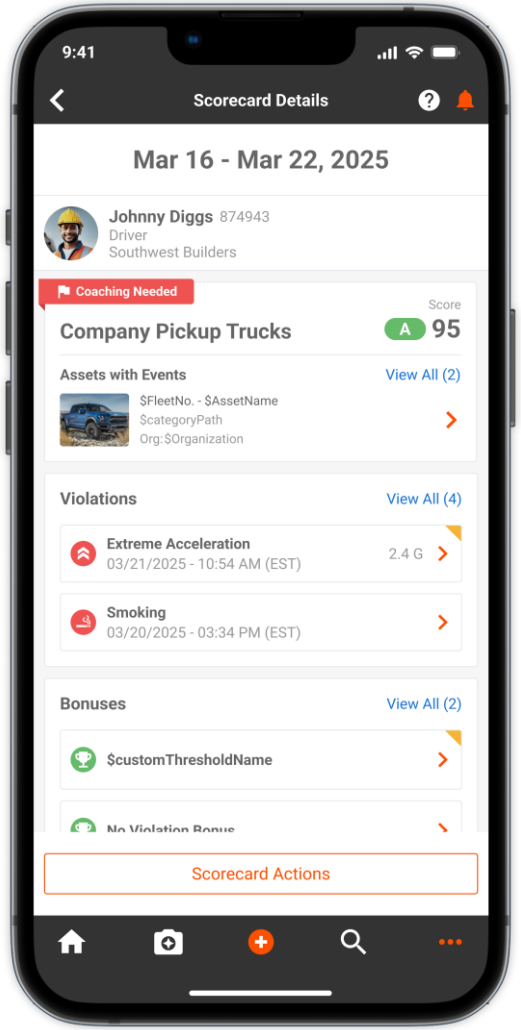


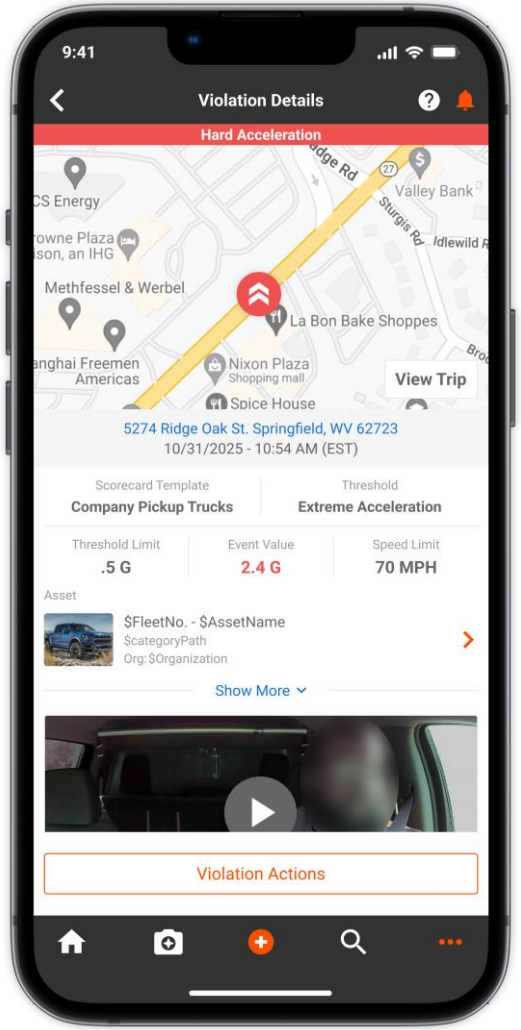
Tenna App Scorecard Details

Review violations, bonuses, and coaching on the New Scorecard Details

The new scorecard details provides a detailed look at your driving performance.

- See your violations, bonuses, and the list of assets contributing to the scorecard
- Tap on a violation or bonus to get a detailed look – providing location, the assignee, TennaCAM 2.0 videos and more
- Add and acknowledge coaching comments at the scorecard level or at the individual violations or bonuses



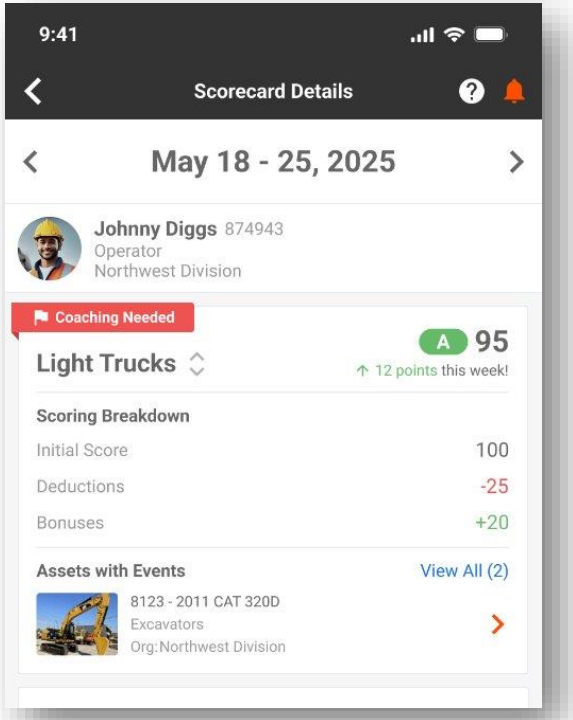


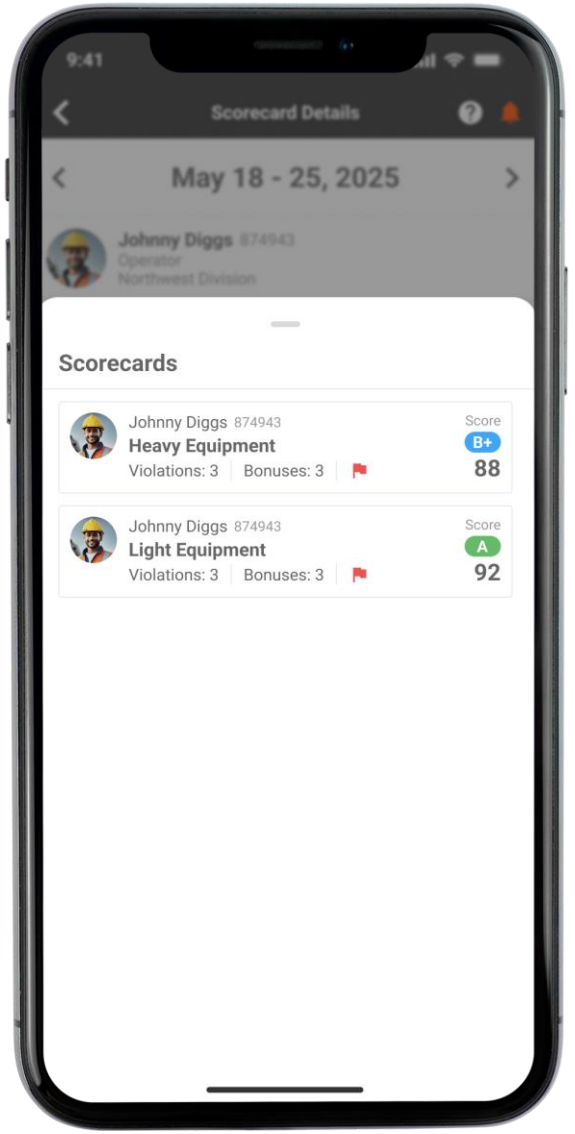
Tenna App Scorecard Details

Template Selector

Seamlessly toggle between scorecard templates

- Easily switch between scorecard templates for the same user and date range. Compare different scoring criteria without losing your place.
- Tap the template name to browse and select other templates for the same week.





Tenna App Scorecard Details

Display Change in Score

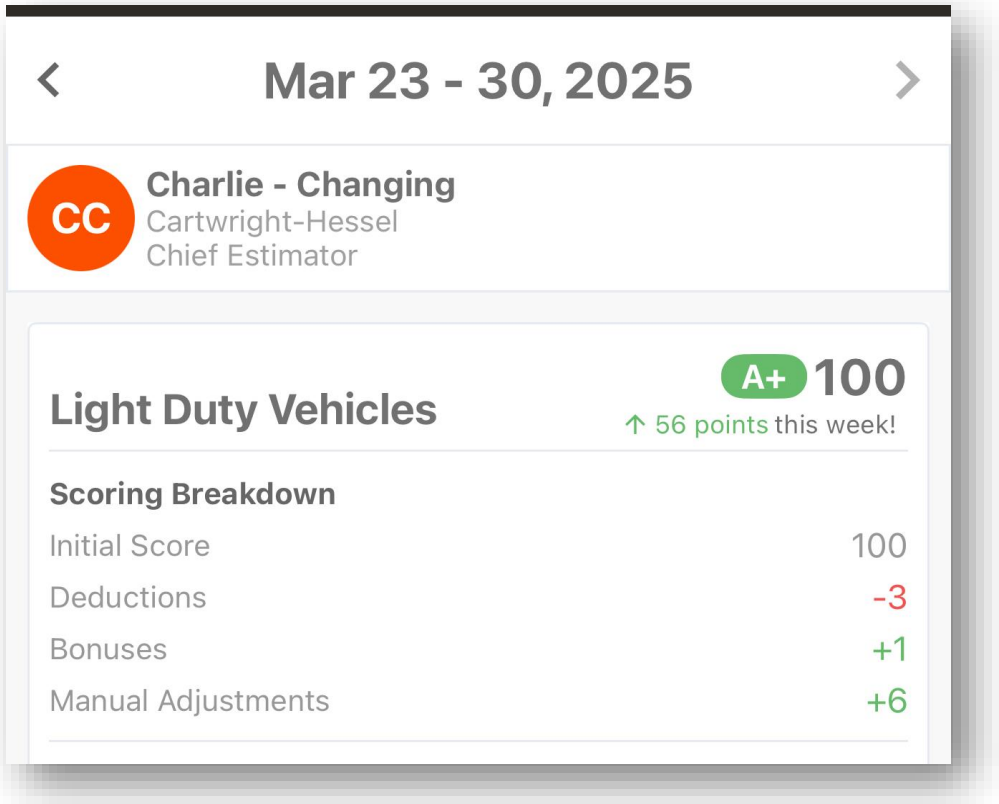
Track weekly progress at a glance

Easily see how this week's score stacks up against last week. The scorecard now highlights changes—like "Up 56 points" or "Down 10 points"—directly beneath the score.

Date Range Navigator

Jump between weeks of the same driver scorecard with ease

Tap the arrows to view past or upcoming scores for the same user and template.

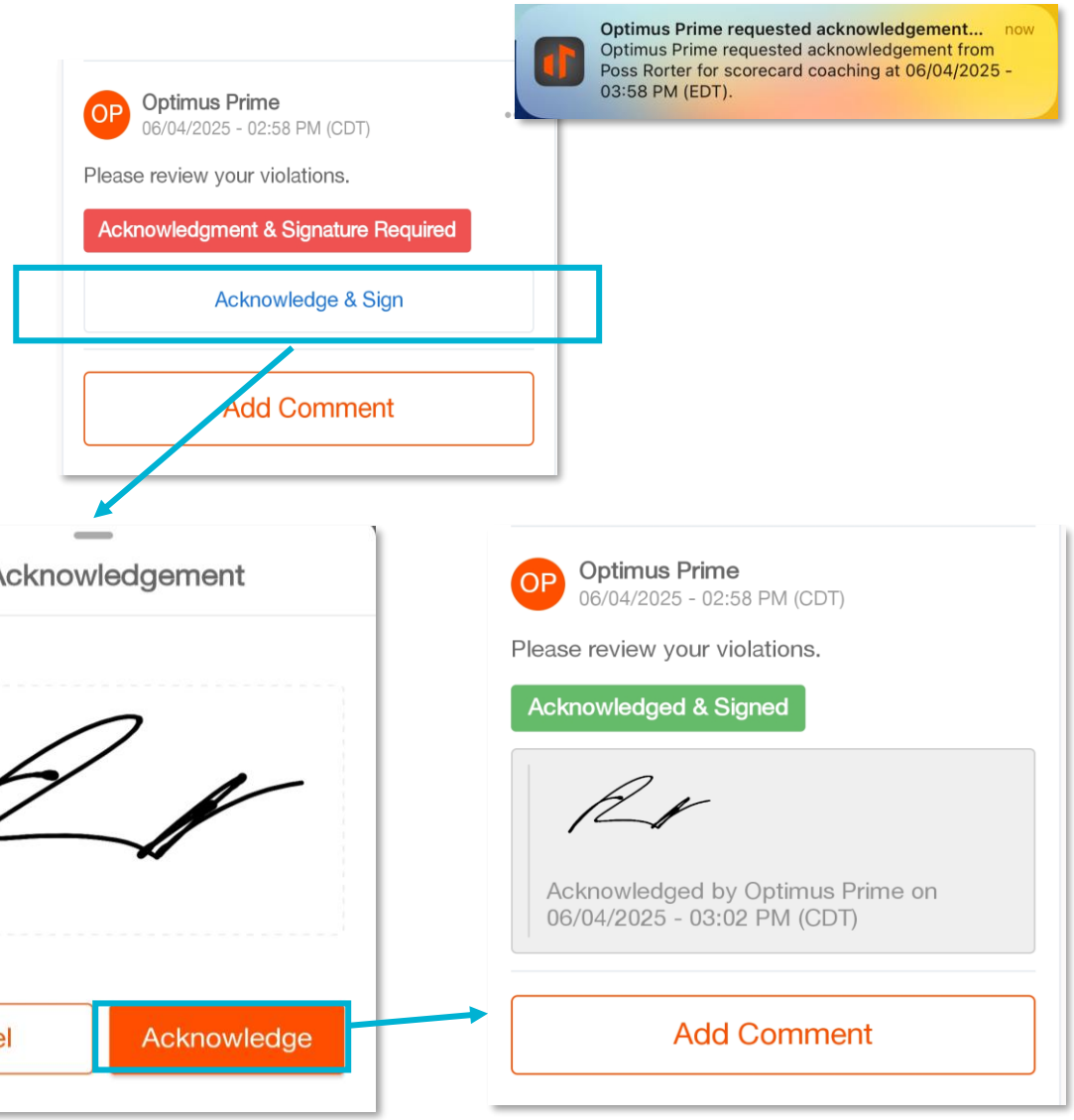


Tenna App Scorecard Actions

Coaching Comments

Empower meaningful feedback and accountability on driver safety

- Coaching comments can be added directly to the overall scorecard or on a specific violation / bonus
- Tap on the "Actions" button and select "Add Comment".
- User's with "Manage Scorecard" permission can require a signature and/or acknowledgment of the comment
- The driver is notified acknowledgement was requested on coaching, which can be signed / acknowledged on the comment.

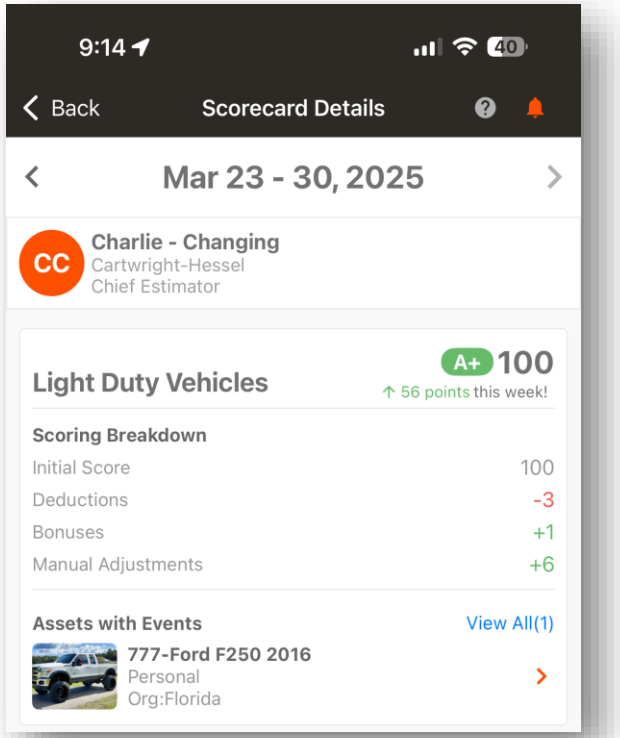


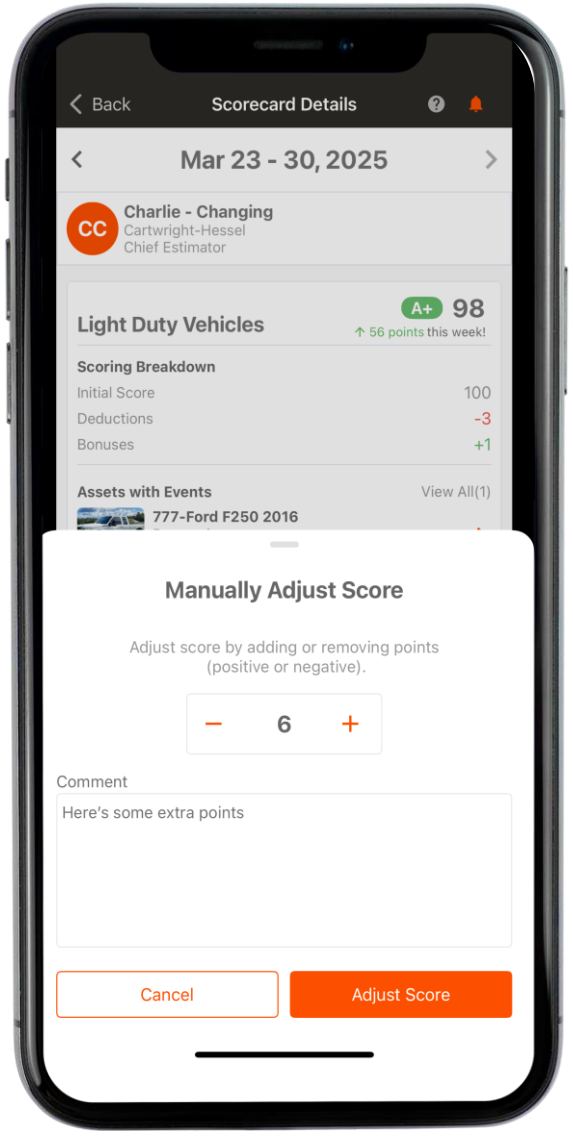
Tenna App Scorecard Actions

Manual Score Adjustment

Make quick changes to your score from Scorecard Details in the mobile app.

- New "Manually Adjust Score" action allows you to add or subtract points from the score.
- Tap on Scorecard Actions, select Manually Adjust Score, then add or subtract points and add notes on the reasoning for the score adjustment
- The manual adjustments are displayed in the scoring breakdown of the scorecard.



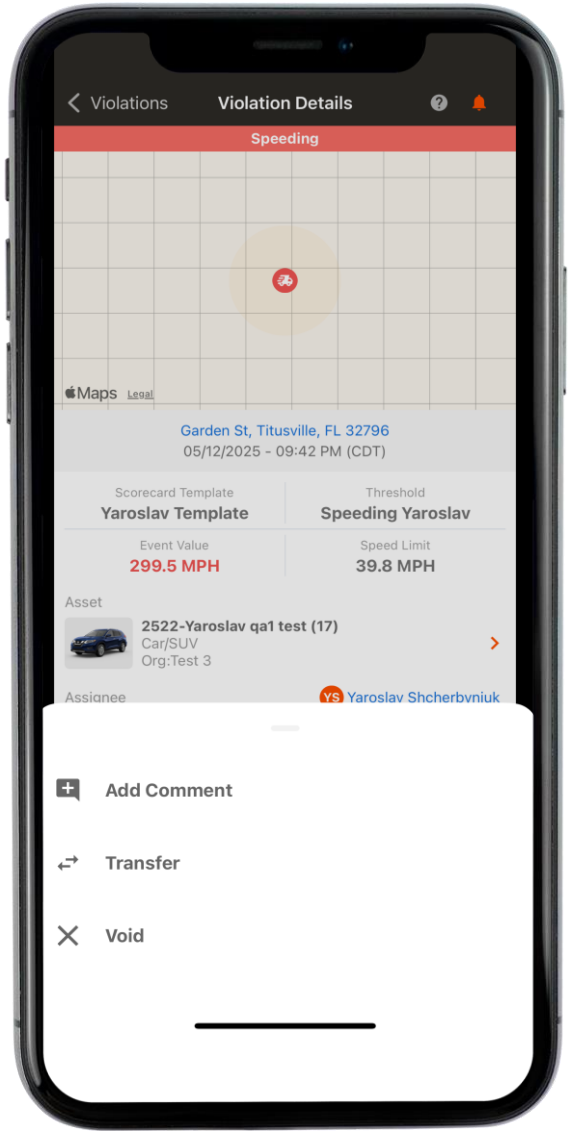


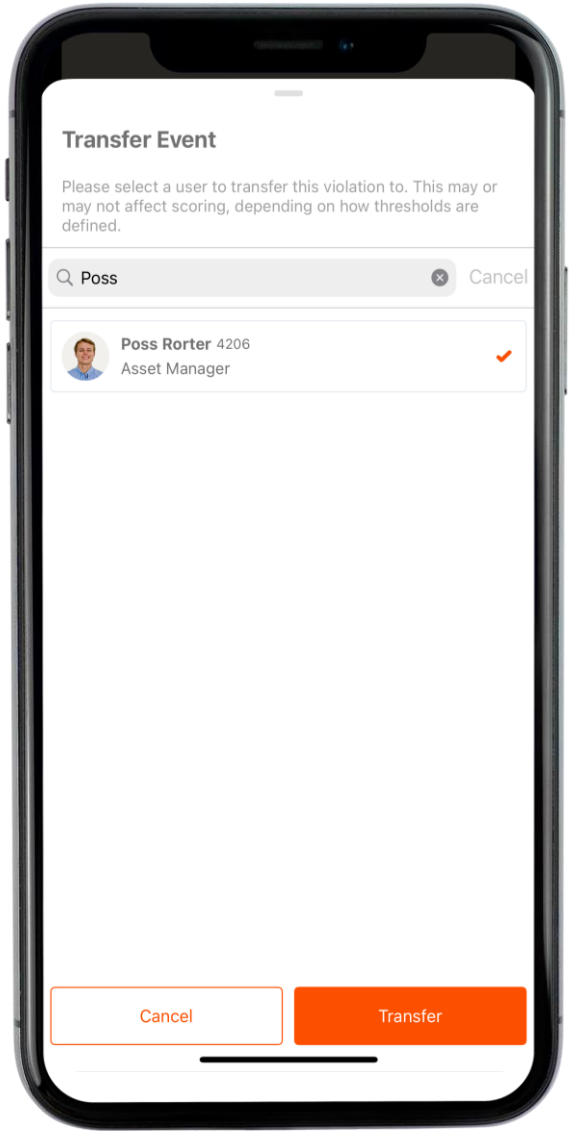
Tenna App Scorecard Actions

Transfer Violation/Bonus

Transfer Violations or Bonuses to other users from the Tenna Mobile App.

- Tenna Mobile users can now transfer violations or bonuses from one driver to another
- From the Bonus / Violation details, Tap on the actions button, select Transfer, then select and confirm the user you're transferring to.
- Tenna will automatically add the event to the applicable scorecard for the user.



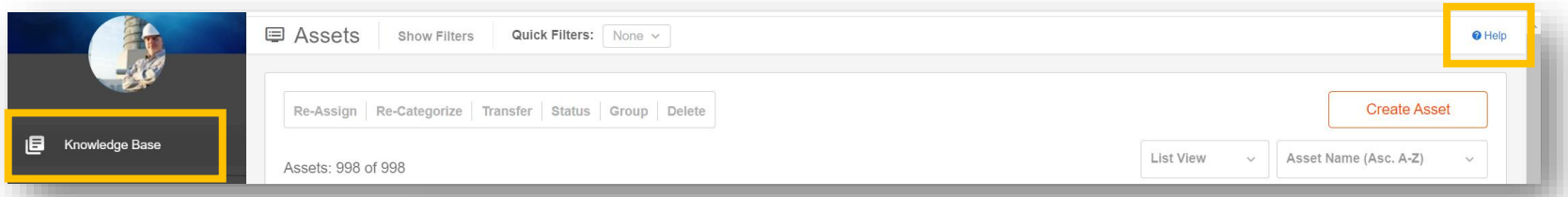


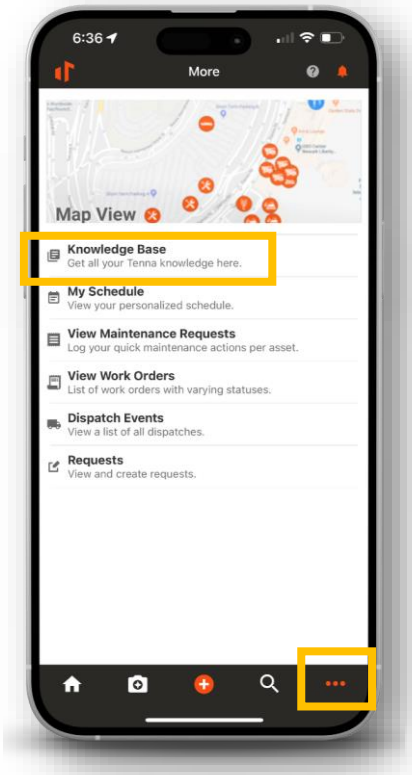
Questions?

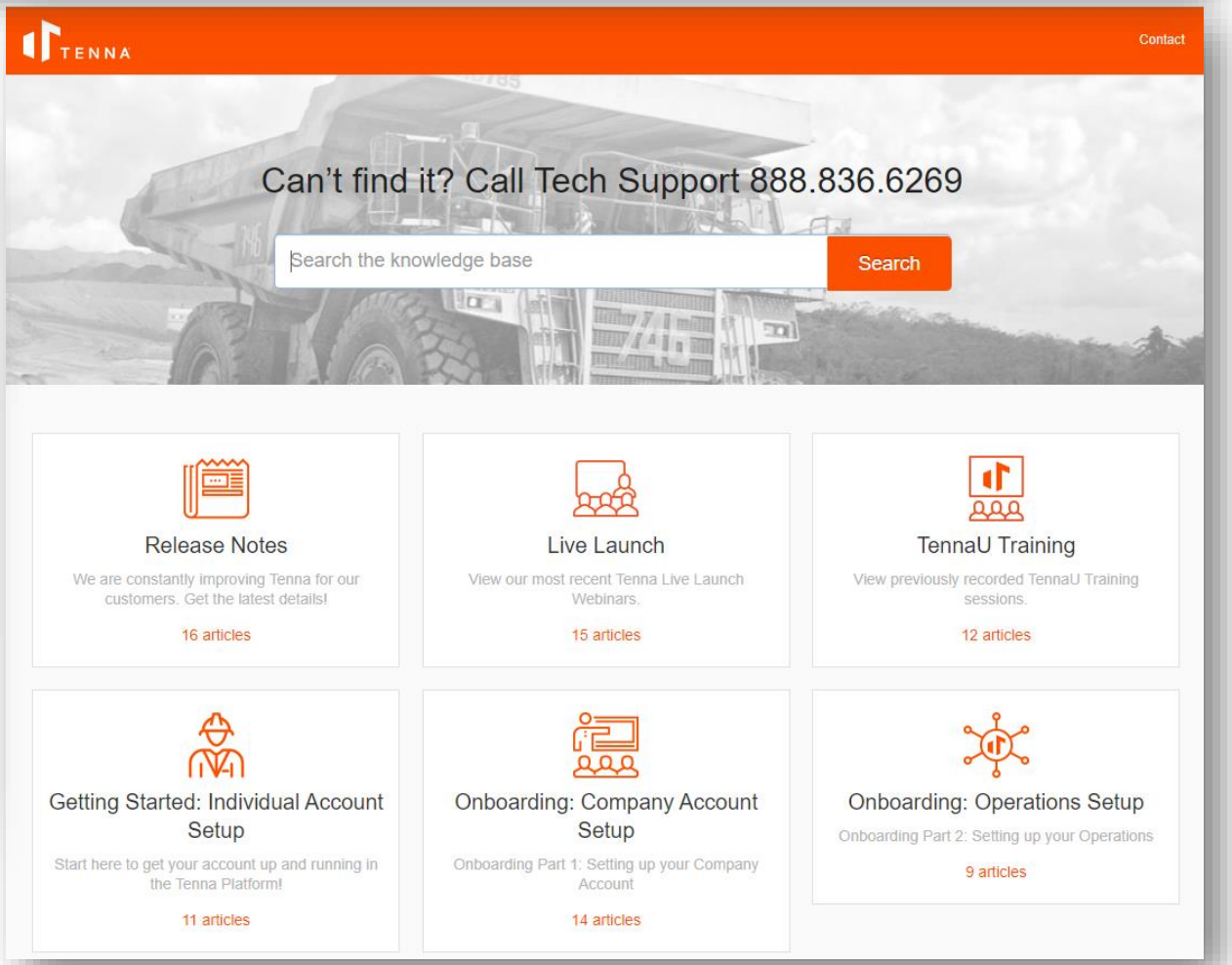
TENNA

Tenna Knowledge Base

Resources on these topics (and more!) can be found in our help library







Poll

What is your preferred method of learning?

TENNA

More Chances To Learn

Next product release coming soon!

Tenna Live Launch
Coming Soon
Check your inbox!

How’s your Tracker Health?
Don’t know, then contact us for

Tracker Insights
Training Session!

Poll

What topics are you interested in covering in future Tenna training sessions?

TENNA

Tenna Mechanic Certification

Empower Your Mechanics

Your team will gain the expertise needed to:

- Perform flawless hardware installations
- Troubleshoot issues without the need of support
- Maintain your tracking devices with confidence and fewer system errors

https://www.tenna.com/mechanic-certification-program/

Ensure Quality Tracker Installations

Proper installations prevent tracking failures, incorrect data, and unnecessary rework, keeping your telematics system reliable and effective.

Develop Expertise & Independence in House

Your Tenna certified mechanic will work independently. They can also train their peers, making the maintenance team stronger and more skilled.

Save Time & Money on Technicians

Well-trained in-house mechanics reduces your reliance on third-party technicians, lowering operational costs and improving efficiency.

Stay Connected

TennaSHOP

LinkedIn Group for Tenna users to connect with one another to:

- Ask questions
- Talk about new and unique use cases
- Share best practices
- Share information about integrations
- Swap success stories

https://www.linkedin.com/groups/9034188/

Come see us! We'll be speaking or exhibiting at the following events:

Utility Expo 2025
10/06-10/09
Louisville, KY

Thank You

TENNA