ROUTE IT BETTER

Weekly Transportation Operations Scorecard

WEEKLY WORKSHEET

Use the same definitions each week. Review the changes and choose one action.

Week ending _____

Operation / site _____

Metric	This week	Last week	What changed?
Driver overtime Total overtime hours worked			
Driver call-offs Scheduled shifts called off			
Vehicles out of service Units unavailable at any point			
Late trips Trips past your on-time window			
Safety incidents Incidents logged during the week			

One action before next week

Owner _____

Due date _____

Seeing the same issue week after week?

Take the free Operations Snapshot

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Weekly Transportation Operations Scorecard

FILLED-IN EXAMPLE

Use the same definitions each week. Review the changes and choose one action.

Week ending
November 6, 2026

Operation / site
Sample shuttle operation

Metric	This week	Last week	What changed?
Driver overtime Total overtime hours worked	26 hrs	18 hrs	+8 hrs. Friday call-off coverage.
Driver call-offs Scheduled shifts called off	4	2	+2. Both on Friday morning.
Vehicles out of service Units unavailable at any point	2	3	-1. One van returned to service.
Late trips Trips past your on-time window	7	5	+2. Both on Friday morning.
Safety incidents Incidents logged during the week	1	1	No change. One backing incident.

One action before next week

Assign a Friday morning backup driver and confirm availability.

Owner
Dispatch lead

Due date
Thursday, November 12

Seeing the same issue week after week?
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