

KESTREL DISPATCH + AI DISPATCH ASSISTANT • MONTHLY REPORT • SEPTEMBER 2026

September: the assistant planned three of every four loads, and on-time delivery passed 94%

Second full month with the AI assistant live at Venlo and on the Duisburg day shift. Empty kilometres dropped another 2.5 points, 1,146 shipper emails were answered from drafts, and the dispatch team got roughly 412 hours back. Two incidents, both closed. Numbers below are from the Kestrel Dispatch reporting database, pulled on 1 October.

Period 1–30 Sep 2026 Fleet 140 trucks Depots Venlo NL • Duisburg DE Loads moved 3,104 Prepared by Techsy, delivery lead
For Kestrel operations director

ON-TIME DELIVERY

94.2%

▲ +2.4 pt vs Aug

2,924 of 3,104 loads within the agreed window

EMPTY KM

14.6%

▼ -2.5 pt vs Aug

of 1.29 M km driven; target 13.5% by Q4

LOADS PLANNED BY ASSISTANT

2,318

▲ 74.7% of all loads

Aug: 1,702 (56%). 486 of these edited by a dispatcher

SHIPPER EMAILS ANSWERED

1,146

▲ 88% sent unedited

Median reply time 11 min, was 2 h 40 min in June

HOURS SAVED

412^h

≈ 2.6 FTE

Counted per task, method in appendix B

Weekly trend

ISO weeks 36–40. Week 40 covers 28–30 September only. Dashed line is the August monthly value.

On-time delivery %

Empty km %

August

Week	On-time delivery %	Empty km %	August %
W36	92.4	16.2	91.8
W37	93.1	15.1	91.8
W38	94.6	14.3	91.8
W39	95.0	13.9	91.8
W40*	95.3	13.6	91.8

Who planned the 3,104 loads

Assistant-planned means the draft came from the assistant. "Edited" means a dispatcher moved at least one stop before dispatch.

Assistant, accepted	Assistant, edited	Dispatcher only
1,832	486	786

Where the 412 hours come from

Load planning (7.4 min per accepted plan)	226 h
Shipper email drafting (6.9 min per email)	132 h
ETA calls avoided (live ETA in portal)	38 h
POD chasing (driver app photo capture)	16 h
Total	412 h

Assistant-planned share, Duisburg

41%

Assistant-planned share, Venlo

89%

What shipped this month

Five releases, all behind feature flags first.

V2.4

Multi-stop load planning.

Assistant now drafts groupage runs with up to 6 stops and respects 9 h driving limits. 3 Sep

V2.4

German shipper replies.

Duisburg desk gets drafts in German; tone settings per shipper account. 8 Sep

DRIVER 1.9

Offline POD capture.

Photo + signature stored on device, synced on reconnect. 2,540 PODs captured. 15 Sep

V2.5

Depot hours as a planning constraint.

Venlo yard closing at 22:00 no longer produces late arrivals. 22 Sep

CRM

Shipper health score.

Volume trend, claims, payment days, in the account view. 29 Sep

Issues

Two incidents, two closed. One open quality item.

SEV2

ETA push notifications 40 min late.

Queue backlog after a telematics burst. Workers scaled 2 to 6, alert on queue depth added. 2 Sep • closed

FIXED

Three plans exceeded driving-time limits.

Caught by dispatchers before dispatch. Hard rule added to the planner, 0 recurrences in 1,900 plans since. 17 Sep • closed

OPEN

Android sync failures on battery saver.

1.8% of sessions on Samsung devices. Workaround in the driver handbook; fix in Driver 2.0. ongoing

WATCH

12% of email drafts needed edits.

Mostly rate negotiation, where the assistant has no price data yet. See October plan. all month

Next month's plan

October, agreed with Kestrel ops on 30 Sep.

WK 41

Rate suggestions in drafts.

Spot-market lane index feeds the email assistant; target under 6% edited drafts.

WK 42

Duisburg full rollout.

Night shift onboarded, assistant share target 75%.

WK 43

Driver 2.0 beta.

20 drivers, new sync engine, battery-saver fix.

WK 44

Telematics fuel data.

Live consumption per truck in the load view.

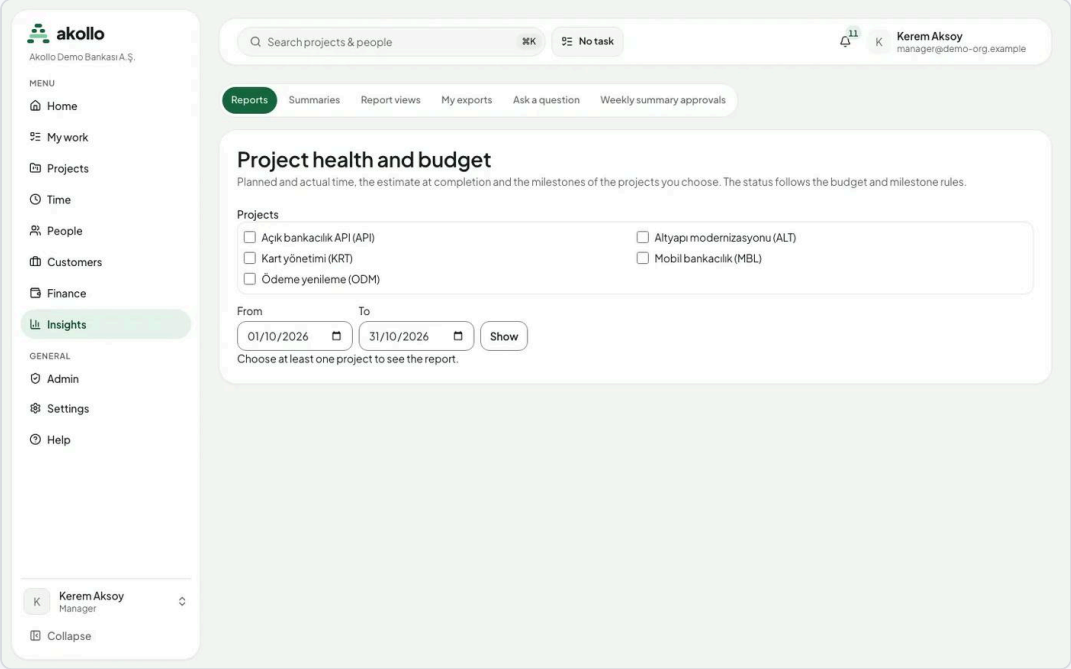
October on-time target

95.0%

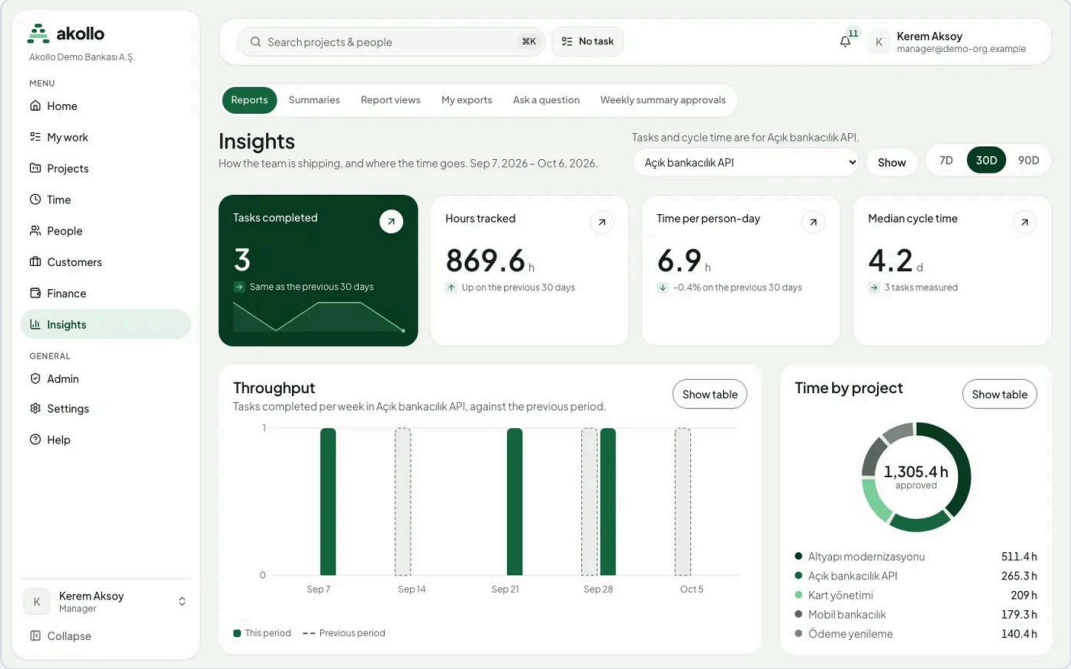
October empty km target

13.5%

Each month’s figures also sit in a dashboard the operations team can open any day. Two report screens from another Techsy project:



Akollo · project health report. Example screen from a Techsy project, not Kestrel Freight’s product.



Akollo · insights dashboard. Example screen from a Techsy project, not Kestrel Freight’s product.