

Driver Behaviour Improvement Checklist

Near-Miss Coaching · In-Cab Alerts · Scoring & Buy-In

1. System Configuration for Behaviour Data

- ☐ AI in-cab alerts enabled and configured for all vehicles — tailgating, phone use, fatigue
- ☐ Telematics event flags linked to camera footage in fleet management platform
- ☐ Driver scoring dashboard active — individual scores vs fleet average visible
- ☐ Near-miss event clips automatically saved and tagged for review
- ☐ GPS-embedded telematics data combined with video in event reporting
- ☐ Camera coverage verified to include the zones generating highest event rates

2. Near-Miss Review Workflow

- ☐ Weekly near-miss review scheduled — named person responsible for review
- ☐ Event threshold defined: what level triggers immediate coaching vs weekly review
- ☐ Route patterns reviewed — repeated events on same road trigger route risk assessment
- ☐ High-risk driver list maintained — drivers above 2x fleet average event rate
- ☐ Event context reviewed: telematics flag cross-referenced with footage before coaching
- ☐ False positive events identified and excluded from coaching record

3. Coaching Conversations

- ☐ Footage-based coaching process documented — how clips are shared with drivers
- ☐ Coaching sessions recorded with date, driver, event reviewed, and outcome
- ☐ Non-punitive framing applied — coaching positioned as safety support, not discipline
- ☐ Positive driving examples identified and shared alongside corrective coaching
- ☐ Systemic gaps identified — where multiple drivers share the same issue
- ☐ Group training triggered where 3+ drivers share the same technique failure

4. Driver Buy-In and Induction

- ☐ Driver notification policy in place before cameras operational — documented
- ☐ Induction covers: what cameras record, who accesses footage, how it is used

- ☐ In-cab alert system explained to all drivers — what triggers alerts and what happens
- ☐ Driver scoring access provided — each driver can view their own score and trend
- ☐ Union or driver representative consultation completed where relevant
- ☐ Feedback channel in place — drivers can report false alerts or system issues

5. Performance Measurement

- ☐ Baseline harsh event rate per driver recorded at system go-live
- ☐ Monthly trend tracked: harsh braking, speeding events, proximity sensor alerts
- ☐ Coaching intervention outcomes recorded — event rate before and after coaching
- ☐ High-risk driver improvement tracked monthly — trend toward fleet average
- ☐ Incident rate tracked alongside event rate — leading and lagging indicators
- ☐ Camera system contribution to loss ratio improvement documented for insurer