

Live Intervention Protocol Checklist

Step-by-step guide for remote operators responding to fleet monitoring alerts

Step 1 — Alert Identification

- ☐ G-sensor event, AI alert, or anomalous map behaviour flags a specific vehicle
- ☐ Note vehicle identity, current location (GPS), and speed
- ☐ Open live camera feed — forward-facing and driver-facing channels
- ☐ Allow 15-30 seconds of observation before deciding whether to call

Step 2 — Live View Assessment

- ☐ Is the driver actively at risk, or has the situation resolved?
- ☐ Is the risk the driver's behaviour, road conditions, or vehicle state?
- ☐ Is there an in-cab alert already firing — has the driver responded?
- ☐ What specific behaviour needs to be addressed in the call?
- ☐ Are there other vehicles in the immediate environment that affect risk?

Step 3 — Intervention Call

- ☐ Call the driver directly — identify yourself and state you can see the camera
- ☐ Be specific: name the behaviour ('your following distance is too short')
- ☐ Give a clear instruction ('back off from the vehicle ahead')
- ☐ Keep the call under 60 seconds — brief and specific
- ☐ Ask the driver to confirm understanding before ending the call

Step 4 — Confirmation and Logging

- ☐ Remain on live view for 60-90 seconds after the call
- ☐ Confirm the driver has corrected the identified behaviour
- ☐ If behaviour continues: escalate call or contact line manager
- ☐ Log the intervention: time, vehicle, behaviour identified, action taken, outcome
- ☐ Flag the event for formal coaching follow-up if appropriate