

# Last-Mile Delivery Fleet Live View Checklist

Setup and operational checklist for live view monitoring on last-mile delivery vehicles — camera positions, alert configuration, and dispute management.

### Camera Configuration

- ☐ Forward-facing camera fitted and field of view confirmed
- ☐ Driver-facing camera fitted for welfare checks and distraction alerts
- ☐ Nearside camera fitted (pedestrian interaction at delivery points)
- ☐ Rear camera fitted (parking and reversing evidence)
- ☐ In-cab monitor displaying selected camera feeds
- ☐ All cameras IP67 rated minimum

### Connected MDVR and Platform Setup

- ☐ 4G SIM plan reviewed for high-stop data volume
- ☐ MDVR connected to fleet management platform
- ☐ Live view access tested from operations office
- ☐ GPS tracking confirmed accurate against known routes
- ☐ G-sensor event notifications configured and tested
- ☐ Platform login issued to all transport managers

### Alert Configuration for High-Stop Routes

- ☐ Priority alerts identified: harsh braking, speeding, mobile phone use
- ☐ Forward collision and lane departure alerts reviewed (may be high noise for urban)
- ☐ Alert sensitivity calibrated for urban delivery environment
- ☐ Alert volume reviewed after first week of operation
- ☐ Target: 2-3 meaningful alerts per driver per shift maximum
- ☐ Escalation process for high-severity alerts defined

### Delivery Dispute Management Process

- ☐ Process defined for checking live view on disputed delivery
- ☐ Delivery log cross-reference with GPS position process confirmed
- ☐ Recorded footage retrieval process for delivery evidence
- ☐ Driver briefed on how footage supports them in disputes
- ☐ Customer-facing process for delivery evidence requests defined
- ☐ SLA compliance verification capability tested

### Driver Briefing and Welfare

- ☐ Drivers briefed on live view capability and purpose
- ☐ Drivers informed: footage used for their protection in disputes
- ☐ Welfare check protocol communicated (unexpected stops)
- ☐ False claim response process shared with drivers
- ☐ Drivers understand alert types and what triggers them
- ☐ Feedback mechanism in place for drivers to report alert issues