

Monitoring Driver Behaviour in PSV Fleets — Checklist

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Implementation Checklist

- ☐ Context first: Review footage before determining whether an event represents a behaviour issue or an environmental factor. A harsh braking event in heavy traffic is different from the same event on an empty road.
- ☐ The driver sees their footage: Showing a driver their own event footage removes ambiguity about what occurred. Drivers who see footage of their own driving respond differently from drivers who receive a verbal report.
- ☐ Progress is measured and acknowledged: Driver event frequency that falls over time should be recognised, not just tracked for further intervention.
- ☐ Consistent application: Coaching criteria applied inconsistently across the fleet — some drivers coached, others not — creates the perception of targeting and undermines driver trust in the programme.