

Driver FAQ



“Every worker home safely every night.”

ROVR provides you with direct, constructive feedback about key aspects of your driving to enable you to self-correct high-risk behavior and ultimately become a safer driver. While we all believe ourselves to be good drivers, without a system like ROVR, there is no quantitative or objective assessment, so you cannot identify the specific areas of your driving that may need attention.

Over the past 10 years, ROVR has helped drivers log over a billion miles of safer driving.

FREQUENTLY ASKED QUESTIONS

Q: What is a ROVR?

A: A ROVR is a small electronic “black box” that is installed in a vehicle (usually via the OBD port). It uses a combination of GPS antennas, cellular networks and accelerometers to report speed, location, rapid starts, hard braking, and idling. ROVR reports location and speed every minute while the vehicle is in motion. All data is viewable in our cloud-based geo-spatial dashboard, worldVIEW.

Q: What is expected of me as a driver?

A: For just a few minutes each week, ROVR can help you become a safer driver. First, you will need to install your ROVR device. Then, record your current mileage and report it to your program administrator. Drive normally the first few weeks to establish a baseline score. Each week review your Driver Scorecard and work on areas that may need improvement. Adhere to any company policies in place aligned with driver safety.

Q: When and how often will I get a Driver Scorecard?

A: You should receive a Driver Scorecard each week on Monday via email. You must drive at least 30 minutes or 30 miles in a week to generate a scorecard.

Q: What am I being scored on?

A: Your Overall Score is measured and weighted by three key metrics that are known to be leading indicators of risk; Speeding (50%), Hard Braking (30%) and Rapid Starts (20%).

Q: How are speeding events calculated?

A: Speeding events are determined by taking the position report from the ROVR and comparing that to a database of roadways with speed limits. Oftentimes, companies will establish specific speed limits corporately and / or over specific areas. Please speak with your program administrator for any company specific speed limit requirements.



Q: Does the ROVR use my vehicle speedometer?

A: The ROVR calculates speed using a combination of GPS measurements and time-distance calculations to determine vehicle speed. It is typically more accurate than the speedometer on the dashboard of the vehicle.

Q: What happens if I get a speeding event in an area where I know I wasn't speeding?

A: There are 4.12 million miles of roadways in the US. Occasionally a city, county, or state will update a speed limit and we don't get the memo. When this happens, simply contact Customer Care via chat, email, or phone and let us know the details. We typically make updates within 24 hours.

Q: Will ROVR drain my battery?

A: The ROVR is programmed to "sleep" when your vehicle is turned off. During this "sleep" stage, it's still drawing a little bit of power (~70mA). During normal driving it shouldn't drain your battery. If you're not going to be driving the vehicle for longer than a weekend, unplug the ROVR.

Q: Will ROVR work when I am out of cellular network coverage?

A: Yes, when cellular coverage is not available, ROVR will store all collected data and once connectivity is available, the buffered data will be automatically uploaded to worldVIEW.

Q: What happens if I unplug my ROVR?

A: Unplugging your ROVR produces an unplug event, which will appear on your scorecard, your supervisor's scorecard, and in worldVIEW.

Q: What information is communicated through the OBD port?

A: The OBD port is typically used by service technicians and mechanics to communicate with the various vehicle computers.

Q: What happens when I'm in cruise control and my vehicle automatically increases my speed - will I receive a rapid acceleration event?

A: Normally the acceleration from cruise control isn't enough to generate an acceleration event.

Q: How do I install my ROVR?

A: Please visit www.strivesafe.com/customer-care password: getsafe for copies of installation manuals as well as links to videos.



ADDITIONAL SUPPORT

Our Customer Care Center is located in Denver, Colorado and is open 24 hour a day, 7 days a week. However, our team is only in the office from 7 AM to 5 PM (MST) Monday through Friday.

Online Training Resources:

- www.strivesafe.com/customer-care
- Password: getsafe

Chat:

- Once you obtain your worldVIEW Log-in you may use the chat feature within worldVIEW to ask questions
- 7 AM to 5 PM MST, Monday - Friday
- The chat icon is in the lower right corner of worldVIEW

Telephone:

- 877.516.9373
- 7 AM to 5 PM MST, Monday - Friday
- After hours answering service

Email:

- Our email address is: helpdesk@geoforce.com
- This creates a support request and is available 24 hours a day, 7 days a week.

