

# Supervisor Tools: Q&A with Your Drivers



## Q&A with Your Drivers

It's normal to have some pushback from drivers when you first roll out a driving safety program, especially if those drivers have never used such a system before. To help you with those conversations, we have compiled a list of common driver questions/comments with some sample responses you can use when speaking with your drivers.

**Driver Comment: Driving is not my job. I have to get to the worksite to be efficient at what I get paid to do.**

Responses:

- Driving is not your main job, but you cannot do your job if you do not get there safely.
- Our company cares about the safety of our employees and the safety of our community. Every time you drive to the worksite, you represent the values of our company.
- Taking care of company vehicles is a part of your job and unsafe driving habits cause more wear and tear on vehicles.
- Motor vehicle crashes are costly to us. They cost us for vehicle repairs or replacements and our insurance premiums go up every time we have a motor vehicle incident.

**Driver Comment: I am having a difficult time improving my speeding because I am just trying to "go with the flow" of traffic and people tailgate me.**

Responses:

- The law is the law. An officer is not going to care if the reason you are speeding is because everyone else is speeding.
- Speeding is the leading cause of fatalities and injuries in motor vehicle crashes.
- Drive in the far-right lane and allow other drivers to pass you.
- I suggest leaving a few minutes early so you don't have to feel pressured to speed to get the work site.
- If the road allows, you can always pull over and allow vehicles to pass you such as on a one-lane highway.
- Ultimately, make the safe driving decision in the moment. A handful of minor speeding events won't affect your score unless you exhibit a pattern of them or you have severe events.
- We have a bumper sticker for your vehicle which will alert other drivers you have a fleet safety device installed. \*Ask StriveSafe about bumper stickers



**Driver Comment: This is just big brother, you just want to track us.**

Responses:

- Our main focus is to get you home safe every day. We want you to be a safe driver and represent our company in the community as an organization who cares about safety.
- There are numerous benefits to the GPS systems: they will help us to be more efficient at our work, keep up with vehicle maintenance, improve operations, and help us realize cost savings by reducing motor vehicle incidents, decreasing our insurance premiums, & saving on brakes and tires.
- While we can see your location, we do not have time to sit at the computer all day and track you. We have faith you are being responsible while on company time and we would like to utilize all the benefits to the system.

**Driver Comment: The device is too sensitive. I know when I am slamming on my brakes, but it always dings me even if I am not slamming my brakes.**

Responses:

- The device is set to measure leading indicators of risk. Exhibiting a pattern of hard braking is an indication of distracted driving. Try placing more attention on the traffic ahead.
- Some braking is a part of driving safe. If you receive a few hard-braking events in a week, that is fine. We are looking at patterns and severity of events to identify risky behavior. We want you to stop to avoid hitting something in the road if you need to.
- It's supposed to challenge you to change your existing behavior in order to be a safer driver.

**Driver Comment: My ROVR is reporting an incorrect speed limit. It's not my fault, it's just wrong.**

Responses:

- Have you investigated the speeding events in worldVIEW? Check your routes to ensure you know the posted speeds. Keep in mind, your speedometer could be off by a couple of miles per hour.
- Keep in mind- you have a 5 mile per hour buffer built in to account for the time you may need to adjust your speed before you get a speeding event.
- If you believe the system has an outdated speed limit, you can contact StriveSafe Customer Care by emailing them at [customercare@strivesafe.com](mailto:customercare@strivesafe.com). They will investigate and update the speed limit in the area if needed. You must report these within 7 days if you want the events to be corrected in your record.



**Driver Comment: I am stuck on how to improve my driving. I don't know why I keep getting low scores.**

Responses:

- Why don't you try logging into worldVIEW to view your trips. You may identify areas of your routes where you receive the most events and drive more cautious in those areas next week.
- Let me help you. Would you be willing to do a ride-along?
- Contact StriveSafe Customer Care and they can help you investigate where your events are occurring and offer tips.
- You may utilize one of our company driving safety training resources \*Insert company resources. \* Supervisors- ask StriveSafe for coaching partners such as custom coaching videos

