



DriverCare

# Smartphone-based driver behaviour insights



strategy | insurance | analytics  
driver care | taxation | trending

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# Introduction

Thank you for your interest in Fleet360 CoPilot and congratulations on joining the rapidly growing number of drivers world-wide, who are committed to saving lives by practicing safer driving behaviour!

The Fleet360 CoPilot app starts with safety. It is designed to ultimately, protect you the driver providing you with information and reports on your driving behaviour to get you from A to B safely and efficiently.

As well as your score on the app, to see how well you are driving, you will also receive a weekly driving report with coaching tips. You will soon see where and how you can improve and aim to focus on the road and your surroundings rather than your phone, for example.

Fleet360 CoPilot is a powerful smartphone-based driver scoring solution to enhance behaviour awareness and road safety. This solution transforms mobility data into behaviour intelligence. This is achieved via a wireless stream of vehicle mobility data without the hassle of physical connectors. The smartphone provides a widely available platform to collect, evaluate and optimise driving behaviour that is on par with dedicated hardware solutions.

The following guide is a walkthrough to help you setup your iOS or Android app to capture your drives and correctly score your driver behaviour data.

## Installation option

Typically, the registration process is via an invitation email. However, you may also visit the App Store or Google Play store directly to download CoPilot.

[Download CoPilot from the App Store](#)

[Download CoPilot from the Google Play Store](#)

You will then need to enter a code that your company will have provided in your welcome email.

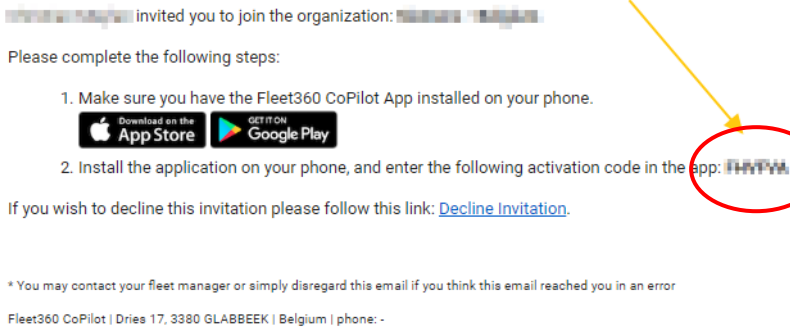
**This will be a 6 digit code: eg. aabbcc**

*Please see Section 5 – Joining your Team which explains in more detail how to join your company team once you have installed CoPilot.*

**Please note:** Due to continuous product and end-user experience enhancements, there may be functions and features not represented in this guide at its time of distribution.

# Registration and Setup

## 1. Check for an invitation email



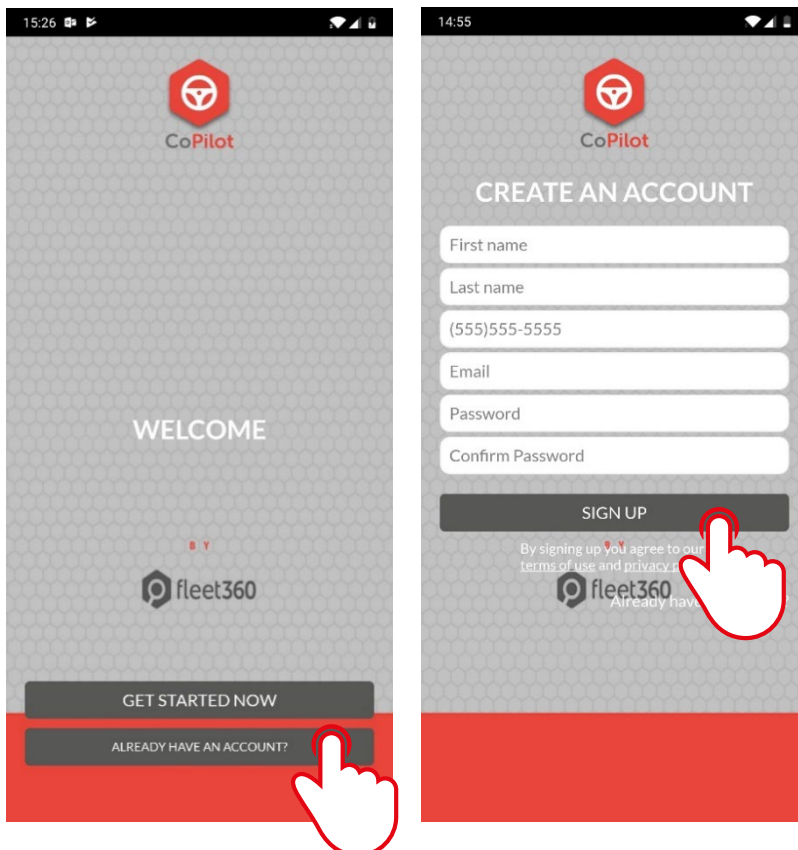
Check your inbox for a team invitation.

All team invitations will come from join-noreply@notify.tl. If you do not see this email in your inbox, check the spam folder.

Visit the App Store or Google Play store to download the app to your phone.

Make a note of the activation code that you will need later on during setup.

## 2. Register your details



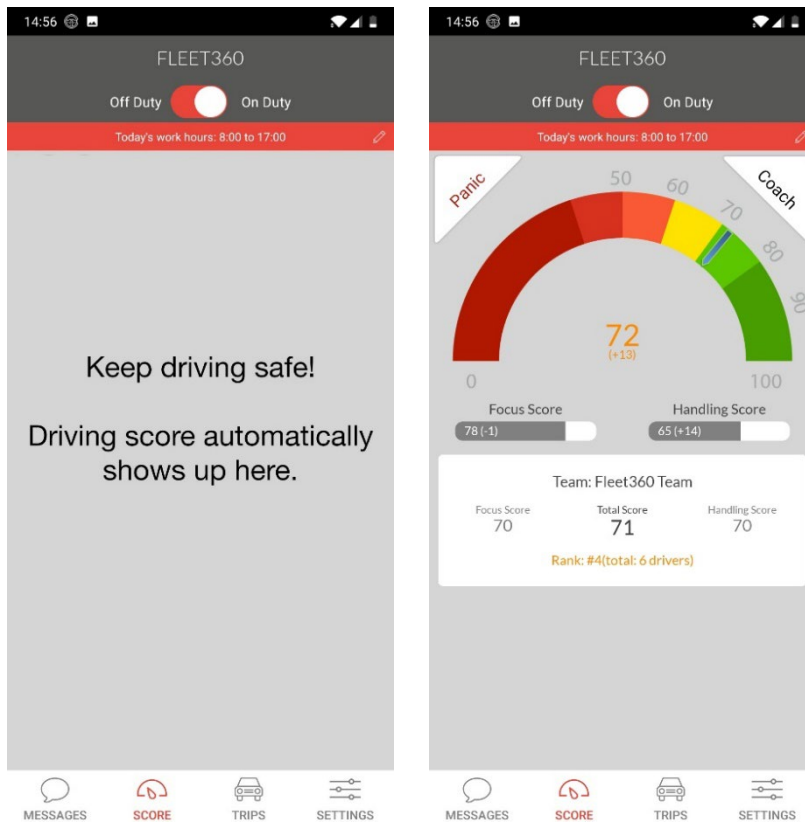
You will need to create an account with valid and accurate information according to your organisations requirements.

1. Open the app. The welcome landing screen will appear onscreen.
2. Touch the **GET STARTED NOW** button and enter your account details and then touch the **SIGN UP** button.

**IMPORTANT:**

*Please register with your **work email address only**. Do not use personal email addresses.*

### 3. Login into your score screen



After logging into the app the SCORE screen will appear.

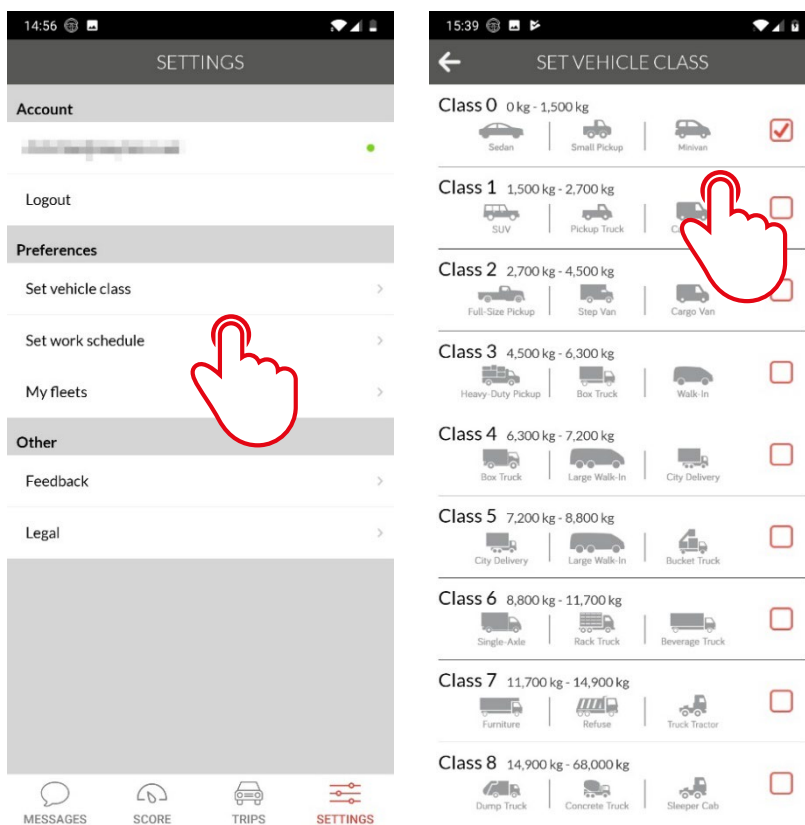
1. No score to display.  
If you have created a new account, then there is no score to display. Fleet360 CoPilot works automatically so you can focus on the road. You do not need to start/ stop the app for each drive.

Simply, keep practicing safe driving habits.

2. Score is displayed.  
After several drives, your score will automatically be calculated and displayed. It is important to note the score is being recalculated in the background daily.

However, the total score being displayed will update and change on a weekly basis.

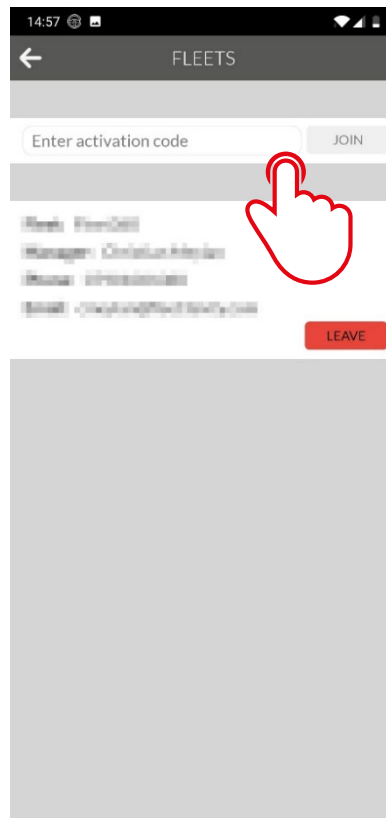
### 4. Setting your vehicle class



Your driver behaviour score will be calculated differently based on vehicle class. Be sure to select the most appropriate class.

1. Touch **SETTINGS**
2. Under 'Preferences' touch '**Set vehicle class**'
3. Select the class 0 to 8 as appropriate for your vehicle
4. Confirm by selecting the **back arrow** to return to the SETTINGS screen

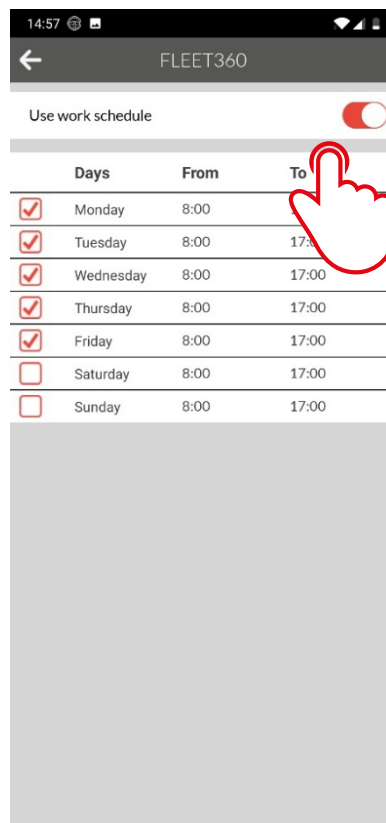
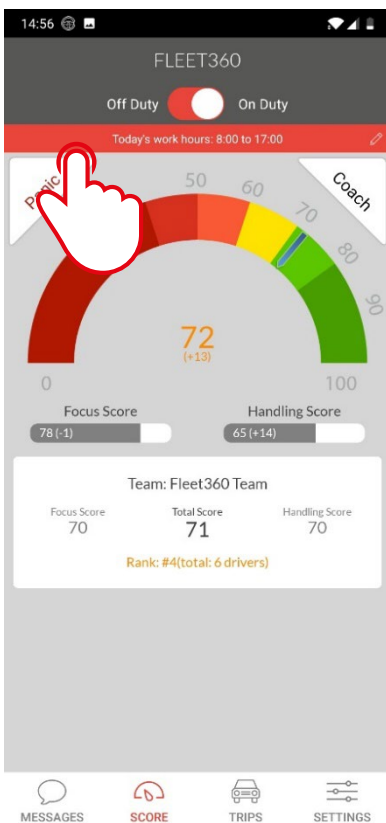
## 5. Joining your Team



The My fleets section will display the fleet you have joined. To enter the correct team:

1. Touch **SETTINGS**
2. Under 'Preferences' touch '**My fleets**'
3. Enter the 6 digit activation code that you will find the invitation email.
4. Touch **JOIN**
5. Confirm by selecting the **back arrow** to return to the **SETTINGS** screen

## 6. On duty / Off duty



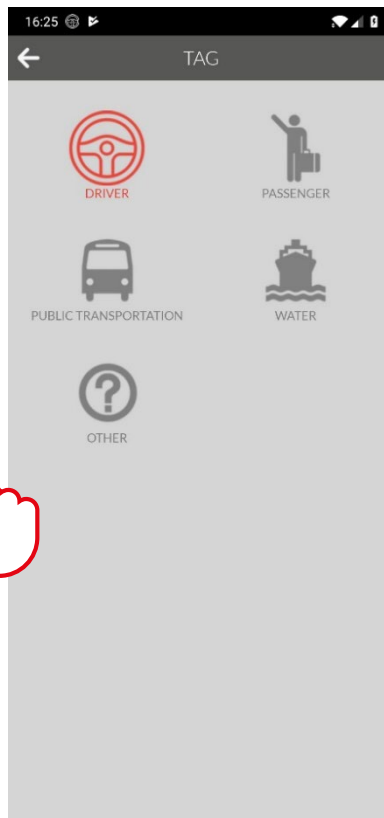
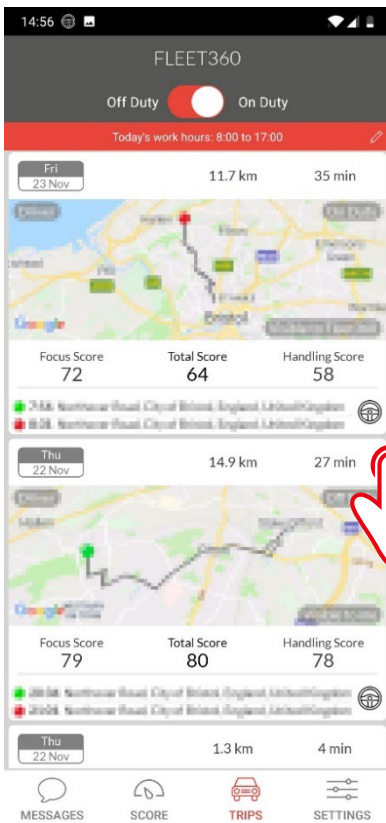
### Important:

You need to set your work schedule in the app to assure that you are being scored correctly.

If you stay On Duty, and your work schedule is disabled then all drives will count towards your score.

1. From the **SCORE** screen touch the red bar at the top of the screen
2. Select the days you work and touch the time under From and To, to set your custom work schedule for each day.
3. Touch the **Use work schedule** button
4. Confirm by selecting the **back arrow** to return to the **SCORE** screen

## 7. Your trips



As you start to drive more, your trips will appear and highlight your current score. This shows your Focus score, Total score and Handling score.

You also having the option to change the transportation mode of that trip.

For example if you were a passenger for a particular trip:

1. Touch the **Steering wheel icon** next to the trip summary
2. On the TAG screen, touch **PASSENGER**

The trip will now update to reflect the new tag and a new icon will appear.



# Driver reporting

## App score

As you drive more, the app monitors your driving style. Your style is summarised as key events along the journey:

These are: <Total score>, <Handling score>, <Focus score>, <Eco>, <Acceleration>, <Braking>, <Turning>, <Jerking>, <Swerving>, <Speeding>, <Phone handling>



The event severity may be mild (yellow), moderate (orange), or severe (red).

The score uses a grading system of zero to one hundred (0-100). Zero being the worst score, and one hundred being the best. The harsher the behaviour, the lower the score.

### Event definitions:

- Total score – the driver’s overall driving score calculated from his/her comprehensive driving behaviour.
- Handling score – measures the driver’s voluntary choices by analysing how smoothly and calmly he/she handles the vehicle. The brake, swerve, turn, and jerk scores are factors when determining this score.
- Focus score – measures the driver’s reaction time to driving situations by analysing how much attention the driver is paying while driving. Phone usage, jerking the wheel, and swerve also affect this score.
- Eco – measures how the driver’s behaviour affects fuel economy. Overall acceleration, speeding, etc. also affects this score.
- Acceleration – measures the driver’s tendency to accelerate hard relative to other drivers
- Braking – measures the driver’s tendency to brake hard relative to other drivers.
- Turning – measures the driver’s tendency to turn rapidly around curves or turns.
- Jerking – measures harsh or frequent speed changes.
- Swerving – measures harsh or frequent direction or lane changes.
- Speeding – measures speeding related to the speed limits and surrounding drivers.
- Phone handling – measures how much the driver is moving the phone around while driving, including picking it up or fiddling around with it.

The app then utilises powerful AI to produce your overall score shown on the SCORE screen. You can then see how you compare to other drivers in your team / organisation.

### Intelligent scoring

The app is dynamic. It applies other outside factors when scoring the driver, so that all drivers are scored fairly. This would include things like road types, weather, elevation, etc. that will inadvertently affect the driver’s behaviour. Depending on the situation, certain behaviours could further hurt your scoring or not affect it at all.

#### Example 1:

A driver located in a mountainous region will have to use his/her brakes way more than a driver in a flat area. Because our solution creates a fair environment for everyone, it will not flag the driver in the mountains for braking while going down them as it’s a necessity.



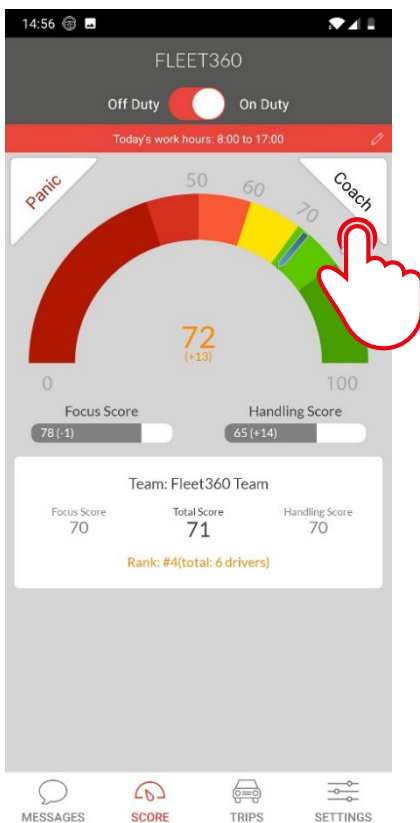
### Example 2:

A driver on an on-ramp will not get flagged for harsh acceleration, because it's essential to merge into the fast flow of traffic on an interstate.

### Example 3:

In poor weather conditions, a driver should be more cautious. While driving 5 mph (8 kph) over the speed limit might be acceptable in normal weather, it wouldn't be while the roads are wet or icy. In these cases, it would be safer to drive slower than the speed limit. As an example, the driver would receive a harsher score for speeding in these poor conditions.

## Coaching



Week	Total	Focus	Handling
2018-47	69	71	66
2018-46	76	80	70
2018-45	59	79	51

You can review your weekly scores by clicking on the 'Coach' label on the SCORE screen.

You will then see a 'Weekly score' summary.












Clicking on a week will then take you to a detailed overview showing scores per event.

# Weekly push email

Each week, a summary report will be emailed to you highlighting scores for key events along with coaching text to help improve your driving style.

**It is important to 'Acknowledge' that you have received and read your score and coaching feedback.**

Week of 10/21 - 10/27  
Unacknowledged by driver

Score				
	Type	Driver	Company	Coaching Feedback
	Total ⓘ	64 (-4)	66	Consider the tips below and work on becoming a safer driver.
	Handling ⓘ	62 (-4)	64	Be sure to check that all tires are properly inflated. Tires should be properly inflated for the best handling.
	Focus ⓘ	66 (-4)	67	Listening to the radio may be affecting your focus. Try turning it down very low or off to stay focused.
	Eco ⓘ	68 (-3)	69	Drive more consistently, sudden changes in both braking and accelerating can lower gas mileage efficiency by up to 20%.
	Acceleration ⓘ	55 (-4)	62	If a driver is tailgating you, let them pass instead of speeding up aggressively.
	Braking ⓘ	71 (-2)	70	Keep practicing good braking habits and you'll soon be at the top of your driver class.
	Turning ⓘ	62 (-4)	60	Try slowing down into curves, going too fast makes it difficult to see debris and potholes.
	Swerving ⓘ	60 (-6)	61	Try maintaining proper lane position so you will be able to drive defensively if you have to avoid something in the road.
	Jerking ⓘ	65 (-3)	67	Try to make steady adjustments to your speed instead of rapid acceleration and deceleration.
	Speeding ⓘ	78 (-2)	85	Keep an eye on the speed limits.
	Phone Handling ⓘ	81 (-3)	80	You're showing excellent self-control by not using your phone while driving!

# Frequently asked questions

## **Q. I cannot see any score for my driving.**

A. When you first install the app, it will take a few trips before your calculated score shows up. Keep driving safely and you will soon see a score.

## **Q. Some of my trips are not recorded. What is the issue here?**

A. The typical rule of thumb is that trips need to be longer than 2 miles for it to be detected. However, contextual conditions come into play and become a factor in drive detection: e.g. If a driver starts a trip in heavy traffic (stop & go), it will most likely take longer than 2 miles to detect a drive, then if a driver was not in heavy traffic

## **Q. Does the app have to be on all the time.**

A. Yes it does. However, it runs in the background and does not need you to do anything at all. It is fully automated. You will receive an alert if your location service is disabled as this is needed for the app to work.

## **Q. How much data does the app use?**

A. The app stores data as your drive. Only when you are on WIFI does it upload any data based on your scheduled work hours settings

## **Q. How much battery does the app use?**

A. The app consumes minimal battery. It averages around 3-4%. However, if you open the app a lot during the day and increase the screentime, this percentage will go up.

## **Q. How is my data used?**

A. No individual data will be shared to any party outside of Fleet360. Fleet360 is fully compliant with the current GDPR legislation. Please read more [here](#).

## **Q. Who can see my trips / behaviour**

A. When you are 'On Duty' and driving during your work schedule, your overall driving scores will be visible to your Fleet Manager. When you are 'Off Duty' driving events will not contribute to your score. You can still see your trip however and your trip summary will show 'Visible to me'

## **Q. I received a trip notification of :**

"insufficient data" "not scorable" "awaiting motion data" "processing score"

A. The labels above show according to the logic below:

- if a trip has a scoring\_error AND is shorter than 3 miles => "insufficient data"
- if a trip has a scoring\_error AND is not shorter than 3 miles => "not scorable"
- if the trip is in progress AND is shorter than 3 miles => "insufficient data"
- if the trip is in progress AND is not shorter than 3 miles AND start time is more than 24hour ago => "not scorable"
- if the trip is in progress AND is not shorter than 3 miles AND start time is less than 24hour ago => "awaiting motion data"
- if the trip is done AND we still wait for motion data AND is shorter than 3 miles => "insufficient data"
- if the trip is done AND we still wait for motion data AND is not shorter than 3 miles AND start time is more than 24hour ago => "not scorable"
- if the trip is done AND we still wait for motion data AND is not shorter than 3 miles AND start time is less than 24hour ago => "awaiting motion data"
- if the trip is done AND we have all motion data AND trip is not scored yet AND is shorter than 3 miles => "insufficient data"
- if the trip is done AND we have all motion data AND trip is not scored yet AND is not shorter than 3 miles AND start time is more than 24hour ago => "not scorable"
- if the trip is done AND we have all motion data AND trip is not scored yet AND is not shorter than 3 miles AND start time is less than 24hour ago => "processing score"


**Q. How long does a vehicle need to be stationary before it is classed as another trip. eg. stopping to refuel for 10 mins. Does the current trip stop and start again once you get back in the car.**

A. Stationary thresholds are based on the probability of an end user walking after a drive occurs. ~10 minutes is our threshold for ending a trip, only if the phone is stationary (not walking). If motion data is perceived as a walking pattern, the trip will be completed before the ~10 minute stationary threshold is met.

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