

Safety Director 201: Remedial Driver Training

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Who Is This Guy?



- ▣ Pennsylvania-born
 - ❖ Georgia-based
- ▣ Accident Reconstructionist
- ▣ 24+ years of fleet-based risk management
 - ❖ Passenger-focused
 - ❖ Varying fleets

BISC Safety Director Series

100

General overviews & broader safety concepts

200

Specific discussion of individual concepts

101



Three types of driver training:

1. Initial
2. Refresher
3. Remedial

201

Three type of driver training:

1. Orientation/Initial
2. Refresher
3. Remedial

WHEN?
WHY?
HOW?

Remedial Training: *WHEN?*

Remedial Training is intended to improve known poor performance.

Modern, typical poor performance scenarios



1. Occurrence
2. Observation
3. Intelligence

Remedial Training: *WHEN?*

1. Occurrence = Actual undesired incident or event with consequences

Disney Buses Collide, Resulting in Damage



Remedial Training: *WHEN?*

Occurrences: Look beyond the primary cause.

Actual occurrences and incidents happen less than any other poor performance scenario and have the most significant consequences.

Primary and contributing factors should be sought to assess remedial training opportunities.

Remedial Training: *WHEN?*

2. Observation = internal or third-party evidence of undesired and/or unsafe behavior



Arlington school bus driver caught texting while driving

Remedial Training: *WHEN?*

Observations: Assessments of recorded events is important.

- Have the right personnel reviewing recorded/triggered events. They need to be critical enough to identify unsafe behaviors that increase risk of event occurrence.
- Develop protocols on when interventions will occur.

Remedial Training: *WHEN?*

3. Intelligence = telematic data not associated with observations and events

Speeding

Harsh acceleration

Excessive Idling

Aggressive cornering

Hard braking

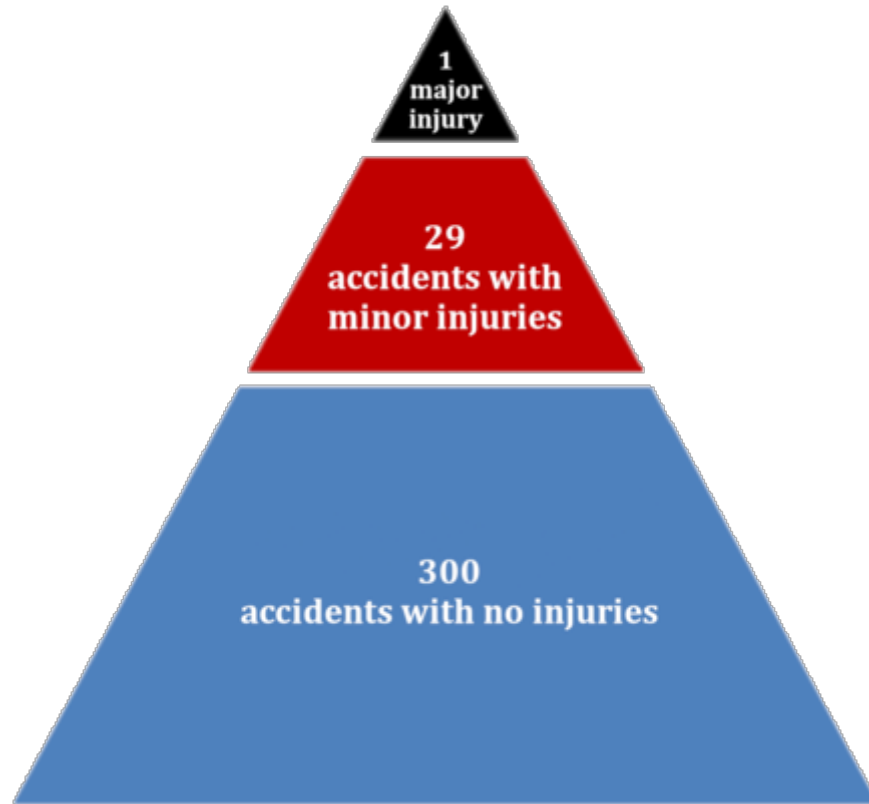
Remedial Training: *WHEN?*

Intelligence: Data management is critical to usefulness.

- Understand software capabilities to limit data
- Develop protocols to monitor frequency of undesirable behaviors
- Develop protocols on when interventions will occur

Remedial Training: *WHY?*

Reason #1: Provide or reinforce knowledge to limit unsafe acts



Remedial Training: *WHY?*

Observation and intelligence events are key to reducing undesirable outcomes



Remedial Training: *WHY?*

Reason #2: Insulate your company from liability and increased claims costs

Occurrences and claim costs drive your insurance rates.
Technology and data can be used to increase the costs of the claim.

There is no shame in finding drivers behaving unsafely;
There is only shame if you do not act appropriately.

Remedial Training: **HOW?**

Training options are extensive

- In-person theory / counseling
- In-person behind-the-wheel
- Internal training videos
- Internal learning management system
- Online/3rd-party videos / LMS

There is no good reason why remedial training cannot be accomplished

Remedial Training: *HOW?*

Training can (and should) vary, but also understand that effectiveness of training will vary

To consider:

- Affordable vs effectiveness
 - Inverse relationship between the time and effort invested and results
- Who are we training?
- Why are we providing remedial training?
- **What training is warranted?**

Remedial Training: *wwyd?*

Scenario #1: Long-tenured driver struck parked vehicle while making turn at intersection. No other recent collisions/incidents, no unsafe observations; limited unsafe telematic data.

Remedial Training: *wwyd?*

Scenario #2: Driver involved in rear-end collision. One observed late response in previous 30 days by triggering hard brake; no obvious distraction. In bottom third of drivers in telematic speeding data.

Scenario #3: Newer driver with no camera events but a lot of telematic data indicating hard brakes. No passenger complaints – in fact, they seem to really like her!

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Planning Is Critical

