

Safety Hotline



“How’s My Driving” Decals



What is the Safety Hotline program?

The hotline program provides testimony from concerned motorists on potentially dangerous driver situations. Motorist Observation Reports (MORs) are generated and can be used as an “early warning system”, alerting management of egregious behaviors which, if left unchecked, may lead to an accident.

We supply training materials to assist with personal coaching and training. Specific topics will be sent for coaching the affected driver and general topics will be sent out monthly for the benefit of all employees.

Benefits

- Provides a strong public testimonial to your organization’s commitment to safety -- you’re asking for feedback designed to improve performance!
- Identify a driver’s unsafe behavior so appropriate training can be assigned and/or a relevant coaching session can take place.
- Extraordinarily efficient -- requiring minimal time investment while focusing on the more urgent issues.
- Safeguards both the company and the drivers.
- Robust reporting on the company performance which can be used to drive strategic decision making.
- Through behavior modification, proper use of the program can help save lives.

Motorist Observation Report

Company: XYZ COMPANY **Location:** ANYTOWN **Policy #:** _____
Attention: Supervisor Name

Report #: 42015	Caller Name: ON FILE	CSR: MT
Report Type: COMPLAINT	Phone: REFUSED	
Date of Report: 6/15/2015	Date Of Incident: 6/15/2015	
Time: 10:22 PM EST	Time: 10:20 PM EST	

Vehicle Details

Decal Number: 882AU	Plate State: NY	Vehicle Year: WINDSTAR
Vehicle Number: CDU3141	Vehicle Type: FORD	Vehicle Color: Orange
Plate Number: CDU3141	Vehicle Make: 11	Vehicle Model: TopKick

Incident Details

Location: SUNNYSIDE BLVD **City, State:** PLAINVIEW NY
Conditions: MEDIUM TRAFFIC ON DRY ROADS IN CLEAR WEATHER IN A (N) CITY STREET AREA
Detail Modified: No
Details: THE CALLER STATES AS HE WAS TRAVELING THRU THE INTERSECTION OF SUNNYSIDE BOULEVARD, THE DRIVER PULLED ON TO SUNNYSIDE BOULEVARD FROM A SIDE STREET (NAME UNKNOWN) IGNORING THE STOP SIGN THAT WAS THERE AND CUT HIM OFF. THE CALLER STATES HE WAS FORCED TO SLAM ON HIS BRAKES TO PREVENT A COLLISION.

Survey	Categories
<input type="checkbox"/> Did caller give a decal number? Y/N Yes	<input type="checkbox"/> RUNNING RED LIGHTS/STOP SIGNS
<input type="checkbox"/> Did caller give a vehicle number? Y/N No	
<input type="checkbox"/> Did caller give a plate number? Y/N No	
<input type="checkbox"/> Did caller give a company name? Y/N No	

[Please Complete The Information Below And E-mail to returns@safetyfirst.com OR Fax the report to 201-342-5800](mailto:returns@safetyfirst.com) [If any questions...call SafetyFirst @ 201-267-8900](tel:201-267-8900)

Manager Action	Driver Response
<input type="checkbox"/> Public Recognition/Award/Thank You	<input type="checkbox"/> Thank You For The Compliment
<input type="checkbox"/> No Action Taken	<input type="checkbox"/> Agree/Will Be More Careful
<input type="checkbox"/> Verbal Counseling	<input type="checkbox"/> Disagree/Incident Did Not Happen
<input type="checkbox"/> Verbal Warning	<input type="checkbox"/> Had A Counseling Session With Management
<input type="checkbox"/> Written Warning	<input type="checkbox"/> Did Not Have Counseling Session
<input type="checkbox"/> Defensive Driving Course Ordered	

Other: _____

Manager Comment: _____

Manager (Print): _____

Manager (Sign): _____

Date Driver Counseled: _____

Driver (Print): _____

Driver (Sign): _____

Driver License Number: _____

AND / OR Badge/Employee #: _____

Date Of Hire: _____

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How Does It Work?

1. Each vehicle is decaled using a unique identifier. The decal states, "Safety Is My Goal" and includes a toll-free number for motorists to call if they observe risky or unsafe behaviors.
2. When motorists call, we interview them to validate their observation. The report is audited and sent within an hour. Attached to the report, we will provide a "Crash Countermeasure" which is tailored training materials to help address the observed behaviors.
3. Management identifies the involved driver and schedules a coaching session, using the supplied training materials.
4. During the "No-Fault" driver coaching and training session, the driver has an opportunity to discuss the situation, what they might have done differently and how they will incorporate the safety training into their daily practices. The emphasis is not on blaming the driver, but helping modify their behavior to avoid collisions and get home safely to their families each night.
5. Once the report is signed by management and the driver, it is returned to SafetyFirst for completion of the process.
6. Monthly reports are sent to management identifying actionable trends for additional training.

The Safety Hotline portal provides you access to a variety of reports, including:

- Quick links to LMS & Telematics site
- Access to Ten Minute Training Topics
- Top trends of behaviors
- Repeat offenders
- Monthly statistics



The screenshot shows the SafetyFirst HotLine Reports (Ver 1.0.3) - Reports portal. The interface includes a navigation bar with links for Home, Refresh, Print, Contact Us, and Log Off. The main content area displays a menu on the left with options like Reports, Custom Reports, Files, Vehicle List, MOR List, Driver List, Tools, User Profile, and Hotline FAQ. The central area shows a report summary for JOHN ALLEN INSURANCE-MOOREVILLE, including fields for Insurance/Corporation, Branch, Location, and Policyholder. Below this, there are filters for MONTHLY (Month: September, Year: 2017) and BY DATE RANGE (FROM: 9/1/2017, TO: 9/30/2017). A HISTORICAL section lists various reports such as Driver Repeated MOR, Vehicle Repeat MOR, and Manager Response Trend.