

RIDEVIEW

FLEET PORTAL

User Guide

LIGHT METRICS

Welcome to RideView!



Let's get started with your guide to the Fleet Portal. You're aiming for effective fleet management, enhanced driver safety, and smoother operations – and RideView is your solution.

This innovative tool saves you time while delivering crucial insights into your fleet and driver performance, all to encourage positive driving. We focus on a collaborative, solution-oriented path to safety and efficiency, prioritizing continuous improvement and driver support over negative repercussions.

Explore the dashboard and make it your own!

Getting Started with RideView: *Initial Setup*

Once your fleet partners with RideView, the following initial steps are essential to set up your portal and begin leveraging its powerful features:

1

Log in to the RideView Fleet Portal

Open your web browser and navigate to the RideView Fleet Portal login page: **https://dashboard.lightmetrics.co/login**.
Enter your assigned user ID and password to log in.

2

Add Assets

The setup involves navigating to the **Assets page → Devices → Semi-Provisioned Devices,** then selecting **Edit Devices** to add the necessary details for your fleet vehicles. This process registers each vehicle as an 'Asset' within the system, including relevant information like vehicle type, VIN, and asset ID.

3

Add Users

Next, navigate to the **Users page** and create user profiles for all personnel using the RideView portal, including fleet managers, safety coaches, and other team members who require access. To manage access levels, assign appropriate roles and permissions to each user.

4

Add Drivers

Register your drivers in the system by clicking on the **Drivers Page**. To enhance driver identification and streamline operations, you can also upload driver images to enable the optional **'Face Recognition' feature**. This feature allows the system to identify drivers automatically from video footage. The final setup step involves physically installing dash cameras in your fleet's vehicles. Ensure cameras are correctly installed and configured to begin capturing driving data and video events.

5

Install Dash Cameras in Vehicles

Once these initial steps are completed and the dash cameras are installed, your fleet will be ready to utilize the RideView Fleet Portal fully. Fleet managers can immediately begin accessing data and insights through various portal workflows.

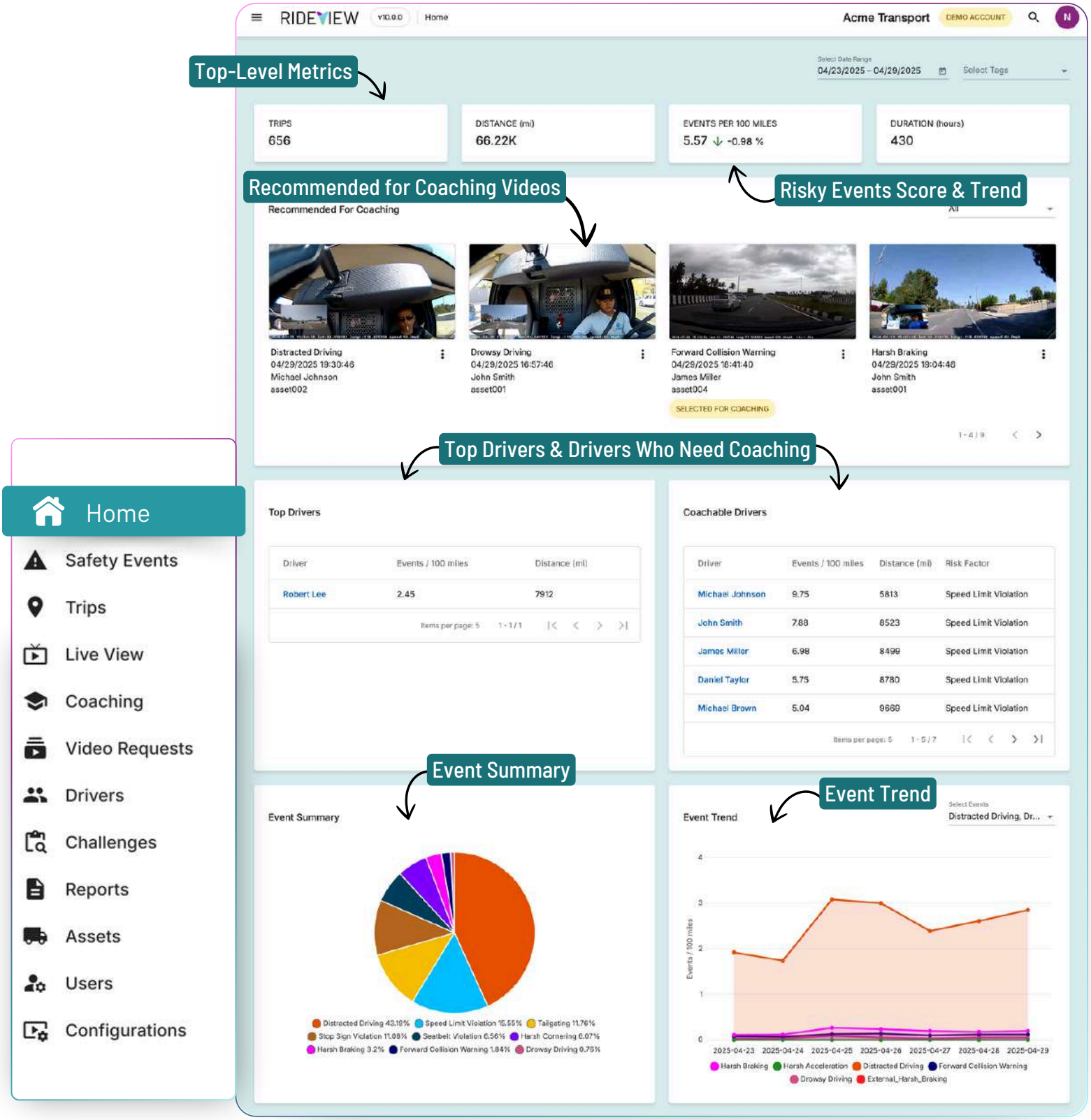


This guide will cover the following sections in detail:

1. Landing Page: Your Fleet Overview at a Glance
2. Safety Events: Proactive Safety Management
3. Trip View: Detailed Trip Analysis
4. On-Demand Video: Investigating Incidents with Precision
5. Live View: Real-Time Fleet Visibility
6. Diagnostics: Ensuring Camera Health and Functionality
7. Coaching: Developing Safer Driving Habits
8. Reports: Measuring Performance and Effectiveness
9. Configurations: Tailoring RideView to Your Needs
10. Challenges: Managing Driver Disputed Events
11. Drivers: Managing Driver Profiles

Landing Page:
Your Fleet Overview at a Glance

The Landing Page (Home Page) is your command center. It is designed to provide a quick and efficient overview of your fleet's key performance indicators. It is about saving time and presenting the most crucial information upfront.



Key Features and Benefits

1.Top-Level Metrics

At the top, you'll immediately see essential data such as total miles driven by your fleet and the total number of safety events recorded. This gives you an instant snapshot of fleet activity.



2. Risky Events Score and Trend

RideView uses a simple yet effective scoring system - Risky Events per 100 Miles/Kilometers. This metric, displayed prominently, allows you to assess your fleet's safety performance quickly.

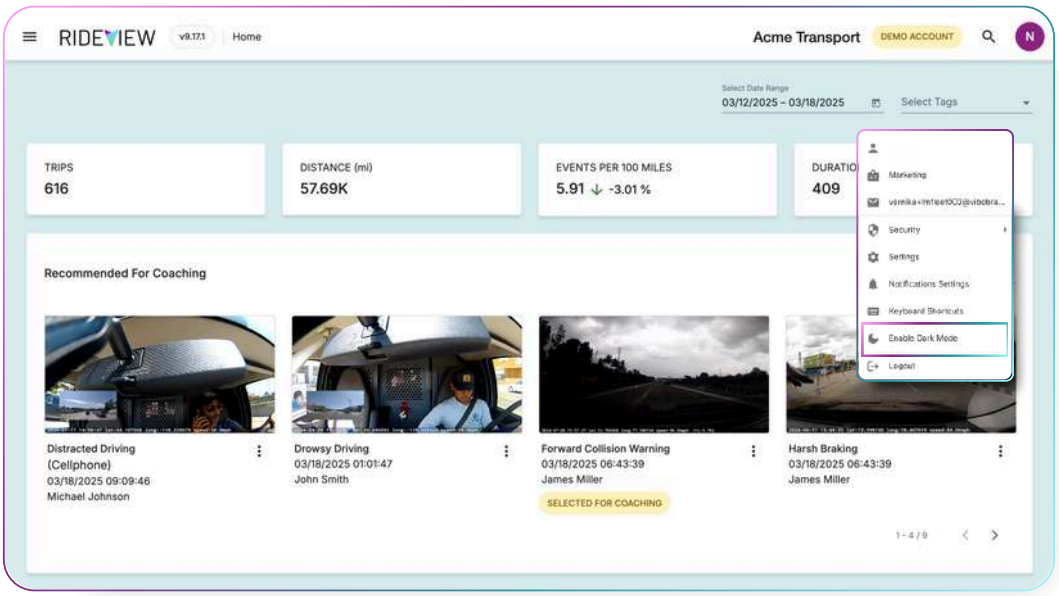
2.a. Trend indicator: Next to the score, you'll see an arrow indicating whether your risky event score is trending upwards or downwards. This visual cue helps you understand if your fleet's safety performance is improving or requires attention.

3. Personalization

Customize your dashboard experience with -

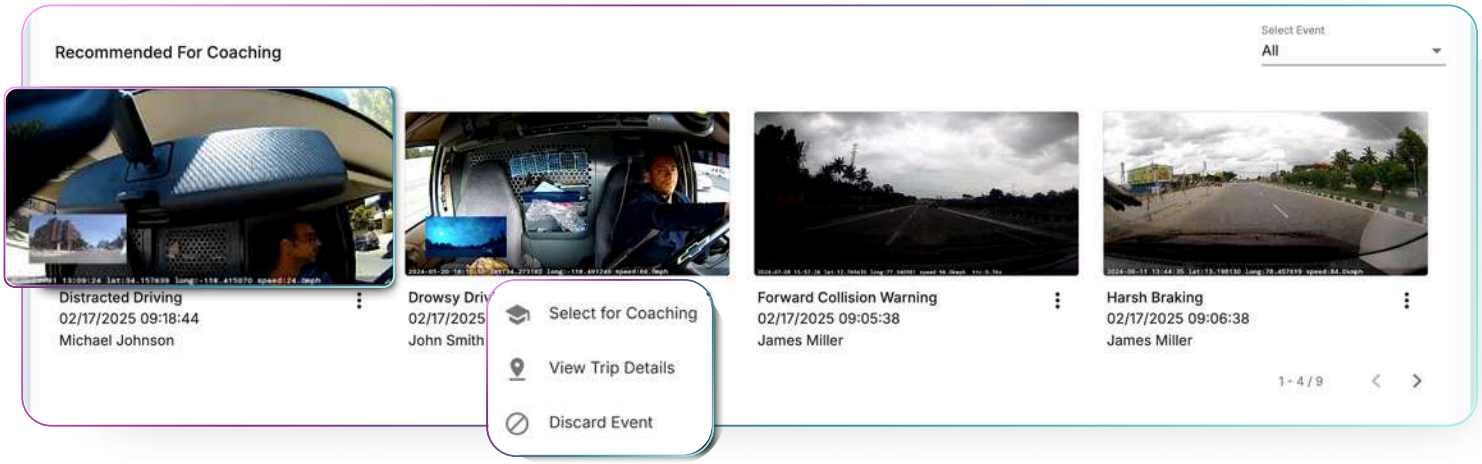
3.a. Unit Preference: Choose between miles or kilometers for distance measurements.

3.b. Display Modes: The top right corner of the dashboard offers the option to switch between light and dark modes for optimal viewing in different environments.



4. Recommended for Coaching Videos

RideView curates the most critical safety event videos for you in the 'Recommended for Coaching' section.



4.a. Curated Selection: AI intelligently selects videos most relevant for driver coaching, saving you from sifting through every event.

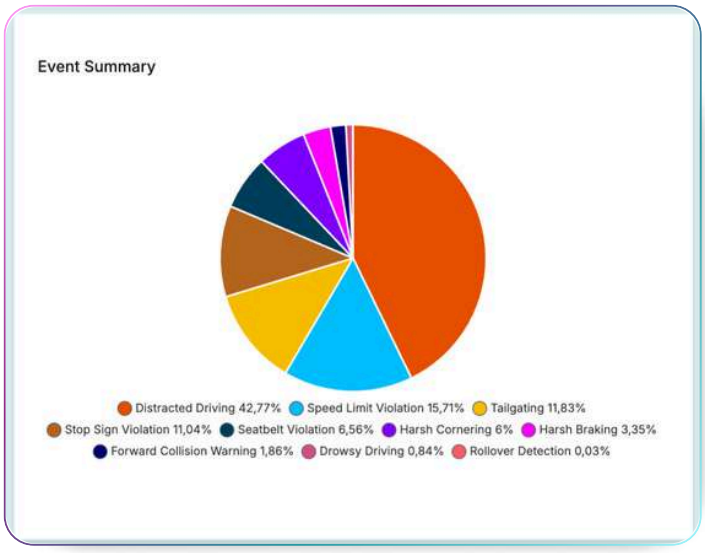
4.b. Hover to Play: Simply hover your mouse over a video thumbnail, and it will start playing instantly. There is no need to click and open separate windows, making review quick and efficient.

4.c. Quick Actions: For each video, you'll find three dots that reveal action options

- **Select for Coaching:** Directly add the video to a driver's coaching session.
- **Trip Details:** Dive deeper into the context by viewing the complete trip details related to the event.
- **Event Filter:** Quickly filter events by type (e.g., distraction, speeding) to focus on specific risky behaviors across the recommended videos.

5. Event Summary

Scroll down to the 'Event Summary' to get a high-level overview of your fleet's most prevalent risky driving behaviors.

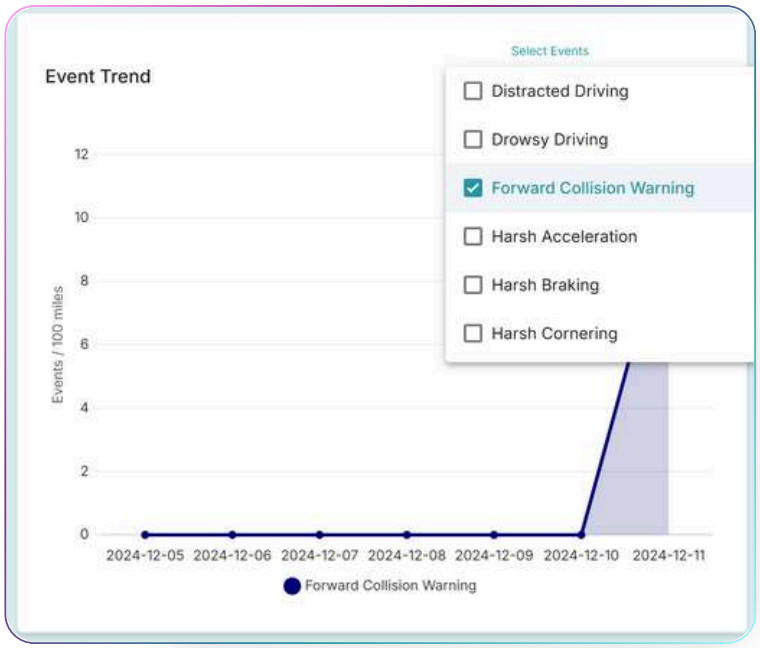


5.a. Top Behaviors: The summary highlights the top risky behaviors that require attention. For example, for a particular vehicle, distractions account for 41% and drowsiness for 20% of recorded events.

5.b. Prioritize Focus: This summary helps you quickly identify the most critical safety concerns, allowing for targeted coaching and policy adjustments.

6. Event Trend

The 'Event Trend' graph visualizes risky driving behaviors trending over time.



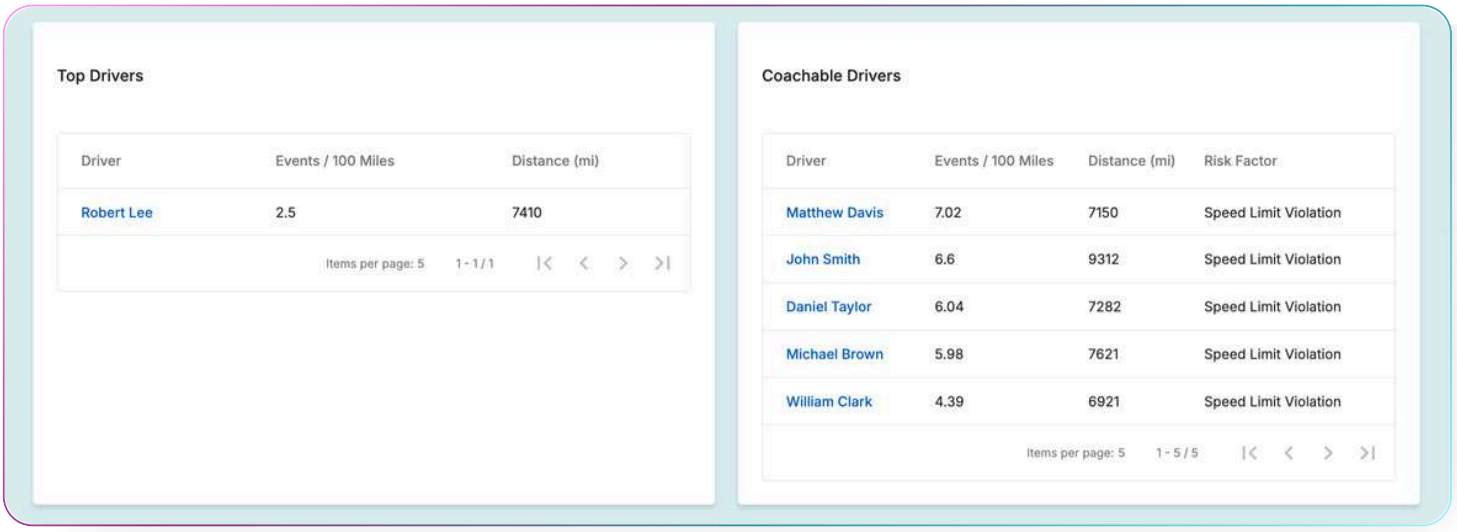
6.a. Time Interval: By default, the trend is displayed over the last week, giving you a recent performance overview.

6.b. Customizable Timeframe: To analyze trends over different periods, you can adjust the time interval to 2 weeks or 1 month or select a custom one-month duration.

6.c. Downward Trend Ideal: The goal is to see a downward trend, indicating improved safety performance. Aim for smooth, declining trend lines rather than erratic patterns.

7. Top Drivers & Drivers Who Need Coaching

This section identifies your best performers and those who could benefit from coaching.



7.a. Driver Ranking: See a list of top drivers recognizing positive performance.

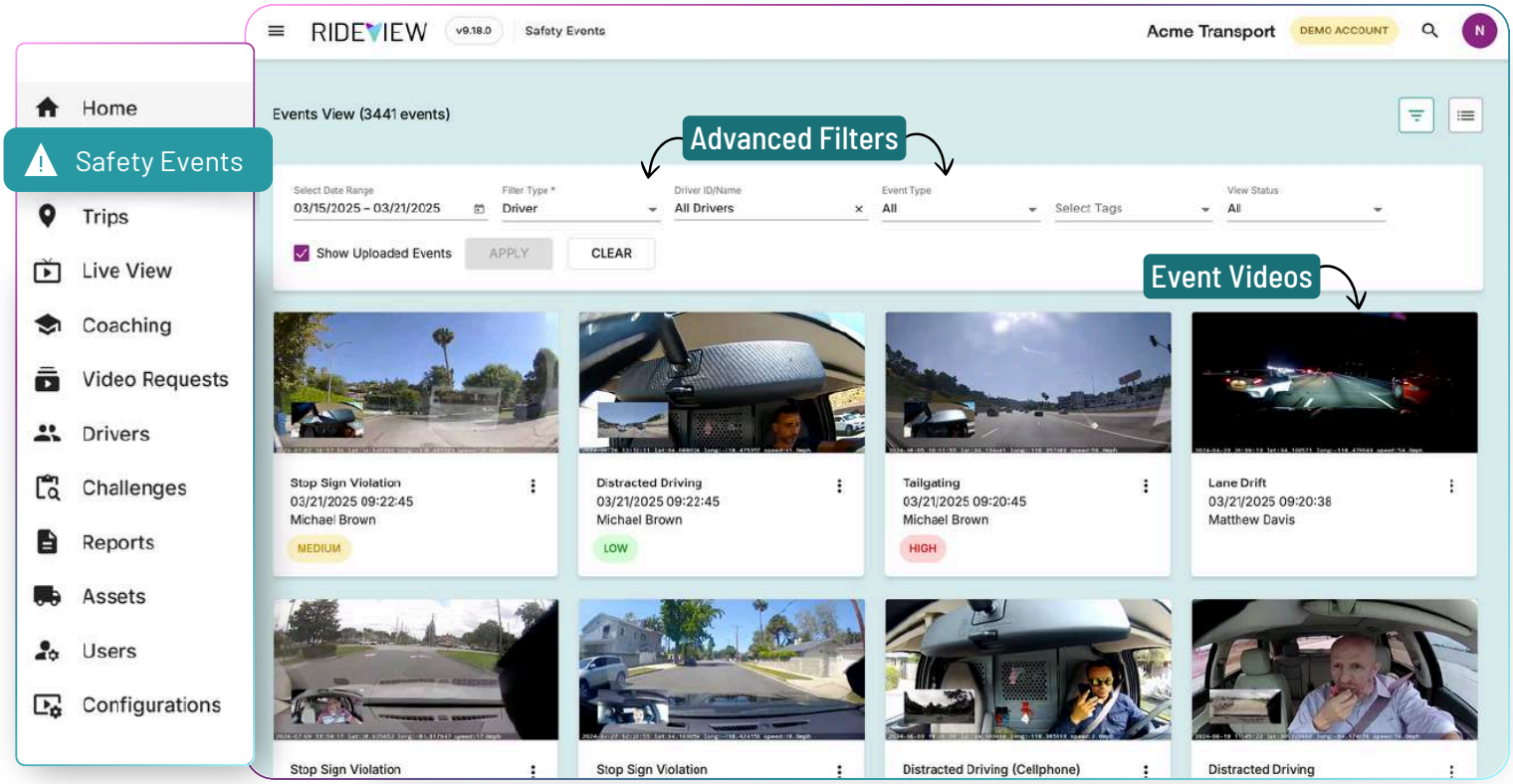
7.b. Drivers Needing Coaching: Quickly pinpoint drivers who have a higher risk factor and would benefit most from coaching interventions.

Safety Events:
Proactive Safety Management

The Safety Events page is your comprehensive hub for managing all recorded safety events. Here, you can review, filter, and take action on events, ensuring proactive safety management for your fleet.

Centralized Event Repository

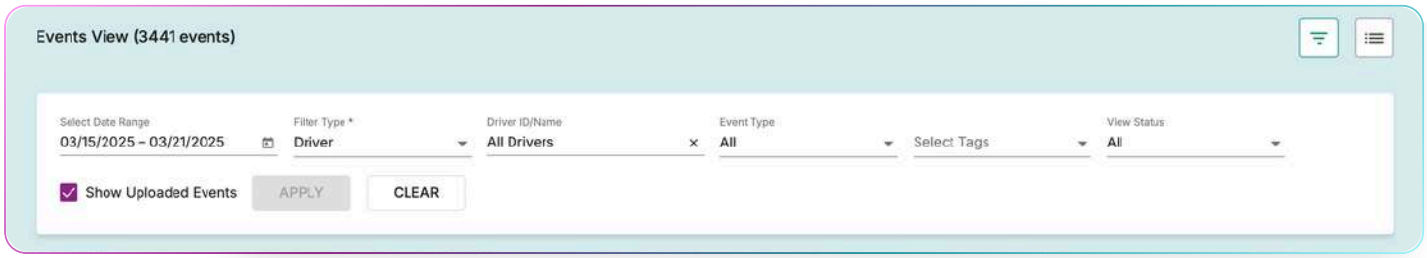
Access all recorded safety event videos in one place. This eliminates the need to search for event footage through trips or other sections.



Key Features and Benefits

1. Advanced Filtering

Efficiently sort and locate specific events using a wide range of filters -



1.a. Date Range: Narrow down events to a specific date or period.

1.b. Driver: Focus on events associated with particular drivers.

1.c. Vehicle: View events related to specific vehicles in your fleet.

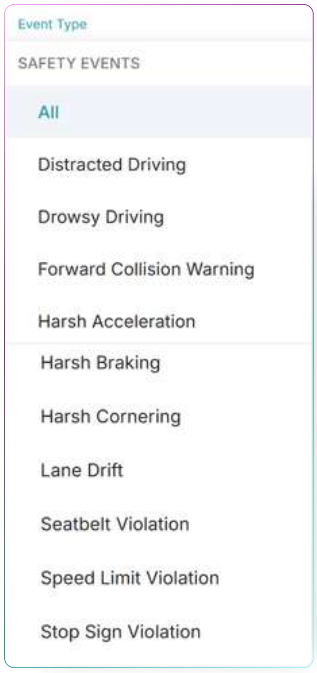
1.d. Driver Asset ID/Driver ID: Filter by specific driver or asset identifiers.

1.e. Event Type: Isolate events by type (e.g., distraction, speeding, drowsiness).

1.f. Tags: Use tags to categorize events. You can filter by specific tags.

1.g. New Videos: Quickly view only unreviewed events, ensuring you don't miss any new incidents.

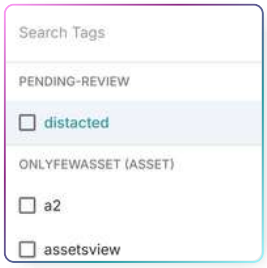
Event Type



Type



Tags



Date



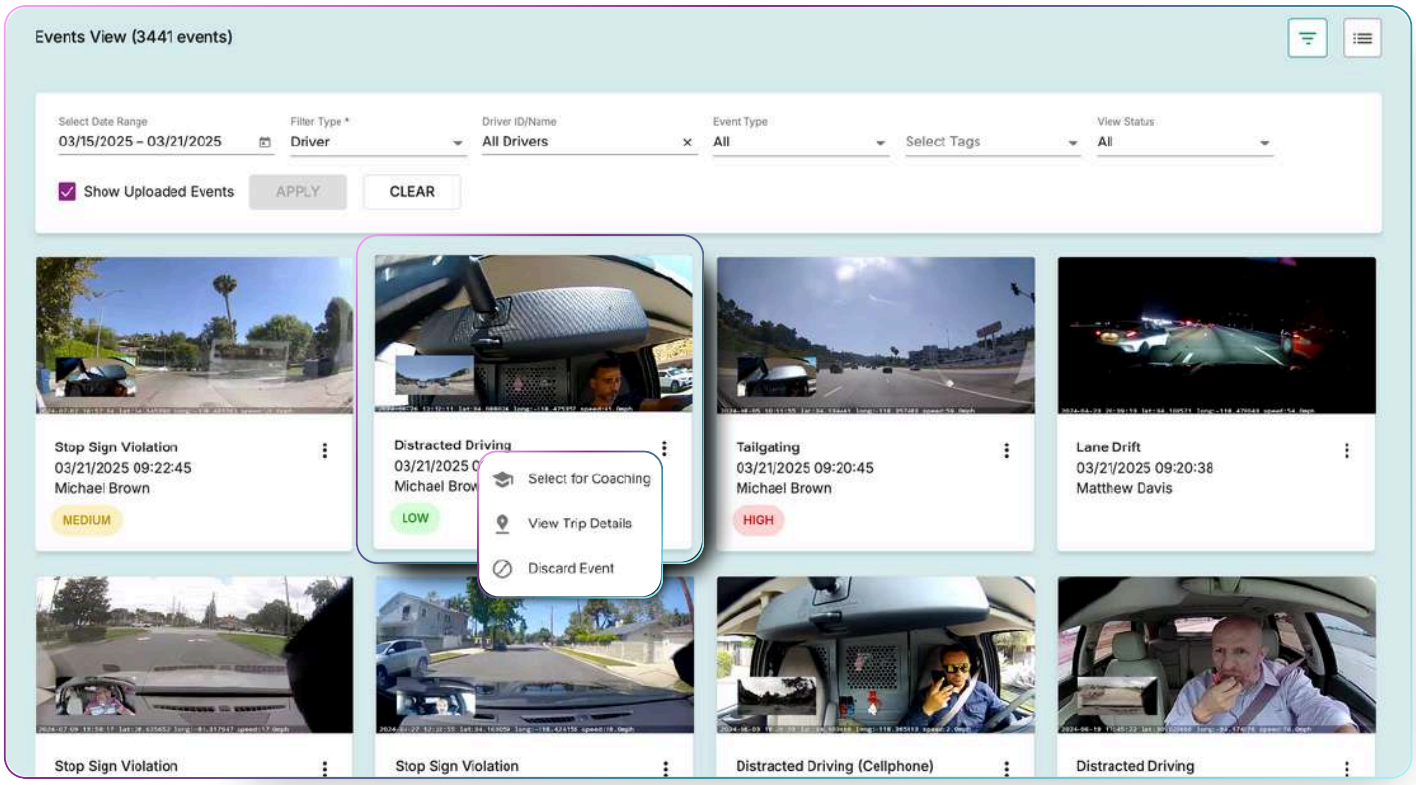
2. Actionable Insights

For each event video, you have several action options accessible via the three-dot menu -

2.a. Select for Coaching: You can initiate the coaching workflow directly from the safety event by adding the video to a driver's coaching session.

2.b. Trip Details: Access the full trip details for deeper context and analysis of the event.

2.c. Discard Event: If you determine an event is unimportant or a false positive, you can discard it to keep your event list clean and focused on relevant incidents.



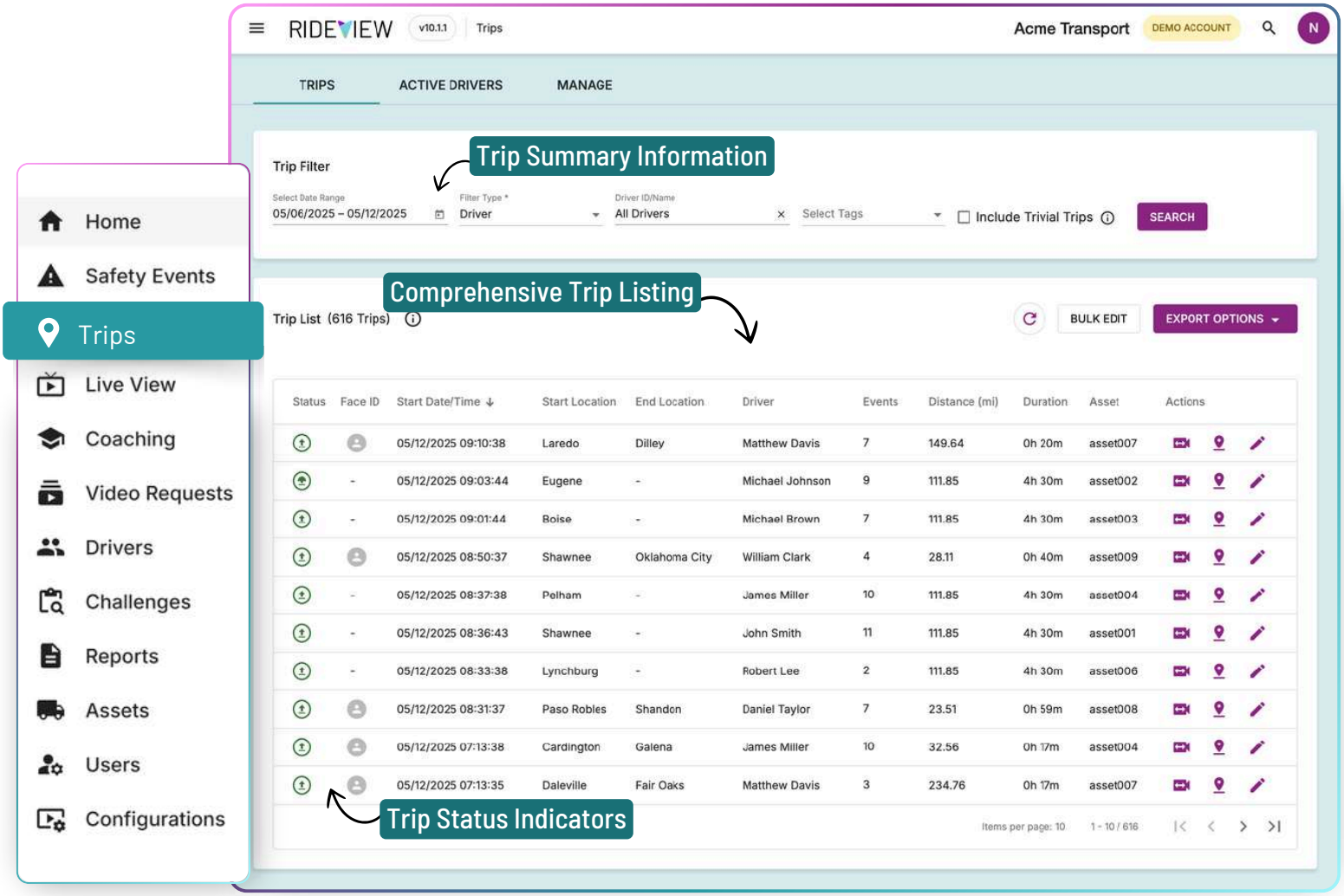
Hover to Play: Hover over a video to instantly start playback, making quick reviews effortless.

Trip View:
Detailed Trip Analysis

The Trip View page provides a comprehensive list of all trips undertaken by your fleet. It offers key summary information and direct access to more detailed trip analyses.

Comprehensive Trip Listing

View a list of all trips, providing a complete record of fleet activity.



Key Features and Benefits

1. Trip Summary Information

For each trip, you can quickly see -

Starting Point: Trip start location.

Ending point: Trip end location.

Driver: Driver for the trip.

Events: The number of safety events recorded during the trip.

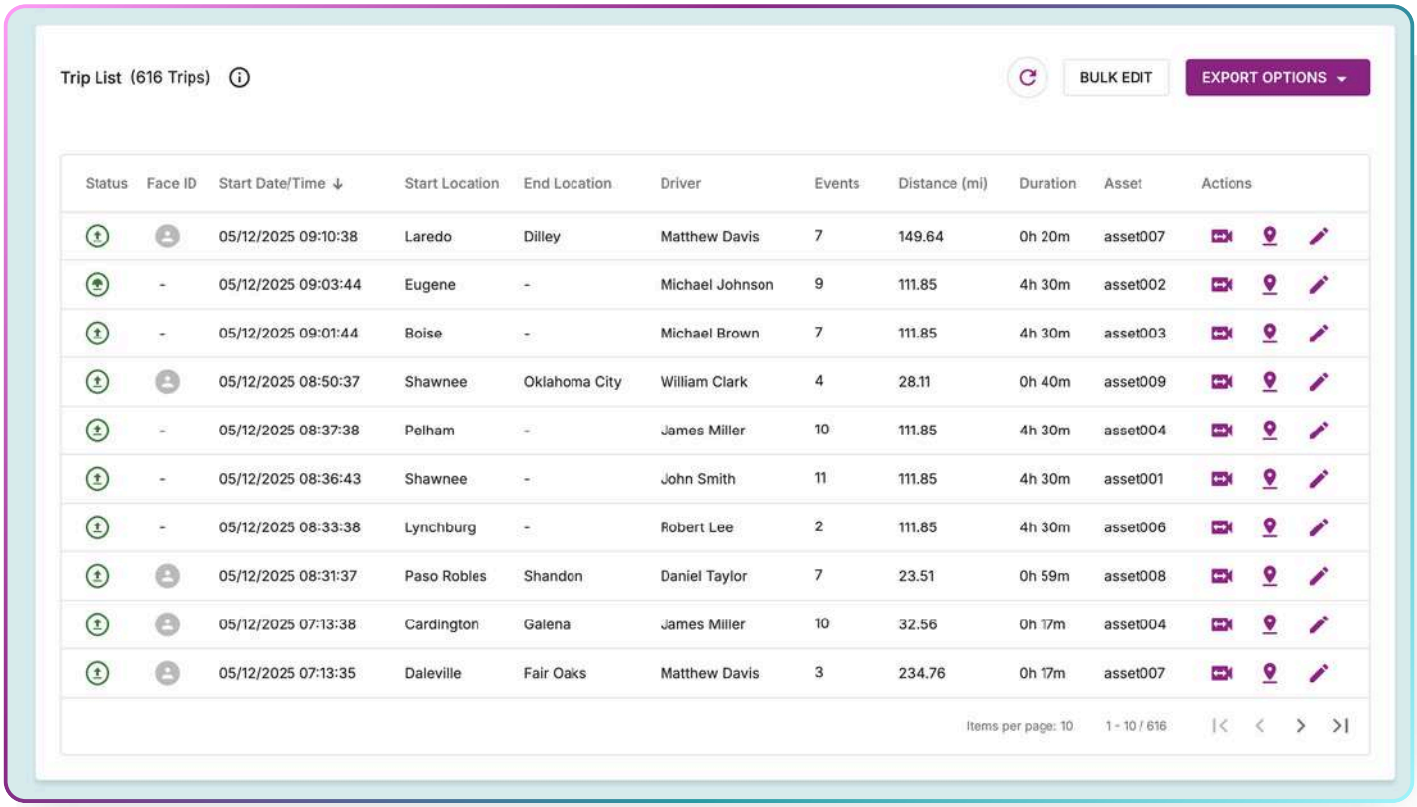
2. Trip Status Indicators

The status of each trip with intuitive icons -

Green arrow: The trip is complete, and all data has been successfully uploaded.

Yellow arrow: The trip is complete, but data upload is still in progress.

Blinking green icon: The trip is currently in progress.



3. Quick Event Insights

Hover over the information icon next to the 'Events' count to see a breakdown of event types that occurred during that specific trip without opening the trip details.

4. Trip Actions

You'll find action icons for each trip listed, including a central icon that takes you to the detailed 'Trip Page.'

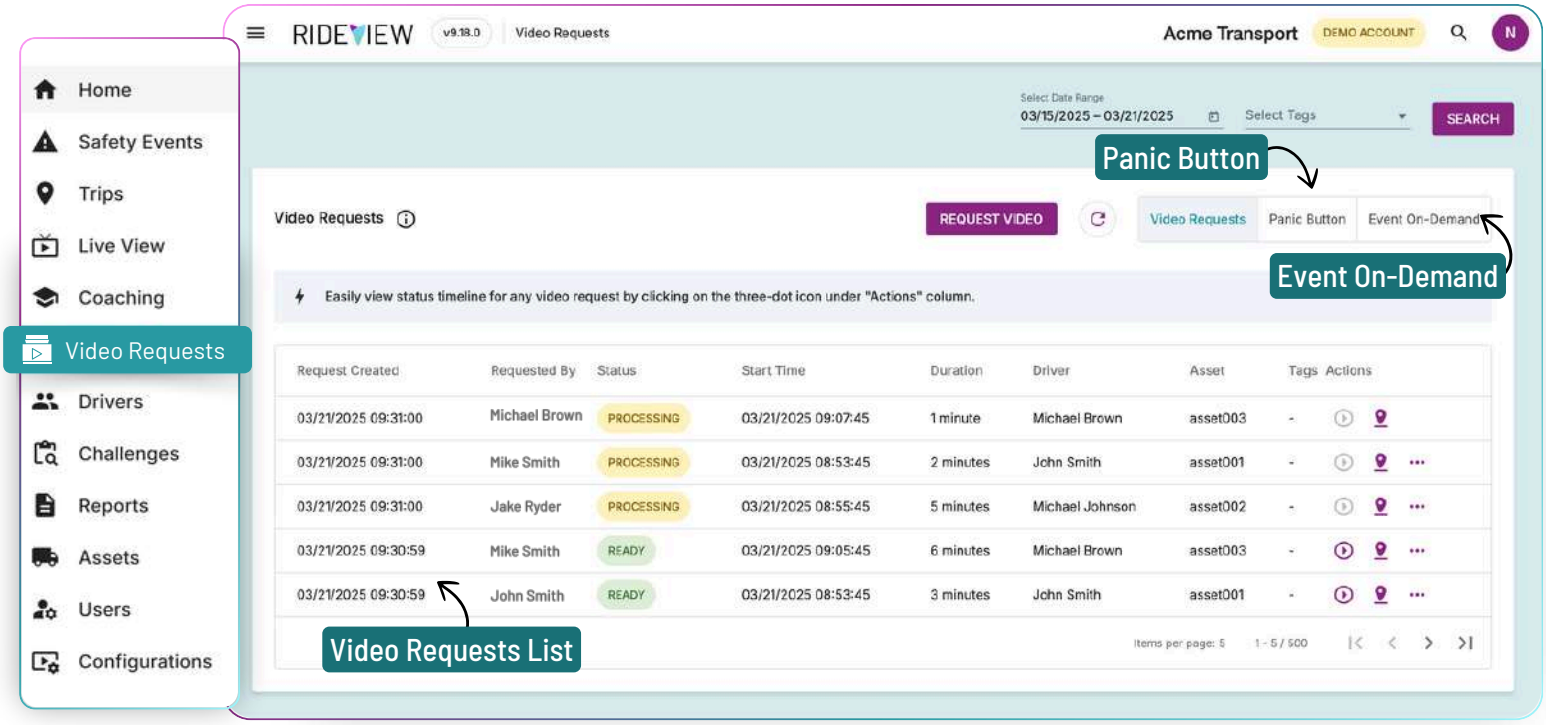
On-Demand Video:
Investigating Incidents with Precision

The On-Demand Video feature allows you to request and retrieve video footage from specific times and locations, which is critical for investigating incidents or accidents or resolving disputes.

Accessing On-Demand Video

Via Trip View (Recommended): The easiest way to investigate incidents related to a specific trip is to navigate to Trip View, locate the relevant trip, and click the camera icon (Request Video) within the trip's action icons.

Direct Access: One can also initiate an on-demand video request directly from the Video Requests page, which is useful when you don't know the specific trip but have other details like a driver or vehicle.

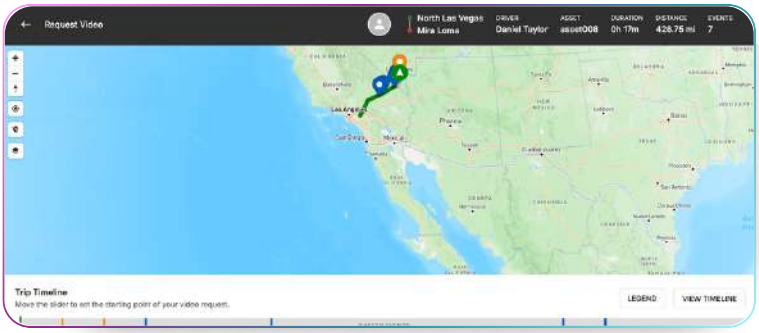


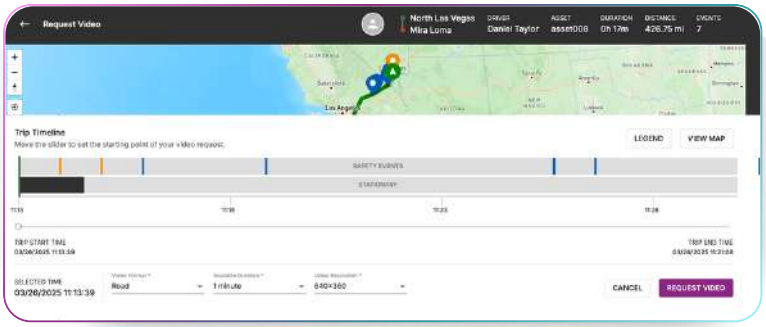
Key Features and Workflows

1. Video Request Page Interface: Upon initiating a request, a new page loads with -

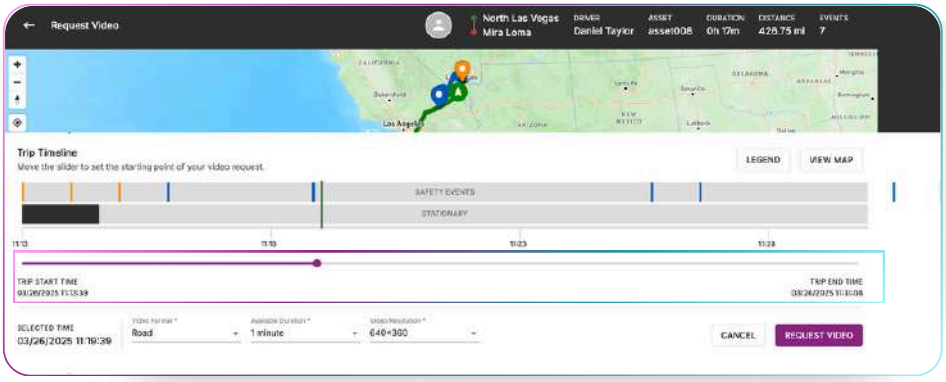
1.a. Map View:
Displays the trip route and location.

1.b. Timeline View:
A timeline of the trip duration, marked with "Stationary" indicators to show vehicle stops.





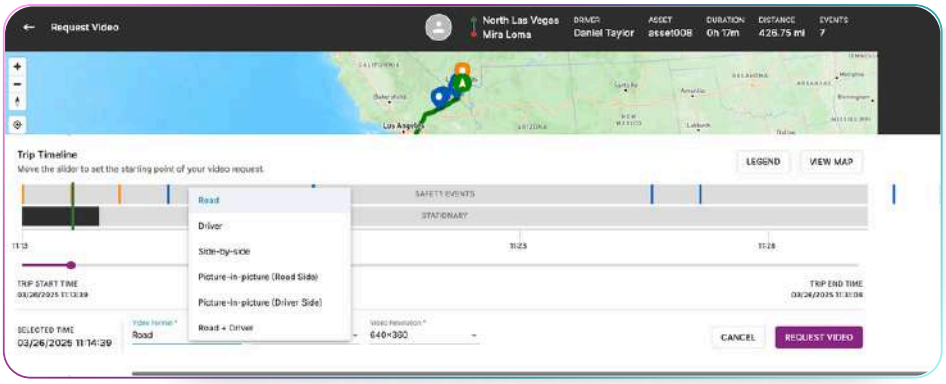
2. Precise Time Selection:
Use the timeline scrubber to pinpoint the approximate time of the incident you are investigating.



3. Video Request Options: Once a timeframe is selected, video request can be customized.

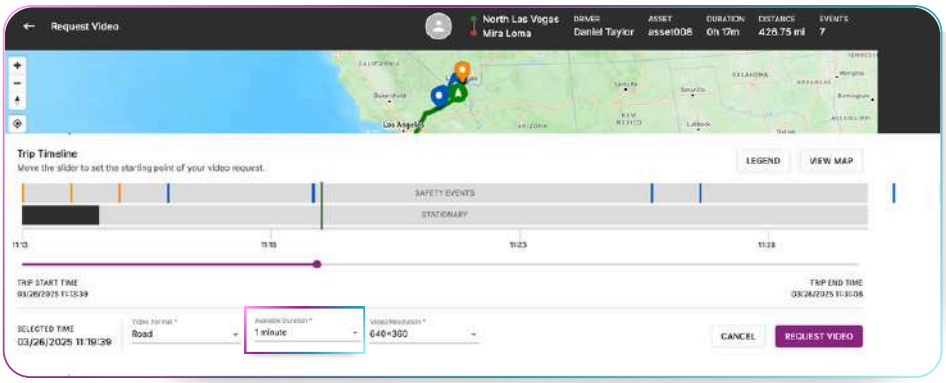
3.a. Camera Views: Choose which camera views to include -

- Road-Facing View only.
- Road and Driver View.
- Other formats may be available depending on your camera setup.



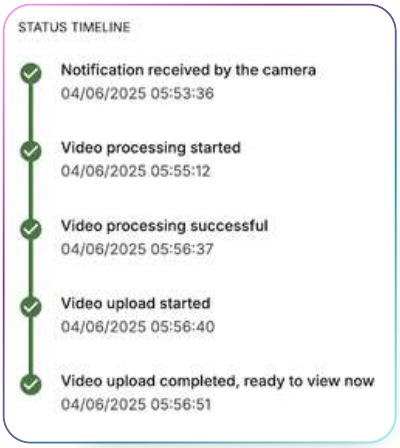
3.b. Video Duration: Specify the length of the video clip.

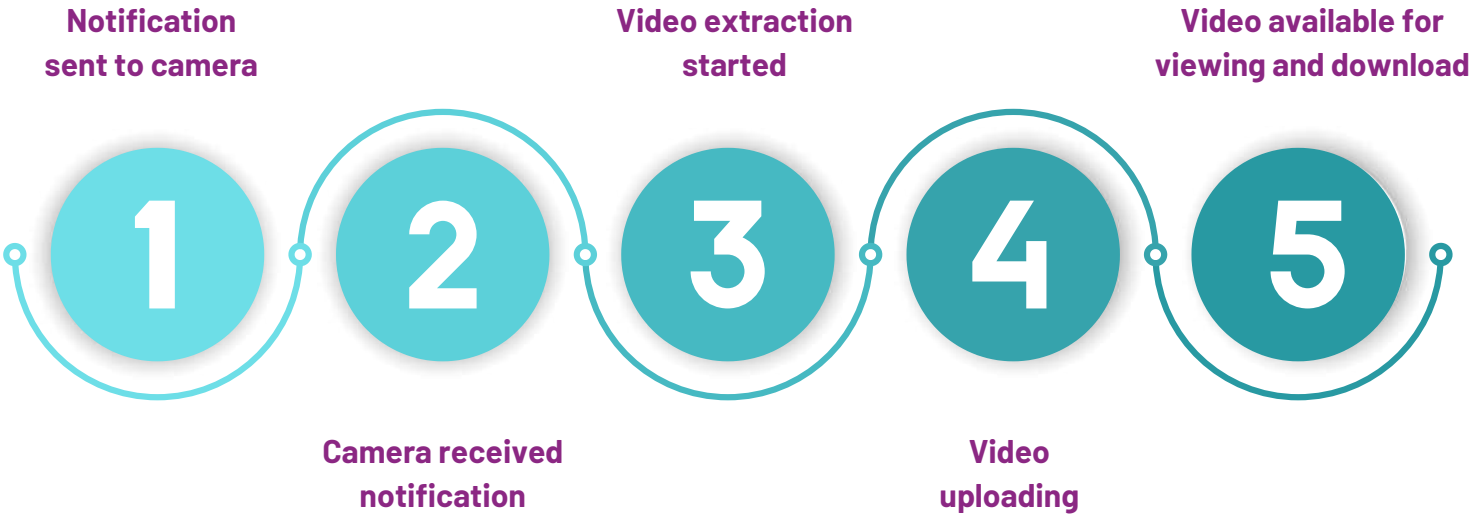
- **3-Minute Video (If Time Known):** If you are confident about the time of the event, request a standard 3-minute video so you can quickly retrieve it.
- **Time-Lapse Video (For Uncertainty or Longer Periods):** If the exact time is not known or you need to review a longer period, start with a 15-minute Time-Lapse Video and identify the precise moment of an event.



4. Video Requests Page: After submitting a request, navigate to the 'Video Requests' page to monitor its progress and access completed videos.

5. Video Request Status Timeline: In the Video Requests page, view the status timeline for each request via 'View Status Timeline' in the actions menu. This timeline provides step-by-step updates -





6. Notifications: Set up notifications to alert you when your video request is fulfilled, saving you from constantly checking the status page.

7. Battery-Powered Camera Advantage: If the cameras are wired directly to the vehicle battery, video requests can be fulfilled even when the vehicle is turned off, providing 24/7 video retrieval capability. However, ignition-powered cameras require the vehicle to be turned on to process the request.

Workflow Recommendation



For incident investigation, ideally, start from the Trip View page.



Request a Time-Lapse Video if unsure of the exact event time or need to review a longer period.



Review the time-lapse video to pinpoint the event.



Request a standard 3-minute video for detailed footage of the specific event time.

Live View:
Real-Time Fleet Visibility

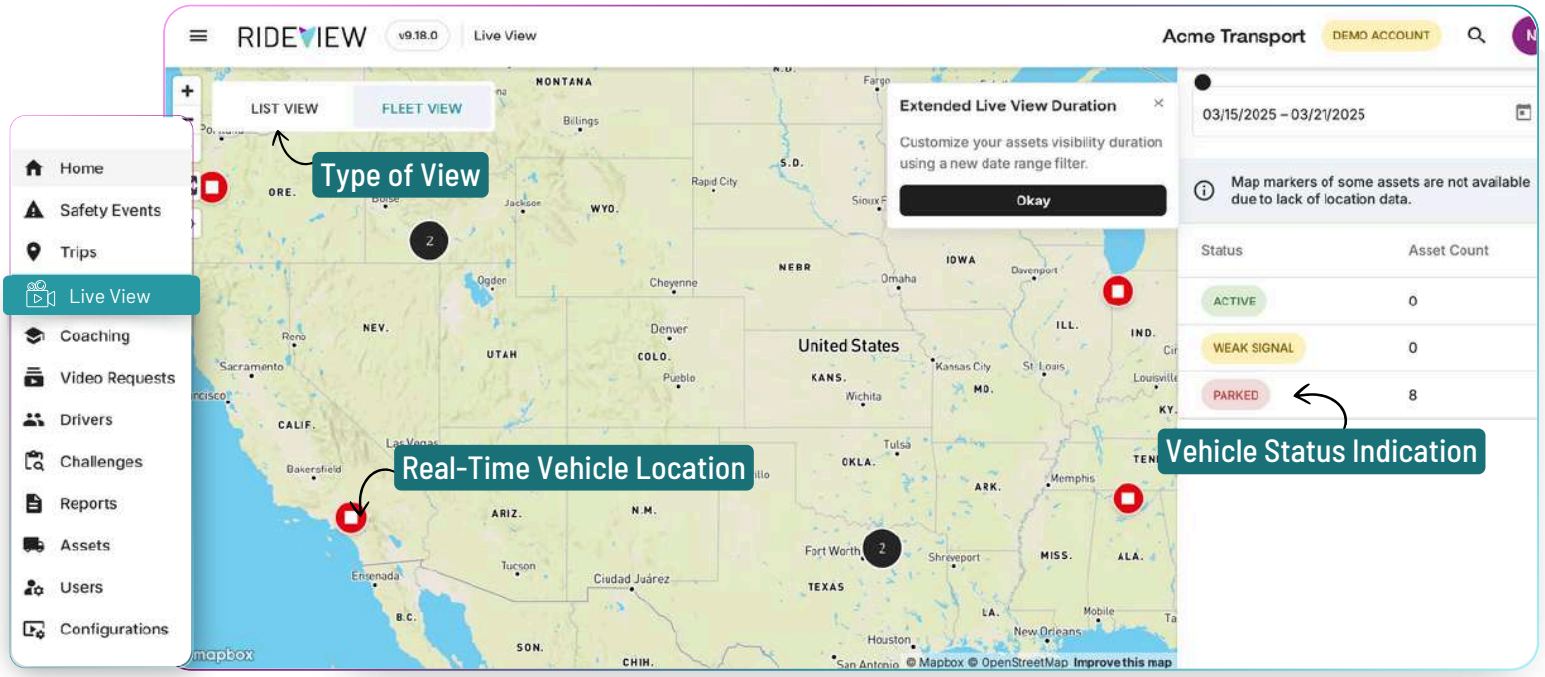
The Live View page provides a real-time map-based overview of your fleet's location and status, giving you immediate operational awareness.

Key Features and Workflows

1. Real-Time Vehicle Location: See the current location of all your vehicles on a map.

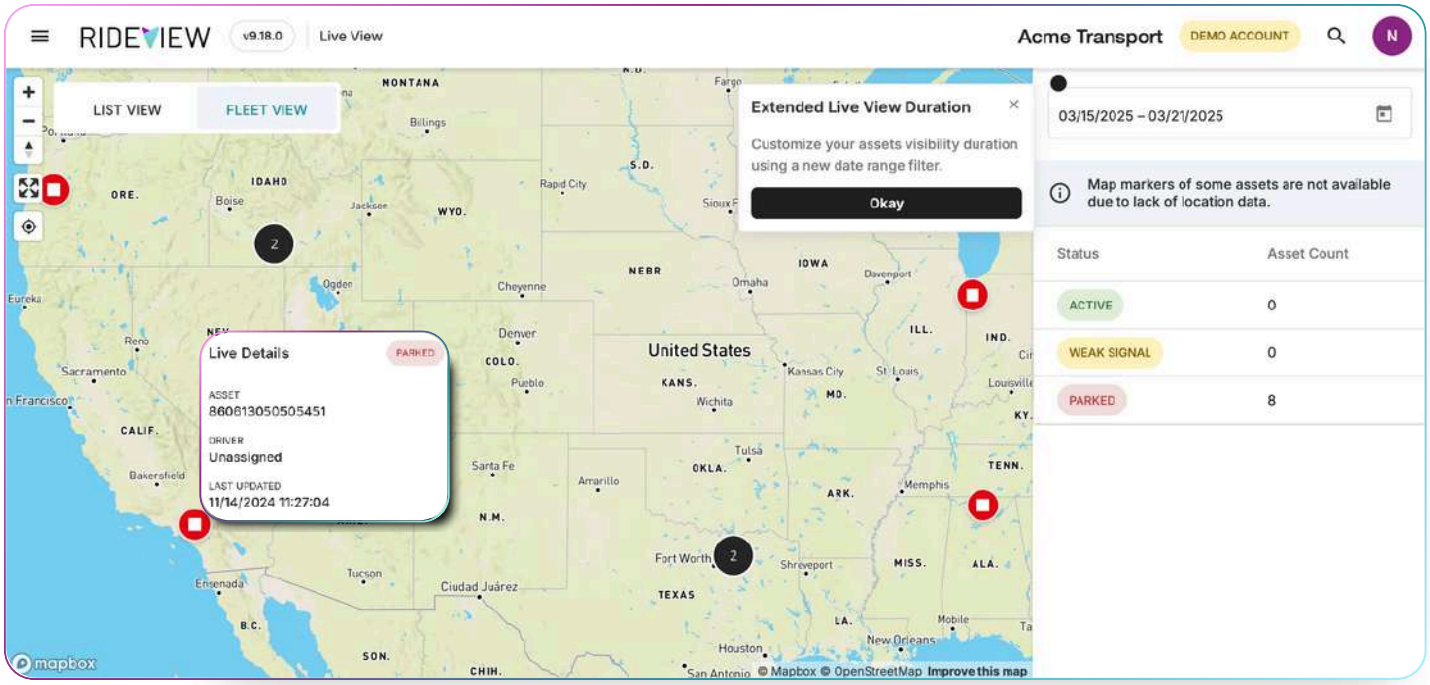
1.a. Vehicle Status Indication: Quickly understand the operational status of each vehicle through color-coded indicators:

- **Green:** The vehicle is on a trip and has good connectivity, supporting live streaming.
- **Amber/Yellow:** The vehicle is likely on a trip, but its connectivity is weak and may not support live streaming.
- **Red:** Vehicle is parked (not currently in the trip).



1.b. Intelligent Vehicle Clustering: For fleets with many vehicles, RideView employs intelligent clustering to prevent map clutter.

- **Hierarchical View:** Vehicles in close proximity are initially grouped and represented by a cluster icon showing the number of vehicles in that area. (e.g., '10' for 10 vehicles in Cleveland).
- **Zoom for Detail:** Zoom in on a specific area on the map, and the clusters will break down, displaying individual vehicle icons. This allows you to manage map visibility even with a large fleet.

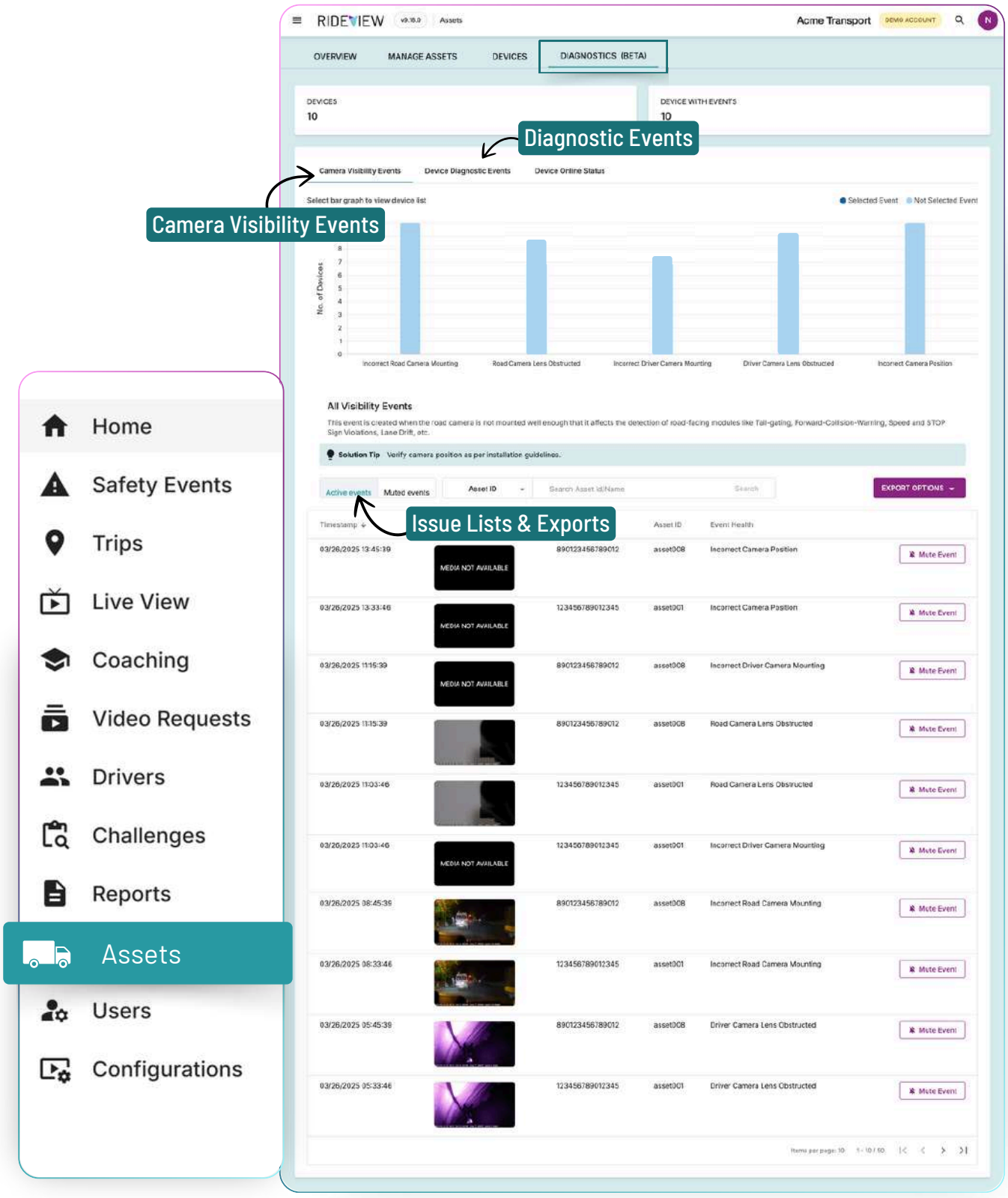


2. Live Streaming Capability: You can initiate live streaming by clicking the vehicle icon for any vehicle indicated in green (on a trip with good connectivity).

3. Real-Time Monitoring: Live streaming lets you see exactly what is happening in and around the vehicle in real-time, providing valuable insights into driver behavior, road conditions, or any unfolding situations.

Diagnostics:
Ensuring Camera Health and Functionality

The Diagnostics section under Assets > Diagnostics is a tool for monitoring your in-vehicle cameras' health and operational status, ensuring continuous and reliable data capture.



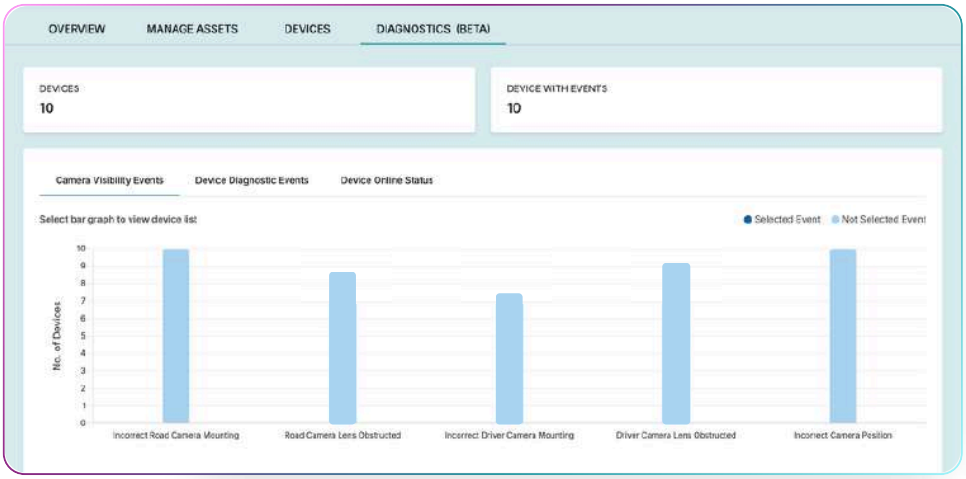
Key Features and Workflows

1. Proactive Camera Health Monitoring: The Diagnostics section actively monitors cameras for potential issues, helping you identify and resolve problems before they impact data collection.

2. Two Categories of Diagnostic Events: RideView categorizes camera issues into two main types:

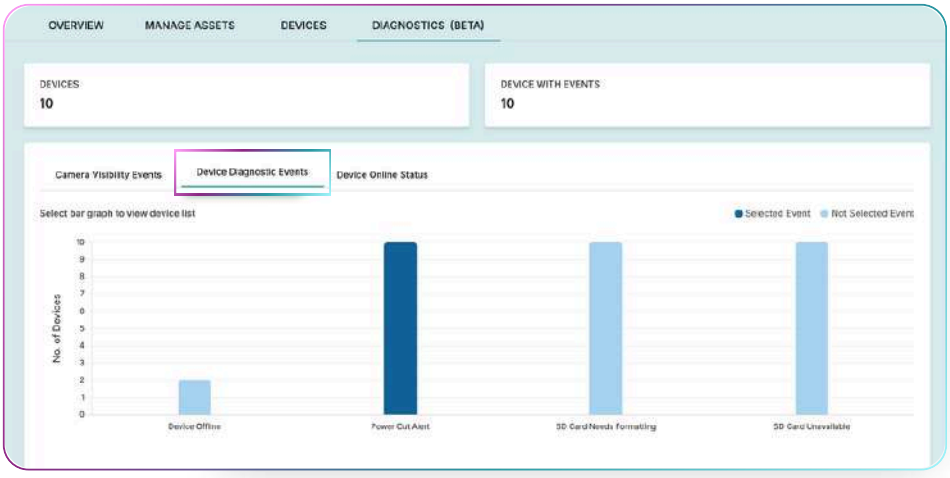
2.a. Camera Visibility: Detects issues related to the camera's field of view -

- **Camera Obstruction:** AI detects if the camera lens is blocked or covered, potentially by drivers attempting to tamper with the system.
- **Camera Misalignment:** Identifies cameras mounted incorrectly, pointing too high or too low, which can affect the quality and accuracy of event detection.



2.b. Diagnostic Events: Covers technical and operational issues -

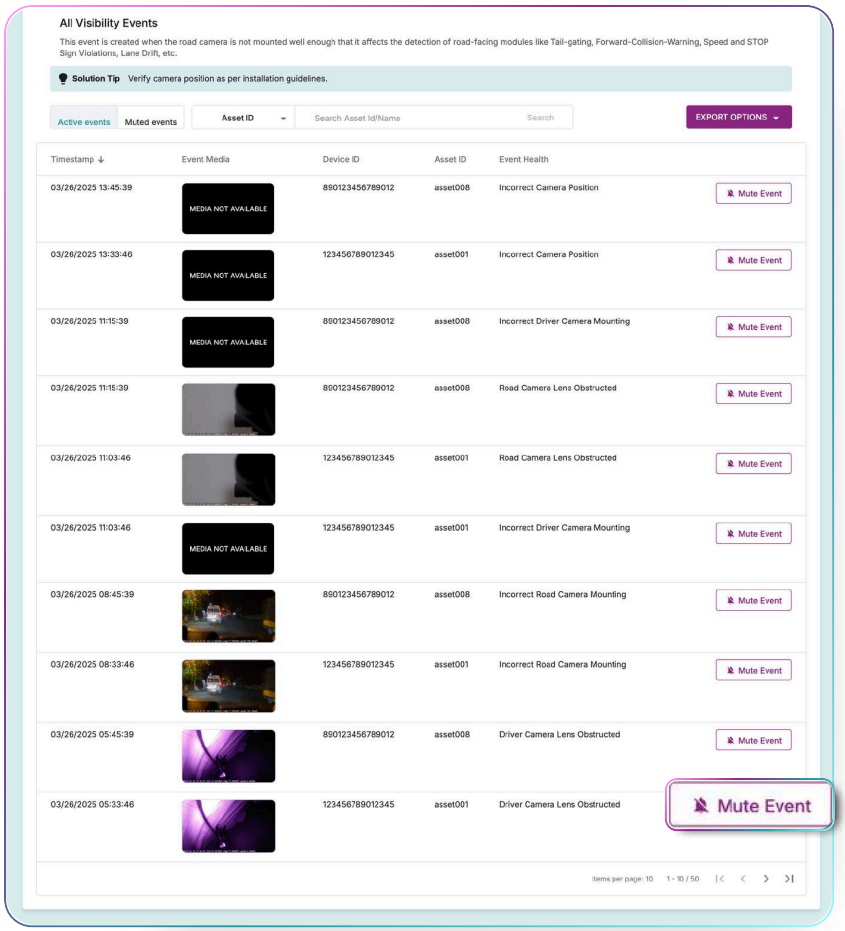
- **SD Card Issues:** Detects problems like missing or corrupted SD cards, or cards requiring formatting, which prevent video recording.
- **Camera Offline:** Identifies cameras that have been offline for an extended period, indicating potential connectivity or power issues.
- **Camera Not Provisioned:** Flags cameras that have not been adequately set up or registered with the system.



3. Issue Lists and Export: RideView lists vehicles affected by each diagnostic event (camera visibility, diagnostic events).

3.a. Vehicle Lists: Easily see which vehicles are experiencing specific camera problems.

3.b. Export Functionality: Export these lists to share with maintenance teams or other personnel for action and resolution tracking.



4. Mute Event Feature: In cases where the AI incorrectly flags a camera visibility issue (false positive), you can mute the event.

4.a. Temporary Muting: Choose a duration for muting the event, preventing further alerts for the same issue for a specified time. This is useful for temporary obstructions or conditions that are not genuine problems.

5. Notifications (Coming Soon): Future updates will include notifications to proactively alert you when diagnostic events occur, further enhancing camera maintenance.

Coaching:
Developing Safer Driving Habits

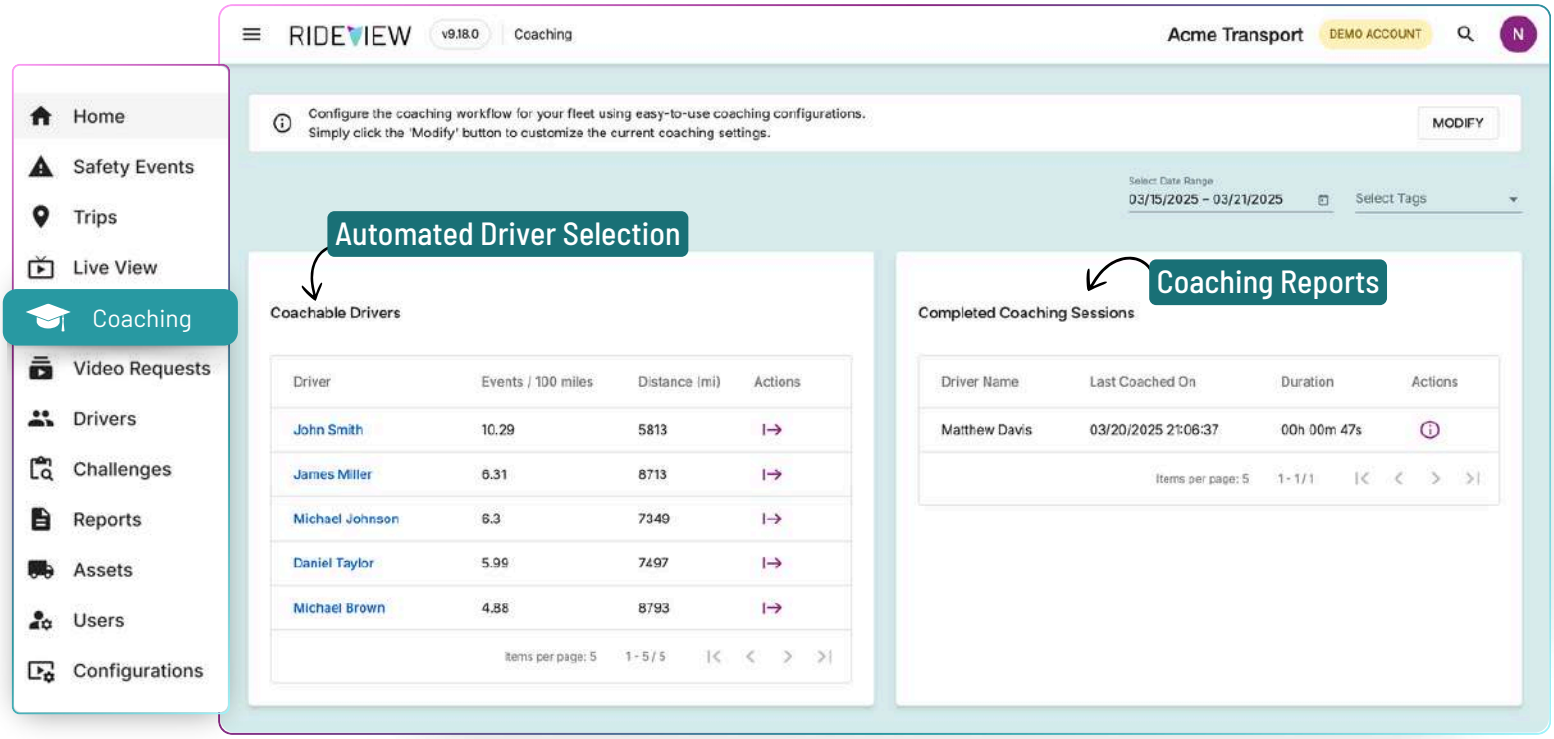
The Coaching page provides a structured workflow for driver coaching, focusing on positive reinforcement and targeted improvement of driving habits.

A Driver-Centric Approach

The Coaching page focuses on individual drivers, listing those who, based on their safety event history, would benefit most from coaching.

Automated Driver Selection

RideView automatically populates a list of drivers who have accumulated coachable events, saving you time when identifying coaching candidates.



Key Features and Workflows

1. Structured Coaching Session: Clicking on a driver's name initiates a structured coaching session.

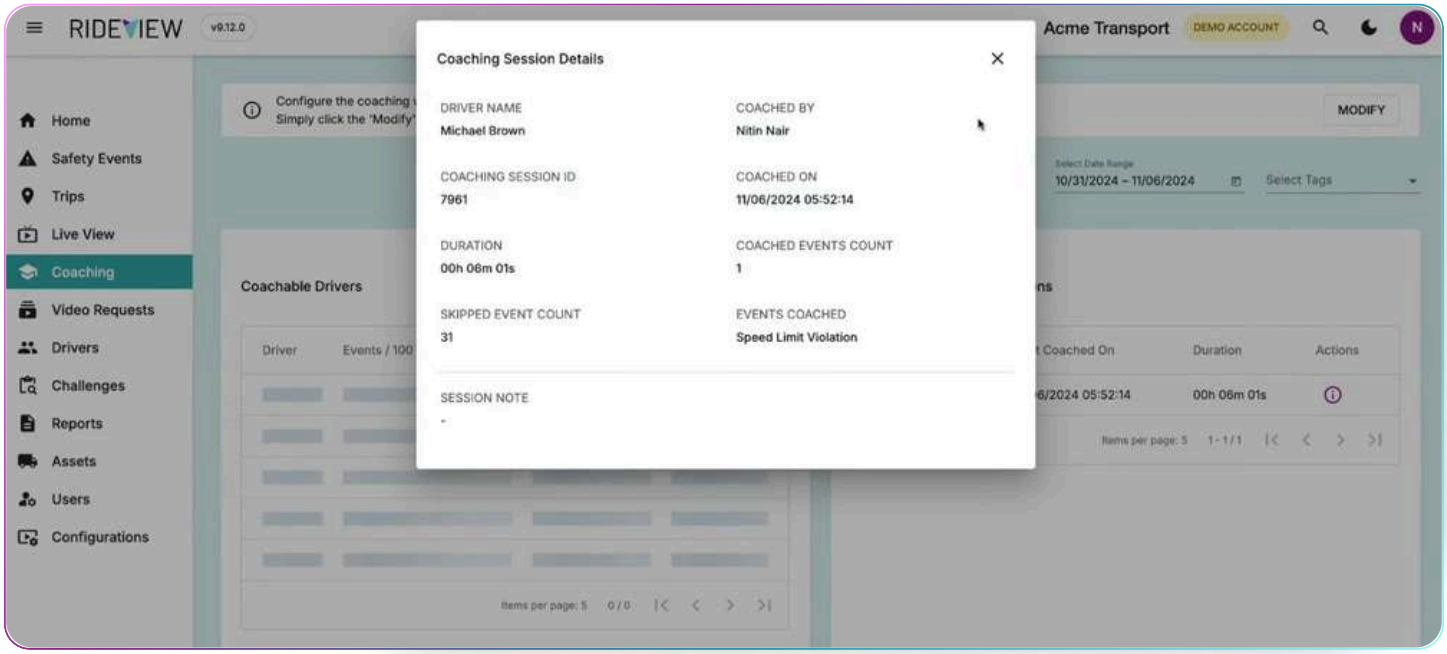
1.a. Positive Start: Each session begins by highlighting the driver's good work, emphasizing positive driving behaviors, and providing recognition.

1.b. Areas for Improvement: The session then discusses areas where the driver can improve, focusing on specific safety events.

1.c. Event Review and Skip: During the coaching session, you can review safety event videos and skip events irrelevant to the coaching focus.

1.d. Self-Explanatory Interface: The coaching session interface is designed to be intuitive and easy to follow, guiding through the coaching process.

2. Coaching Reports: After completing a coaching session, reports are available to document the session details and outcomes.

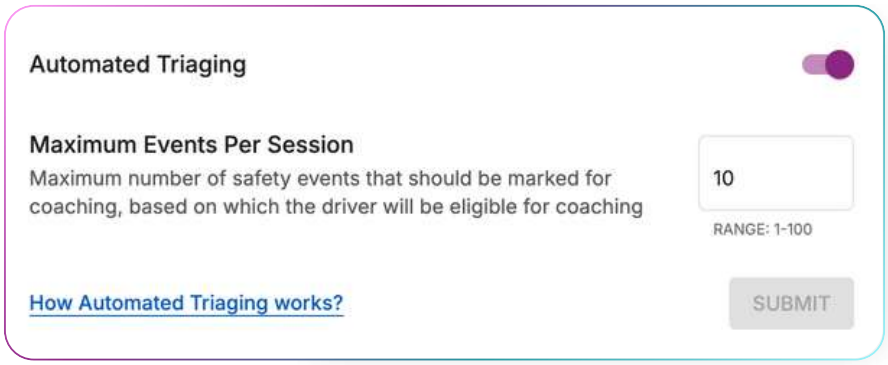


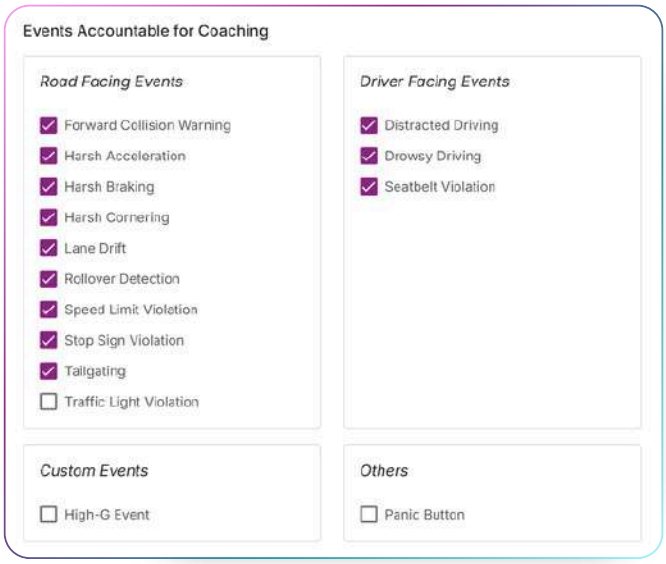
3. Automated Triaging (Optional): RideView offers automated triaging for fleets looking to optimize coaching efficiency.

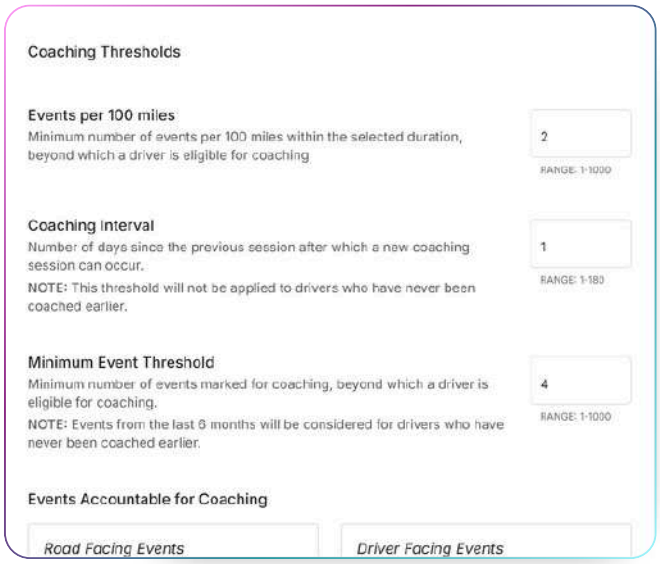
3.a. Configuration Setting: Enable Automated Coaching by going to Configuration and then selecting Coaching.

3.b. AI-Powered Curation: When enabled, AI automatically curates a subset of videos from the many safety events recorded that are most relevant and effective for coaching.

3.c. Focus on Coachable Events: Automated triaging eliminates the need to review every event video. Instead, you need only focus on the pre-selected videos surfaced through the Coaching page, significantly reducing coaching preparation time.

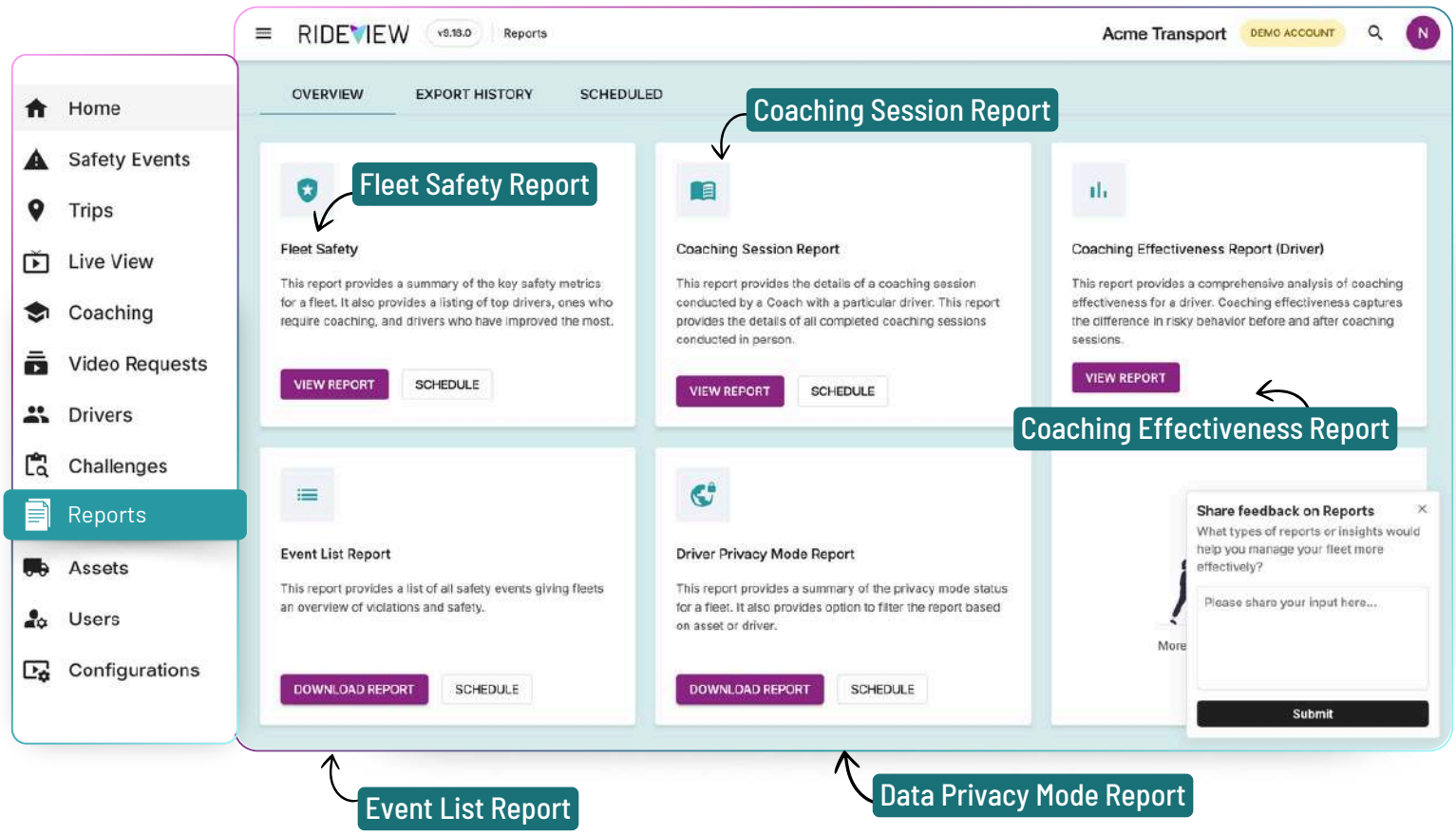






Reports:
Measuring Performance and Effectiveness

The Reports section provides comprehensive insights into fleet and driver safety performance and measures the effectiveness of coaching efforts. All reports and effectiveness metrics are designed to be used as positive behavior reinforcement tools, not as a punitive system. The goal is to drive self-awareness among drivers, improve safety, and encourage better driving habits.



Types of Reports

1. Fleet Safety Report: Provides a high-level overview of your fleet's safety performance over a chosen duration.

1.a. Trend Analysis: Track overall fleet safety trends, event frequencies, and key safety metrics over time.

2. Coaching Session Report: Provides detailed reports on individual coaching sessions.

2.a. Session Details: Review the content of specific coaching sessions, including events discussed, feedback given, and actions agreed upon.

2.b. Coaching Completion Tracking: Monitor whether scheduled coaching sessions have been completed.

3. Effectiveness Report: Measures the impact and effectiveness of coaching initiatives. This report is available at two levels:

3.a. Driver Level Effectiveness: Analyzes individual driver performance before and after coaching sessions.

- **Pre-Post Coaching Comparison:** Compares a driver's safety event frequency and risky behaviors in a period before coaching versus a period after coaching.
- **Performance Improvement Measurement:** Quantifies the reduction in events to assess the coaching effectiveness for individual drivers.

3.b. Fleet Level Effectiveness: Analyzes the overall impact of coaching across the entire fleet.

- **Fleet-Wide Improvement:** Assess the overall reduction in safety events and risky driving behaviors across the fleet following coaching initiatives.
- **Driver Improvement Ranking:** This tool identifies drivers who have shown the most improvement after coaching and drivers who may not have improved as much, allowing targeted follow-up.
- **Coach Effectiveness Ranking:** (Non-Punitive) This ranking provides insights into which coaches are most effective in driving driver improvement. It is intended for coach development and best practice sharing, not for punitive measures.

4. Event List Report: Provides comprehensive information about all recorded safety events.

4.a. Event Details: Access a detailed list of all safety events, offering a clear overview of violations and safety occurrences within your fleet.

4.b. Downloadable Data: The report can be conveniently downloaded for the entire fleet, specific drivers, or individual assets, allowing for focused analysis over a specified period.

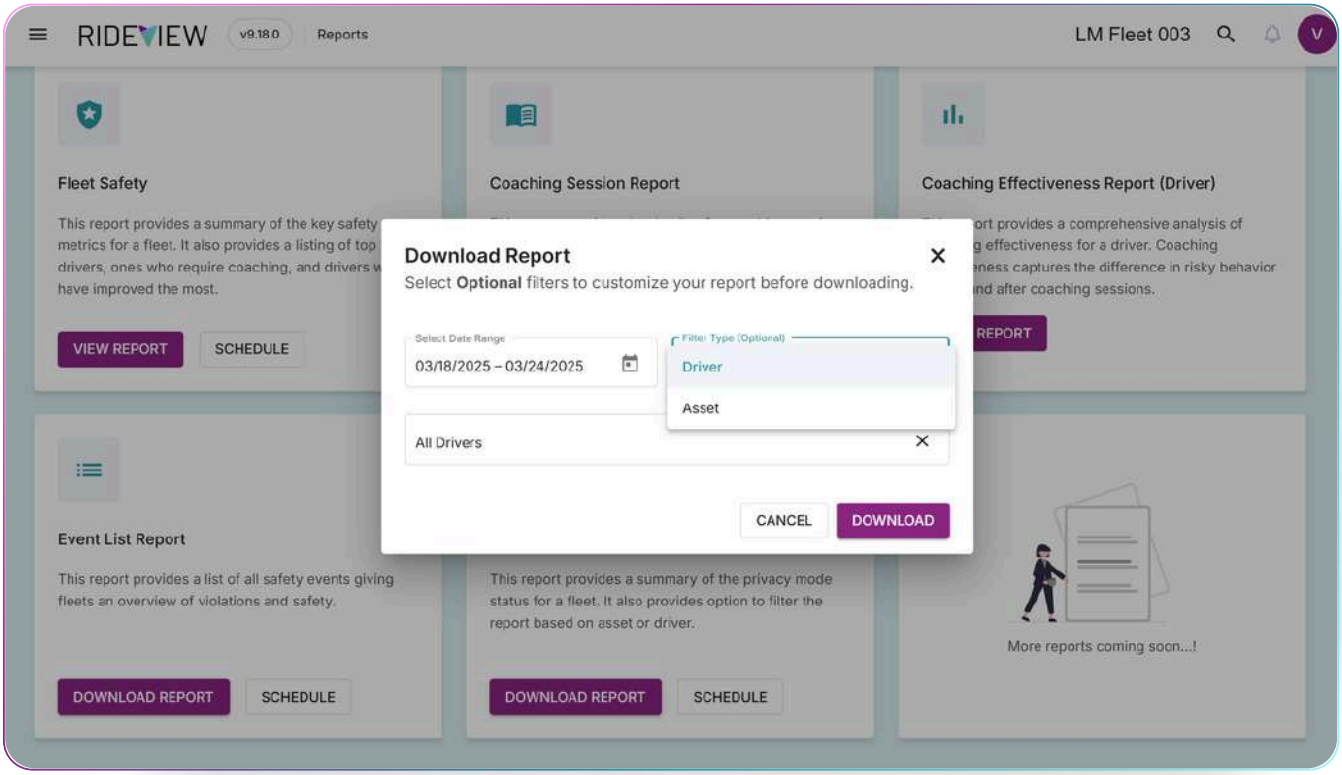
4.c. Fleet Safety Overview: Gain a holistic understanding of the types and frequency of safety events across your operations.

5. Driver Privacy Mode Report: Offers detailed logs regarding the usage of the driver privacy mode feature.

5.a. Privacy Mode Activity: Track when drivers have enabled or disabled the privacy mode in their companion app.

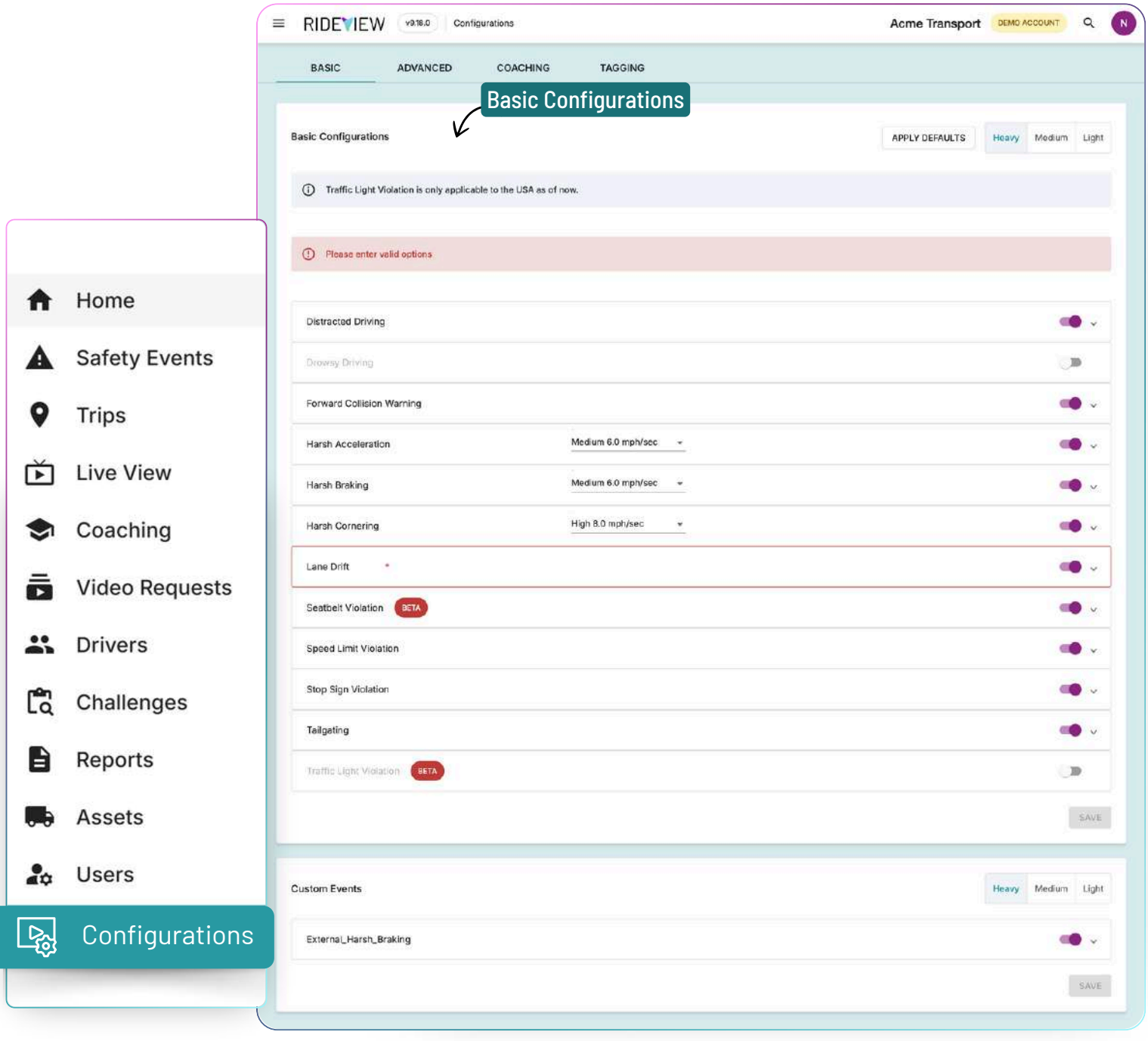
5.b. Fleet Summary: Obtain a summary of the privacy mode status across your entire fleet.

5.c. Filter Options: The report includes options to filter data based on specific assets or individual drivers, providing granular insights into privacy mode usage.



Configurations:
Tailoring RideView to Your Needs

The Configurations page allows you to customize RideView's settings to align with your fleet's specific operational needs and risk tolerance.



Key Customization Options

1. Event Sensitivity: Adjust the event detection sensitivity for various risky driving behaviors.

1.a. Speeding Violations: Customize the speed threshold at which a speeding event is triggered. For example, you can define whether an event is generated at five mph over the speed limit, eight mph over, or another threshold.

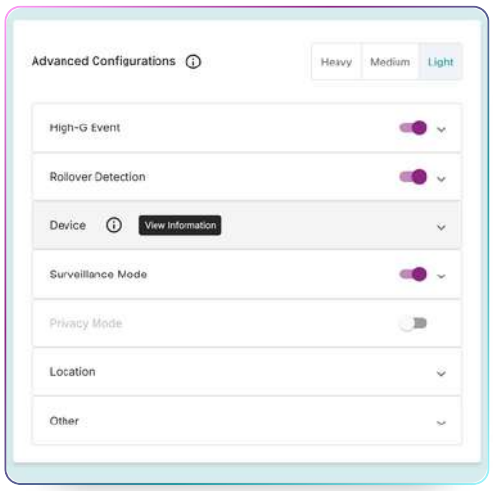
1.b. Tailgating (Following Distance): Adjust the parameters for tailgating detection.

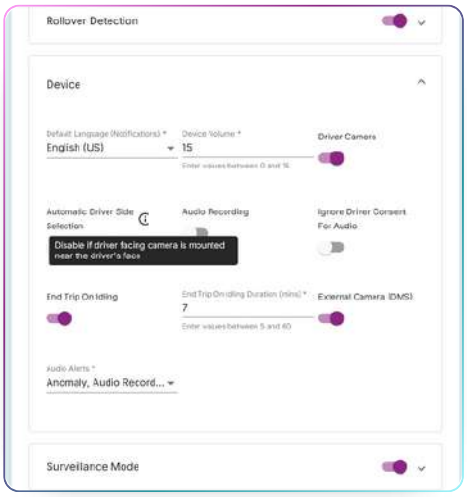
- **Time to Collision (TTC):** Configure the minimum time to collision (headway) that triggers a tailgating event. Heavier vehicles may require a longer TTC (e.g., 1.5 seconds) than lighter vehicles (e.g., 1 second).
- **Recommendation:** Keeping the TTC threshold under 2 seconds is generally recommended to avoid generating excessive events.

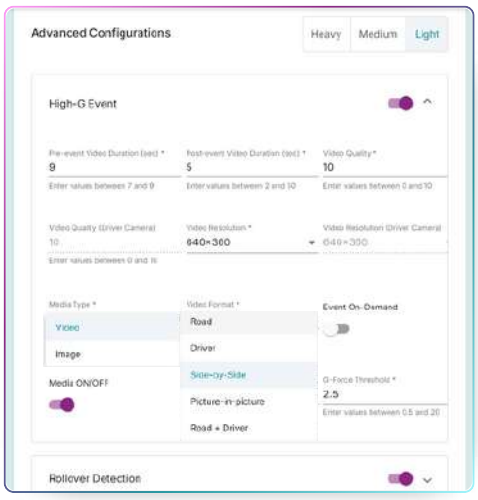
2. Sensitivity Adjustment Guidelines:

2.a. Too Many Events: If you are experiencing an overwhelming number of events, consider decreasing the sensitivity in the Configurations page to reduce the frequency of event triggers.

2.b. Not Enough Events: If you believe you are not capturing enough events, you can increase the sensitivity to make the system more responsive to risky behaviors.







3. Reference Documentation: Before making configuration changes, it is highly recommended that you consult the RideView Event Definition Document. This document explains how each event is defined and triggered, helping you make informed decisions about configuration adjustments.

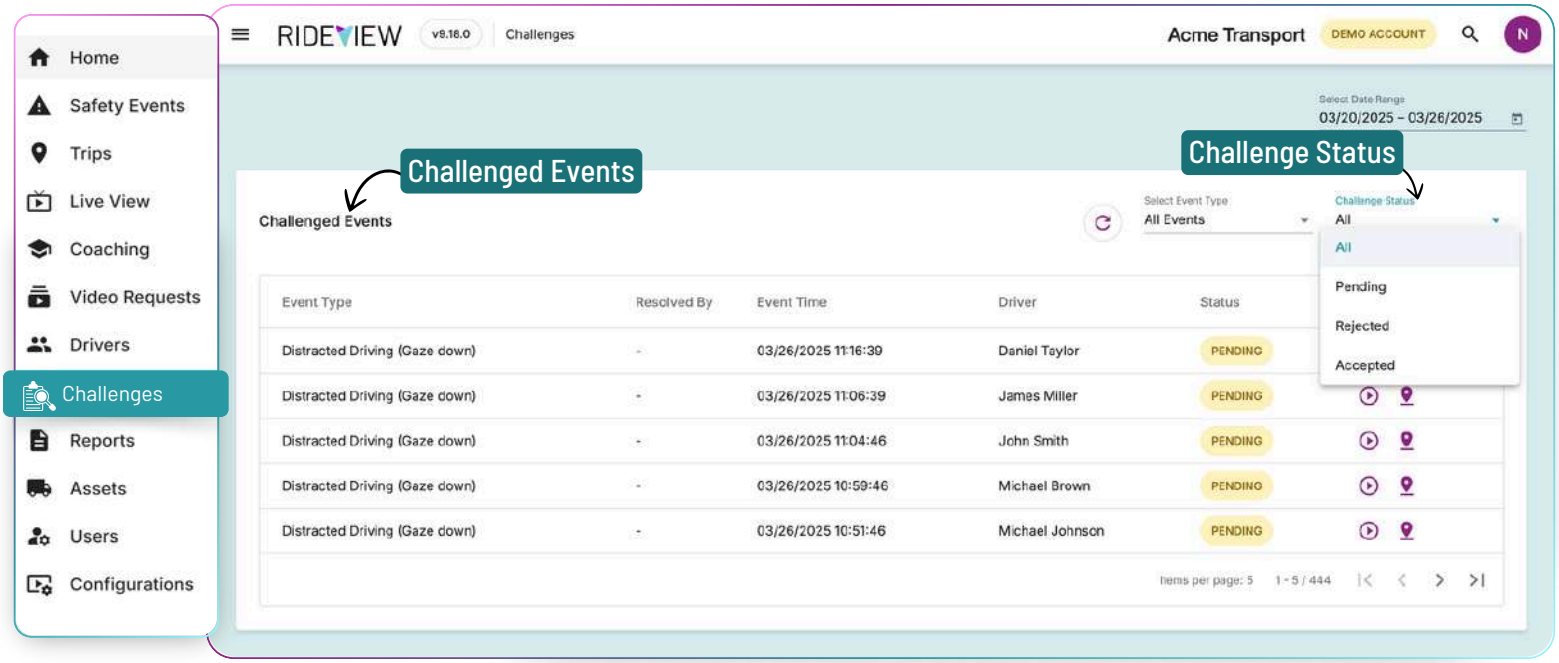
Challenges:
Managing Driver Disputed Events

The Challenges section allows drivers to dispute safety events that they believe are inaccurate or unfairly represent their driving actions. Drivers can initiate challenges on their mobile phones through the Companion App. This portal section allows fleet managers to review and manage these driver-initiated challenges.

Understanding Challenges

1. Driver-Initiated Disputes: Drivers raise challenges via a mobile application (Companion App) linked to the RideView system. This empowers drivers to provide context or contest events they believe are invalid.

2. Event Review Process: When a driver submits a challenge, fleet management flags the specific safety event for review within the RideView Portal.



3. Challenge Statuses: The Challenges section utilizes statuses to track the progress and outcome of each driver-disputed event:

3.a. Pending: This status indicates that a driver has submitted a challenge for a specific safety event, but the fleet manager has not yet reviewed it.

3.b. Rejected: The fleet manager assigns this status after reviewing a challenged event and deciding to reject the driver's dispute. Based on the available data (including video footage), the fleet manager believes the event is valid and accurately represents risky driving behavior.

3.c. Accepted: The fleet manager assigns this status when, upon review, they concur with the driver's challenge. This indicates that the fleet manager agrees that the event was either inaccurate (a false positive) or did not fairly represent the driver's actions in context. Accepting a challenge may involve disregarding the event for coaching or reporting purposes.

4. Managing Challenges in the Fleet Portal: The Challenges section within the RideView Fleet Portal will likely provide:

4.a. List of Challenged Events: A centralized list of all events currently under challenge or with a resolved challenge status.

4.b. Filtering and Sorting: To efficiently manage and prioritize reviews, you can filter challenges by status (Pending, Rejected, Accepted), driver, vehicle, date, and event type.

4.c. Event Details and Video Review: Direct access to the safety event details, including video footage, within the challenge review interface, enabling informed decision-making.

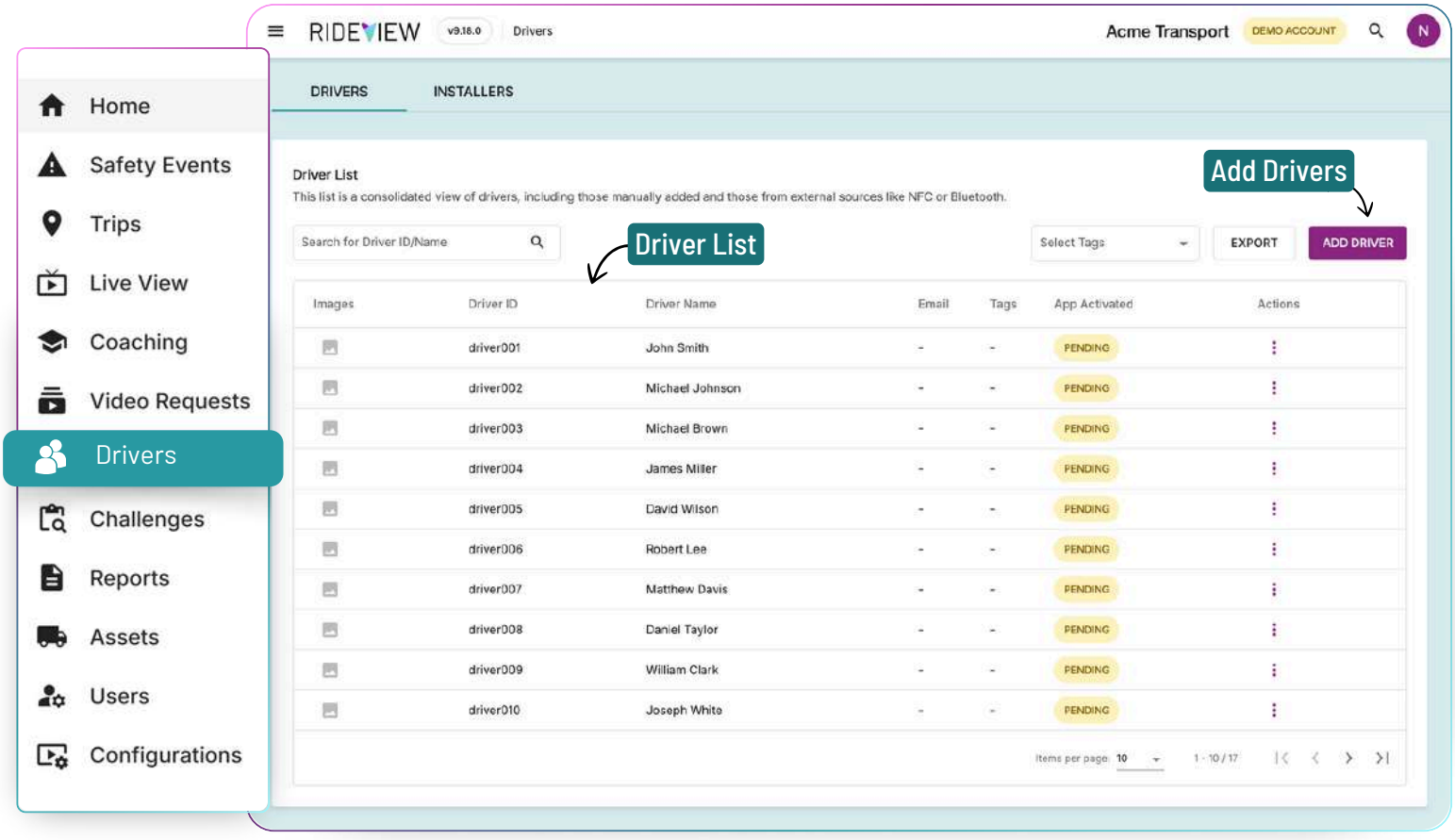
4.d. Challenge Status Update: Functionality to update the status of a challenge to 'Rejected' or 'Accepted' after review.

Benefits of the Challenges Feature

Driver Empowerment and Fairness	Provides drivers with a voice and a mechanism to ensure fairness in event assessment, fostering trust and buy-in to the safety program.
Improved Event Accuracy	Driver feedback can help identify and correct potential inaccuracies in event detection, improving the overall quality of safety data.
Contextual Understanding	Driver challenges can provide valuable context and perspective on events, leading to more nuanced and effective coaching and safety management.

Drivers:
Managing Driver Profiles

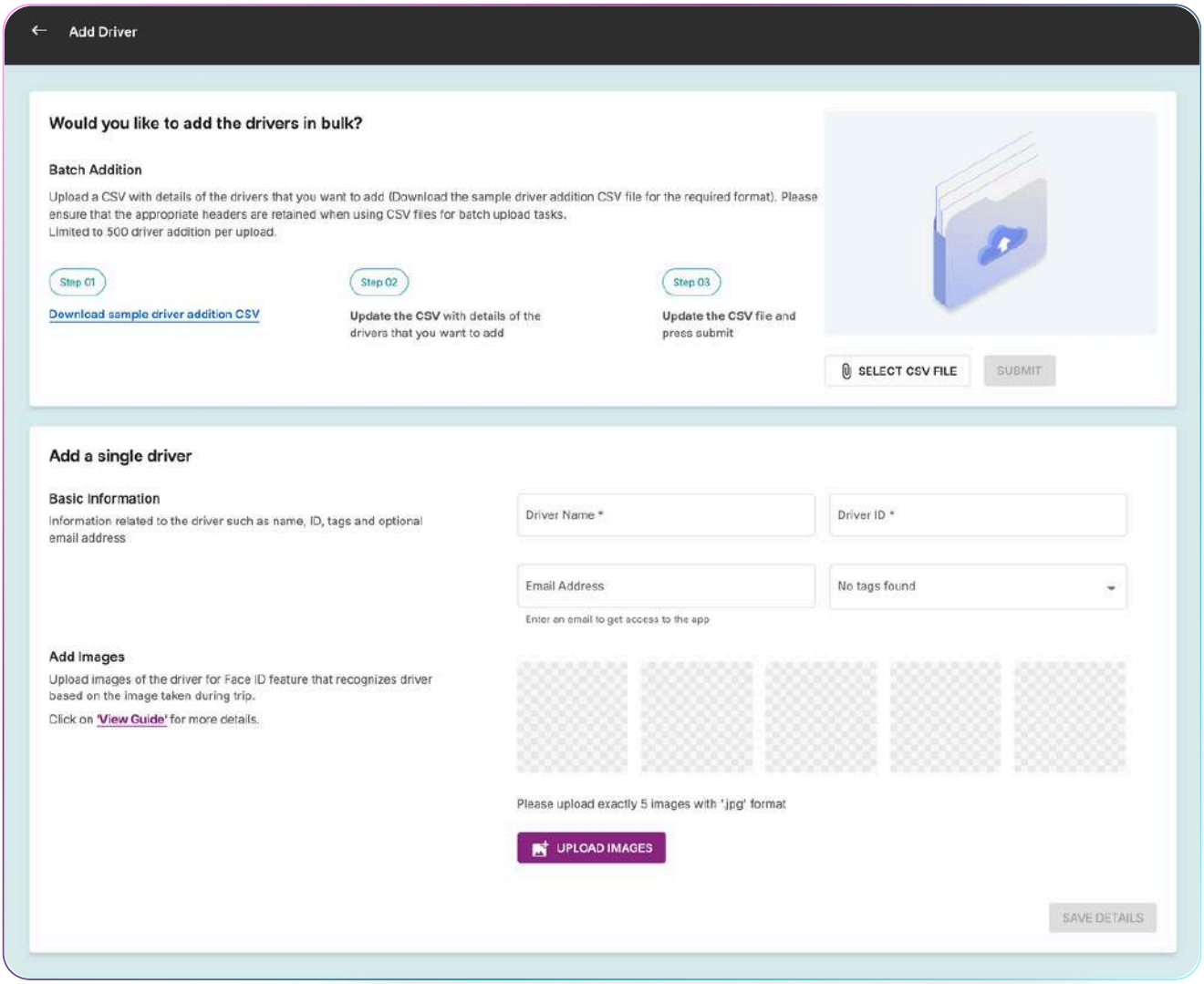
The Drivers page provides a consolidated view of all drivers, including those added manually and those imported from external sources like NFC or Bluetooth. Through this page, you can manage driver profiles, grant drivers access to the companion app, and enhance driver management with the optional face recognition feature, which improves driver identification accuracy and simplifies fleet operations.



Key Features and Workflow

1. Driver image Upload: On the Drivers page, you can upload images of your drivers. These images are used to enable the 'Face Recognition' feature.

2. Face Recognition for Driver ID: Once driver images are uploaded, RideView can use face recognition technology to identify drivers in video footage automatically. This can streamline driver attribution for safety events and trip data.



Conclusion



RideView Fleet Portal is a comprehensive solution that empowers fleet managers with the tools and insights to enhance driver safety, optimize fleet operations, and promote a positive safety culture.

With features that range from real-time live view to proactive coaching and detailed reporting, the platform focuses on reinforcing safe driving practices through positive behavior reinforcement rather than punitive measures.

Welcome to a safer and smarter way to manage your fleet with RideView!