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# DriveWell™ Fleet Program

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## Common Driver Questions

### Will DriveWell monitor my driving during non-business hours?

DriveWell will only record when you are in a company vehicle because it needs the Tag to tell it when to start and stop.

### What effect will this app have on my cell phone data usage and battery life?

The app uploads approximately 500 kilobytes per hour of driving. For a user driving four hours a day, this would be about 60 megabytes in one month.

As with any smartphone app, DriveWell uses your battery to operate. However, it minimizes battery usage through its intelligent use of your phone's sensor data and overall status. Please note that battery consumption may vary based on your smartphone model and age.

If drivers are concerned that their battery is draining rapidly, the cause may not actually be DriveWell, but rather other common apps and email applications.

To check what portion of your battery is being used by your DriveWell app:

#### iPhone

Go to: Settings > Battery > Scroll to find DriveWell

#### Android

Each manufacturer can modify the interface so steps might vary. Generally, we find the following steps work:

Go to: Settings>Battery>Scroll to find DriveWell

If DriveWell is using more than one to three percent of your phone's battery, there might be a bug we need to investigate. Please contact [support@cmtelematics.com](mailto:support@cmtelematics.com).

### Can my phone record trips in more than one vehicle?

Yes. A Fleet driver's phone app will connect to any Tag registered to the fleet.

It's important to remember that:

1. Tags are assigned to vehicles, not teams or drivers, so any driver on any team can drive a vehicle in the fleet and trips will record.
2. The Tag collects and stores telematics data and sends this data to the DriveWell app via a low-powered Bluetooth mechanism.
3. The Tag tells the DriveWell app to start and stop recording trips.

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### What if there are two employees in a vehicle?

If there are two drivers with the DriveWell app on their phones in the vehicle, the Tag could connect with either app.

1. If the Tag connects to the driver's phone, the recorded and scored trip is associated with the correct driver.
2. If the Tag connects to the passenger's phone, the passenger needs to open the app and navigate to this trip's page, and label the trip as "Passenger."

Currently, there is no way to notify the Tag to connect with the driver's app and not the passenger's app. To avoid this scenario, the passenger could momentarily turn off Bluetooth for their phone at the beginning of the trip.

### How do I label my status on a given trip, like Driver or Passenger?

To label your status, open the app and navigate to the trip's screen. Tap the Steering Wheel Icon in the upper right corner. You will see a series of options to select the correct mode.

### Why was I penalized for hard acceleration when the app only registered 0 mph?

DriveWell records hard acceleration as the rate at which you shift from a lower speed to a higher speed. When it registers 0 mph, that indicates the speed at the beginning of the trip event.

### Why did I receive a phone use trip event, even though my vehicle was stopped when I picked up my phone?

If you begin to accelerate while holding your phone or take out your phone while stopping, the app will register that as a phone use event. The distraction penalty will only apply for the period of time you were using your phone while in motion. It is safer to put down your phone when your vehicle starts moving.

### Why am I penalized for hard braking in unavoidable circumstances?

The app does not know the circumstances of a specific hard braking event -- it measures how hard you are braking, and for how long. The overall score takes into account the frequency of these events. Frequent hard braking counts more against your overall score. The stars assigned to an individual trip only provide a measure of what happened on that trip and do not take overall frequency into account.

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## Fleet Program Setup

### Who installs the Tags?

Often the fleet owner installs every Tag in the fleet, but in some cases the drivers do it themselves. Any user with the DriveWell app installed on their phone (using a team registration token) can install and register a Tag.

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### Where should I install the Tag?

The Tag must be securely fastened to a solid part of the car frame inside of the driver compartment. We recommend affixing the Tag to the corner of the windshield as to not obstruct the driver's view.

The Tag will not work well if kept in a glove box or cup holder, or fastened to a door. It requires a fixed frame of reference to the car, and will not collect accurate data if it bounces around or moves back and forth.

### How do I begin to use the app?

Once you download the DriveWell app, it will run in the background of your smartphone and automatically detect when you drive. Your trips will be processed and scored, and they will appear in your app within ten minutes of a trip completing.

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## Using the Fleet Portal

### What is the minimum setup required in the Portal to start the Fleet Program?

A Fleet and at least one Team for this Fleet must be created. Also, a fleet owner must be given access to the Portal as Fleet Administrator user, so they can log in and review the drivers' performance.

### How much time does a fleet manager spend on the Portal?

The amount of time a manager may spend in the Portal depends on the fleet size: number of drivers, vehicles, teams, and other managers reviewing driver performance.

For example, some managers might spend an hour everyday monitoring the locations and scores of drivers. Other fleet managers might check more frequently and look at reports, spending multiple hours a day on the Fleet Portal.

### Can I log in and view the Fleet Portal from my cell phone or tablet?

While the Fleet Portal is not optimized for mobile devices, it does dynamically resize for these devices so managers can view Portal pages from their mobile phones or tablets.

### What does "Tag-only" mean?

A trip is flagged as "Tag-only" when a smartphone does not connect to the Tag and record the trip. This can happen for a variety of reasons, such as the phone:

- is not present
- has low battery
- has Bluetooth disabled
- has location services disabled

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This may occur because the trip was particularly short and Bluetooth connection was unusually slow. For these trips, the driver is unknown.

Please note that location data is not collected by the Tag, so Tag-only trips cannot be displayed on a map. Events from Tag-only trips are not included in the scores by default, but it could be included if desired.

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## Using the DriveWell app

### What phones are compatible with DriveWell?

iPhones running Apple iOS 8 or higher and Android smartphones running Google Android 4.4 or higher.

The following phones are not compatible with DriveWell:

Samsung Galaxy Note II, BLU Life One XL, HTC One Max VZW, HTC M8, HTC One M8 Eye, Huawei P7, Huawei P7 mini, and Huawei Ascend p7.

### Is an internet connection required to run the DriveWell app?

An active internet connection is not required to record a drive or view the results of prior drives. An active internet connection is required to upload data from new trips so they can be processed and scored, and for the app to download recently scored trips. This internet connection can be via your cellular network or Wi-Fi network.

### If I turn my phone off, will the app still capture the trip data?

No. The app will not run if the phone is powered off.

### Do I need to actively open and run the app in the foreground while driving?

No. The app runs in the background of your smartphone and records trips automatically once it detects you are in motion.

### Do I need to open the app for each trip so it can collect my driving data?

No, the app works in the background and will collect your data any time a drive is detected. However, make sure that your device is charged and turned on during your trips.

### Does my smartphone battery need to be at a certain battery percentage for the app to work?

The DriveWell app will record drives when the smartphone has battery power greater than 10% or is plugged into a charger. If the battery level is less than or equal to 10% and the smartphone is not plugged in, then the app will not record a trip.

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### **Can I still use my vehicle's hands-free Bluetooth or other Bluetooth devices with the DriveWell app and Tag?**

Yes, the Tag is linked to DriveWell through a low-powered Bluetooth mechanism, not your phone's Bluetooth settings. If you have paired the Tag to your phone's Bluetooth settings, please disconnect the Bluetooth Tag from your phone's settings. It should automatically link with the app.

### **What happens if I downloaded the app but have to change phones?**

If you ever have to change phones or reinstall the app, you can log in as an existing user. A 4-digit PIN code will be sent to the email address you provided during initial registration.

### **How does a driver or employer get notified when the app is updated?**

The App Store and Google Play Store both provide lists of apps that are updated and available to upgrade. Our standard scoring and Portal views also show which version of an app a driver is running.

### **Can the system be manipulated by the driver by turning off/on Bluetooth settings?**

If the Bluetooth setting on the smartphone is turned OFF, the Tag won't be able to connect to it and tell the DriveWell app to start recording. Please be sure to have Bluetooth turned ON.

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## Using the DriveWell Tag

### **Do I need a new Tag if I replace my phone?**

If you get a new smartphone, you can continue to use your existing Tag. Download the DriveWell app on your new smartphone and simply log in as an existing user as mentioned above. The Tag will connect to the app automatically.

### **Do I need a new Tag if I replace my vehicle?**

If you replace the vehicle on your auto policy, move the Tag from your previous vehicle to your new vehicle.

### **How long does the Tag battery last?**

The Tag has an expected battery life of 3-4 years. If the light does not display on the Tag when the button is pressed, a replacement may be needed.

## Data Privacy

### What data is collected?

DriveWell App & Tag record:

- GPS data (location, speed, and direction)
- Accelerometer data
- Gyroscope data
- Magnetometer data
- Barometer data
- Date/Time
- App analytics

### Does the system track any other data than displayed on the app and portal?

The only additional data collected is diagnostic information about the app, smartphone and Tag for troubleshooting.

### Does Cambridge Mobile Telematics share my data?

Your individual driving data is considered confidential and will not be shared with third parties other than the insurance company. Respecting your privacy is an important part of our commitment to providing an excellent service and product.

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## Scoring

### How does DriveWell score my trips?

DriveWell collects and analyzes driving data, and computes an overall driving score out of 100 based on a series of criteria:

- **Phone Distraction**  
*Using your phone while the vehicle is in motion*
- **Speeding**  
*Driving over a safe-speed for a given road (speed limit + a buffer)*
- **Hard Acceleration**  
*Accelerating quickly*
- **Hard Braking**  
*Braking quickly*
- **Cornering**  
*Driving around a corner quickly*



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Also, sub-scores are computed for each of the criteria above.

### What does “inference” mean on a trip map?

"Inference" is DriveWell's estimate of your route between the actual starting point and when the app starts recording data (since it may take a minute or two for the app to determine that you are driving). The inferred route illustrated on the map may not reflect your actual route. Note that the inferred parts of your trip are not taken into account when calculating your score.

### How does DriveWell know whether I'm a driver or passenger?

DriveWell learns your driving behaviors over time including your common routes. You can review and correct your trip classification from driver to passenger or vice versa, which helps the DriveWell algorithms become more accurate.

### Why did my score decrease?

DriveWell calculates your score based on the last two weeks of trips, so you may see your overall score, scored distance and number of scored trips change as the score is recalculated each day or after a given trip.

### What is the difference between the stars and my number score?

Your overall score, out of 100, is the key component of your driving performance, and is based on your driving data over the last two week period. It is calculated as your total risk per mile based on historical driving data collected from millions of users and billions of recorded miles. More specifically, DriveWell compares your performance to the average driver population for each subscore, like hard braking and speeding, and then combines these together for an overall score.

The trip stars are an approximate rating for an individual trip, so you can easily understand your trip performance at a glance. For an individual trip, you can lose a star for any trip event that occurs: hard cornering, hard acceleration, hard braking, speeding, and phone distraction.

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## Trip Events

### What is the criteria for hard acceleration?

Hard acceleration measures the rate at which you accelerate -- that is, how quickly you shift from a lower speed to a higher speed. DriveWell records hard acceleration events when your phone registers about  $\frac{1}{3}$  G or more.

At times, hard acceleration can be unavoidable, such as merging into fast-moving traffic, and such rare occurrences should not impact your score. If your driving behavior frequently includes hard acceleration events, however, it may suggest you're an aggressive driver, which is a contributing factor for vehicle crashes. It is generally safer to accelerate more gradually. That way, you're less likely to skid if conditions are wet, or surprise another driver on the road who may collide with you.

### What is the criteria for speeding?

DriveWell records a speeding event when you are driving approximately 15 kilometers per hour, or 9 miles per hour, over the speed limit. However, this buffer above the speed limit varies by type of road (e.g. highway, surface streets).

### What is the criteria for hard cornering?

DriveWell records a hard cornering event when the phone registers about  $\frac{1}{3}$  G sideways (laterally) as you drive around a corner.

Though this behavior may be safe at times, some driver or road conditions could increase risk. For example, if the pavement is wet, the turn may be more slippery. Reducing your speed on corners will help to improve safe driving as conditions worsen.

### What is the criteria for hard braking?

DriveWell records a hard braking event when you reduce speed suddenly, such as slamming on the brakes in a lower-speed zone or drastically reducing speed on the highway. Specifically, it will record a hard braking event when your phone registers about  $-\frac{1}{3}$  G or more. If you engage in hard braking behavior often, even at lower speeds, it may suggest tailgating or inattention, which can be factors in vehicle accidents.

### What is the criteria for phone use?

For phone use, the app currently uses a combination of three factors to indicate phone distraction:

- The phone screen is on
- The phone is in motion (as if in someone's hand)
- The car is in motion

DriveWell is trying to detect when the driver's attention is off the road. You should not be penalized by the app for using your phone's GPS for navigation while in a dashboard mount, or for making a hands-free call.

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## Trip Recording

### What factors can inhibit trip recording?

Trip recording can be inhibited by:

- Sensor issues, such as:
  - The phone cannot identify your GPS location
  - The accelerometer is not working
  - The gyroscope is not working
- Memory issues, such as:
  - The phone is running multiple resource-intensive apps and does not provide DriveWell with the necessary resources to record
- Force-quitting
  - **iOS:** If you open the App Switcher (list of recent apps) and swipe the app upwards on the screen, the app will force-quit. The next time the app detects a trip has started, it will restart

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and record the trip automatically. If you force-quit the app while not on a trip, your trip recording should not be impacted, though you may experience minor recording delays on your next trip. We do not recommend force-quitting the app during a trip. The trip will stop recording momentarily but will resume recording shortly if you are still in motion. The period of time in between will have no data recorded.

- **Android:** If you navigate to Settings > Apps, you can force-stop the app. When this occurs, the app will stop working and not resume or record until you open the app or turn off force-stop. Only use force-stop if you want to stop all trip recording.

### What factors can delay the start of trip recording?

The app may take a moment to detect that your location has changed, and start getting location data after a trip starts. This is affected by things like how many other apps are being run, as well as how long it takes to acquire a GPS signal. In these situations, we show a calculated path back to your last known location.