Dashcams – Frequently Asked Questions (FAQ)

1. What is the purpose of the dashcams?

Dash cameras, or dashcams, enhance driver safety and capture road events, providing evidence to protect drivers and the company in case of incidents.

2. Do the dashcams record all the time?

Yes, the dashcams continuously record while the vehicle is in operation. However, only safety-related events trigger the upload of footage to the cloud.

3. What's the button on the camera for?

The button on the camera allows the driver to manually share video footage. This can be useful if the driver wants to immediately share a clip of an event with a manager or safety representative.

4. How long does a camera record after the vehicle is turned off?

The camera continues recording for 10 minutes after the vehicle is turned off.

5. Does my camera record audio?

While the camera can record audio, the Company chooses NOT to record audio. This policy is in place to respect privacy while still capturing essential video evidence.

6. Are drivers being watched live?

No. Live streaming is only used on demand by authorized managers for safety or investigative purposes. It's not used for continuous monitoring.

7. What kind of events does the dashcam detect?

Driving events such as harsh braking or acceleration, speeding, collisions, and other vehicle-related behaviors are detected by the vehicle's telematics system. When one of these events occurs, it automatically triggers the dashcam to save and upload video footage. The dashcam may also identify certain in-cab behaviors such as phone usage, distraction, or drowsiness.

8. Can the camera be turned off?

No. Drivers are strictly prohibited from unplugging, blocking, or obstructing dashcams in any way.

9. How is the footage used?

Footage is primarily used for driver coaching, investigating incidents, supporting insurance claims, or enhancing safety improvement programs.

10. Is the driver notified when an event is recorded?

Yes. Drivers receive audible alerts when certain events are triggered.

11. Who has access to the video footage?

Only authorized personnel—such as safety administrators—have access to view or download footage through the dashboard.

12. Do the dashcams violate privacy?

The dashcams are designed with privacy in mind. Footage is securely stored and is only accessible by authorized personnel for legitimate safety-related purposes.

13. How is the speed limit determined?

Speed limits are identified using GPS data from the vehicle's telematics gateway and the telematics provider's Global Speed Limit Database (GSLD), which is updated quarterly.

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