



FICO® Safe Driving Score: How Does it Work? Q&A

Webinar replays are available [here](#)

FICO® Safe Driving Score

A couple of my drivers have multiple points deducted at the exact same time for the same thing. Is there any insight into why this could be? (Example: 2 points, both for hard cornering and both at 12:59pm)

We can investigate specific trips when the drivers submit direct feedback from the app and get back to you on exact impacts on their specific score.

<https://amzl-support.edriving.com/hc/en-us/articles/360001568605-How-do-I-send-feedback-to-the-eDriving-Mentor-team->

Also, event counts are not “points”, but the number of times the event occurred during the trip, and impact of the events on a trip is measured by the duration of the event, severity of the event, and the overall duration and distance of the trip.

On the daily score I had no events for the day and daily score was not 850 why?

The FICO® Safe Driving Score measures the driving history of behaviors, as well as events captured during the trip and provides an overall look on the risk of the driver. Just because there are no events on a specific trip, does not mean a driver will earn an automatic 850 score. There must be the presence of smooth driving behaviors and all around safe and defensive driving displayed throughout the trip.

The rolling 7-day average score includes the duration and distance of the trips as well as severity of events to show a weighted average in scoring.

<https://amzl-support.edriving.com/hc/en-us/articles/360001551369-How-is-the-FICO-Safe-Driving-Score-calculated->

There should be a way to contest an event. Sometimes a hard-braking event is needed. We deliver in neighborhoods, where a lot is going on (IE: kids playing, people walking around). A hard brake prevents a lot of possible crashes.

What if a driver must brake hard to avoid another driver on the road who is distracted? Does FICO recognize that he's avoiding an accident?

From a risk management standpoint, harsh braking measures predictability of getting into a collision. Harsh Braking (slamming on your brakes, using more than 30% of your brake pedal distance for stopping), will cause a harsh braking event to be captured. While we understand that some events are

unable to be avoided, the trends in this area are shown to help drivers avoid any type of collision. For this reason, the drivers are scored on a 7-day rolling average to show the most displayed behaviors within that time frame and allow for buffering the score for anomalies such as this. Your driver wants to ensure he or she is maintaining a safe driving distance from other vehicles. This will allow more time to react and avoid harsh braking events and possible collisions.

Regarding coaching, can you go over how a low FICO score happens with zero events?

Looking at the antiquity of behaviors captured across a driver's history can help guide where coaching is needed and in which areas.

A score is comprised of the overall trip category and includes the 7-day rolling weighted average for the driver's FICO® Safe Driving Score. This averages the trip for that day and includes any trips taken within the 6 days prior to that, measuring the severity of the events during this time frame as well as the duration and distance of the trips.

<https://amzl-support.edriving.com/hc/en-us/articles/360001551349-I-had-a-really-high-FICO-Safe-Driving-Score-and-have-not-incurred-any-negative-events-and-yet-my-score-has-continued-to-decline-What-s-going-on->

We can investigate specific trips by the driver submitting direct feedback from their trip and get back to you on exact impacts on the score.

<https://amzl-support.edriving.com/hc/en-us/articles/360001568605-How-do-I-send-feedback-to-the-eDriving-Mentor-team->

I understand the range for scoring, but how likely is it to be above an 800?

Depending on the driving behaviors exhibited from a driver, the score is measured across the entire 7 days to calculate the drivers risky driving behaviors compared to the smooth driving behaviors displayed. The information captured within the application will weigh a driver's smooth driving behaviors compared to any risky behaviors, and populates a score depending on this predictive measure. If a driver reliably displays safe and smooth driving behaviors over this time, their score will reflect in the "Great" category consistently.

How does overall mileage impact the score?

The distance and duration of the trip impact the score by measuring the opportunities a driver had to display safe driving behaviors versus the events captured within the trip. A longer trip will populate more opportunities to drive safely than a shorter trip. This measures the opportunities a driver had to make safe driving decisions and weighs it in comparison to the drivers displayed behaviors.

If the driver turns off the phone, how would that affect their FICO score?

Assuming a Pre-trip DVCR has already been submitted, if the driver turns off the phone running the Mentor app, the trip will not be recorded when driving a non-branded van, and the user will be

automatically logged out of Mentor at midnight lacking a Post-trip DVCR if he/she does not turn the phone back on to complete the Post-trip DVCR.

In a branded van, Distraction will not be recorded, but the trip will be recorded including Acceleration, Braking, Cornering, Speeding (in addition to non-FICO events of Seat Belt, Reversing, Idling, Engine Off, MPG), and the user will be automatically logged out of Mentor at midnight lacking a Post-trip DVCR if he/she does not turn the phone back on to complete the Post-trip DVCR.

What tips can you give a driver to improve his score from low 500s to 700?

Smooth driving is the way to a higher FICO® Safe Driving Score (FSDS). The FSDS is a predictive score that indicates a driver's likelihood of being involved in a collision. The best way to increase your score is to avoid sudden reactions.

Our most common suggestion is to increase following distance to allow for safer driving behaviors. Following Distance is a key component. Keeping at least 3-6 seconds between you and the vehicle in front of you (and even more at night or during inclement weather) will give you time to react safely to other road users and conditions.

No Distractions – keep your device in the mount/cradle untouched while you are driving. Only interact when you are safely parked.

I have a DA with a score of 596 (0 speeding, 0 accel, 0 distractions, 0 cornering), why is his score so low?

A score is comprised of the overall trip category and includes the 7-day rolling weighted average for the drivers FICO® Safe Driving Score. This averages the trip for that day and includes any trips taken within the 6 days prior to that, measuring the severity of the events during this time frame as well as the duration and distance of the trips. Therefore, even with zero event counts on a single day, the previous driving behavior is part of the current 7-day rolling weighted average for the day viewed.

We can investigate specific trips by the driver submitting direct feedback from their trip and get back to you on exact impacts on the score.

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What's a positive way to engage all drivers in being more aware of not just their score but being an engaged driver like you discussed earlier?

The application is a great starting point to make each individual aware of their own driving habits. Coaching your drivers by reviewing the playlists, webinars, FAQs can help with teaching the driving behaviors and familiarize them with safe driving habits to practice. We have other educational modules that are available through eDriving that we can go over at any time. Hundreds of online resources, including our [Three60 online magazine](#), Professional Coaching and interactive eLearning are other ways to engage drivers in a safer driving and collision free culture. Be sure to check out our [Driver Performance Coaching](#) webinar, too.

Is it possible to get to an 850?

Yes, it is possible to achieve an 850 score, however, the goal is for drivers to get 710 or better from a risk management standpoint. This number means drivers are 20% less likely to be in a collision.

Smooth driving is the way to a higher FICO® Safe Driving Score (FSDS). The FSDS is a predictive score that indicates a driver's likelihood of being involved in a collision. The best way to increase your score is to avoid sudden reactions.

Fast Acceleration (jackrabbit starts, jumping off the line), Harsh Braking (slamming on your brakes, using more than 30% of your brake pedal distance for stopping) and Hard Cornering (not slowing down enough into a corner causing you to take it too fast and increase your tip-over risk) will all cause you to receive lower marks in these areas. In addition, any use of your phone/device while the vehicle is moving will negatively impact your score, including movement, screen touches, phone calls/texts made or answered (including hands-free). Speeding over the posted speed limit will also negatively impact your score.

Drivers should always leave at least 3-6 seconds of following distance between them and the car in front of them (more at night or during inclement weather). This will give them enough time to react (slow, turn, get out of the way) when the vehicle in front of them does something unexpected. This behavior will immediately increase a driver's safety behind the wheel. It's a great place to start.

What can be done in situations where a driver runs the same route for two days and notices a score gap of nearly 100 points? When they drive the same way both days, with no events captured, is there a difference in scoring?

Depending on the driving behaviors displayed, the driver can run the same route and display slight variations in the driving behaviors. Keep in mind that the current score always includes the previous six days' of driving behavior and is a rolling 7-day weighted average. The application measures the behaviors displayed each time a driver completes a route and will score them based on the amount of defensive driving behaviors captured in conjunction with threshold for events. Even if the event was not within the threshold for reporting an event, the application measures the risk the driver poses compared to the positive events captured and impacts a driver's score accordingly.

The Daily score is shown in the portal as a weighted average of the driver's trips within the last 7 days. Behaviors in driving are impacted by many variables, as we drive differently each time we get behind the wheel depending on internal and external variables, there will be slight variations in our driving behaviors.

<https://amzl-support.edriving.com/hc/en-us/articles/360001551349-I-had-a-really-high-FICO-Safe-Driving-Score-and-have-not-incurred-any-negative-events-and-yet-my-score-has-continued-to-decline-What-s-going-on->

We can investigate specific trips by the driver submitting direct feedback to provide more insight into the differences.

Does logging in/out of Mentor impact score? If so, how?

The act of logging in and out of the Mentor app does not impact the FICO® Safe Driving Score. However, in order for a trip to be started, recorded, and scored, the driver must login, complete a Pre- DVCR and begin their route. Once a driver has started a route, the app begins calculating the events for the FICO® Safe Driving score until the Post-trip DVCR has been completed. A driver cannot log out of the app without completing a Post-trip DVCR, however, if they forget this part of the process, the system will automatically logout the driver at midnight and the trip will lack a Post-trip DVCR. If a driver logs into the

Mentor app while not working, this does not affect any rating whatsoever. A driver can log into Mentor at any time to review their data or complete training modules with no impact to their FICO® Safe Driving Score.

Branded Vans vs Non-Branded Vans

Drivers complain that their scores on rental vans are worse than the ones they get while driving Amazon branded vans, is there any insight into this?

There is no difference of scoring between the branded and non-branded vehicles, only the way the information is captured. The Mentor App captures the same 5 FICO Driving Events no matter the type of vehicle. FICO® Safe Driving Scores between branded and non-branded vans are scored similarly with the ABCDS events captured through the telematics installed in the vehicle or the device itself.

Seatbelts and Reversing

We just had a case this week where a driver score had 150 seatbelt violations but a perfect 850 score. How is that possible?

Seat Belt events do not contribute to the FICO® Safe Driving Score.

<https://amzl-support.edriving.com/hc/en-us/articles/360002865638-What-is-a-Seat-Belt-Event->

How does “Reversing” get reported and factored into the score?

Reversing events do not contribute to the FICO® Safe Driving Score.

<https://amzl-support.edriving.com/hc/en-us/articles/360002862197-What-is-a-Reversing-Event->

Playlist

Why do training videos on the Driver Performance Report not reflect what the driver sees on the app (i.e. report shows videos need to be completed, but the app doesn't show any videos)?

The Driver Performance page reporting is historical information. The reporting will not update for the driver until the driver takes a trip in real-time which then sends the information to the portal from their application. Therefore, if a driver's last count of incomplete videos was at 10, and the driver was off for a few days and completed another 6 during that time, the DSP Manager will not see the recently completed playlist items in the portal until the driver takes his/her trip.

Does watching training videos in the playlist raise the FICO score?

The playlist training videos do not contribute to the FICO® Safe Driving Score. These training modules are educational and interactive and will help the driver become a SMART and defensive driver which can help improve their safety and overall driving behaviors.

When is the best time for DAs to view the training videos, since time is limited from start to finish of shift?

This is up to the discretion of DSP/Manager. We recommend that the driver take these modules as they are assigned, but not while driving.

Distraction

What if a helper holds the phone? (This means a helper in the van was the one who was touching the phone, which made it seem like the driver was using the phone). *The device has no way of knowing that the driver logged into Mentor isn't the person handling the phone and therefore can make no distinction between "driver" and "holder" and events will be captured based on handling the device and driving behavior. See below.*

What causes a distraction? *See additional details below.*

If the DA is using an earpiece during driving and not touching the phone, will this count against the DA's score, when they are approved by the state for safety? *Yes. See additional details below.*

What if drivers are trying to look for an address or touching the screen to zoom in, will this count as a distraction? *Yes. See additional details below.*

How do you cut down on distractions when the device that you use to deliver with the Amazon flex and mentor app is the same? *See additional details below.*

For Distractions... is moving the map a distraction? *Yes. See additional details below.*

Any interaction with the device, while the vehicle is in motion, will trigger a distraction event. This includes screen touches, moving the device, outgoing calls/ text messages; swiping notifications closed and interacting with the device via hands free/blue tooth functions.

<https://amzl-support.edriving.com/hc/en-us/articles/360002862237-What-is-considered-a-Device-Phone-Manipulation-Distraction-Event->

There is virtually no difference in the level of risk when making or receiving calls either hand-held or hands-free. Hands-free does not mean risk-free! Studies show you are 4 times more likely to crash if you are using a phone while driving, even if that phone call is being conducted hands-free. That's because it's not our hands that are distracted; it is our brains. There is no safe way to use your phone while you are driving. To avoid negatively impacting your score with Distraction events, wait until your trip has ended before using your phone.

<https://amzl-support.edriving.com/hc/en-us/articles/360001556449-Why-did-I-get-a-distraction-event-when-I-used-my-Bluetooth-device-to-make-a-hands-free-call->

If you need to answer or make a phone call or interact with the device or any application, pull off the road to a safe location where you can legally park to conduct your business. A parking lot is recommended; stopping on the side of the road is not considered a safe place to park your vehicle.

Cradle/ Phone Stability

Do phones that shake in a phone cradle get picked up as distraction?

I read on a DSP chat, that phones shaking in the cradle can come up as a distraction event, is that true?

Bumps and other rough road surfaces driven at proper speeds with the phone properly secured will not register a Distraction event. If you speed through rougher roads or over speed bumps, Distractions could be triggered. We have not been able to replicate this scenario while a device is secured and driving at proper speeds for the road/surface conditions. Surveying our customers, the mount that seemed to have the most positive reviews from both a security when driving and ease of use getting in and out of the vehicle, was: [Scosche MagicMount](#)

Note: eDriving is not in a position to recommend a specific mount given the enormous variety on the market at various price points, all designed for different use cases and road conditions. We will continue to monitor client selections and share best practices when available.

Other

Are we going to have our employees download the app, or are we putting this on the devices we are using?

It is up to the DSP along with Amazon Leadership to decide which device would be best suited to run the application (the delivery device that the DSP provides, or the employees personal device).

Are drivers being taught eMentor in class? How deep does the training go regarding understanding the different metrics they are subject to?

Drivers receive a 2-day training from Amazon and eMentor is a part of that training. Upon obtaining the welcome email, DSPs are invited to our training sessions that also provide direction to training your drivers in the eMentor application and how to utilize it. We offer resources online as well: [Amazon DSP Support](#)

How do we sign up for the eMentor program?

Amazon DSPs are contracted through Amazon. Once we receive the DSP's information from Amazon/Element teams, eDriving will send a Welcome Email to the Admin for the Mentor Program, along with a DSP Amazon DSP Mentor Training schedules.

Will there ever be an option to take pictures of the vehicle regardless if there is damage to report or not?

As of now, the Inspection Checklist only requires pictures to be taken if there is current damage to the vehicle.

For an AMZL building, is there a way for Management to see if someone has recreated an email address for Mentor to change the score?

Drivers are unable to create their own accounts and one account can only belong to one DSP. There is not a way for a driver to manipulate their score, nor their profile in the DSP's account.

Is the driver's training specific to their driving habits that the app monitors?

The training components are comprised of a compilation of orientation videos when a new driver joins the program. Two training videos per week for the first 12 weeks are assigned to drivers. This is then updated biweekly, with training videos showing information on safe driving habits and expanding drivers understanding of risk management and behavior redirection techniques. Recently enhanced adaptive training modules are launching soon and we will announce that information in the near future.

I need more of understanding of what I see on the “Weekly” and “Daily” scores in the Portal for Driver Performance.

The FICO® Safe Driving Score is a weighted average. You can view scores for your drivers in the Driver Performance report in the DSP Manager Portal as follows:

DAILY = rolling 7-day weighted average FSDS for drivers active in that time frame

WEEKLY = weighted average FSDS for active drivers from Sunday to Saturday of that week

MONTHLY = weighted average FSDS score for active drivers in that month

These are not simple averages. Taking each daily score, adding them together, and then dividing by the total, will not give you the weighted average overall FSDS score for your DSP/Driver

When there are more pre-DCVRs than post DVCRs, does this impact compliance reporting when a driver accidentally logs out w/o completing a post trip?

eDriving does not measure compliance nor supply the reporting. However, we always suggest that when you see discrepancies, you contact us with the driver's email(s) and date of the trips by submitting a [DSP Mentor Support Ticket](#) . We can assist with investigating the trip, and we always want to ensure the the most current version of the application is installed, and settings are calibrated correctly within the device.

Have you ever compared the top drivers with the Amazon delivery scores to see if you can be both safe and efficient in the metrics?

This would be best answered by Amazon Leadership as eMentor does not have insight into the data captured by Amazon outside of the eMentor application.

Some drivers receive "Bad Data" instead of their daily score, what does this mean?

Bad Data is an indication of founded errors with capturing a trip successfully and in lieu of inaccurately scoring a trip there will be a “Bad Data” notification. This can be caused by several different scenarios, from settings within the device being disabled, the driver running an older version of the application to a driver killing the application or turning off needed sensors. Please reach out to our Customer Support Staff when that error occurs. By having a driver submit feedback directly from their device, the support contacts will be able to instruct them further.

How are you tracking "attention"?

Mentor collects, analyzes and scores data on driving behaviors such as Acceleration, Braking, Cornering, Distraction, and Speeding and provides clear performance progress and in-app training to help drivers change their driving behavior and reduce their risk of collisions. It captures any distraction events through the calibration of the device and reports within the application.

Why are some drivers not showing up in the daily report?

We would need to review this on a case-by-case basis. Obtaining the dates and drivers' emails will provide more insight into how the devices are interacting with the application and reporting back to the portal. We would need to review those drivers' trips in detail Please submit a ticket to [DSP Mentor Support Ticket](#) .