Hours of Service

96% COMPLIANT

Compliant
96.3%

In violation
3.7%

How to Successfully Roll Out ELD Technology

with Samsara

Introduction

Selecting a new ELD provider can feel daunting. With careful planning and thoughtful preparation, your transition to a new solution can be efficient and seamless. Even tricky transition elements—like new hardware installation or updated driver workflows—can be managed with the right plan of attack. Forward-thinking fleets can take this transition as an opportunity to upgrade older systems, increase technology ROI, and improve overall fleet efficiency.

About Samsara

Samsara's cloud platform messaging integrates tracking, management, and compliance of your fleet.

→ **Maintain compliance:** Samsara's electronic logging device is an FMCSA registered ELD that connects directly to a vehicle's engine through the OBD port and provides live visibility into HOS.

→ **Improve fleet productivity:** Complete more jobs in fewer hours and miles/km with real-time visibility into vehicle location, live traffic data, and route analytics.

→ **Respond rapidly to changing conditions:** Adapt on the go by remotely re-routing vehicles and sending messages to drivers through the Samsara Driver App.

→ **Identify problems early:** Get instant alerts for idling, speeding, engine faults, battery level, and geofence activities to keep your fleet safe and running.

→ **Share live tracking with customers:** Let customers track route progress and receive automatic updates. Improve customer satisfaction and reduce call volume by sharing arrival times and delays.

→ **Streamline your business:** Simplify compliance and operations with a platform that combines GPS tracking, HOS compliance, paperless DVIRs, temperature monitoring, and more.
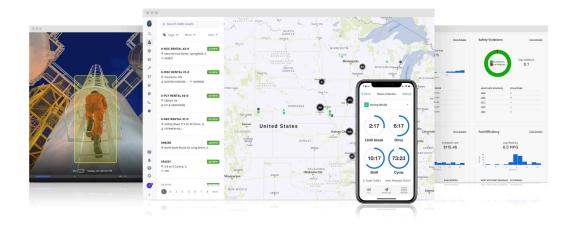
Table of Contents

01

Timeline & Milestones

Example timelines

Example timelines from existing customers are below:

ELD only

3,000 VGs installed across 22 sites in the US and Canada. 4,000 drivers trained. Project completed ahead of schedule.

FEB 2020-AUG 2020

○ **90 day pilot:** April 2019

○ **Project launch:** January 2020

○ **Hardware shipped:** Late January 2020

○ **Configuration decisions made:** End of February 2020

○ **First sites installation:** March 2020-Mid April 2020

○ **Feedback incorporated:** May 2020 after first 2 sites went live end of April 2020

○ **Full installation:** Installation complete mid-July 2020

○ **Training:** Began April 2020 for first 2 sites, rolled through mid-July 2020

○ **All sites live:** August 2020

PRO TIP

Timelines for rolling out a new ELD system depend on a number of factors:

→ Number of vehicles

→ Number of sites

→ Number of installers

→ Devices

ELD and Cameras

1,200 VG and CM31s/CM32s installed across 5 locations. 2,000 drivers trained. Simultaneously installed both cameras and VGs for efficiency. Deployed an internal team of 3 installers to travel to each site, prioritizing sites with most active vehicles.

JAN 2020-MAY 2020

- **Pilot:** November 2019 - January 2020

- **Hardware shipped:** January 2020

- **Installation:** Feb 2020-May 2020 (prioritized sites)

- **Training:** March 2020 - April 2020

- **Sites live:** May 2020 (prioritized), remaining sites went live as their operations came back online through the end of 2020

02

Getting started

Get buy-in

Before reaching out to providers, get your internal team on board. Changes that must take place across the business require investment, planning and support. Getting everyone on the same page around engagement, resources, budget, and timeline will help kick off this project quickly. By engaging internal champions from other departments, you'll also make it possible to scale your implementation rapidly later on.

THREE TIPS FOR SECURING BUY-IN:

1. **Make it desirable:** Highlight the reason why you need to make this change and the vision of what you hope to achieve. Emphasize the return on investment you expect to see. Demonstrate the business value and align to greater business objectives.

2. **Make it cross-functional:** Identify all the ways this initiative will engage and support other parts of the business, from maintenance to safety and everyone in between. Secure engagement and support from other teams before presenting to the executive team.

3. **Make it manageable:** Break down the initiative into smaller sections and provide a timeline. Highlight the costs and the benefits and present a plan for how you will get this change done.

PRO TIP

Have a Project Driver

Customers who have a project driver tend to implement new ELD solutions faster than those without. Generally, the project driver is a member of the compliance team. This project driver should be responsible for:

→ Convening decision making bodies

→ Ensuring the team sticks to deadlines

→ Unsticking the project

→ Overseeing the pilot

→ Developing a roll-out and training schedule

Four types of people to engage

01

Executive leadership

Secure the commitment of your executive leadership team to explore new options. Ensure they have accommodated for this shift in the allocation of resources and in planning for the year. Ideally, have one champion for your project on the executive team who can answer questions and support your cause.

02

Compliance team

Key players on the compliance team should know you are exploring new options and be prepared to offer support throughout the selection, planning, and implementation process. We also recommend that the compliance lead brings a list of all compliance reporting requirements from other stakeholders to the table as early as possible to ensure that there are no gaps.

03

Finance

Make sure your finance team has budget set aside for the purchase and implementation of new devices and new systems. This will help you avoid issues down the line.

04

Fleet admins & managers

Engage a few trusted fleet admins and managers to provide feedback on the process. This will help identify the best solution for your fleet and ease the process of implementation later on.

Evaluate and select the right solution

A new ELD system will impact your workflows and build the foundation for your fleet's compliance and operations in the future, so it's important to choose a best-in-class system that can grow with your company:

→ Ensure that it is registered with the FMCSA and/or Transport Canada

→ Confirm that the system has an easy-to-use interface for both drivers and managers

→ Check reviews for feedback on customer support and product usability

→ Examine how frequently the system is updated with new features

While updating your systems to stay compliant is a must, consider using this open project to achieve larger goals as well—including reducing costs, increasing fleet efficiency, and improving safety. Look for a platform with additional features that could drive ROI, like fuel usage tracking, preventative maintenance reminders, or dash cams for driver coaching and exoneration.

PRO TIP

Try before you buy

Check to see if any providers offer free trials or risk-free return periods, so you can test their devices with a small number of vehicles and identify what works best for your fleet. Samsara offers 30 days free to ensure you have a chance to see what features you have available and how it benefits your team.

Determine what other features you need:

→ Safety

→ Efficiency

→ Telematics

→ Equipment Monitoring

→ Site Visibility

→ Maintenance

→ Reporting

→ Workflows

→ Integrations

→ Sustainability

→ Security

Samsara has many other resources to support you in this decision. Once you've decided on your new solution, it's time to start planning your implementation.

→

03

Planning & preparation

Create a plan

Before jumping into your configuration process, you'll need to assess your fleet needs. Investing the time and energy upfront to build an implementation strategy that works for your fleet will lead to measurable payoffs in fleet efficiency and compliance. Answering the following questions and collecting the appropriate data can make your onboarding process smoother and more efficient.

Your initial planning should cover four main areas:

01 - DASHBOARD REQUIREMENTS AND CONFIGURATION

→ What type of operator are you? What are your business and compliance needs?

→ Do you have all the information required to set up drivers?

→ What roles and responsibilities will people have in the system?

→ What systems do you need to integrate with?

02 - COMPLIANCE NEEDS

→ What are your reporting requirements?

03 - INSTALLATION PLAN

→ Will you be installing devices all at once or in phases?

→ Are you conducting a pilot?

→ Who is conducting the install? Your team or a third-party vendor?

→ What types of vehicles do you have and how long does it take to install?

→ What devices will you use?

→ What in-cab materials are required?

04 - TRAINING SCHEDULE ESTABLISHED

→ How will you conduct training?

→ Will you employ a 'train the trainer' approach?

→ Who needs to be trained?

→ What materials will you need?

→ What resources does your provider make available?

→ When will training take place?

By covering these questions, you will be able to better determine:

→ What resources you need to accomplish this implementation

→ Which teams need to assist in this implementation

→ What information you need to collect to accelerate this implementation

→ How much time this implementation will take

PRO TIP

Samsara recommends adopting a "Train the Trainer" approach to scale training across your organization. Empower your trainers with virtual training through Samsara's Training Center for Super Users so they are familiar with the dashboard prior to your own tailored trainings.

Map your configuration needs

Samsara's system is designed to work for fleets of all shapes and sizes. But, each fleet has its own needs. One of your first goals will be to set up your dashboard so that it supports your HOS compliance, provides access to the right people, and collects critical information for you. Walk through the questions below before starting your configuration to accelerate the process.

01 - CHOOSE THE RULE SETS THAT MATCH YOUR OPERATIONS AND CONFIGURE YOUR SYSTEM ACCORDINGLY

Different operators have different needs and you'll need to account for them in your dashboard configuration. Many ELDs come with different rule sets and settings that fleets can choose to opt into, such as certain ELD exemptions or optional driving statuses like personal conveyance.

Learn more about what rule set your company needs to follow with the FMCSA and/or Transport Canada. Learn more about configuring your dashboard on Samsara's Knowledge Base.

02 - MAKE SURE YOU HAVE ALL THE INFORMATION YOU NEED TO EASILY SET UP DRIVERS

To upload your drivers into the system, you will need several pieces of information. Make sure you capture it earlier so that you're not slowed down as the installation and configuration process proceed.

- → Unique driver names across the organization

- → License number and license state

- → Last 4 digits of employee IDs

- → Tags for groups, if you desire

- → User names and passwords for app

PRO TIP

Take 2-3 weeks to fully answer these questions before building out your configuration. The process will be much smoother.

03 - IDENTIFY WHAT ROLES INDIVIDUALS WILL PLAY

There are two main ELD roles: drivers and carriers. Proper HOS management with ELD requires both parties to fully understand exactly who is responsible for managing what. Everyone should be able to clearly answer this question: "What is expected of me, and what happens if I don't do what's expected?" An example delineation of roles between drivers and carriers:

→ Drivers: Responsible for logging in and out of vehicles appropriately, selecting the right duty status, and annotating the log.

→ Carriers: Responsible for training drivers, monitoring potential violations, addressing violations, and regularly reviewing unassigned HOS.

04 - DETERMINE WHAT SYSTEMS YOU WILL NEED TO INTEGRATE

Your fleet likely leverages multiple inter-connected systems to manage everything from payroll to maintenance. Make a list of all the systems that will need to pull or push data from your ELD solution, and confirm what steps are needed to integrate them. Easily integrate your existing systems with Samsara through our open API and pre-built integrations on Samsara's App Marketplace.

→ Maintenance

→ Safety or dash cameras

→ Fuel cards

→ Routing & dispatch

→ Payroll

→ TMS

→ Navigation

Steps required for ELD compliance

01

Input your HOS rule set

→ Carrier name

→ Carrier address

→ US DOT number

→ Select the appropriate rule set

02

Add necessary driver information

→ First and last name

→ License number and license state

→ Username and password for app

03

In-cab materials

→ 8 days of driver logs

→ DOT instruction sheet (found in Samsara Driver App)

→ Samsara Driver App manual (found in Samsara Driver App)

04

Closely monitor HOS

→ Certify logs

→ Identify violations before they occur

→ Annotate violations quickly

→ Manage unassigned HOS segments

For more read our Knowledge Base article.

Plan for new workflows

Once you've aligned on the answers above and have started building out your configuration, it's time to plan the new workflows you need to introduce to run your business.

→ Get familiar with the HOS tools and reporting. Make note of how it compares to your previous provider and where it differs.

→ Update your internal processes.

→ Identify opportunities outside of compliance to use ELD data.

6 benefits of ELDs beyond compliance

Here are a few key benefits of ELDs that go beyond compliance.

01. **Less administrative work:** ELDs streamling HOS management. Reducing the amount of time your compliance managers have to spend reviewing logs and preparing for audits.

02. **Faster dispatch:** Some ELDs, such as Samsara's, give dispatchers real-time visibility into vehicle locations, helping them work faster and more effectively. Being able to view HOS and GPS data all in one place makes it easier for dispatchers to identify the right driver for the right job. Once drivers have been dispatched, the right ELD system can even improve customer service by providing customers with live ETAs.

03. **Increased fuel efficiency:** ELD systems like Samsara provide real-time visibility into fuel usage, enabling your back-office staff to more effectively coach drivers. By helping reduce engine idling and increase fuel efficiency, ELD systems can save your fleet thousands of dollars or more in fuel costs per year.

04. **Improved safety:** Safety managers can use harsh event data from your ELD system—including data on harsh braking, harsh turning, and collisions—to coach drivers and reduce risky driving behavior. When paired with footage from AI dash cams, ELD systems can be an effective tool for decreasing accidents and improving CSA scores.

05. **Reduced liability:** With the ability to prove the location of your vehicles at any given time, an ELD system can help you exonerate drivers from false claims, such as allegations of damage that occurred when none of your drivers were nearby. Plus, when paired with footage from connected dash cams, you can also exonerate drivers from accidents that occur but are not their fault.

06. **Competitive advantage:** The real-time location data that ELDs provide can be used as a competitive advantage—no matter what industry you're in. For example, less-than-truckload (LTL) carriers use real-time GPS data to share vehicle locations with broker apps, earning more per load. Passenger transit fleets use real-time GPS data to share live ETAs with their customers, increasing customer satisfaction.

04
Installation

As you are building out your configuration, you're likely also starting to build out your installation plan. Installation time depends heavily on the size, location, and type of fleet that you have. Thinking through the questions below can help you plan for your installation, determine installation timing, and identify what resources are needed.

01 – WHAT TYPE OF VEHICLES ARE YOU INSTALLING ON?

Depending on your chosen ELD solution, install times may vary from minutes to days per vehicle. Have a timed installation dry-run to determine exactly how long outfitting each vehicle will take. Samsara's Vehicle Gateway installs in under 10 minutes, and your sales engineer can help you run an installation dry run to create a smoother rollout.

→ Passenger cars

→ Trucks

→ Assets

Combine that data with the date your new hardware is arriving, the number of installers you have, and the number of vehicles that need to be updated to create a realistic installation timeline.

To get estimated total install time across your fleet:

→ If applicable: time to remove existing devices multiplied by the number of vehicles

→ Install time per vehicle multiplied by the number of vehicles, plus the time required to move resources

Then figure out per site time:

→ If applicable: time to remove existing devices multiplied by the number of vehicles

→ Install time per vehicle multiplied by the number of vehicles at that site + time required to move resources

PRO TIP

Different vehicles will take different amounts of time to install. Conduct a dry run across several types to get a sense for how long it will take.

02 – HOW WILL YOU INSTALL THE DEVICES?

Think about the transformation you're trying to achieve. Are you planning on using your new solution alongside existing devices or do you need to remove hardware that is no longer needed? Assess your needs and measure the impact it may have on timing.

→ Rip and replace

→ Alongside

03 – WHO WILL INSTALL YOUR DEVICES?

Samsara's devices are designed to be installed simply and easily. But when you have a fleet of thousands and time is short, you may look for external help. Think about how many people you would need internally to install your devices on your ideal timeline and whether hiring an install partner would be helpful.

→ Your team/self-installation

→ Third-party

04 – WHAT IS YOUR TIMELINE FOR INSTALLING DEVICES?

Installing new hardware on every truck simultaneously is the fastest way to upgrade your fleet, but it can also be challenging. A slower rollout, with smaller groups upgraded in batches, will allow time for flexibility and optimization. Discover installation and onboarding best practices during a pilot program, then find what works best for your organization with a small group before rolling it out to the whole fleet.

→ Phased

→ All at once

05 – WILL YOUR DRIVERS LOG THEIR HOURS ON A MOBILE DEVICE?

Some customers choose to direct drivers to the Driver Portal to go On/Off Duty if a handheld device with the Driver App isn't available at the start/ end of a driver's shift. If you have drivers who are exempt from the ELD mandate, you can direct drivers to the Portal to clock in / out, view safety event info, safety score, etc.

06 – WHAT MOBILE DEVICES WILL DRIVERS USE TO RECORD HOS?

Many ELD solutions, including Samsara, offer the flexibility of "Bring Your Own Device," allowing fleets to find the mobile device that works best for them. Decide if drivers will use their own phones or if you will provide a standardized device. ELDs are required to be mounted on the dash, so ensure that whatever device a driver uses, they are provided with the appropriate mount. And if you are providing standardized devices, make sure those are on hand, too. Samsara provides a list of recommended devices.

→ Their own

→ Standardized

07 – WHAT IN-CAB MATERIALS DO DRIVERS NEED WHILE ON THE ROAD?

Forgetting the required in-cab collateral is a common oversight—but it's easily remedied. The Samsara Driver App User Manual and DOT Inspection Card are available in the Driver App and easily found by drivers in case of an inspection, but the fleet manager must provide the eight blank days of paper logs.

→ Your team/self-installation

→ Third-party

08 – HOW WILL YOU TRAIN AND ENABLE YOUR INSTALL TEAMS?

Ensuring your install teams know what they need to do will help speed up the process. Use Samsara's existing materials and then create your own to help installers hit the ground running.

→ Install videos & guides on KB

→ Create internal install videos for tricky vehicle types

→ Use our mobile installer app, which makes installing devices simple and straightforward.

05

Conduct a pre-rollout pilot

Before introducing the new system to your full fleet, select a small group of drivers to launch a pilot program. Choose drivers who are well versed in the needs of your organization, have the trust of their fellow drivers, and are willing to give honest feedback. Carefully note any pain points, best practices, or suggestions that they share and adjust your larger implementation and training strategy appropriately.

STEPS FOR A PILOT:

Length of time: Approximately 4-6 weeks

01.   **Choose a pilot site:** Some customers choose the easiest location to work with to engage potential advocates for the new system. Others find success choosing a more difficult location that will provide in-depth learnings for implementation at scale.

02.   **Train the pilot team on site:** Test out your training materials and approach. Employ a 'train the trainers' approach to see how that could scale. Note any places of confusion or friction and ask participants for advice on how to improve.

03.   **Monitor for a few weeks:** Let participants use the system for a couple of weeks and see how your team is reacting. Is your dashboard configuration working appropriately? Where are people getting stuck? What's working well? Conduct a weekly 30 minute meeting with key stakeholders who are engaged in the process to hear their thoughts. Also set up an email alias for anonymous feedback to ensure you're getting an accurate picture.

04.   **Employ learnings:** In the last weeks, smooth out the system. Identify what worked and what could be improved. Update the dashboard configurations and training materials accordingly. Share with participants.

PRO TIP ————

Leave time for adjustments

While you want to implement your new system as quickly as possible, don't skimp on your pilot. This is a great time to test and improve your set up and training before introducing to the entire team. Save at least a month for the pilot and leave a week or two afterward to adjust your systems and incorporate learnings before the full launch!

06

Full roll-out

Once you've successfully finished your pilot, you can continue to scale your installations and make edits to your dashboard configurations in preparation for full roll-out. Here are some steps to take as you expand your implementation.

01 – COMMUNICATE VALUE OF THE PILOT AND THE STEPS TO A FULL-SCALE PRODUCTION SOLUTION

Pilot projects may have a more narrow focus than a final solution. As the pilot project gains traction, proves technical feasibility, and obtains organizational support, it's important to recognize which aspects of the pilot are production-ready and which aspects require further development.

02 – ENGAGE INTERNAL STAKEHOLDERS

Now is a good time to leverage your internal champions at the operational level. As you scale, there are more opportunities for confusion or poor hand-offs. Double-down on communicating to your key partners and ensure everyone knows their roles in the process. Our customers generally recommend hosting a weekly meeting and ensure compliance team participation.

03 – CONSIDER STAGED ROLL-OUT

While it may be tempting to rush into full-scale implementation, that could place pressure on your teams. Instead, consider what a phased go-live would look like. This will allow time to focus on system adoption.

PRO TIP

If installing cameras and ELDs simultaneously, try installing a few hundred at a time. The staged approach provides time to gather feedback and improve the process.

04 – SET CHECKPOINTS

Work with your team in advance to identify key checkpoints where you will monitor progress. Communicate these to your Samsara partner so we can best assist you with that roll-out.

PRO TIP

Customers generally advise hosting meetings with key partners every week to two weeks in the lead up to roll-out.

Making the switch between providers

One of the critical moments in your transition is the period of time between providers. At this juncture, you are required to keep paper logs for seven days and six months of previous logs. Unfortunately, it's not possible to upload previous ELD records into Samsara. Instead, we recommend you hold them separately as paper logs.

What does success look like?

By the end of this phase, you should have:

→   A successful pilot finished

→   Installs completed

→   Dashboard settings configured

→   Roles and drivers uploaded

07

Communicate & train your team

Train the trainers

Depending on the size of your fleet, it may be impractical to train and track every driver from a centralized hub. In this case, set your driving team up to scale with 'train the trainer' sessions that enable your managers to train their own drivers and ensure continued success with new systems. For example, the compliance lead can train their team on how to use the reports to identify behavioral trends and coach on that behavior (unassigned hours, missing DVIRs, forgetting to go on/off duty).

When possible, be sure to leverage the materials and resources provided by your ELD provider, such as training videos or best practice guides. Make these materials openly available to trainers, drivers, and managers. Samsara's customer success team, for example, can provide on-boarding resources and trainings focused on the needs of your fleet. We also have support materials built into the Samsara Driver App and both live and recorded webinars to help your trainers get up to speed quickly.

We also recommend that the compliance lead brings a list of all compliance reporting requirements from other stakeholders to the table as early as possible to ensure that there are no gaps.

PRO TIP

Train a few drivers early, too

Engage a few of your best drivers in the Train the Trainer sessions. They can serve as peer instructors and advocates for the new system.

GOAL

With a 'train the trainer' approach, you want to make sure that the key people who are going to field questions from the rest of your team feel fully comfortable with the new solution.

Communicate the change

Clearly announce your new program

This isn't the time to be shy. Announcing this program will be a shift. So clearly and directly communicate what is changing, why you are making the change, when it is changing, and who will be affected across multiple communication channels (email, terminal signage, at team meetings, etc.).

Acknowledge that change isn't always easy

Change is hard. Communicate to your team that you recognize that change can be challenging and that everyone may not like what's changing. Creating space for these thoughts creates more transparency around the transition.

Tailor the messages

Ensure everyone is hearing information that is relevant to them so that it sticks and they pay attention. Your message to people in the back office shouldn't be exactly the same as your message to your drivers.

Set expectations and show the path ahead

Employees feel reassured and are quicker to get on board when you paint a clear picture of exactly what's going to happen and when. Provide a step-by-step list or graphics to set expectations and explain the process so people can see the road ahead.

PRO TIP

Provide clear timelines and details

Be clear on the timeline of the change. When will the new hardware be installed? When will drivers switch to a different mobile app? Will there be overlap when drivers need to maintain paper logs? When will cutover be for admin reporting? What will change process-wise? When will policy changes go into effect?

Answering these questions and providing details will help ensure a smooth transition.

Emphasize the benefits

Explain the benefits of the change and what employees can expect. As noted above, people may have concerns, but there's generally an upside, so make sure to focus on that. With drivers, emphasize ease of use with the Driver App and have pilot driver champions share their experience. With internal stakeholders, promote efficiency gains.

Tell employees what they need to do

Make a clear call-to-action and outline what needs to be done and when. This is what people are looking for at the end of a communication, so use bulleted lists, bold font, links to materials, etc. to highlight the necessary action. For drivers, consider sharing training session dates and materials early.

Don't be afraid to repeat yourself

Research has shown that those who send messages multiple times and through different media got their projects completed more smoothly and in a more timely fashion than those who did not. So use a mix of mediums: place posters in driver lounges, send emails, and announce the change at company meetings to ensure everyone gets the message. Repetition helps people understand the change and remember details.

Create two-way communication channels

Provide pathways for your team to ask questions and provide feedback. Consider introducing an email alias that people can contact or holding time for questions at every training session.

Train your drivers

With your trainers ready, it's time to train your drivers. Most people are hesitant around change so build a training and adoption process that is supportive as possible. Check out the best practices we've collected while helping thousands of customers switch providers.

Use top drivers

This is a good opportunity to leverage your top performing drivers who have already been introduced to the system in the pilot or training programs. Leverage this group's on-hand expertise during training sessions, and make them point-people for drivers looking for advice or guidance. Hearing from peers will not only make training stick better for your drivers, it will have the added benefit of improving morale around the new system.

Leverage training materials

When possible, use the materials you have available from your ELD provider to provide multiple points of reference. People have different learning styles so incorporate a mix of media: from emails to one pagers to videos. Make these materials openly available to trainers, drivers, and managers on internal company intranet pages or wherever documents are stored for your organization. Samsara's customer success team, for example, can provide on-boarding resources and trainings focused on the needs of your fleet, including:

→ Driver training on using the Driver App for HOS (5 minutes)

→ "Managing ELD and HOS" course for admins in the Samsara Training Center (15 min)

→ Live training covering ELD and HOS for admins (60 minute webinar)

→ Refresher training on Managing HOS with Final Rule (50 min video)

→ Knowledge Base articles on Compliance & Hours of Service (3 min average read time)

PRO TIP

Temporarily run dual logs

A major fear for drivers transitioning from an old e-log system to a new one is being caught out of compliance due to user error. A tactical way to reduce that risk is to instruct drivers to keep logs on the old system while simultaneously tracking logs on the new one during the transition period. This will temporarily increase the amount of time drivers spend on logs, but will make drivers feel more comfortable knowing they can make mistakes on the new system without repercussions.

Establish incremental milestones

Set up incremental milestones in your driver training to ensure that drivers are progressing consistently. For example, have drivers demonstrate proficiency using the new driver app and later offer a quiz on various driving modes.
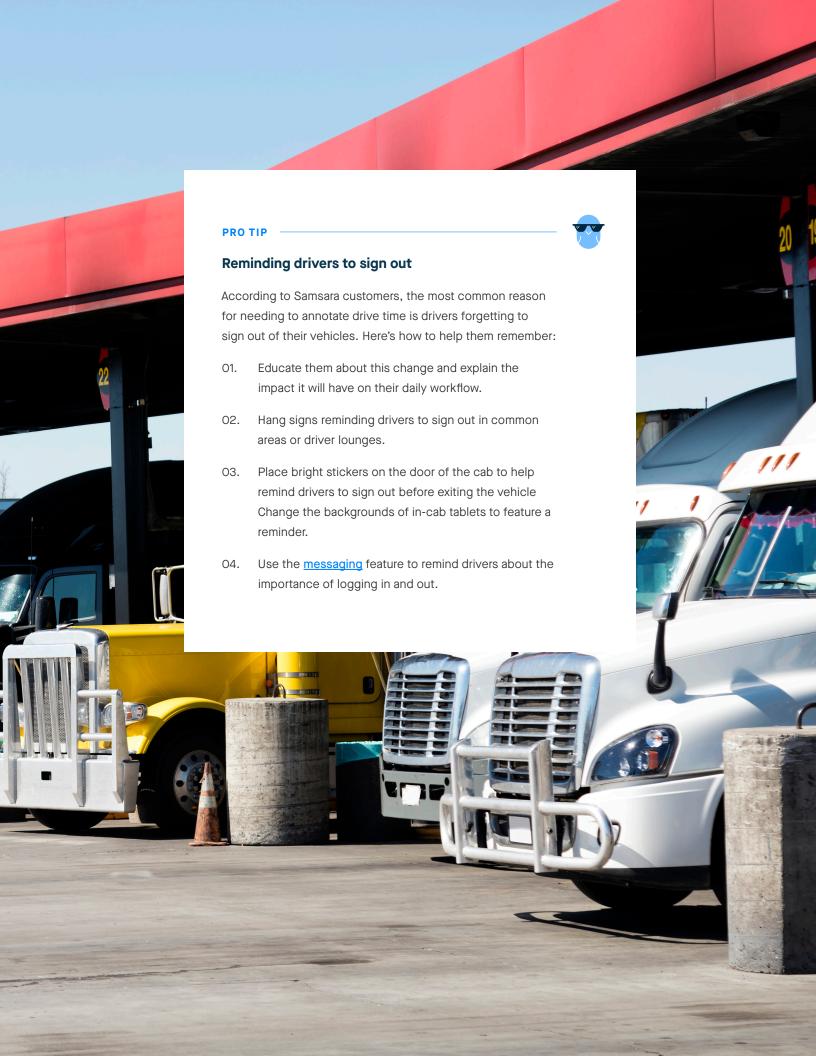
PRO TIP

Consider hosting a dry-run DOT inspection and evaluating drivers on their ability to comply with all steps and successfully transfer logs. Breaking down the new processes into chunks and evaluating progress along the way makes it easy to identify and correct gaps where needed.

Set the right expectations

While in an ideal world every member of your fleet would instantly understand their new ELD and transition perfectly, in all likelihood both drivers and managers will make mistakes early on. Make sure your team is prepared for these mistakes and knows how to identify and correct them. These mistakes provide an opportunity to reinforce the importance of slowing down and paying attention. Drivers, for example, may be in a hurry to "get past the screen" at the beginning of a trip to get on the road. Make it clear that taking a few extra minutes to make sure they've followed the right steps will save them time and hassle in the long run.

Reinforce fundamentals

Once initial training and on-boarding have been completed, track progress and follow up on fundamentals as needed. If tackling unassigned HOS has overwhelmed your back office, for example, emphasize login best practices with drivers. ELD compliance, like any component of a good safety program, should be continually reinforced until it becomes a core part of your fleet's culture.

Reminding drivers to sign out

According to Samsara customers, the most common reason for needing to annotate drive time is drivers forgetting to sign out of their vehicles. Here's how to help them remember:

01.   Educate them about this change and explain the impact it will have on their daily workflow.

02.   Hang signs reminding drivers to sign out in common areas or driver lounges.

03.   Place bright stickers on the door of the cab to help remind drivers to sign out before exiting the vehicle Change the backgrounds of in-cab tablets to feature a reminder.

04.   Use the messaging feature to remind drivers about the importance of logging in and out.

Keep safety top of mind

The purpose of the ELD mandate is to enforce safe driving practices and ultimately make the roads safer for everyone. Make sure, however, that the combination of new workflows and stricter HOS logging doesn't result in the opposite of the desired effect: drivers that are more distracted and rushed. Underscore the importance of general fleet safety with your team and make it clear that safety comes before speed. To further prioritize reducing distracted driving, consider a smart dash cam solution, like Samsara's AI Dash Cams, as part of a complete safety coaching program.

Leverage available support

Even with a perfectly executed implementation plan, it's likely your fleet will have questions about the new system that need to be answered and issues that need troubleshooting. Make sure your whole fleet — from drivers, to fleet managers, to upper management—knows how to contact your ELD provider's customer support when necessary. Samsara's in-house support team is available 24/7 by phone, email, or chat to answer any questions your fleet has about using Samsara.

" My team has been very excited about the support they've had. Compared to older ELD systems who've had long wait times and bad information, one of the best things they like about Samsara is that they get good support. They're getting someone who understands the product and solves the problem.

Shaun Leone, President, Sunburst Truck Lines

Training checklists for different teams

Drivers

01.   Driver App fundamentals – signing in/out

Make sure drivers are set up for success with the right login credentials and clear instructions on when and how to sign in and out.

02.   Correct vehicle selection

To avoid log assignment headaches, drivers should know how to confirm that they have selected the correct vehicle when signing in at the beginning of the trip.

03.   Managing drive time, HOS logging

Drivers are responsible for knowing how to correctly log hours of service.

04.   Log edits, reviews, certification, annotations

Drivers are responsible for the accuracy of their own logs and should know how to make appropriate annotations or review log suggestions from management.

05.   Roadside inspection response

Walk drivers through a DOT Inspection step-by-step to make sure they're prepared for the real deal.

06.   Special driving statuses

If your organization decides to enable special driving statuses, like Personal Conveyance or Yard Moves, drivers should know when to use them and understand that misuse may lead to increased DOT inspection scrutiny.

Back office/admins

01. **Suggesting log edits rather than direct edits**

→ Managers may be used to making log edits directly or suggesting changes for driver review. All managers should know how to annotate.

02. **Reviewing unassigned drive time**

→ If a driver forgets to log in before driving, the next time they log in they will be prompted to claim or reject the unidentified drive time. Back office staff should be prepared to monitor unassigned hours and assign them to the appropriate driver.

→ Leverage tools to reduce unassigned drive time:

   → Camera ID for unassigned HOS automatically suggests the correct driver for unassigned driving segments.

   → Designate a geofence as a yard. All unassigned segments that occur within this geofence will be automatically annotated as "Yard Move".

03. **Prepare for DOT audit**

→ Before an inspection, prep your teams to ensure your organization is ready.

→ Be familiar with what documents you may be asked to transfer.

→ Know how to transfer driver HOS logs.

04. **Review key performance metrics**

→ Use the Compliance Dashboard to get high-level visibility into your fleet's Hours of Service violations (HOS), unidentified driving, and unassigned hours.

08

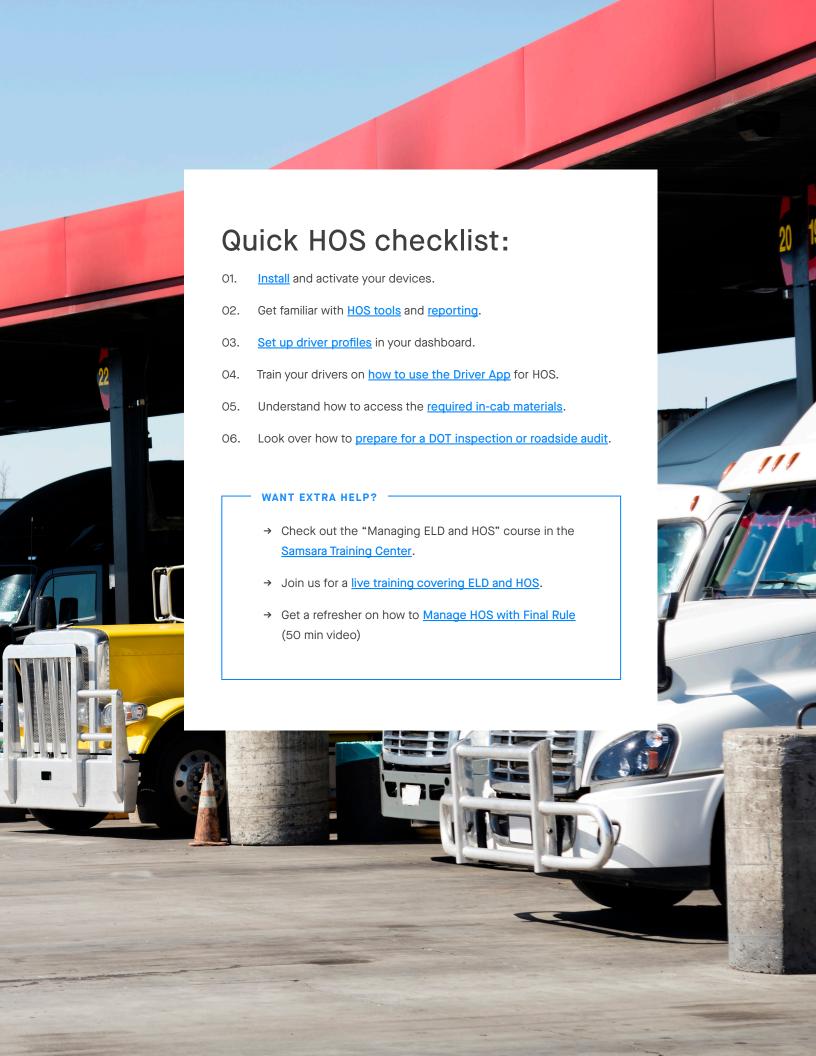## Monitor efficiency and effectiveness

Monitor admins

A major operational benefit of introducing a new system is increased visibility into HOS data. Make sure managers know how to maximize this benefit through the appropriate reports or dashboards. For example, Samsara offers a real-time HOS summary that makes it easy for managers to get instant visibility into their drivers' logs at a glance.

WHAT TO KEEP AN EYE ON:

→ Active driver records

→ Unassigned segments

→ Violations

→ Drivers records

→ Driver App usage

→ Movement of vehicle without a driver assigned

Coach drivers

Provide regular feedback to drivers during the transition to ensure everyone is adopting the Driver App and using it properly. Train your managers to be on the lookout for issues mentioned above and provide clear and consistent feedback to drivers.

Quick HOS checklist:

01. [Install](#) and activate your devices.

02. Get familiar with [HOS tools](#) and [reporting](#).

03. [Set up driver profiles](#) in your dashboard.

04. Train your drivers on [how to use the Driver App](#) for HOS.

05. Understand how to access the [required in-cab materials](#).

06. Look over how to [prepare for a DOT inspection or roadside audit](#).

WANT EXTRA HELP?

→ Check out the "Managing ELD and HOS" course in the [Samsara Training Center](#).

→ Join us for a [live training covering ELD and HOS](#).

→ Get a refresher on how to [Manage HOS with Final Rule](#) (50 min video)

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