

FleetAnswers



Telematics Survey

Patterns, Trends, and Challenges in 2016



Overview

Telematics and GPS (global positioning systems) provide significant benefits to fleet leaders. Many companies utilize these technologies to help control costs and increase efficiency and productivity, as well as improve driver behavior and safety.

In the rapidly growing market of telematics and GPS, understanding the ways in which fleet managers use such systems is crucial for both fleet leaders and the companies that create these programs.

An online survey of fleet leaders regarding their use of telematics is helpful to fleet professionals as well as telematics and GPS providers, as the survey results offer valuable insights into industry trends in 2016.

A total of 103 fleet professionals from a range of industries, fleet types and sizes participated in the survey. 48% of them were fleet leaders for government agencies, and 39% of them were fleet leaders for publicly or privately held commercial operations. While participants represent fleets of all sizes, majority of them work in companies with a fleet size of 1000 – 5000 units. The respondents represent a range of industries from government agencies, utility/energy, telecom to manufacturing and logistics.

The 2016 survey had some interesting findings:

- **Most fleet leaders were either utilizing or plan to utilize telematics.** 77% of respondents currently use telematics or GPS. Of the 23% of respondents who do not currently use telematics or GPS, 83% of them stated that they were currently considering or have plans to look for a provider in the future.
- **Driver behavior is the top reason why fleets are using Telematics.** Of all the respondents who currently utilize telematics or GPS, the top reason for using telematics is related to driver behavior such as idling, speeding, miles driven, and unauthorized usage.
- **Idle time is the top metric that fleets are monitoring.** The top metric that fleets are monitoring with the use of telematics or GPS is idle time (75%). Other most commonly monitored metrics are miles driven (66%) and speed against posted speed limit (57%).
- **A majority of fleet leaders saw improvement in driver behavior, which was also considered the most important benefit from using telematics.** 69% of respondents indicated that they saw improvement in driver behavior after

utilizing telematics or GPS in their fleet. Improved driver safety (55%) and accurate utilization tracking (53%) were also among the most commonly experienced benefits. According to these respondents, improved driver behavior, improved driver safety, and accurate utilization tracking were also considered the top three most important benefits.

- **One of the biggest challenges fleet leaders faced when implementing telematics or GPS is the underutilization of telematics and its data.** 48% of respondents stated that their biggest challenge when using telematics or GPS is its full utilization. Majority of respondents only occasionally use telematics data for decision making within their organization. 40% of respondents indicated that the lack of accountability (e.g. data not used to improve fleet operations) and lack of dedicated resource for analyzing data make using telematics or GPS solutions a struggle.
- **Mixed Return on Investment but good satisfaction rating.** Of the respondents who utilized fleet telematics or GPS, only 35% of them received an ROI. 34% of respondents reported that they were either unsure or it was 'too early to tell', and 31% of them reported not receiving an ROI. Despite that, the majority of them indicated that they were either satisfied or extremely satisfied with their overall telematics experience.
- **The most compelling factors influencing the selection of a telematics or GPS provider were related to costs.** Respondents ranked device cost, followed by monthly data cost as the top two factors influencing their choice of provider.

So what does this mean for Telematics/GPS service providers and the fleet leaders who use the products they provide?

- Companies should acknowledge the need for more resources in order to analyze telematics data, implement actions according to the data, and measure success, if they wish to fully utilize telematics data.
- Providers offering telematics services need to ensure that their customers know how to interpret and use the data they receive. Providers should also help their customers identify areas where they can maximize the use of telematics systems, and provide adequate after-sales customer support.
- More personalized education is needed on the various ways telematics systems can help fleets achieve an ROI. It is important to tailor education toward each organization's goals and objectives.

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- Finally, fleet leaders shopping for telematics systems should find a program that offers intuitive data delivery, sufficient level of data analysis, as well as good after-sale technical and service support so they can maximize their use of the system and data.

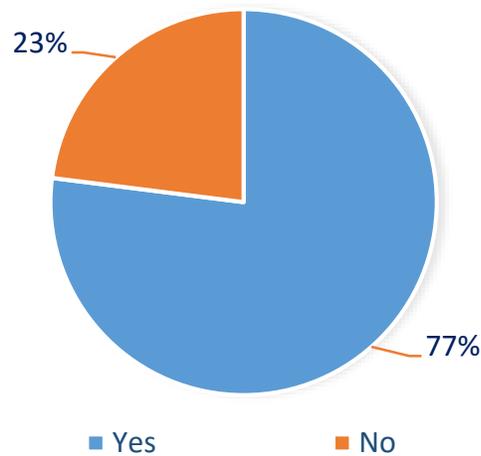
In light of these excellent benefits, fleets should move forward with confidence in selecting a telematics or GPS service provider.

This is part 1 of the telematics and GPS survey report. Part 2 of the survey report focused on factors influencing selection of providers, barriers to adopting telematics or GPS, types of media sources fleet managers use to learn about fleet services and effectiveness of communication methods.

Telematics/GPS Ownership and Uses

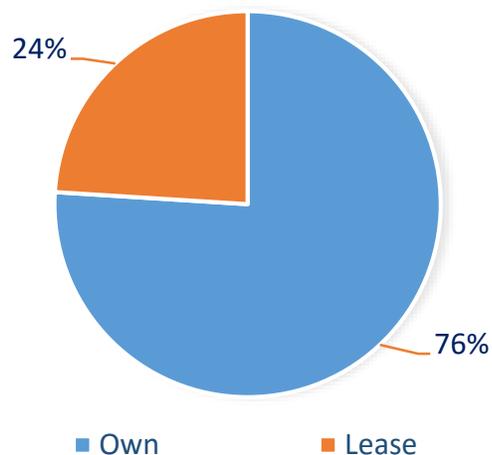
A majority of the fleet leaders surveyed work with fleets that have telematics or GPS devices installed in them (77%). Many fleet leaders are not new to telematics. On average, they have been utilizing telematics for about 7 years (median years of use is 6 years).

Proportion of Fleets with Telematics/GPS solutions



Of these fleet leaders, 76% of them own the telematics and GPS devices installed in their fleets while 24% of leaders lease their devices.

Ownership of Telematics/GPS devices



The top reason for using telematics or GPS among fleet leaders is to monitor and improve driver behavior such as idling, speeding, miles driven, and unauthorized use of vehicles.

Obtaining location information of units in real time and accessing accurate odometer and engine hours are the second and third most commonly cited reasons for using telematics or GPS.

Reasons Fleets Are Using Telematics/GPS Solutions

Reasons	Rank¹
Driver Behavior	1
Location Information	2
Accurate Odometer/Engine Hours	3
Asset Utilization	4
Fuel Management (Fuel level, Fuel usage, HPG)	5
Fuel Codes & Analytics (Service intervals/PM, DTC codes)	6
Route Management	7
Customer Service (ETAs, Delivery, Dispatch)	8
Crew Productivity	9
Insurance (Claims analysis, Lower risk)	10
Other	11

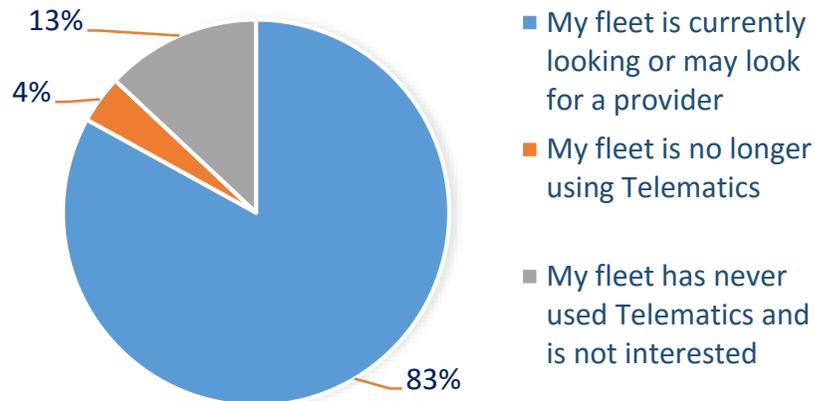
Other reasons for utilizing telematics or GPS among fleet leaders include EPA law compliance, IFTA/IRP mileage reporting, fuel taxes, material and liquid usage, salt application tracking, and to fulfill customers’ request.

¹ Score is a weighted calculation. Items ranked first are valued higher than the following ranks. The score is the sum of all weighted rank counts.

Of the fleet leaders surveyed, 23% do not currently use fleet telematics or GPS in their fleets.

Of this group, a sizeable majority (83%) of fleet leaders are currently considering or are open to the possibility of utilizing telematics/GPS solutions in their fleet in the future.

Reasons for not having Telematics/GPS solutions



4% of this group of fleet leaders have used Telematics/GPS in their fleet in the past but are no longer utilizing it, citing reasons related to the quality and application of data. For instance, one fleet leader said, “very little of the data that was received was of any value” to his fleet operation.

13% of fleet leaders in the non-using group have never used Telematics/GPS solutions and are not interested in utilizing such devices due to a variety of reasons. Some of these reasons include small fleet size, competing solutions, or because telematics vendors will not “indemnify” and “hold harmless” customers against “potential claims” from the use of their products.

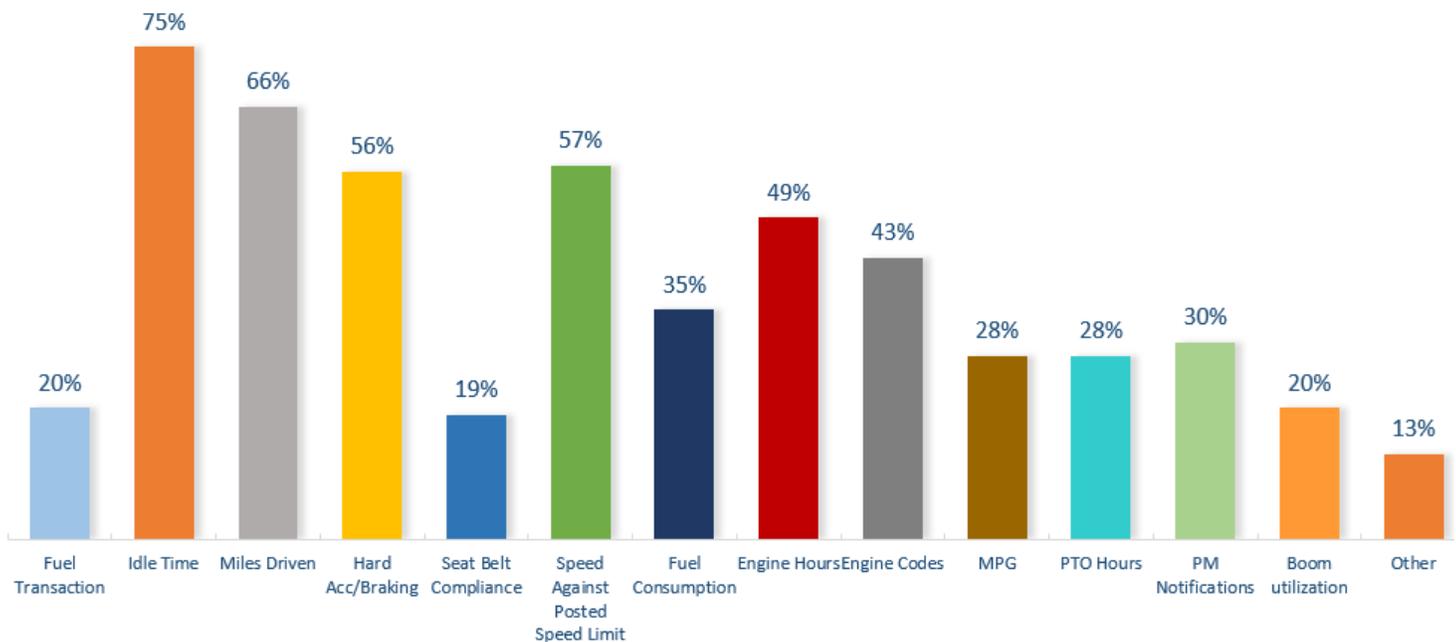
Key Performance Indicators

Part of the benefits of using fleet telematics or GPS is the wealth of data generated from these technologies. Each organization monitors different performance metrics and prioritizes them depending on their business or operation goals.

Of the fleet leaders who currently utilize Telematics/GPS in their fleet, the top three key performance indicators that they are monitoring are idle time (75%), miles driven (66%), speed against posted speed limit (57%), and hard acceleration/hard braking (56%).

‘Other’ performance indicators that fleet leaders are monitoring are related to employee safety (e.g. backing, speeding), salt usage, utilization information, salt and liquid mixtures, winter material management, and fuel emissions.

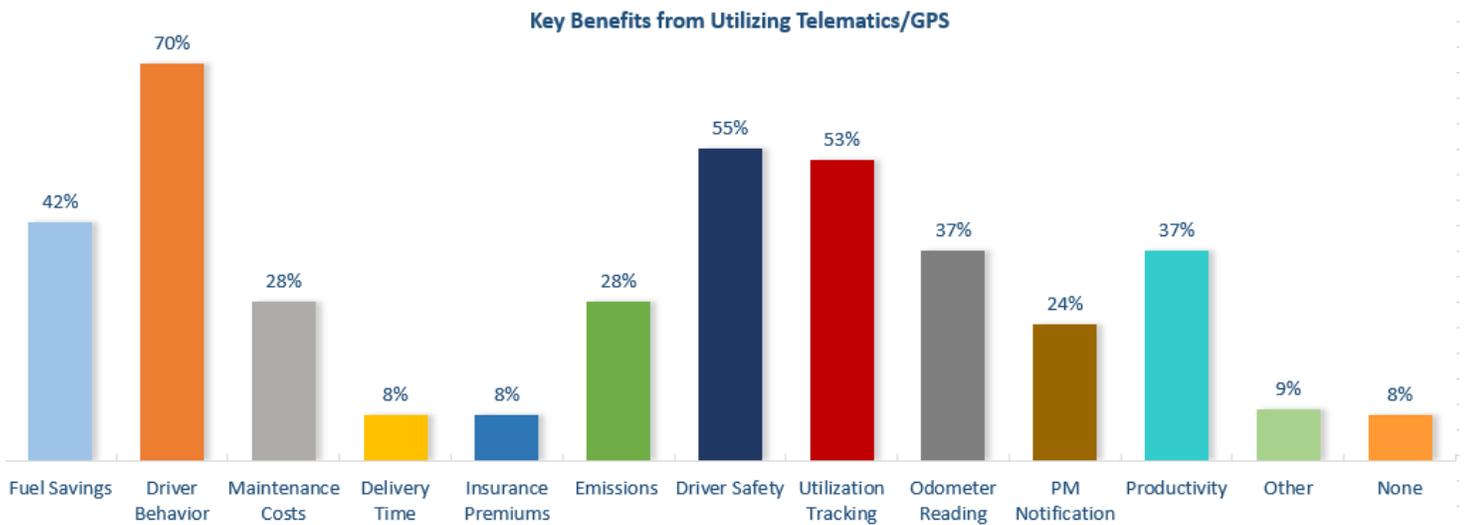
Key Performance Indicators that Fleets are Monitoring



Key Benefits from Using Telematics or GPS

Of the 77% of fleet leaders surveyed who utilize Telematics/GPS in their fleet, these respondents have enjoyed considerable benefits from using telematics or GPS in their fleet.

The biggest benefit or key result they experienced from using Telematics/GPS is an improvement in driver behavior (70%). Other commonly experienced benefits and results from utilizing telematics/GPS include improved driver safety (55%) and accurate utilization tracking (53%).



Fleet leaders also reported 'other' benefits (9%) such as the ability to track locations to defend against winter maintenance claims, engine coolant temperatures, mileage records, better inventory control, application rates, overall cost savings, and executive order requirement compliance.

Only 8% of fleet leaders have not experienced any benefits or key results yet.

Fleet leaders were also asked to specify the benefits they felt were most important to them.

Improved driver behavior was ranked the highest, with improved driver safety coming in second. Accurate utilization tracking, increased fuel savings, and accurate odometer readings were all within the top five benefits or results from using Telematics/GPS in their fleet.

Benefits or Results that were Most Important

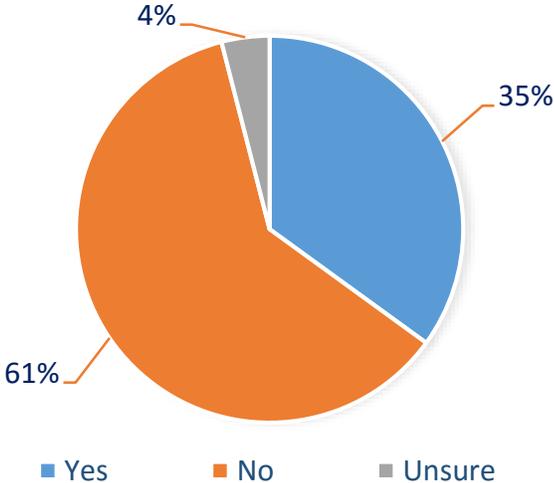
Benefits Fleet Leaders Felt Were Most Important	Rank ²
Improved Driver Behavior	1
Improved Driver Safety	2
Accurate Utilization Tracking	3
Increased Fuel Savings	4
Accurate Odometer/Engine Hours Readings	5
Improved Productivity	6
Reduced Maintenance Costs	7
Reduced Emissions	8
Preventive Maintenance Notification	9
Shorter Delivery Time	10
None	11
Other	12
Lower Insurance Premiums	13

² Score is a weighted calculation. Items ranked first are valued higher than the following ranks. The score is the sum of all weighted rank counts.

Utilizing Telematics/GPS Data

Surprisingly, 61% of fleet leaders work for organizations that do not have a dedicated resource or support personnel for analyzing Telematics data whereas 35% of respondents work for companies that do.

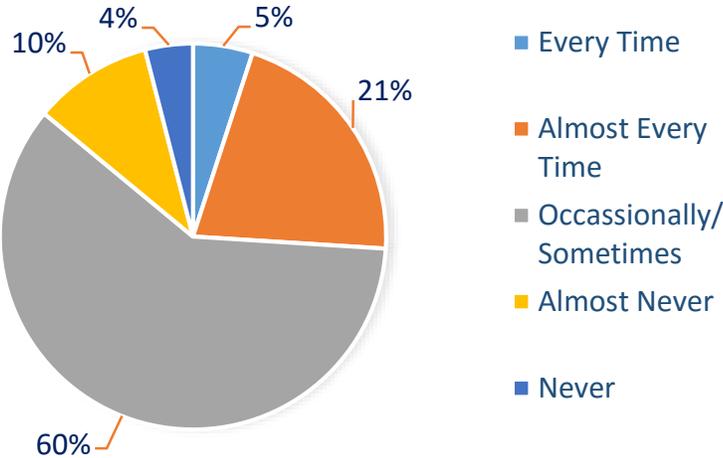
Presence of Dedicated Resource for Analyzing Data



Using Data for Decision Making

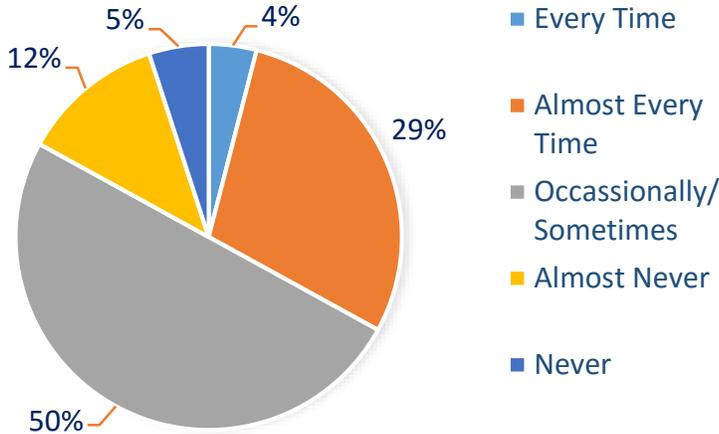
60% of fleet respondents are using Telematics data occasionally for decision making within their organization while 21% of respondents are using data for decision making almost every time. Only 5% of fleet leaders use the data for decision making every time, and 10% of respondents almost never use the data for decision making.

Frequency of Data Being Used for Decision Making



Half of the respondents occasionally combine Telematics data with other types of data sources to inform decision making, policy changes, practices, or operational diagnoses within the company, while 33% of fleet leaders do that almost every time (29%) or all the time (4%).

Frequency of Data (combined with other sources) Being Used for Decision Making



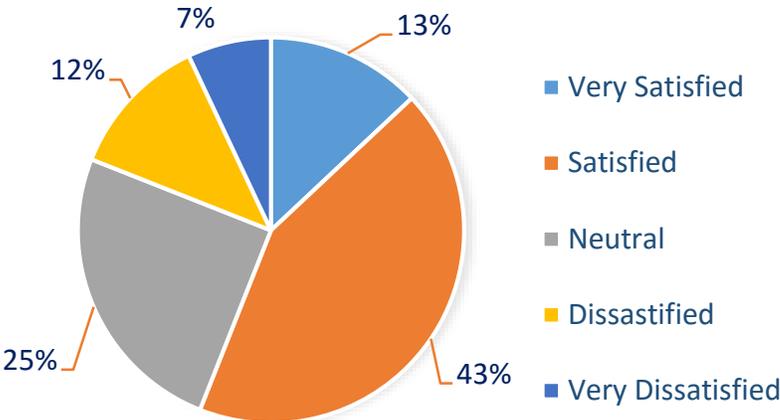
Only 17% of respondents almost never (12%) or never (5%) combine Telematics data with other types of data sources to inform decision making, practices, or operational diagnoses within the company.

Overall Satisfaction Level: Telematics/GPS Experience

On a scale of 1 (extremely unsatisfied) to 5 (extremely satisfied), the majority of fleet leaders are satisfied (36%) with their Telematics/GPS experience, followed by 33% of fleet leaders who are neither satisfied nor unsatisfied.

12% of fleet leaders are extremely satisfied with their telematics/GPS in their fleet, and 16% of fleet leaders are unsatisfied with their telematics experience. Only 3% of fleet leaders are extremely unsatisfied with their Telematics/GPS experience.

Satisfaction Level when Using Telematics/GPS



Majority of fleet leaders rank relationship dynamics between fleet leaders and their Telematics service provider as the top reason that contributed to their current level of satisfaction or dissatisfaction with their Telematics/GPS experience.

Top Reasons for Satisfaction or Dissatisfaction Levels

Reasons that Contributed to level of Satisfaction or Dissatisfaction	Rank ³
Telematics Service Provider Dynamics	1
Organization/Management Dynamics	2
Team/Unit/Department Dynamics	3
Other	4

‘Other’ reasons that contribute to fleet leaders’ levels of satisfaction include not enough experience with telematics or too early to tell. Issues with technical development, poor support from provider, and not being able to fully implement telematics solutions were cited as ‘other’ reasons for levels of dissatisfaction.

Respondents who report ‘other’ reasons that contribute to them being neither satisfied nor dissatisfied with their telematics experience include too soon to justify or quantify results as well as different assumptions and expectations between clients and providers.

³ Score is a weighted calculation. Items ranked first are valued higher than the following ranks. The score is the sum of all weighted rank counts.

Fleet Leaders' Wish List

Fleet leaders were asked what were things they would change about their experiences with utilizing Telematics/GPS in their fleet, if given the opportunity.

Verbatim Responses: Things You Would Change about Your Experiences with Telematics/GPS⁴

A plug and play Telematics device that can be used on any vehicle and with any Telematics provider

Dedicated a resource to its use, training, and analytics

Dedicated installer

Device technology changes too quickly. Data reporting. Accuracy.

Faster reporting and easier report downloading

Gain more knowledge to utilize the system better or simplify the system

Get commitment for dedicated resources

Hard wire for more accurate data

Have a dedicated person to review the data

Having a dedicated person to pull and steer reports to the user groups

I would have integrated the system with more internal systems

I would have turned on the in-cab coaching earlier

Integrate with more systems

Management at the first line supervisor level

Management support

More focus on hardware management

More pilot projects

⁴ Responses related to being new users of Telematics/GPS such as “too soon to identify and discuss”, “still new to the system”, or new experiences were not included in this list.

More reliable telematics equipment that interfaces with all chassis manufacturers

More sharing of others using Telematics

Need more integration with the Fleet System

Reliability of hardware and ease of hardware installation

Reliability of the hardware

Remove management fear of tracking driver behavior as a way to reduce fleet costs

Reset against today's market of available product lines and services

Dedicated resource

Higher data quality, easier to integrate with other data sources

Management buy-in, driver attitude, service provider

More in-depth study on the providers' ability to provide data

Supervisors and managers taking accountability for the staff they manage

Support, website, reporting tools

Better lock-in the provider deliverables, ensure all our management support for implementation and use

Develop a more extensive SOP program with upper management and all end users prior to using Telematics

We are generally very satisfied. We have 2 systems – one for fleet tracking and one for winter activity (salting, sanding) tracking. Both have helped defend us against liability claims

We are looking at changing from current provider. I firmly believe that success of FPS in an organization depends on guidance from the provider on how to achieve even 80% of the GPS potential. Many companies don't seem to have this understanding of the potential or the resource structure to achieve it

Secure a provider that creates KPIs, include in contract for the term of the contract. Mostly data analysis, interpretation, and presentation in line with the clients' requirements

Better understanding of how the data would be used, so selecting a provider with more customizable reports that match the need could have been selected

Service provider, the format in which the data is displayed, access to data on provider's website, reporting structure

Expand our use to include actual telematics information from the chassis. We are primarily using the system for winter services and better situational awareness and material control

Create a dedicated position that is in charge of telematics from install to data analysis who serves all departments in their need for data, inventory, driver-behavior data, and fleet-related data

Support for equipment, repair component availability, cost of system initially and failing components

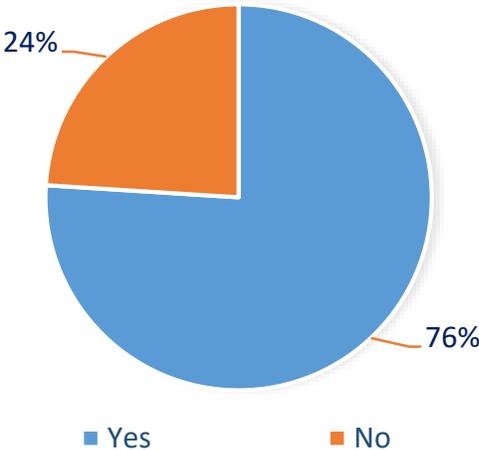
According to the word cloud, which represents the prominence or frequency of words, many fleet leaders would like to change their experiences related to management (support or hardware), systems, data reporting, having a dedicated resource or support personnel, if given the opportunity.



Overall Satisfaction Level: Telematics/GPS Provider

Overall, 76% of fleet leaders are satisfied with their current Telematics/GPS service provider, citing ease of use as the top reason for being satisfied, followed by customer service and reliable platform.

Overall Satisfaction with Current Telematics/GPS Provider



Top Reasons for Being Satisfied with Telematics/GPS Provider

Reasons that Contributed to Being Satisfied	Rank ⁵
Ease of Use	1
Customer Service	2
Reliable Platform	3
Ease of Understanding	4
Insightful Data	5
Other	6

⁵ Score is a weighted calculation. Items ranked first are valued higher than the following ranks. The score is the sum of all weighted rank counts.

24% of fleet leaders are dissatisfied with their current Telematics/GPS service provider because of main reasons that include data quality issues, customer service, and lack of useful features.

Top Reasons for Being Dissatisfied with Telematics/GPS Provider

Reasons that Contributed to Being Dissatisfied	Rank ⁶
Data Quality Issues	1
Customer Service	2
Lack of Useful Features	3
Unfriendly User interface	4
Missing Data	5
Hard to Use	6
Other	7
Hard to Integrate	8

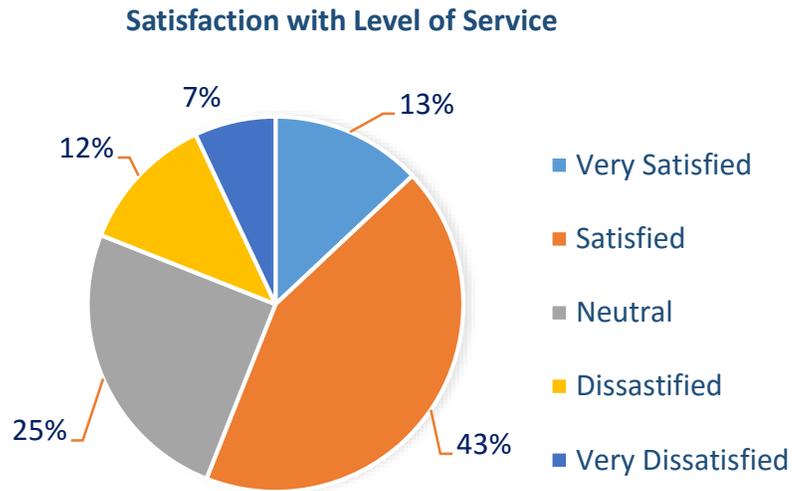
'Other' reasons that contribute to overall dissatisfaction with fleet leaders' current service provider include growing pains, technical capability, missing features, lack of experienced installers, and technical problems being slow to correct.

On the other hand, the majority of fleet leaders are satisfied with the level of service as well as response time from their current Telematics/GPS providers.

⁶ Score is a weighted calculation. Items ranked first are valued higher than the following ranks. The score is the sum of all weighted rank counts.

Level of Service

A majority of fleet leaders are satisfied (43%) or very satisfied (13%) with the level of service provided by their current Telematics/GPS provider, followed by 25% of fleet leaders who are neither satisfied nor dissatisfied.

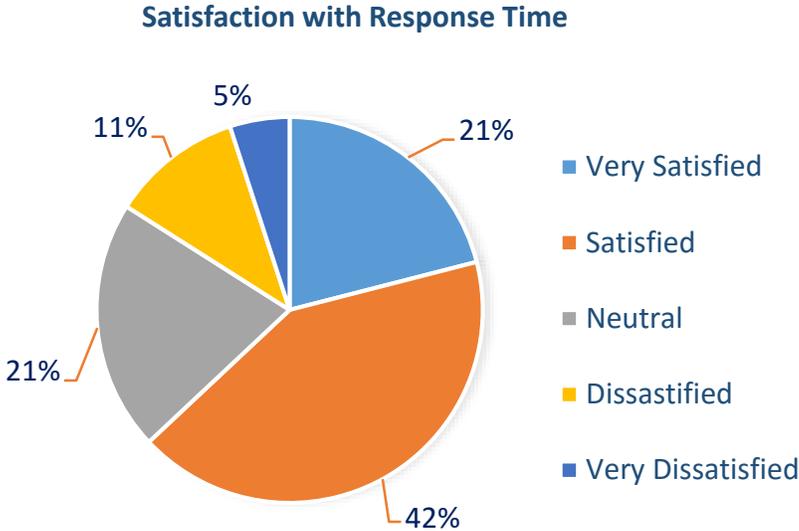


Only 19% of fleet leaders report being dissatisfied (12%) and very dissatisfied (7%) with the current level of service provided by their Telematics/GPS provider.

Response Time

Similarly, when it comes to response time from their current Telematics/GPS provider, the majority of fleet leaders are satisfied (42%) or very satisfied (21%). 21% of fleet leaders are neither satisfied nor dissatisfied with their provider’s response time.

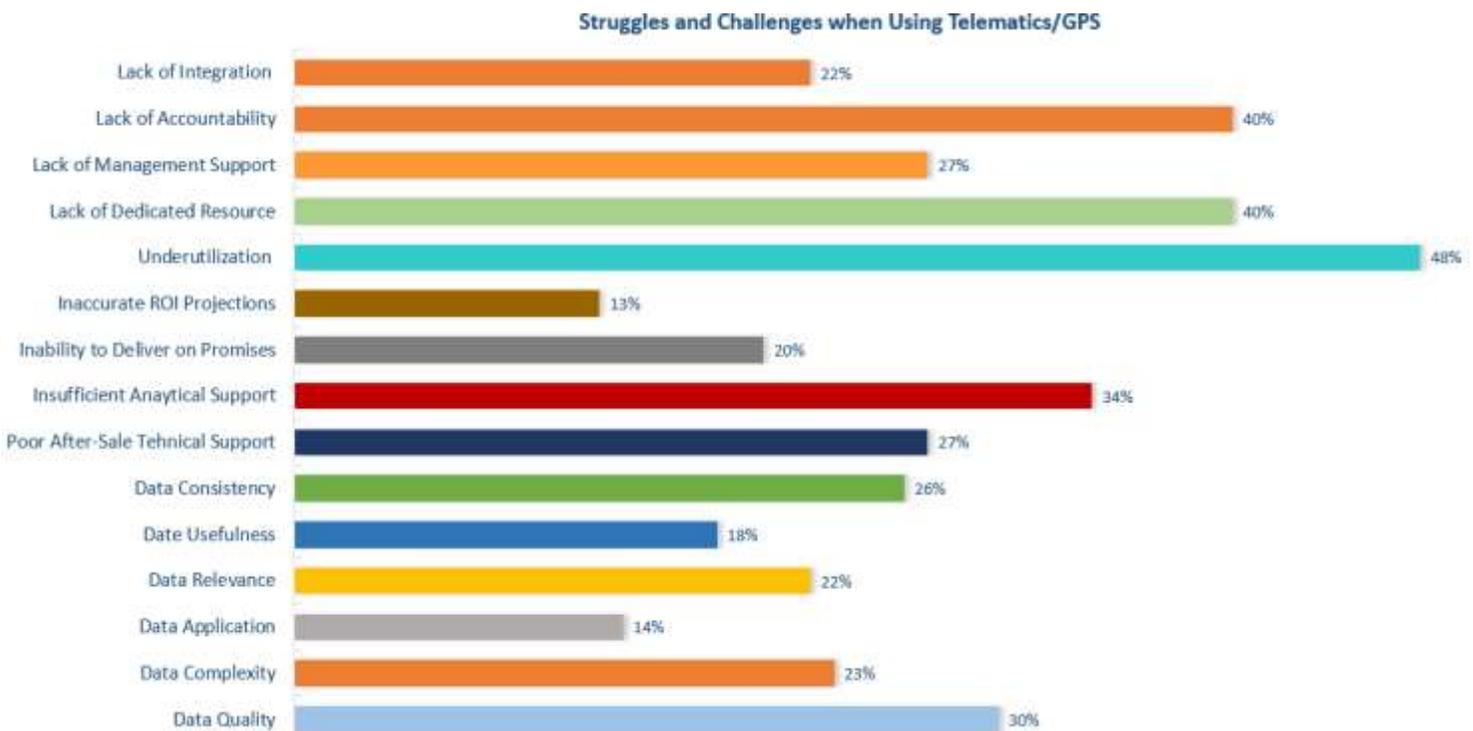
Only 16% of respondents are dissatisfied (11%) or very dissatisfied (5%) with their Telematics/GPS provider’s response time.



Struggles, Challenges and Frustrations

The most common challenge fleet leaders face when using telematics or GPS is underutilization (48%), followed by the lack of dedicated resource for analyzing data within the company (40%), and lack of accountability (40%).

Insufficient analytical support (34%) and quality of data (30%) are also among the top five most common challenges and frustrations fleet leaders experienced when using Telematics/GPS in their fleet.



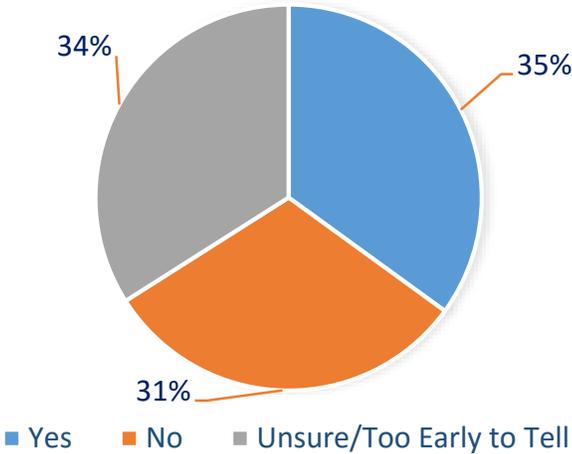
On the other hand, application of data (14%) and unrealistic ROI projections (13%) are among the least common struggles and frustrations facing fleet leaders when utilizing Telematics/GPS in their fleet.

Only 5% of fleet leaders report not facing any struggles, challenges, or frustrations related to Telematics/GPS use in their fleet.

Return on Investment

Of the fleet leaders who answered the question, 35% received an ROI on their fleet telematics or GPS systems whereas 31% of fleet leaders have not. 34% of respondents are either unsure or felt it was too early to tell.

Proportion of Fleets that Received and ROI



Although 31% of fleet leaders are not seeing an ROI, perhaps the goal is not a return on investment as much as improved driver behavior and safety, since the majority of fleet leaders were satisfied with their Telematics/GPS experience. Fleet leaders' varied responses point to their different expectations when utilizing telematics or GPS.

Time Taken to Achieve ROI

According to the fleet leaders who have seen an ROI on their telematics or GPS systems, it took them about 16 months on average (median of 12 months) to see a return on their investment.

35% of fleet leaders achieved an ROI within a year while 35% of them achieved an ROI in about 2-3 years.

Only 30% of respondents who have seen an ROI achieved it in less than a year.

Reasons for Not Receiving ROI

Fleet leaders who did not receive an ROI from their telematics or GPS systems explained the reasons they think that may be so.

Verbatim Comments: Reasons Preventing Fleet Leaders from Receiving an ROI⁷

Departments not using system to its potential

Difficult to calculate fuel and gains or losses

Difficult to drive real-world results across departments

Lack of proper analysis

NO support from internal leadership

Over promised results

Poor understanding

Unable to measure what we need

Data does not improve productivity

Due to monthly service fees

Inability to trust data

Need more time to collect data to measure

Too early to determine cost savings

We are continuing to implement the technology so ROI is hard to calculate because we did not implement the technology all at once

Not using it to its full potential

The business has not been taught how to use the GPS to its potential – managers must influence behavior of drivers to get any changes, and need action on useful, concise reports from GPS. It's a chain effect

Insufficient time to analyze the information and get the information to the user groups to take corrective actions

⁷ Responses related to new users (e.g. have not started using new provider yet) were not included

Overall Sentiment: Biggest Complaints & Compliments

Fleet leaders were asked about their biggest complaints and/or compliments from using Telematics/GPS.

Verbatim Comments: Biggest Complaints and/or Compliments from Using Telematics/GPS

Battery drainage

Cultural change

Data not used and not integrated with FMIS

Not enough time to fully look at and act on the data

Lack of after-sales support and experienced installers

Need to learn more about telematics

No results from other users

Too early to say/tell

Technical in nature: Connection to the vehicle

Poor installation

Reliability of the hardware

System has tutorial on all its reports and how to use

Best safety tool since seat belts

Information is useful/no complaints

Unreliable hardware and poor customer support

You have to verify any exception, so it takes additional analysis time and effort

Customer support, training opportunities, repair costs, and spare components

Quality of data

Having the time to work with the system to get the full use of the technology

Losing signal in the module and the data locking up

Mapping feature are good data collection and use is bad

Not enough data

Positive – Changed driving habits; Negative – bad third party vendor for installations

Reliability of the communication system is often an issue

Very expensive for the value it provides

Great partnership with the solution provider. Not enough resources to make the best use of the information

Time to analyze the data. Type of device we purchased didn't provide true PTO or idle due to installation requirements. Frequent issues with devices not reporting or inaccurate data

Biggest complaint is non-reporting units. Biggest compliment is ease of telematics provider website

Compliment – Easy to use and provide valuable PM-related data for fleet; Complaint – Almost too much data and functions that are overwhelming because we do not have a dedicated section to organize, manage expectations, and update telematics across the company

Website functionality, scalability, customer support. Vendor was not prepared to support customer of our fleet size

Cannot easily use the engine codes, more codes should be available. Too much proprietary limitations

We have a few unique requests that are new to the company and has delayed the installation. However, a partnership has been developed and our requests have been given top priority for the company, and we are seeing positive results

It has cut down our fuel costs. We have also been able to reduce the size of our fleet due to improved utilization data

The feeling of big brother watching from users. Management like the ability to track driver behavior

No customer support, service provider located in California, and there is a large gap when service is needed

Massive potential for improved driver responsibility/safety awareness, utilization. Organization has to have the right drive from management to achieve these

I like that the data is there and it is powerful. Dislike that there is a lack of resources to take action based on the data

Equipment is not capable of reporting all available items due to various year, make, and model of chassis

Complaint – Telematics affects driver trust; Compliment – Telematics allows monitoring of data which I never had access to

HOS is difficult due to cell service. Once the sale was made, the concerns went away. Installers are contractors and did a poor job

Complaint from drivers – “Big Brother”; Compliment from drivers – “My supervisor knows where I am at for safety reasons”

Positive – Changed driving habits; Negative – Third-party installer, caused installation problems

False speeding reports makes it very hard to recommend discipline. Vendor does not like to admit issues with the system. Nothing is perfect so a vendor that is frank with you and lets you know what is wrong and what is being done to fix the problem is easier to work with

Operator complaints over “Big Brother” watching; Improvement in situational awareness is a big plus

Our system is specific to our snow plow fleet, and works great for route management and citizen complaints about drivers and plowing habits

According to the word cloud, which represents the prominence or frequency of words, many fleet leaders expressed compliments related to data - good quality data, valuable PM-related data, improved utilization of data, monitoring of data not previously accessible. Other commonly expressed compliments were related to improved driver behavior and safety.



Similarly, when it comes to complaints, many fleet leaders expressed complaints related to data - too much data, lack of resources, time, and support to fully analyze and act on the data, and inaccurate data collection and reporting. Other commonly expressed complaints are related to installations, inadequate or poor customer support, and driver relationship with management (e.g. “big brother”).

Factors Influencing Selection of Providers

Of all the factors that influence fleet leaders’ choice of providers, the most compelling reasons are related to costs.

Device cost is ranked first and monthly data cost ranked second. Ease of configuration and integration, strong support team (e.g. response time, data explanation, solutions), as well as depth and scope of analytics also ranked among the top five reasons.

Factors Influencing Current Selection of Telematics or GPS Company

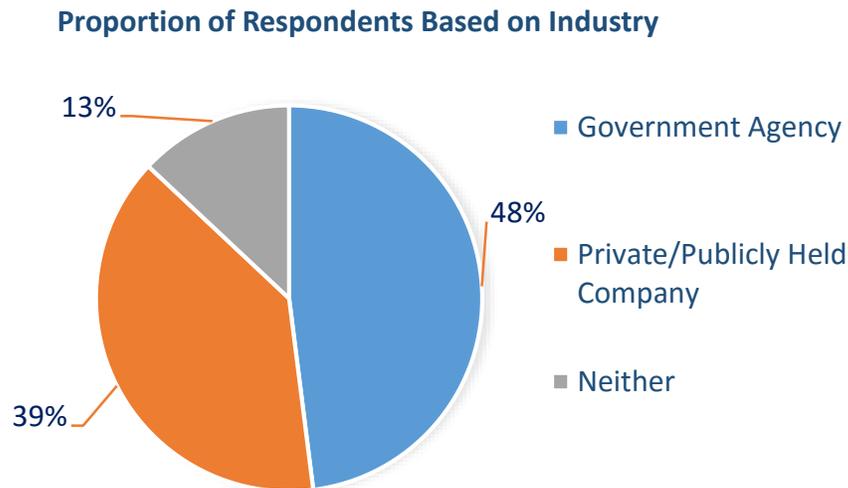
Factors	Rank⁸
Device Cost	1
Monthly Data Cost	2
Ease of Configuration and Integration	3
Strong Support Team	4
Depth and Scope of Analytics/Reporting	5
Reader-Friendly Reports	6
Data Integration Capabilities	7
Quality of Customer Service	8
Customization of Report	9
Reputation of Provider	10
Strategic Partnership of Provider	11
Scalable Solutions with Proven Results	12
Other	13

‘Other’ factors that influence fleet leaders’ selection of Telematics/GPS providers are related to flexibility of customizing products, prior experience/contracts with providers, ease of use of systems, meeting specific business needs, and choosing a provider that has value for money.

⁸ Score is a weighted calculation. Items ranked first are valued higher than the following ranks. The score is the sum of all weighted rank counts.

Demographics

Respondents work in roles and positions where they have the capacity to propose, plan, evaluate, and approve fleet investments and projects. They are directors, managers, or supervisors.

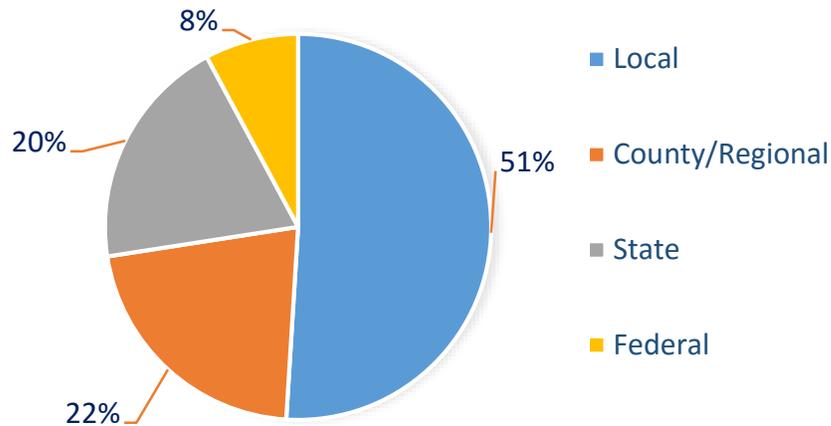


48% of survey respondents work in a government agency or organization, and 39% work in a private or publicly held company or organization. 13% of survey respondents who chose 'neither' work in positions such as fleet analysts, team leaders, fleet administrators, consultants, vehicle telematics specialists, business development, fleet leasing and management, as well as fleet insurance.

Proportion of Respondents Based on Agency and Vertical

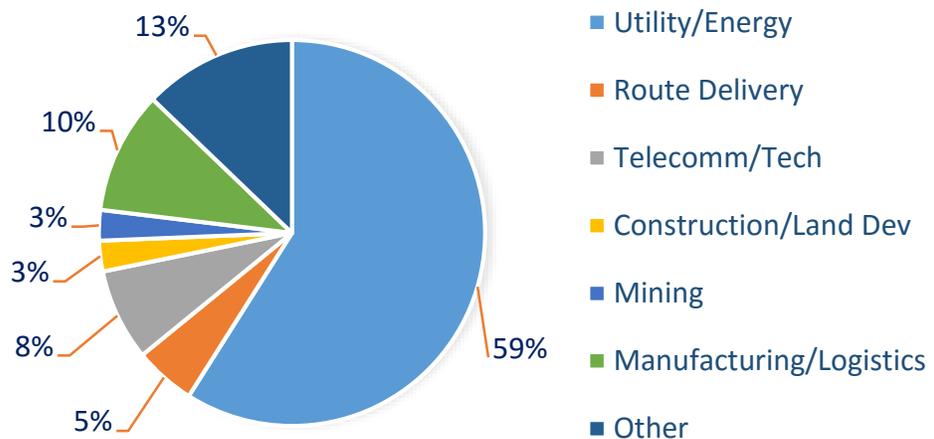
Of all the respondents who hold professional positions within government agencies, 50% of them work for a local government agency and 20% work for the state. 22% of respondents who work for government agencies belong to county or regional agencies. Only 8% of respondents work for a federal government agency.

Proportion of Respondents Based on Government Agency



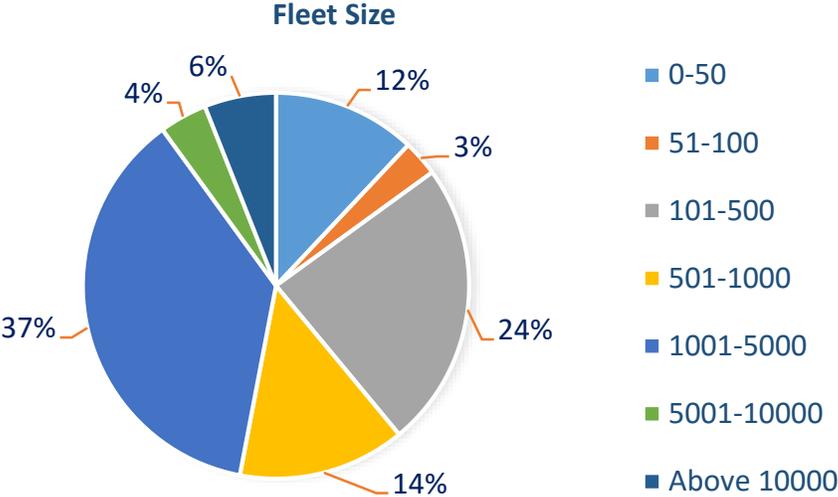
Of all the respondents who hold professional positions within publicly or privately held companies, the majority of them work for the utility and energy industry (59%), followed by others (13%) such as wholesaler, insurance, and fleet management, and manufacturing and logistics (10%). The rest of the respondents who work in publicly or privately held companies are in industries such as telecomm (8%), route delivery (5%), construction/land development (3%), and mining (3%).

Proportion of Respondents Based on Vertical



Proportion of Respondents Based on Fleet Size

The majority of fleet leaders work for companies with a fleet size of 1001 – 5000 units (37%), followed by a fleet size of 101 – 500 units (24%), and a fleet size of 501-1,000 (14%).



Do you have survey topics to suggest?

If you have survey topics that you would like us to cover, or have questions regarding any of our surveys, please contact mchen@fleetanswers.com.

To access more surveys, please visit our [Research section](#).

About FleetAnswers

FleetAnswers is a reliable, credible and easy-to-use resource that offers your entire fleet organization access to **industry specific data** along with the **tools** and **educational resources** you need to drive best practices. Members gain free access to our services such as **polls, surveys** and **email blasts**.

Through our **membership-driven community**, individuals within fleet organizations can reach out to other fleet professionals, at a job-specific level, to **connect** and network with them. Our members consist of some of the industry's top decision makers. Crowd-source answers and solutions to problems from the **best** and **brightest minds** in the fleet industry.

Join an **Intelligent Fleet Community™** that lets your organization acquire information and valuable knowledge in a collaborative setting that will help your fleet **achieve operational excellence**.

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