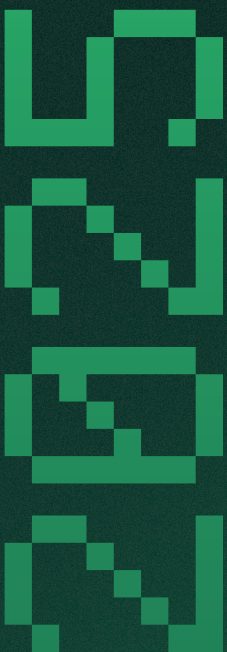
Fleetio

Fleet Benchmark Report



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2025 Fleet Benchmark Report

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Index

PART 1	**ASSET DATA**	8
	Fleet Composition	16
	Mileage Analysis	20
	Asset Cost Analysis	24
PART 2	**MAINTENANCE DATA**	32
	Service Categories	36
	Work Order Metrics	40
	Service Compliance	42
	Maintenance Tasks	44

How did we create the Fleet Benchmarking Report?

This report is constructed from the **aggregate data of real Fleetio customers,** including vehicle information, odometer readings and recorded expenses. We evaluated our overall vehicle profile to bring together the most relevant data points that accurately summarize the state of a wide variety of fleets across multiple industries. We have worked to validate customer-generated data as much as possible, and metrics are reflected as both averages and medians where relevant.

We also conducted a paid **survey of nearly 300 fleet industry professionals** that included both customers and non-customers so we could take the pulse of the industry and understand how fleets function qualitatively as well as quantitatively.

Throughout this report, Fleetio platform data is represented in green; survey respondent data is represented in teal.

A Note from CEO Jon Meachin

Data has always been at the core of Fleetio's mission. Since 2012, we've understood that the difference between a good fleet and a great fleet comes down to one thing, better data. Everything we've built has been focused on helping the fleet industry – fleet operators, repair shops, and fleet partners – gather, organize, and act on that data to make smarter decisions and improve performance.

Now, we're taking that mission a step further. Fleetio is fortunate to steward a great deal of data from the 7,500+ fleets we serve directly, and we do so while maintaining incredible respect and security of our customers' privacy. We see a powerful opportunity to anonymize and aggregate the data from within Fleetio to share insights that benefit the broader fleet community.

The Fleet Benchmarking Report is tailored to fleet operators and intended to give you a clearer view of where you stand and where there may be room to grow, all based on real-world data. Our goal is simple: to help you turn data into action. Thank you for downloading this resource, and we hope to continue to provide the fleet community with valuable data that can drive us all forward.

Data sits at the heart of everything we do at Fleetio.

JON MEACHIN,
CEO, FLEETIO

PART 1

Asset Data

1 Fleet Composition
2 Mileage Analysis
3 Asset Cost Analysis

INTRODUCTION

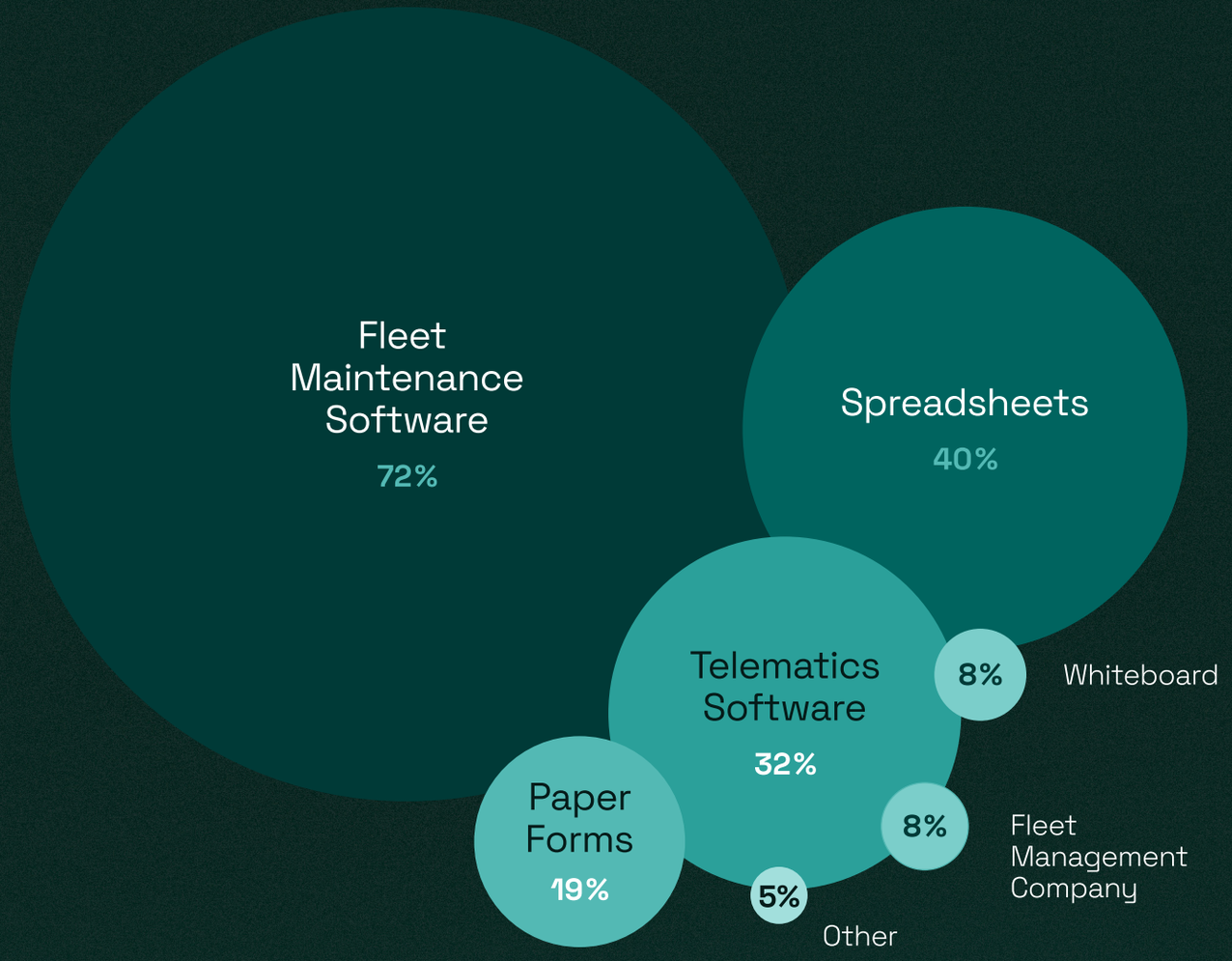
Asset Data

Ever wonder what the typical fleet looks like? Our analysis of nearly one million vehicles offers a fascinating snapshot of how organizations structured and maintained their fleets over the past year. Whether you're managing a dozen vehicles or a thousand, the insights in this report can help benchmark your fleet against industry norms.

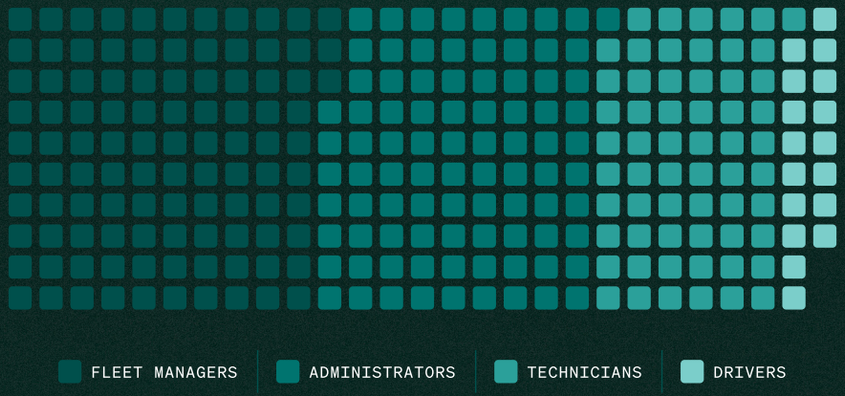
But first – how are fleet managers tracking all this data? In our survey, fleet managers could indicate all of the methods they currently use to track their metrics, and while a good majority of organizations seem to have adopted software, there are still a lot of spreadsheets and forms out there that fleet managers are using to either run their data programs or supplement their software.

When it comes to getting that data, it's a shared effort across fleet organizations, and the time each organization spends entering in that data each week can vary pretty widely.

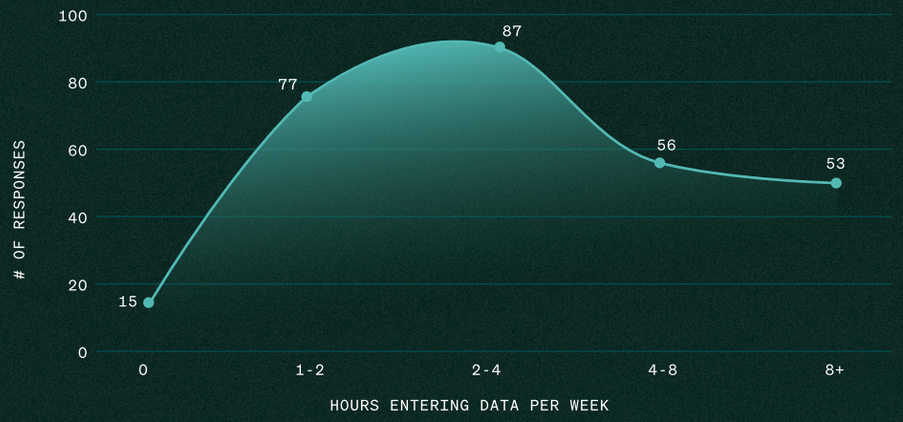
How are fleet managers tracking data?



Who is entering data?



How long does it take?



SECTION 1

Fleet Composition

TOTAL SAMPLE SIZE

AT THE TIME OF REPORTING

984,777

MEDIAN FLEET ASSET AGE (YEARS)

6.3

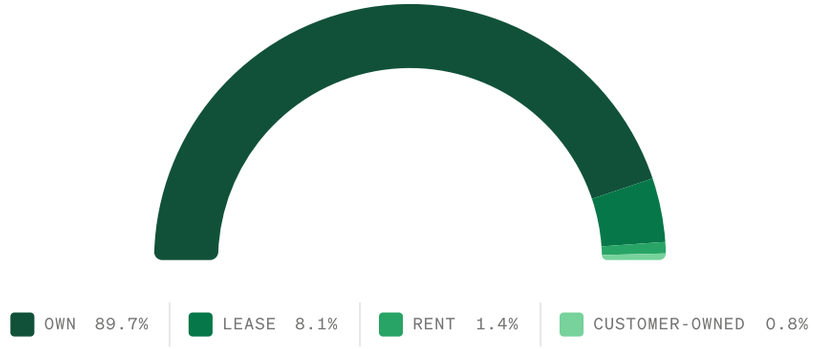
AVERAGE FLEET VEHICLE AGE (YEARS)

7

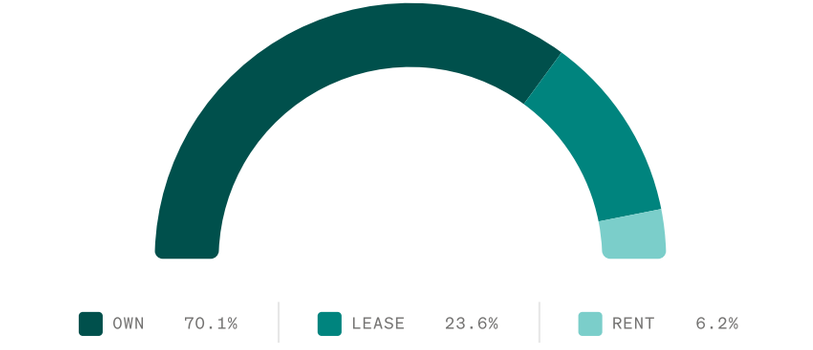
The Age Equation

Today's fleet vehicles show a median age of 6.3 years, with an average of 7 years. While conventional wisdom suggests replacing vehicles at the 4-year mark, our data shows many organizations successfully operating well beyond this timeline – provided they maintain robust maintenance programs.

Procurement Strategy (Fleetio Accounts)



Procurement Strategy (Survey Respondents)

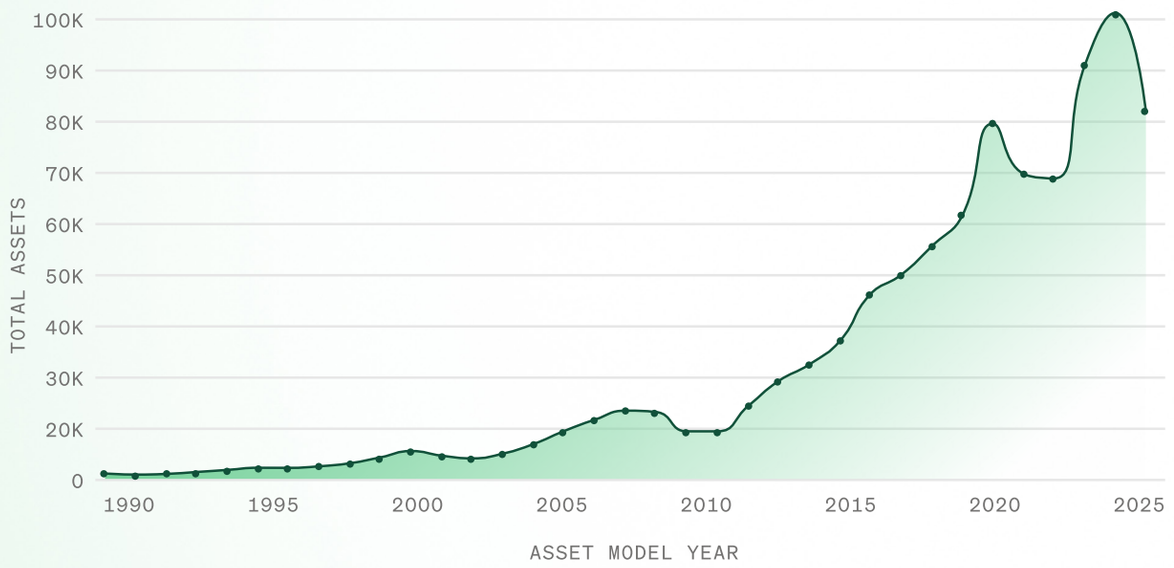


Ownership Structure

The vast majority of fleets (89.7%) opt for direct ownership of their vehicles. Here's how the ownership landscape breaks down in Fleetio:

OWNED	LEASED	RENTED	CUSTOMER-OWNED
883,062	79,446	14,065	8,204

How old are Fleetio assets?



SECTION 2

Mileage Analysis

MEDIAN FLEET VEHICLE MILEAGE

97,972

AVERAGE FLEET VEHICLE MILEAGE

229,875

Miles On The Clock

What's normal when it comes to mileage? It depends on who you ask. With a median of 97,972 miles and an average of 229,875, the spread tells an interesting story:

- Quarter of vehicles (25.4%) are practically new at under 15,000 miles
- Another quarter (27.4%) sit in the sweet spot with 15,000-99,999 miles
- A hearty 11.2% have logged over 200,000 miles and keep on trucking

MEDIAN UTILIZATION RATE

TIME ASSET SPENT ASSIGNED

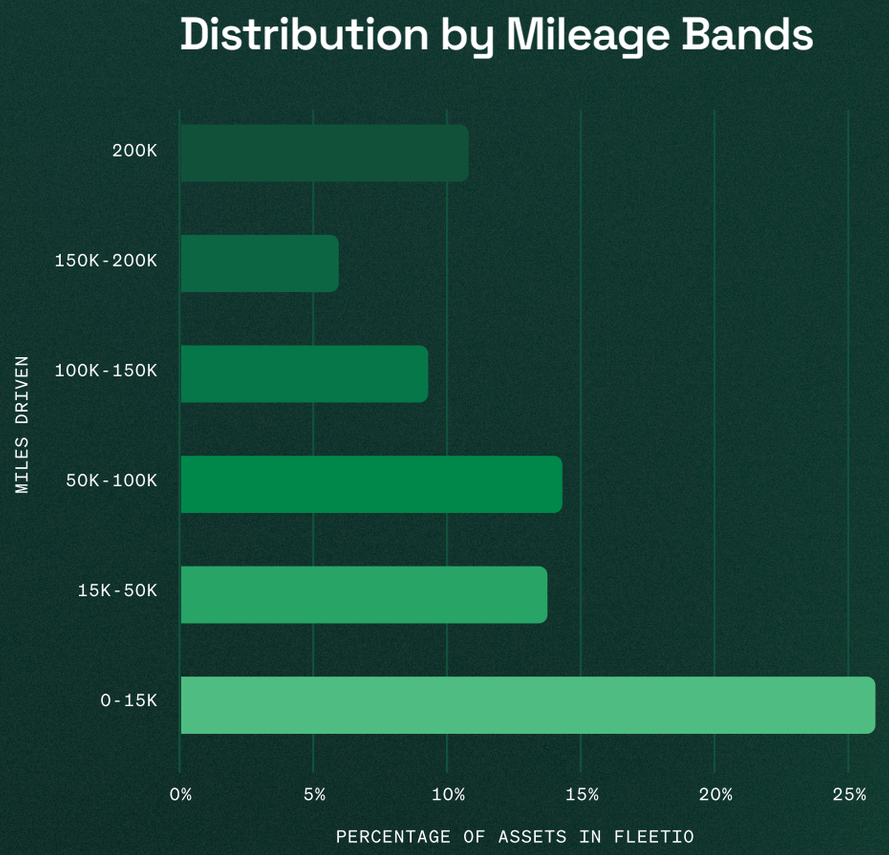
74.5%

Keep It Rolling

The industry benchmark for asset utilization stands at 74.5% – meaning the typical fleet vehicle spends about three-quarters of its time actively assigned. This metric sits right in the ideal 70-85% utilization range and offers a practical target for fleet managers looking to optimize their operations.

These metrics aren't just numbers – they're indicators of how real-life organizations like yours are balancing acquisition costs, maintenance demands and operational needs. Your fleet's ideal profile will depend on your specific requirements, but these benchmarks provide valuable context for strategic planning.

How many miles are on fleet vehicles?



SECTION 3

Asset Cost Analysis

OVERALL MEDIAN COST PER MILE

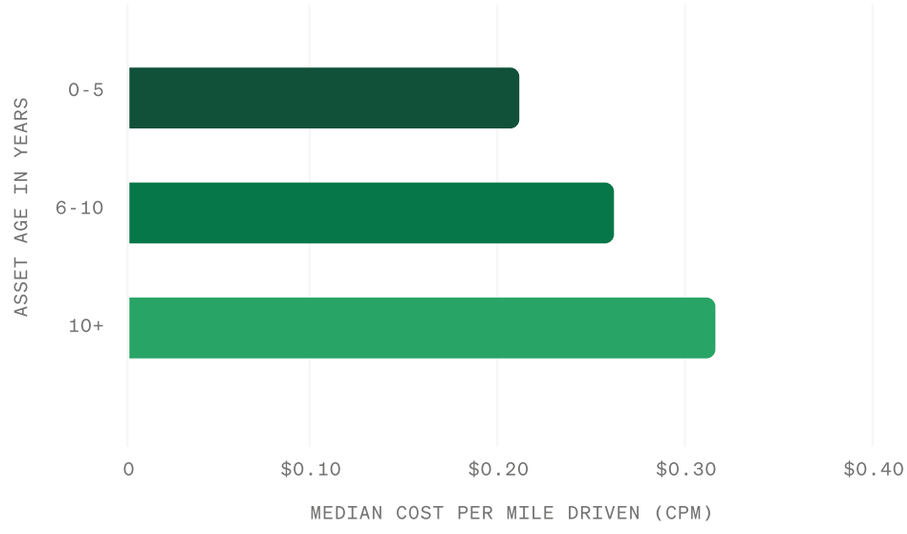
$0.24

What does it really cost to keep a fleet on the road? Our analysis of nearly one million vehicles reveals some compelling insights into the true cost of fleet operations. From aging assets to industry-specific patterns, these benchmarks can help you evaluate where your fleet stands – and where it could be going.

The Age Factor

Our data confirms what many fleet managers intuitively know: older vehicles cost more to operate. A typical fleet vehicle starts at $0.23 per mile in its first five years, edges up to $0.25 between years 6-10, and jumps to $0.31 after a decade on the road. This 35% cost increase for older vehicles makes a strong case for strategic replacement planning.

Median Cost per Mile by Vehicle Age



Industry Insights

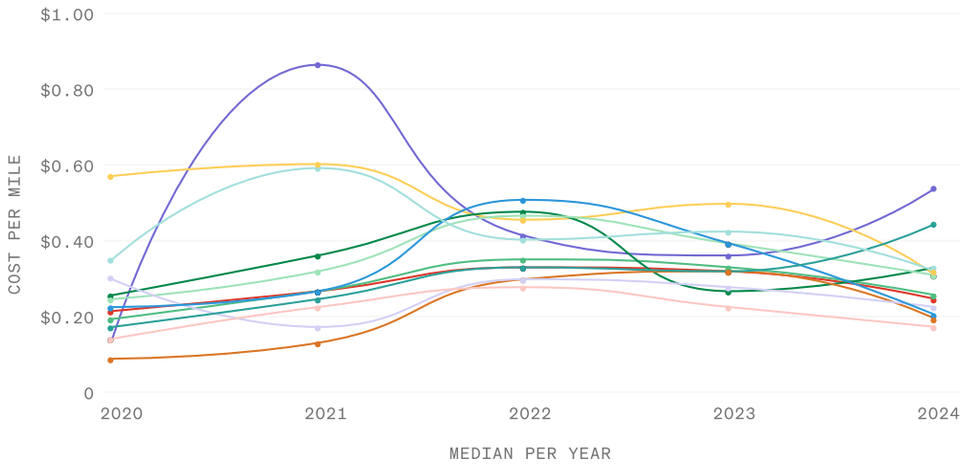
Not all fleets are created equal. The Arts & Entertainment sector faces the highest operating costs at $0.51 per mile – more than three times the cost of Retail & Manufacturing fleets ($0.17). Why such a dramatic difference? These variations often reflect:

- Different vehicle types and purposes
- Varying operational demands
- Industry-specific maintenance requirements
- Distinct regulatory environments

Transportation & Logistics, one of the largest fleet sectors, averages $0.31 per mile, reflecting the intensive use these vehicles typically see.

What is the median cost per mile by industry?

Cost per Mile by Industry (YoY)



The Five-Year View

The past five years of Fleetio asset data tell an interesting story about fleet operating costs:

- 2020 started relatively low at $0.25 per mile
- Costs peaked during 2022 at $0.39
- Recent stabilization around $0.29
- 16% decrease from the 2022 high point

This trend reflects broader economic patterns, including:

- Post-pandemic operational adjustments
- Fuel price fluctuations
- Parts and labor cost variations
- Supply chain impacts

Is it time to retire?

There comes a point at which an asset is no longer best financially serving a fleet, and there are a few different ways to determine where that point is. In our survey, cost and years in service are the two major thresholds for vehicle replacement, and many respondents indicated that they use a combination of different methods to offload their retired vehicles.

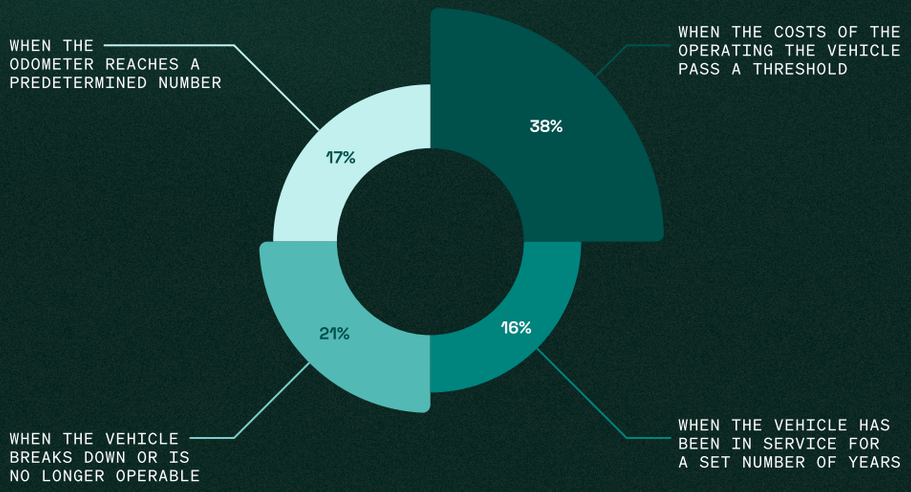
Putting the Data to Work

These benchmarks provide valuable context for fleet planning:

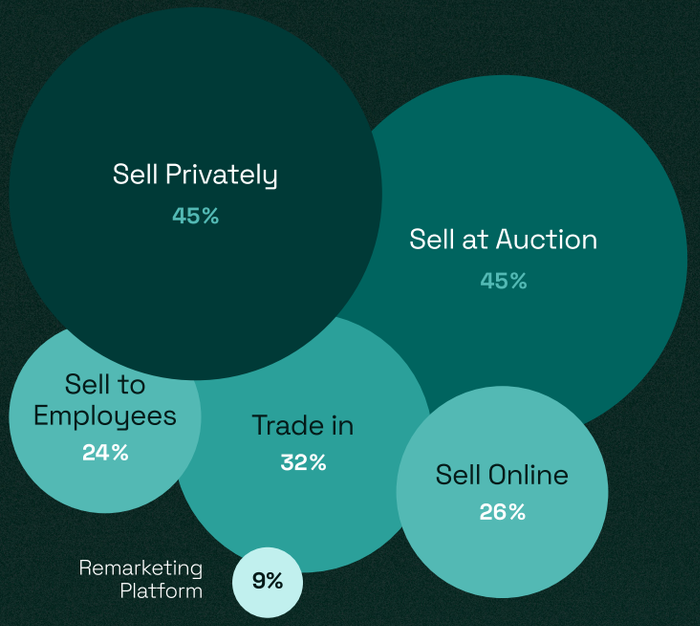
- Compare your costs against industry standards
- Build more accurate budgets
- Make data-driven replacement decisions
- Justify fleet modernization initiatives

Remember: while these numbers provide useful guidelines, your fleet's optimal operating costs will depend on your specific operational needs, geographic location, and business objectives.

When are fleet vehicles retired?



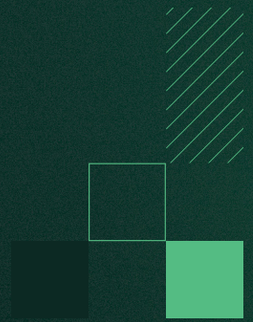
How are they retired?



PART 2

Maintenance Data

1 Service Categories
2 Work Order Metrics
3 Service Compliance
4 Maintenance Tasks



INTRODUCTION

Data Overview

What's happening when vehicles aren't on the road?
Our maintenance analysis of nearly six million work orders provides an unprecedented look at how fleets are handling repairs, scheduling preventive maintenance, and managing service operations. These benchmarks offer valuable context for evaluating your own maintenance program's effectiveness.

NUMBER OF WORK ORDERS

6,000,683

SECTION 1

Service Categories

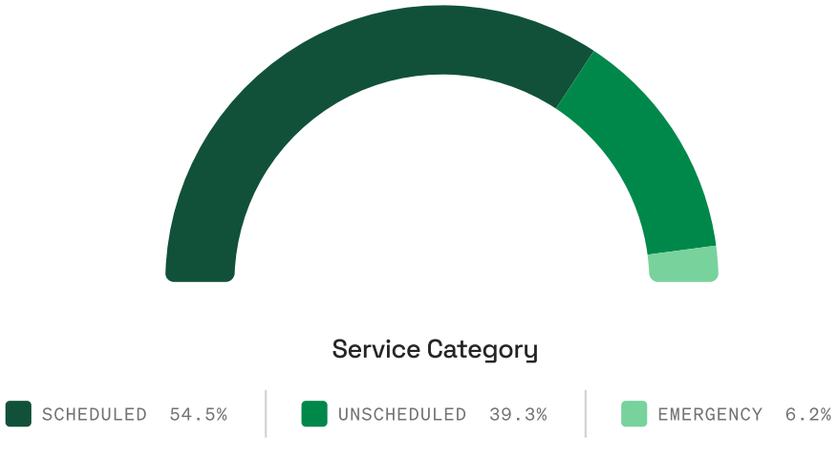
When it comes to maintenance, some tasks simply happen more often than others. Oil changes dominate service records, with tire work not far behind:

- Engine oil & filter replacement leads with 437,409 work orders, taking about 60 minutes of labor time per service
- Tire replacement appears in 237,511 work orders (45 minutes median)
- Engine air filter replacement accounts for 144,392 services (15 minutes median)
- Regulatory inspections remain a constant, with DOT inspections appearing 132,706 times

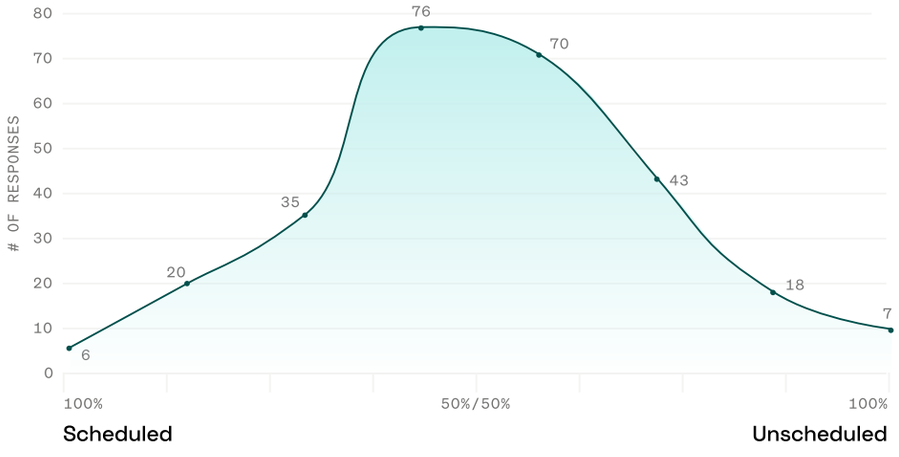
The time spent on these services reveals interesting patterns—some quick tasks like cabin air filter replacements median just 15 minutes, while more complex services like shop supplies work can take nearly three hours per order.

Service Task	Average Cost	Median Labor Time
MAINTENANCE		
Tire Replacement	$446.29	45 mins
Brake Pads Replacement	$212.99	1 hr 23 mins
Engine Oil & Filter Replacement	$78.01	60 mins
Fuel Filter Replacement	$54.80	30 mins
Windshield Wiper Blade Replacement	$36.23	15 mins
Engine Air Filter Replacement	$35.36	15 mins
Cabin Air Filter Replacement	$33.57	15 mins
Tire Rotation	$20.12	25 mins
Windshield Washer Fluid Fill	$6.35	5 mins
INSPECTIONS		
Diagnostics	$201.75	1 hr 30 mins
DOT Inspection	$71.66	56 mins
Exterior Lighting Inspect	$53.19	39 mins
Battery Inspect	$35.19	47 mins
Brake Inspection	$33.36	58 mins
Vehicle Multi-Point Inspection	$22.95	43 mins
Tire & Wheel Assembly Inspect	$17.95	22 mins
MISCELLANEOUS		
Body & Frame	$567.00	1 hr 15 mins
Accessories/Upfitting	$431.44	3 hrs 23 mins
Towing/Roadside Assistance	$354.13	1 hr 47 mins
Tires	$274.18	46 mins
Brakes	$268.59	1 hr 28 mins
Battery Replacement	$212.00	47 mins
Electrical System	$189.98	1 hr 15 mins
Cameras/Alarms/Safety	$83.01	52 mins
Shop Supplies	$38.19	1 hr 37 min

Scheduled vs. Unscheduled Maintenance



Distribution of Scheduled Maintenance



The Maintenance Mix

Most fleets have found the sweet spot between planned and unplanned maintenance. Our data shows:

- Scheduled service: 54.5% of all activities
- Unscheduled repairs: 39.3%
- Emergency work: 6.2%

This breakdown validates the standard 70/30 ratio (scheduled vs. unscheduled) that many fleet managers aim for, though actual fleet data shows most organizations have room for improvement in shifting more work to the preventive side.

This distribution closely matches what fleet managers report in our survey, where most organizations aim for at least 75% scheduled maintenance. Only 6 respondents (2.1%) claimed to run fully scheduled maintenance programs, while 7 respondents (2.4%) admitted to operating entirely reactively.

SECTION 2

Work Order Metrics

CREATED WORK ORDERS

6,000,683

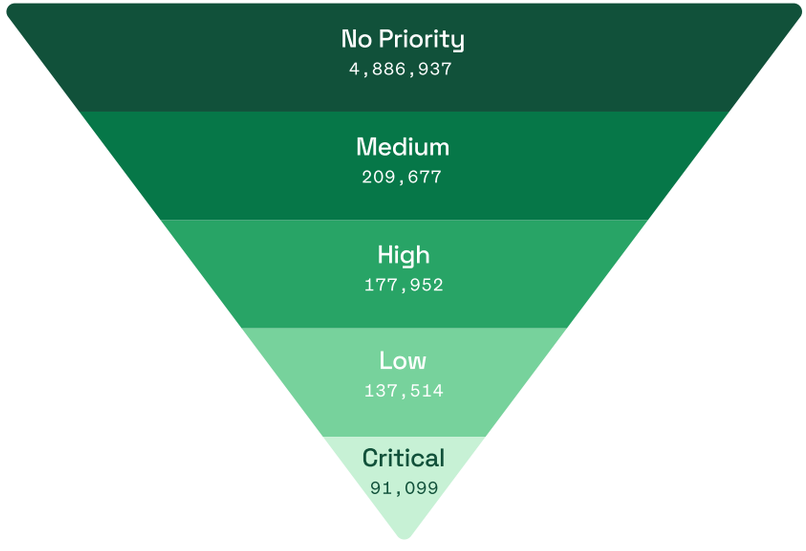
COMPLETED WORK ORDERS

5,900,088

AVERAGE DAYS TO START

6.2

Work Order Prioritization



With over 6 million work orders created and 5.9 million completed, fleet maintenance operations show impressive throughput. However, the journey from creation to completion takes time:

- Average days to start service: 6.2 days
- Critical priority resolution: 1.4 days (median)
- High priority resolution: 3.1 days (median)
- Medium priority resolution: 4.7 days (median)
- Low priority resolution: 6.2 days (median)

Notably, most work orders (4,886,937) don't have a priority assigned – suggesting an opportunity for better maintenance triage and scheduling in many organizations.

SECTION 3

Service Compliance

Preventive maintenance is only effective when performed on schedule. The industry benchmark shows:

AVERAGE COMPLIANCE RATE

84.3%

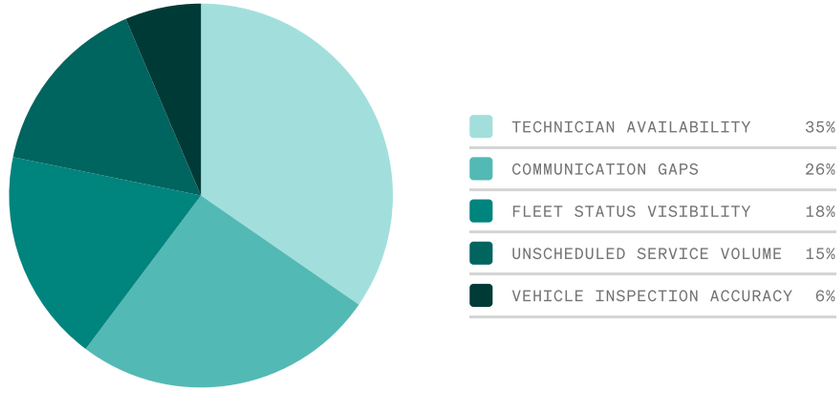
MEDIAN COMPLIANCE RATE

86.7%

The distribution reveals that 27.8% of fleets achieve excellent compliance rates of 95-100%, while 23.2% struggle with compliance rates below 75%. When asked why compliance rates fall short, fleet managers cite technician availability (34.6%), communication gaps (25.6%) and fleet status visibility (18%) as primary challenges.

On Time Service Compliance Rate

Reason for Low Compliance



SECTION 4

Maintenance Tasks

Looking at actual service costs presents a clearer picture of maintenance budgeting realities:

- Oil changes may be frequent but remain relatively affordable ($78.01 average)
- Tire replacements represent a significant expense at $446.29 per occurrence
- Emergency services like towing average $354.13 per incident
- Complex repairs like radiator replacement ($797.72) and A/C compressor replacement ($601.84) demonstrate why preventing major failures is so important

These figures provide valuable benchmarks for evaluating your own maintenance expenditures and identifying opportunities for cost optimization.

Note that while these numbers represent industry averages, your fleet's optimal maintenance approach will depend on your specific operational requirements, vehicle types, and business objectives.

AVERAGE COST OF OIL CHANGE

$78.01

AVERAGE COST OF TIRE REPLACEMENTS

$446.29

AVERAGE COST OF TOWING

$354.13

AVERAGE COST OF RADIATOR REPLACEMENT

$797.72

AVERAGE COST OF A/C COMPRESSOR REPLACEMENT

$601.84

Ready for more insights?

Fleetio is the platform for fleet maintenance. Manage inspections, work orders, PM schedules, parts inventory and more in a single dashboard.

Optimize your fleet.

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