Fleetio

Fleet Benchmark Report

2024

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FLEETIO.COM

2026 Fleet Benchmark Report

The State of Fleet Management

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Methodology

This report combines two inputs:

- **Aggregated, anonymized Fleetio platform data** representing how fleets operate in practice, at scale.
- **A survey of fleet professionals** capturing real-world sentiment, constraints, and priorities.

Throughout the report:

- **Platform benchmarks** reflect what fleets do.
- **Survey benchmarks** reflect what fleets experience and believe.

Read this like a benchmark, not a verdict: fleet operations have outliers and edge cases. When there's a big gap between "typical" and "average," that's usually a signal of a long tail — backlog, exceptions, or inconsistent process.

How to Use This Report

This report combines:

- **Survey results** from over 600 verified fleet industry professionals, including 394 customers and 216 non-customers, that take the pulse of the industry and understand how fleets function qualitatively as well as quantitatively.
- **Fleetio FY25 benchmark data,** aggregated and anonymized from our platform, and pulled from **over 1 million vehicles, 17.49B miles,** and **$7 billion in service spend.**

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.

As you review the report for your own use, here are a few best practices to keep in mind:

1. **Pick the right peer lens.** Start with overall medians/averages, then sanity-check against your industry context where applicable.
2. **Look at distributions, not just averages.** Fleet data can be skewed depending on a wide variety of variables — outliers can distort "average."
3. **Identify your leaks.** Reactive mix, compliance, time-to-start, triage discipline, age-driven spend concentration.
4. **Choose 1–2 levers for 90 days.** The goal isn't perfection. It's measurable progress.

A Note from CEO Jon Meachin

Fleet teams are surrounded by data, but data alone doesn't drive better outcomes. What matters is having clear, reliable recommendations you can trust, delivered at the moment decisions need to be made. From the beginning, Fleetio's goal has been to help fleets turn maintenance information into practical guidance that supports real work, not just record keeping.

Now in its third edition, the Fleet Benchmark Report extends that same philosophy. It provides fleet leaders with a data-backed view of performance, not just within their own operations but across the industry. Drawing from aggregated, anonymized maintenance and operations data across thousands of fleets — with privacy as a top priority — this report surfaces benchmarks and patterns that help inform planning, prioritization, and day-to-day decisions.

The insights in this report are rooted in real fleet work. They reflect how teams are managing maintenance, reducing administrative burden, and improving uptime in increasingly complex environments. Our goal isn't simply to present metrics, but to provide context that helps you understand where you stand and where meaningful improvements are possible.

We appreciate the trust you place in Fleetio and the role you play in shaping this data. We hope this report helps you move from insight to action with greater confidence.

PART 1

State of Fleet Mgmt

INTRODUCTION

The Performance Gap

Fleet leaders are managing more than vehicles. They're managing cost pressure, regulatory pressure, capacity pressure — lots and lots of pressure. The result is an industry stuck in the middle of an overwhelming bell curve: many fleets are doing okay, but most are still absorbing a steady tax of reactive work, coordination delays and admin drag.

This chapter is the voice-of-the-fleet backdrop for the benchmark sections that follow. It's what over 600 fleet professionals say is happening on the ground — and why the best fleets separate themselves with repeatable process & data discipline.

The Squeeze

Cost, compliance and capacity — all at once

"As fleets grow and operations become more decentralized, keeping everything aligned, especially across locations & teams, becomes a real challenge. There's also increasing pressure to optimize turnaround time and minimize downtime, while still maintaining high service standards. If the right tools and systems aren't used effectively or consistently, that gap only grows wider."

Fleet Manager
RENTAL & LEASING

"Rising vehicle, maintenance & operating costs, combined with parts shortages and longer replacement cycles, are increasing downtime and risk. OEM quality issues, technician shortages and inconsistent vendor performance add pressure, while rapid regulatory and technology changes are outpacing infrastructure, training and clear total cost visibility."

Fleet Manager
RENTAL & WHOLESALE

The dominant sentiment from survey responses is pressure. Rising costs top the list, but they're closely followed by mandates and operational constraints that make it harder to "work the plan."

What fleets are most concerned about

RISING COSTS

54.4%

REGULATIONS & EMISSIONS MANDATES

46.1%

EV TRANSITION & INFRASTRUCTURE

35.1%

TECHNICIAN SHORTAGES

32.5%

PARTS & VEHICLE AVAILABILITY

28.9%

**Respondents were able to select multiple concerns in their responses*

The Maintenance Middle

Not failing, but not fully in control

Most respondents aren't claiming excellence — they're describing a reality where maintenance is getting done, but consistency is hard. The center of gravity is "room for improvement," not "we've got it nailed."

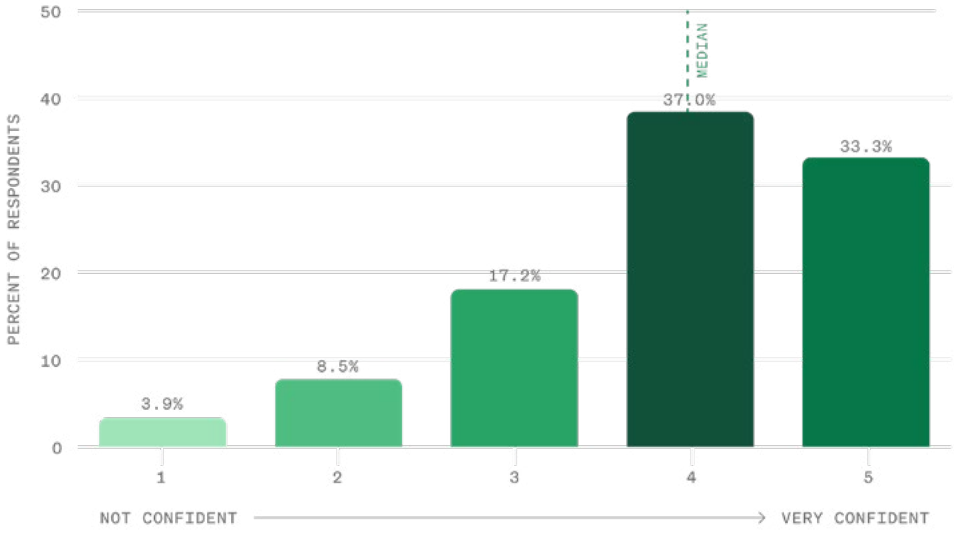
How fleet managers rated their on-time maintenance performance

1. On-time maintenance performance clusters in the middle:
   - **44.3%**: "do a decent job, room for improvement"
   - **25.6%**: "good at performing maintenance on time"
   - **9.7%**: "great at performing maintenance on time"

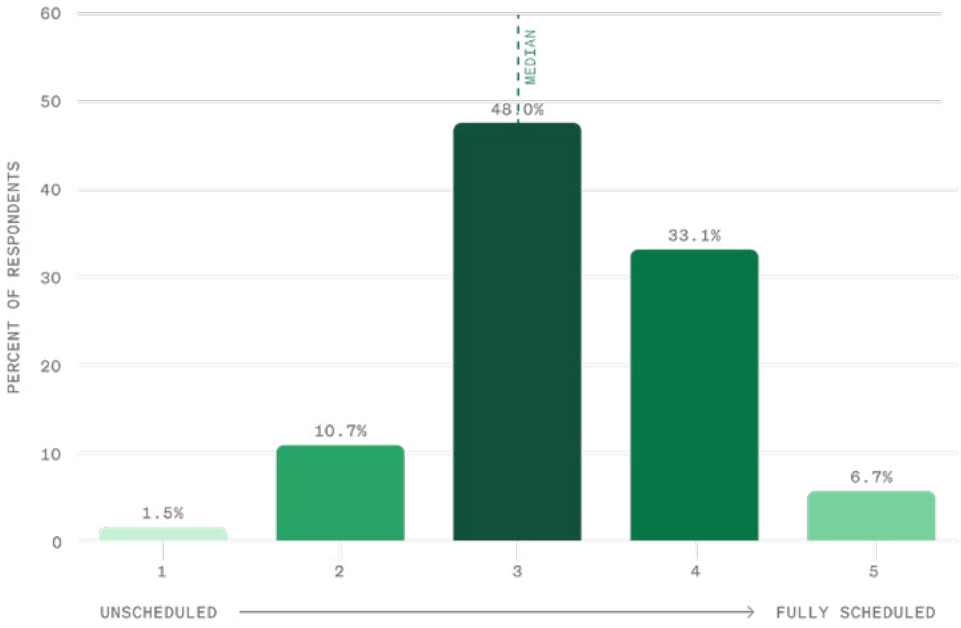
2. Scheduled vs. unscheduled reality is also "middle-heavy": **48.0%** say maintenance is **half scheduled / half unscheduled** (median response = 3 on a 1–5 scale).

3. Only **6.7%** describe their environment as **fully scheduled.**

Confidence in Current Maintenance System



Rate of Scheduled vs. Unscheduled Service

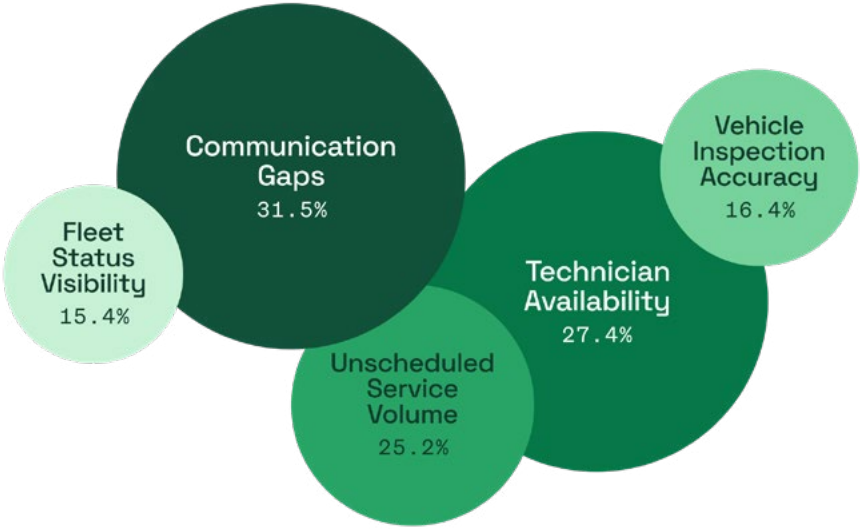


The Coordination Bottleneck

Communication + availability drive missed performance

When fleets miss targets, it's because execution depends on people, timing and visibility, not because they don't know what to do. The most-cited blockers aren't exotic: they're coordination problems.

Barriers to On-Time Maintenance

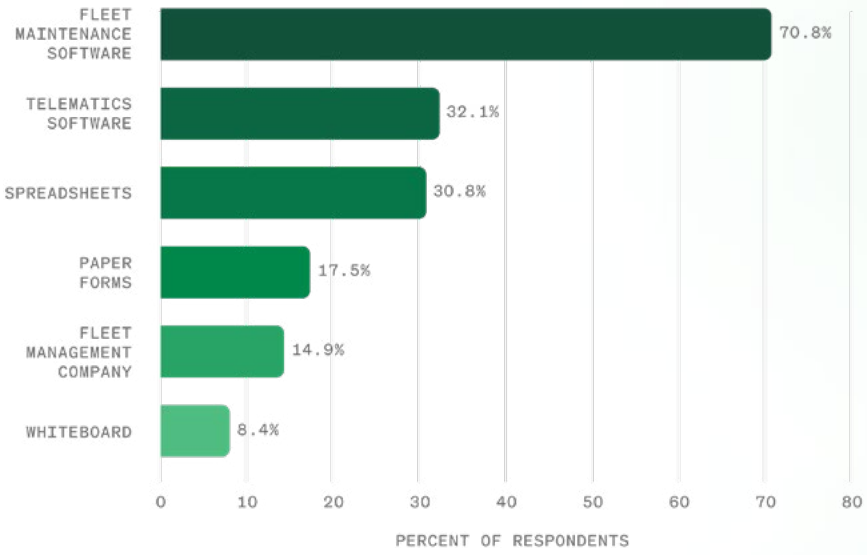


Modern Tools, Manual Reality

"Software... plus spreadsheets... plus paper"

Adoption of fleet software is high in 2026, but most fleets still run multi-system, human-dependent operations that blend software with analog approaches. That doesn't necessarily mean fleets are behind, but that even modern fleets carry a **manual admin load** that slows the work and weakens the data.

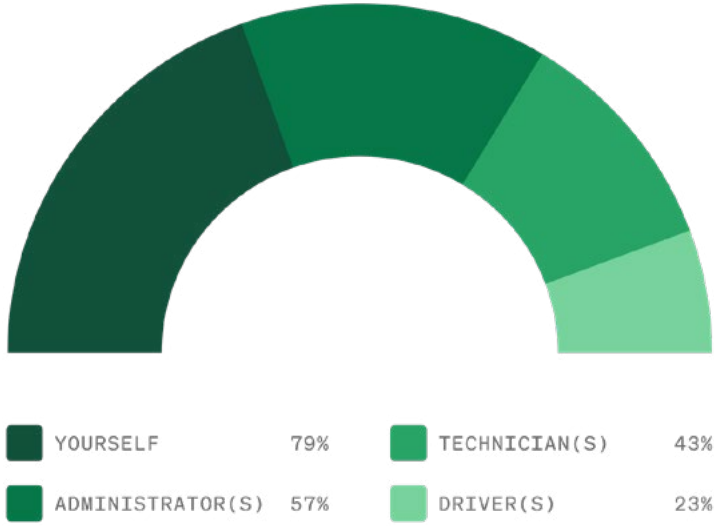
How Fleet Managers Are Managing Their Data



*Respondents could select multiple tracking methods

And who enters that fleet data: **79.3%** say *they* enter it themselves (with admins and techs also heavily involved).

Who Enters Fleet Data



Manual entry time per week varies, but it's meaningful for most fleets:

1-2 HOURS

25.9%

2-4 HOURS

24.1%

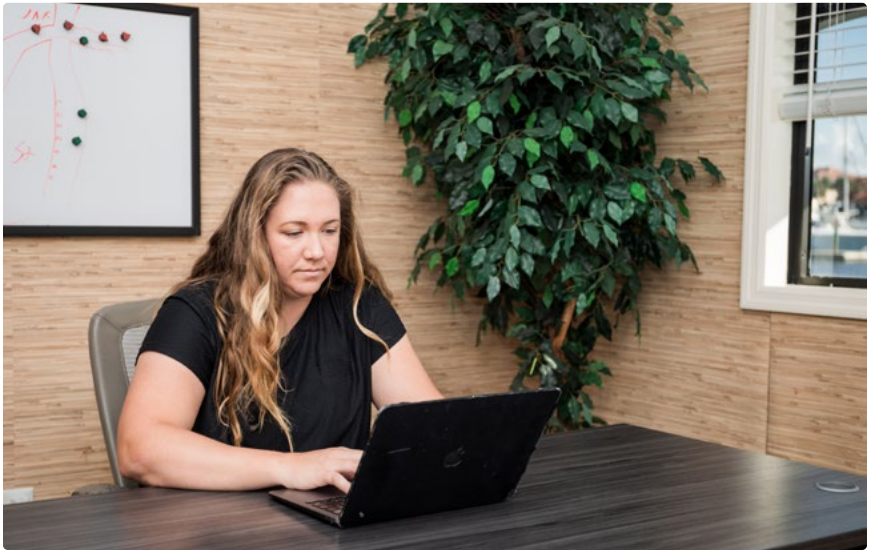
4-8 HOURS

21.3%

16+ HOURS

13.8%

The encouraging signal for future growth is that survey respondents seem comfortable with the idea of automating data collection (median of 4 on a 1 to 5 scale).



The Outsourcing Pressure Valve

It solves problems, but it adds complexity

Most fleets don't operate purely in-house or purely outsourced. They're hybrid. That helps with capacity, but it also increases the need for clean processes, clear priorities and consistent communication.

How fleets are approaching maintenance

1. **48.9%** operate with a mix of **in-house + third-party**, while 25.6% are fully in-house and 25.6% are fully third-party.
2. Among fleets outsourcing anything, the top outsourced work types include:
   - Unscheduled repairs: **39.4%**
   - Preventive maintenance: **29.1%**
   - Specialty assets: **27.5%**
   - Overflow relief: **25.8%**
3. Vendor types used when outsourcing skew local and varied: **independent shops (75.8%)** & **dealerships (65.0%)** lead the list.

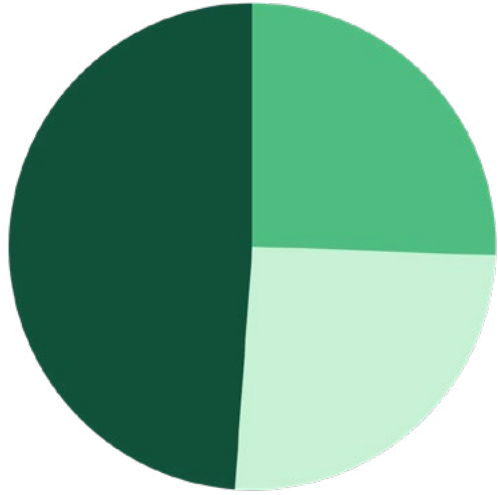
"There is a great deal of uncertainty of dealer viability, product availability, & a shortage of qualified technicians."

Fleet Manager
EDUCATION

"Dealership prices are inconsistent, price gouging for purchase and service."

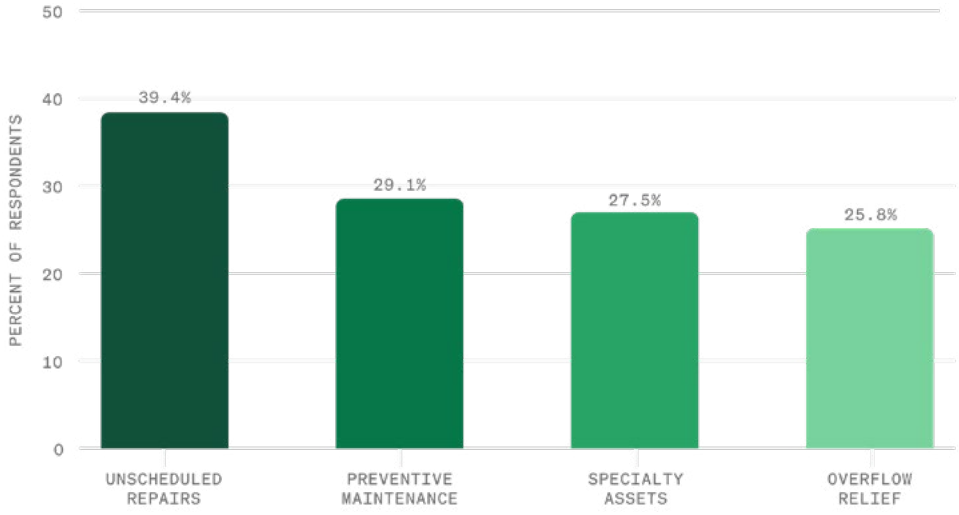
Fleet Manager
MANUFACTURING

Maintenance Approach



BOTH	48.9%
IN-HOUSE	25.6%
THIRD-PARTY	25.6%

Work Types Outsourced



Vendor Types Used When Outsourcing

INDEPENDENT SHOPS	76%
DEALERSHIPS	65%
NATIONAL PROVIDERS	45%
SPECIALTY SHOPS	35%

AI Wanted, Not Trusted

Fleets prefer low-risk wins

Fleets aren't entirely opposed to AI as a concept, but they're looking for reliability and practicality. Many fleets are researching or piloting, but trust hinges on reliability, data readiness and keeping humans in the loop.

How fleets feel about artificial intelligence

- Current AI usage stage: **35.1%** are researching, **18.2%** are piloting, and only **5.6%** say they're using AI broadly.
- Trust without human review is extremely limited: only **1.5%** "completely" trust AI recommendations without review.
- Where fleets are most comfortable granting autonomy: **low-risk automations** (reports/summaries) outrank high-impact actions by a wide margin.

Top hesitations are trust & readiness issues:

ACCURACY/RELIABILITY

50.8%

TRUST/CONFIDENCE

43.3%

HUMAN OVERSIGHT NEEDED

37.7%

DATA QUALITY CONCERNS

35.2%

"It will be interesting to see how AI and automation affect the way we manage our fleets on a daily basis. There's also concerns about having a qualified workforce as vehicles become more reliant on computer technology."

Fleet Manager
TRUCKING, LOGISTICS & SHIPPING

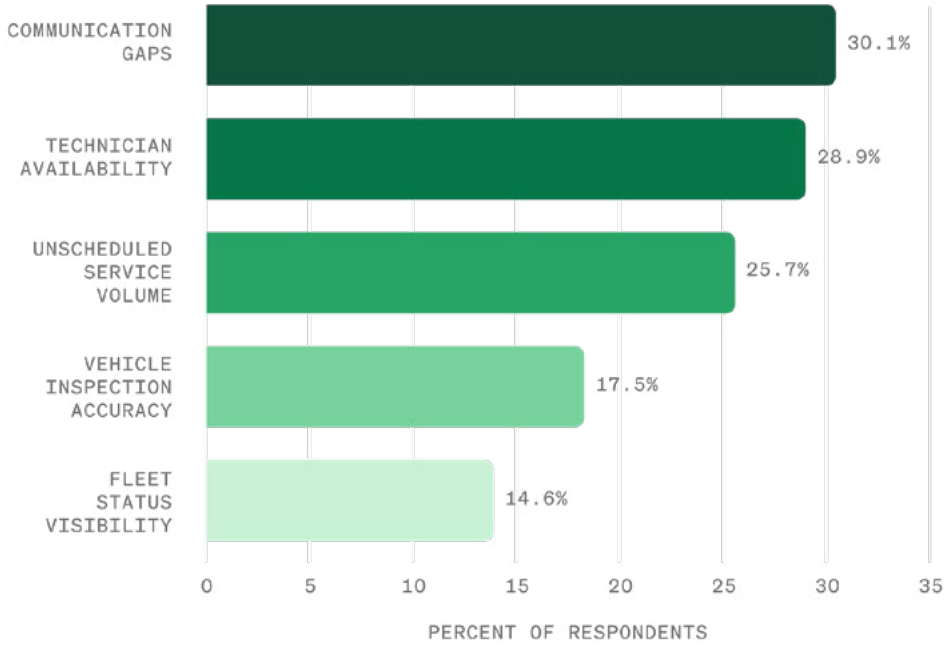
"My hesitation on using AI is trusting the data sources that AI is using. AI is only as good as its data."

Fleet Manager
HEALTH CARE

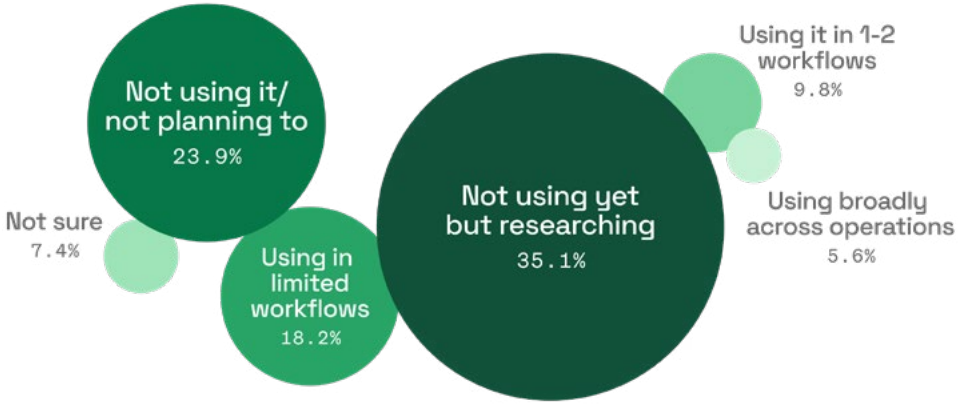
"Risk: accuracy and data confidentiality. Hesitation: issues with data integrity due to our processes will make implementation challenging."

Fleet Manager
PUBLIC TRANSPORTATION

Barriers to Adopting AI



Current AI Usage Stage



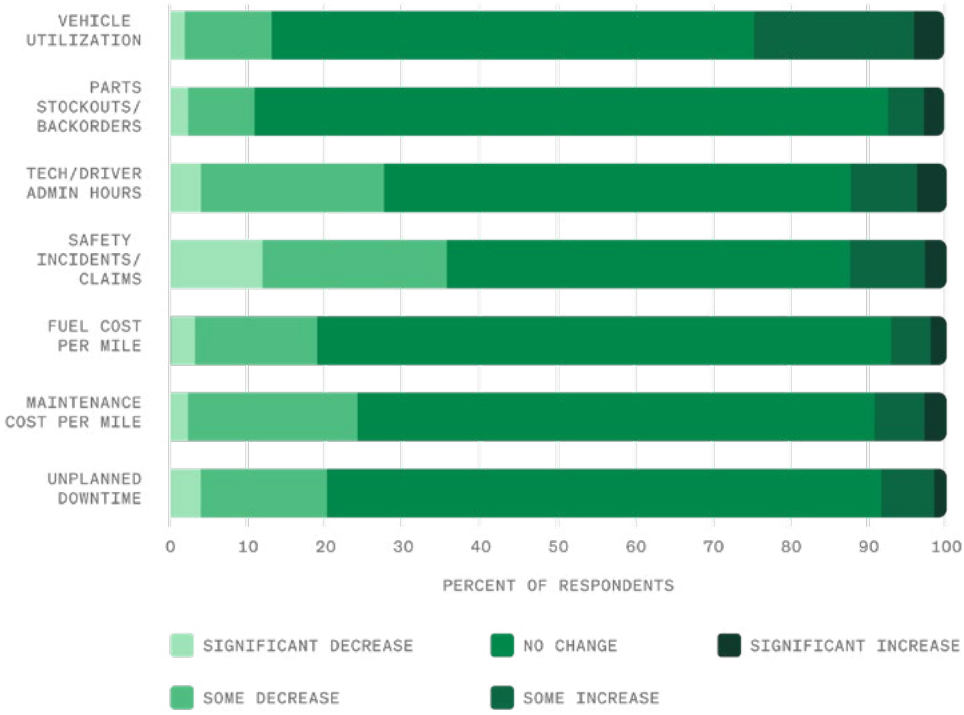
AI Use Cases Non-Users Are Most Interested In

SERVICE RECOMMENDATIONS AND FAILURE PREDICTION	45%
ADMIN AUTOMATION	40%
PM SCHEDULING AND PARTS PLANNING	39%
SAFETY COACHING AND INCIDENT REVIEW	36%
ROUTE PLANNING AND DISPATCH OPTIMIZATION	24%
TCO FORECASTING AND REPLACEMENT PLANNING	22%
PROCUREMENT OPTIMIZATION	21%
WARRANTY CAPTURE AND RO CODING	19%
DRIVER COMMUNICATIONS AND POLICY Q&A	19%

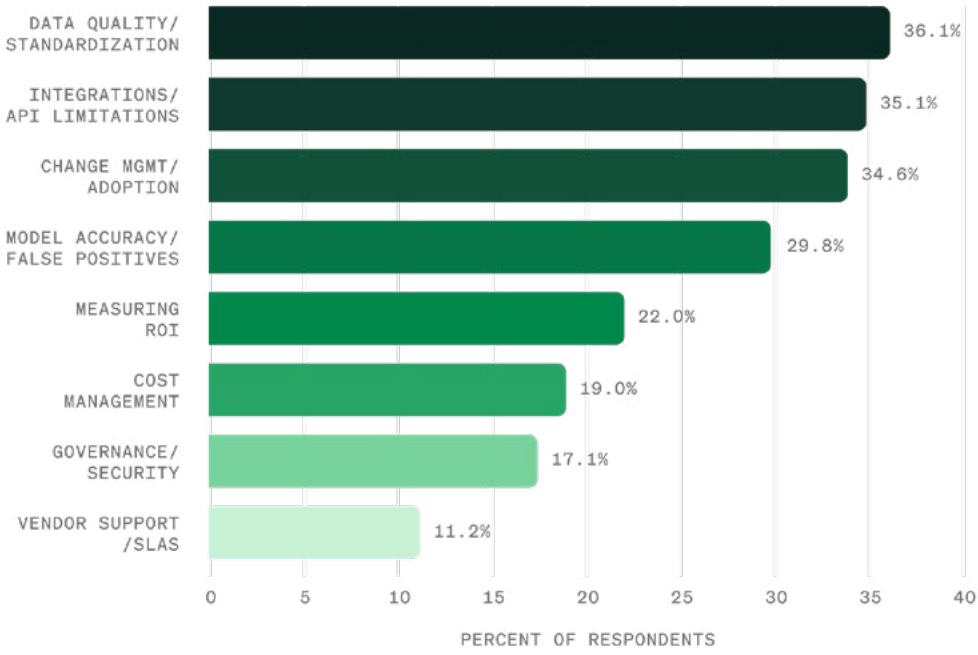
AI Use Cases Adopters Use Currently

ADMIN AUTOMATION	49%
SAFETY COACHING AND INCIDENT REVIEW	48%
ROUTE PLANNING AND DISPATCH OPTIMIZATION	26%
SERVICE RECOMMENDATIONS AND FAILURE PREDICTION	26%
DRIVER COMMUNICATIONS AND POLICY Q&A	20%
PM SCHEDULING AND PARTS PLANNING	14%
PROCUREMENT OPTIMIZATION	13%
TCO FORECASTING AND REPLACEMENT PLANNING	10%
WARRANTY CAPTURE AND RO CODING	7%

How Current Users Expect AI to Impact 2026 Operations



Challenges Experienced with AI



**Respondents could select multiple options*

We also asked fleets, if they could wave a magic wand, which process would AI fix first? Here's how they responded:

"If I could wave a magic wand, I would have AI fully automate preventive maintenance scheduling. That means real-time monitoring of every vehicle & piece of equipment, predicting failures before they happen, ordering parts automatically, and scheduling service without downtime. Keeping the fleet running reliably is the foundation of smooth operations, and AI could eliminate guesswork, delays, and unexpected breakdowns."

Fleet Manager
CONTRACTORS & BUSINESS SERVICES

"I would use AI to streamline maintenance tracking and scheduling — automatically identifying issues, predicting repairs, & coordinating service before breakdowns occur. This would reduce downtime, control costs, and keep vehicles on the road."

Fleet Manager
CONSTRUCTION & MATERIALS

"Projecting what fleet to retire to save my time for higher valued items. Coordinate with drivers & shops to schedule maintenance while capturing DVIR faults."

Fleet Manager
CONSTRUCTION & MATERIALS

"I'd apply AI to end-to-end fleet optimization — integrating maintenance data, utilization, compliance, and cost analytics to drive better asset decisions. Having predictive visibility into when to repair, replace, or redeploy equipment would materially improve uptime, capital planning, and long-term fleet performance."

Fleet Manager
TRUCKING, LOGISTICS & SHIPPING

"Taking invoices pulled from email or sent directly to a dedicated inbox that would then auto-upload to [fleet management software] and import ALL the data from the invoice & then auto reset the maintenance reminder to schedule next service if it's PM."

Fleet Manager
TRUCKING, LOGISTICS & SHIPPING

"I would have AI fully manage and optimize our maintenance workflow. This would include identifying early signs of potential failures, predicting when a unit will need service, automatically creating and assigning work orders, and even ordering the parts in advance. It would save time, reduce downtime, & keep the fleet consistently available and reliable."

Fleet Manager
RENTAL & LEASING

The need for automation is there, but the intelligence features at fleet managers' disposal may not be practical enough to fill the gap just yet.

Emissions and Alternative Fuels

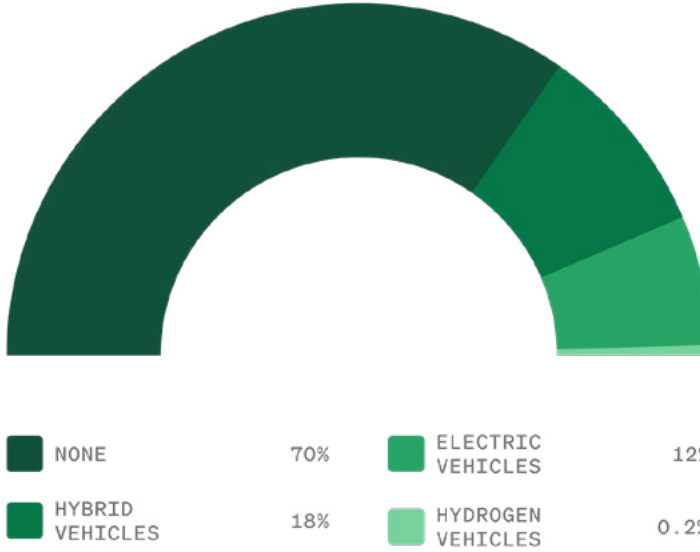
Pressure is real, adoption is cautious

Many fleets in specific states and regions are feeling mandate pressure, but most are still in evaluation mode. The sentiment skews toward “not yet” and “it depends.”

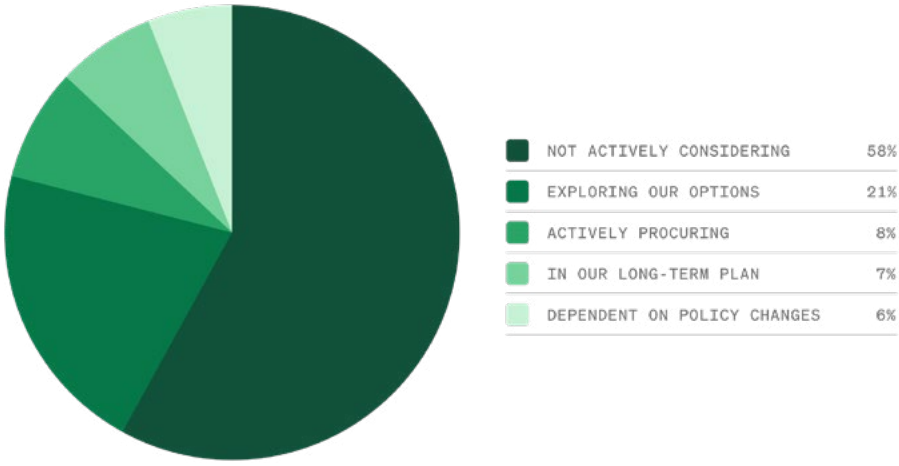
What the survey shows

- Alternative fuel presence today: **70.0%** report **no hybrid/ alternative fuel vehicles**, while **18.3%** have hybrids and **11.6%** have EVs.
- Low/zero-emission procurement planning: **57.6%** are **not actively considering**, **21.1%** are exploring, while **7.9%** are actively procuring.

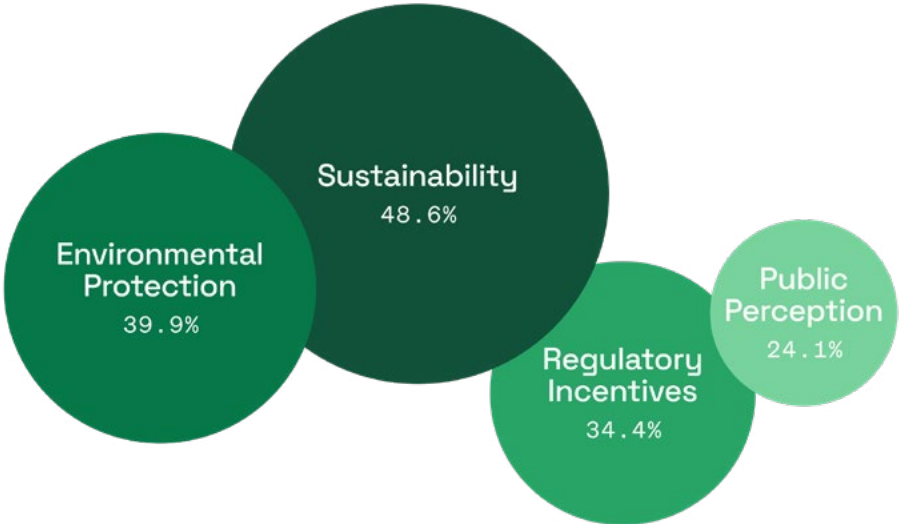
Hybrid/Alternative Fuel Vehicle Blend



Procurement Planning Stage for Low Emissions Vehicles



Reasons for Drivers Exploring Low Emissions Vehicles



"The EV mandates are a burden, we don't have money to invest in infrastructure, technology of vehicles is unstable and not mass produced and we have a lot of heavy duty needs that there aren't real options."

Fleet Manager
TRUCKING, GOVERNMENT & MUNICIPALITIES

"Insurance hikes, parts availability, parts price increases. Electric/hybrid will make it necessary to hire a new tech with specific knowledge, new parts, charging stations, battery life and costs. Increased payroll costs despite staying competitive in client pricing."

Fleet Manager
ARTS, ENTERTAINMENT, & RECREATION

"The sharply rising cost of purchasing & maintaining our fleet. Also adapting our fleet for future regulatory transition/ changes to zero-emissions/EV vehicles that can successfully run reefer units & achieve acceptable mileage ranges meet or exceed our operational goals."

Fleet Manager
TRUCKING, LOGISTICS & SHIPPING

What does all this mean for benchmarks?

This is the operating environment fleets are navigating right now: **more constraints, more complexity and not enough time.** The rest of this report connects that sentiment to benchmark performance data — and areas where top-performing fleets can separate themselves with controllable behaviors (planning, compliance, triage discipline and speed-to-start execution).

PART 2

Assets Data

1 Fleet Composition
2 Mileage Analysis
3 Asset Cost Analysis

INTRODUCTION

Data Overview

Fleet performance starts with the assets you operate. Age, utilization, ownership structure and lifecycle decisions set the foundation for maintenance load, downtime risk, and cost-per-mile, long before a vehicle enters the shop.

This year's data reveals fleets that are hard pressed in every direction. The ones succeeding share a common trait: they make disciplined decisions and maintain clean operating habits, even when conditions are far from perfect.

NUMBER OF VEHICLES ANALYZED

1,199,461

SECTION 1

Fleet Composition

AVERAGE FLEET VEHICLE AGE (YEARS)

6.4

Age as strategy, not just a number

Many organizations operate well beyond conventional replacement timelines, and that's acceptable when balanced with planned maintenance discipline and clear replacement economics.

Never running older assets sounds like a prudent idea. Top fleets prove otherwise. They care whether those assets receive disciplined maintenance and replacement decisions are grounded in actual performance data.

Ownership matters

Most fleets in the dataset rely on direct ownership, with leasing and rentals playing smaller but meaningful roles. Ownership strategy changes the constraints fleets operate under: replacement timing, downtime tolerance and maintenance decision-making all shift based on what you control versus what you lease.

Survey respondents report similar ownership-heavy mixes, with variation by industry indicated in the survey response.

Vehicle Ownership Mix

OWNED	89%
LEASED	8%
RENTED	2%
CUSTOMER	1%
FINANCED	0.2%
RENT-TO-OWN	0%

Model years in action

Real fleets have heavy volume from the late 2010s onward, with older vehicles still present in meaningful numbers.

This distribution of asset age is what contributes to the performance gap that so many operations feel — many fleets choose to operate with older assets to reduce spend in acquisition and replacement, which is feasible when you're balancing that age with proper maintenance, but if you lose that balance, even slightly, spend becomes inevitable anyway.

The answer, of course, isn't to upgrade to the newest model every year, but to ensure that your approach to maintaining aging assets, and evaluating their utilization and TCO, is airtight.

Vehicle Model Year Distribution

SECTION 2

Mileage Analysis

AVG FLEET VEHICLE MILEAGE

139,478

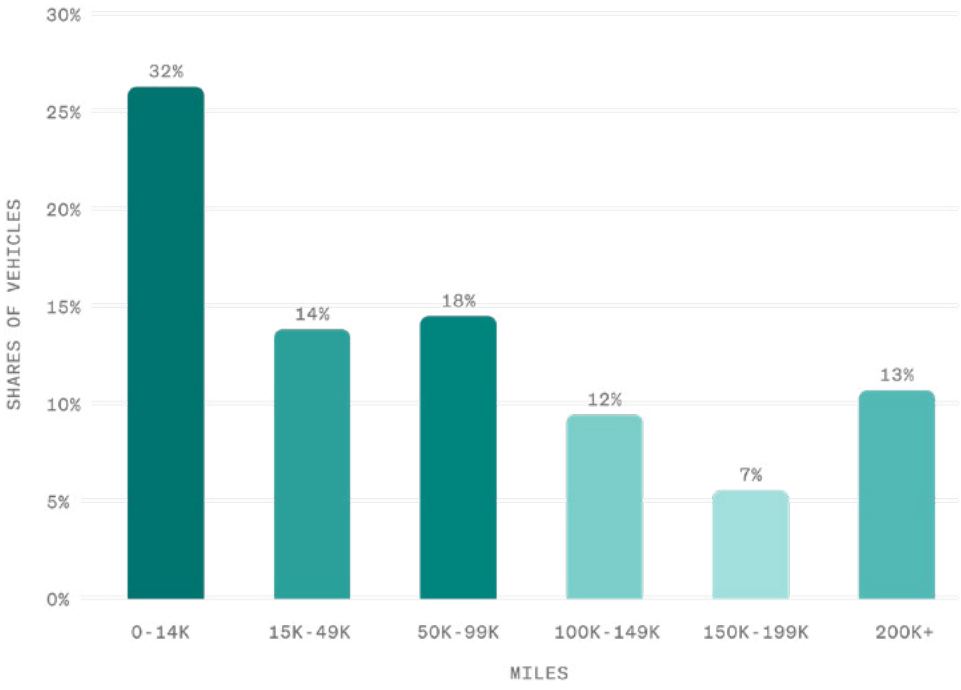
MEDIAN UTILIZATION RATE

73.3%

How many miles are on fleet vehicles?

When we look at mileage spread, the takeaway is that most fleets feel comfortable with high mileage assets when they're well maintained — when they're not, **they become expensive and disruptive,** fast.

Odometer Mileage Distribution Overall



Utilization reveals potential maintenance demand

Mileage distribution pressure-tests replacement assumptions and maintenance expectations. A substantial share of fleets manage vehicles at very low mileage — newer assets requiring different attention than high-mileage vehicles, which demand strong preventive habits to avoid disruption.

- Large share under 15,000 miles (newer band)
- Largest middle segment: 15,000–99,999 miles
- Meaningful slice exceeding 200,000 miles, where maintenance discipline becomes the defining factor

Mileage as a planning signal, not just a statistic

Mileage should be a stage-of-life signal and a maintenance trigger for your assets. Fleets that consistently use mileage and utilization signals to guide long-term planning and also pull work forward reduce reactive events and keep downtime predictable.

Most fleets accept high-mileage assets; when maintained properly, older assets can keep a TCO value comparable to that of a newer asset. When maintenance discipline fails, those same assets become expensive and disruptive, fast.

SECTION 3

Asset Cost Analysis

OVERALL MAINTENANCE COST PER MILE

$0.40

The double-edged sword of running older

Because many fleets are willing to bet on older assets — which, as we've established, can be a valid strategy — it follows that maintenance spend runs higher than many fleets anticipated, and the distribution creates a predictable pattern: cost concentrates in specific fleet segments, revealing the biggest improvement opportunities.

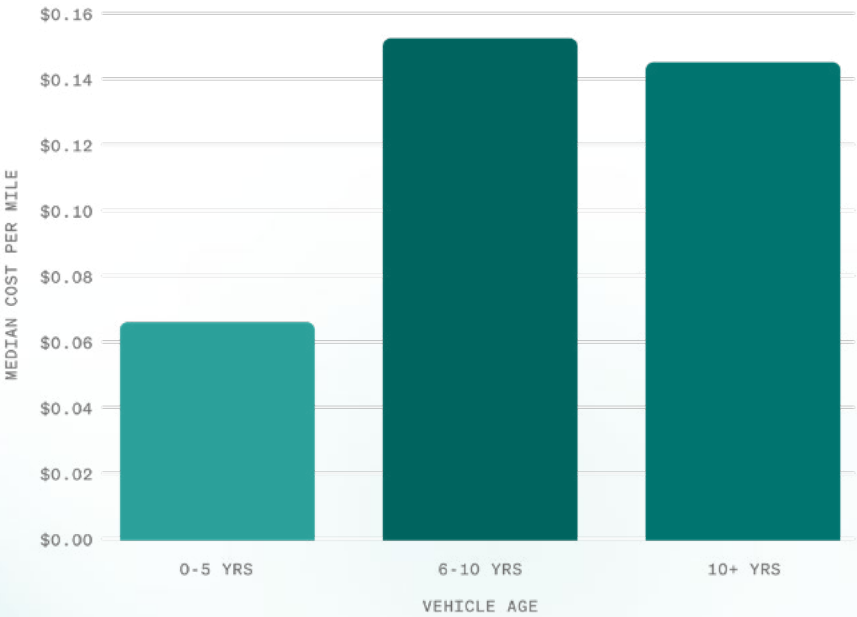
Age drives cost exponentially

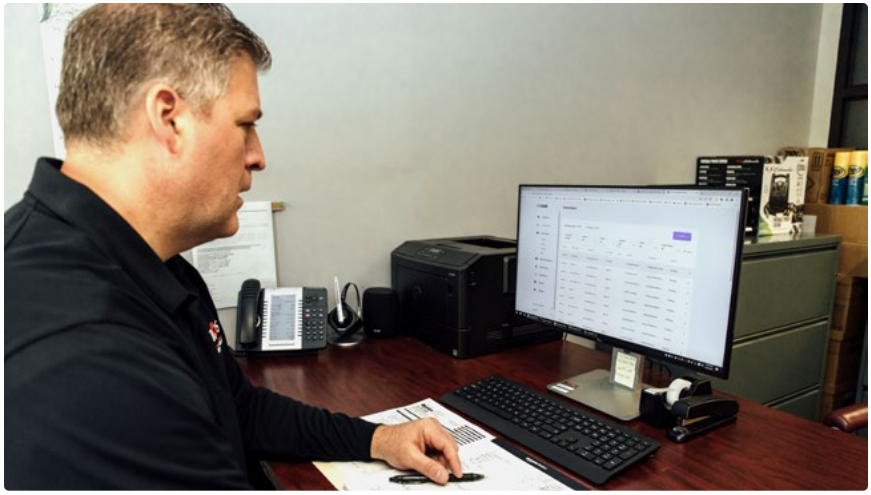
Platform data confirms what fleet leaders already experience: service cost per mile increases sharply as vehicles age.

- **0–5 years:** ~$0.20/mile
- **6–10 years:** ~$0.47/mile
- **10+ years:** ~$1.10/mile

This progression drives budget conversations. Replacement timing operates as a financial lever, not merely a preference.

Median Service Cost per Mile





12% of miles, 34% of spend

A small portion of miles drives a disproportionate portion of spend. In this dataset, vehicles 10+ years old account for ~12.1% of total miles but ~33.5% of total service spend.

Older vehicles are, of course, more expensive to maintain, but it is worth noting that running older vehicles has its advantages in decreased depreciation over time and lower yearly acquisition costs versus a fleet that replaces more regularly.

Cost varies by context, not just effort

Service cost per mile varies meaningfully by operating context and asset mix. Industry differences reflect real operating conditions: usage patterns, vehicle types, labor markets and maintenance complexity.

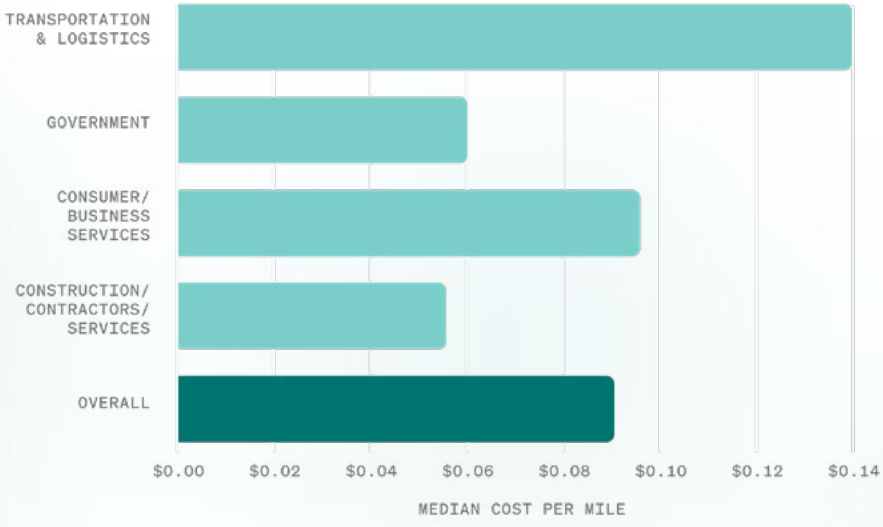
The benchmark provides a credible peer reference for budgeting and planning, not a ranking system.

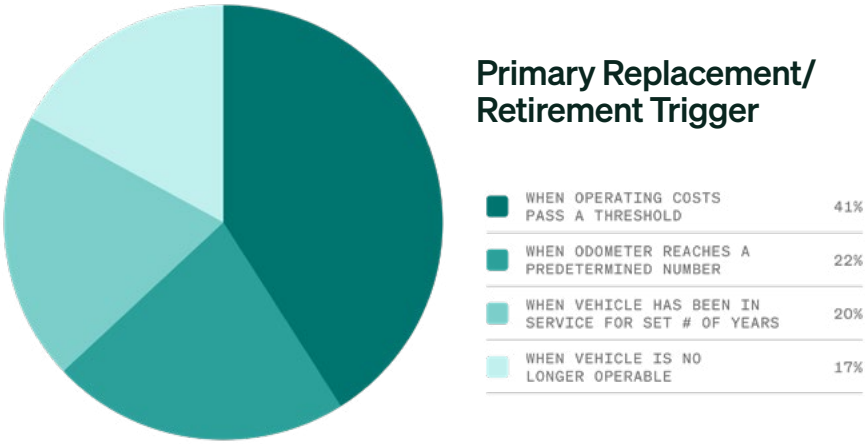
Cost trends: volatility, then pressure

Cost per mile has moved in waves over recent years, reflecting broader operational volatility — parts availability, labor markets, supply chain disruption and changing utilization patterns.

Costs rose to a peak in 2025, then eased, yet remain a budgeting pressure point. Even when costs stabilize, the spread between fleets remains wide and process maturity still differentiates performance.

Maintenance Cost Per Mile by Industry

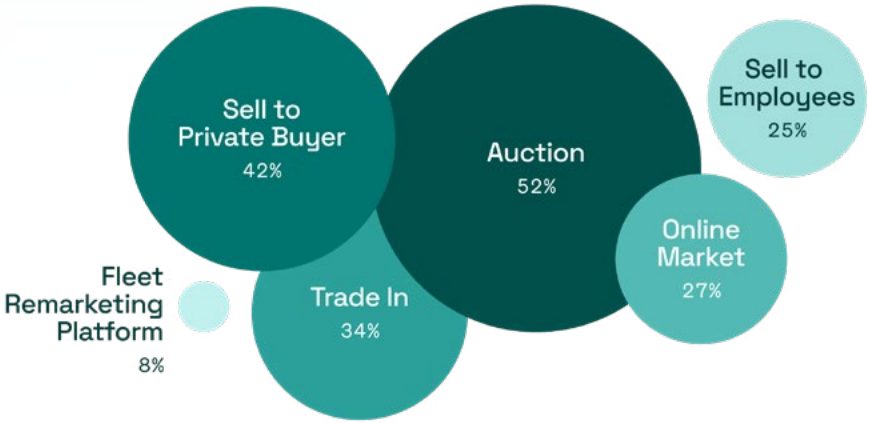




When economics, not policy, drive replacement

Replacement and disposal strategies rarely follow a single rule. Most survey respondents cite operating cost thresholds as the primary trigger, followed by mileage- and age-based policies.

Vehicle Disposal Methods Used



Three questions these asset benchmarks answer

These benchmarks help answer three critical questions:

1. Where does our spend concentrate — and does that match expectations?
2. Which assets cost more than peers, quietly draining budget?
3. What maintenance behaviors would reduce unplanned events next quarter?

Retirement decisions combine data and judgment. The best fleets treat replacement as an operational decision, not just procurement — balancing cost thresholds, downtime risk and service burden alongside formal policies.

PART 3

Maintenance Data

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

Introduction

Three questions these maintenance benchmarks answer

Maintenance reveals the performance gap most clearly. Small execution differences compound into real downtime & real cost.

This year's benchmarks combine platform signals on planned vs. unplanned mix, speed, triage and compliance with survey sentiment on what holds fleets back: staffing, communication and workload pressure.

NUMBER OF WORK ORDERS ANALYZED

~8.85M

SECTION 1

Service Categories

Planned work vs. reactive drag

Some services always dominate volume — routine PM and high-frequency wear items. What do those services indicate about maintenance posture?

Fleets either pull work forward (planned and repeatable) or absorb work late (reactive, disruptive, harder to schedule).

This creates the performance gap. Top fleets face the same problems — they simply convert surprises into planned work more effectively.

Service Task	Average Cost	Median Labor Time
MAINTENANCE		
Engine Oil & Filter Replacement	$82.36	59 mins
Tire Replacement	$470.73	40 mins
Engine Air Filter Replacement	$35.60	15 mins
Fuel Filter Replacement	$56.29	30 mins
Tire Rotation	$21.94	25 mins
Cabin Air Filter Replacement	$34.89	15 mins
Windshield Wiper Blade Replacement	$37.82	15 mins
Brake Pads Replacement	$233.34	1 hr 15 mins
Windshield Washer Fluid Fill	$6.12	5 mins
INSPECTIONS		
DOT Inspection	$67.41	54 mins
Brake Inspection	$33.36	50 mins
Exterior Lighting Inspect	$56.90	37 mins
Vehicle Multi-Point Inspection	$33.61	45 mins
Diagnostics	$213.59	1 hr 27 mins
Battery Inspect	$33.21	41 mins
Tire & Wheel Assembly Inspect	$21.15	25 mins
MISCELLANEOUS		
Shop Supplies	$37.34	1 hr 20 mins
Battery Replacement	$299.84	48 mins
Electrical System	$205.85	1 hr 11 mins
Body & Frame	$525.58	1 hr 12 mins
Tires	$287.16	45 mins
Towing/Roadside Assistance	$376.00	1 hr 43 mins
Cameras/Alarms/Safety	$86.56	51 mins
Brakes	$270.98	1 hr 25 mins
Accessories/Upfitting	$412.36	1 hr 43 mins

Half scheduled, half scrambling

Most fleets operate with significant maintenance volume outside the plan:

SCHEDULED

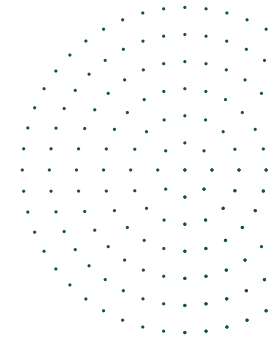
53.7%

UNSCHEDULED

40.1%

EMERGENCY

6.2%



This matches how fleets describe their reality. Only a small fraction of survey respondents report fully scheduled environments, while most operate in a mixed posture (see page 13).

The opportunity: every point shifted from unplanned to planned improves staffing efficiency, parts readiness & uptime predictability.

Survey data confirms this, with only 6.7% describing their environment as “fully scheduled,” while 48.0% report “half and half” and 10.7% say “mostly unscheduled.”

SECTION 2

Work Order Metrics

The long tail problem

This year's data shows a pattern fleets recognize immediately: work gets submitted quickly, but there's a long tail of delayed starts driving downtime, backlog and operational noise.

Preliminary Highlights:

MEDIAN TIME TO START

31 mins

AVERAGE TIME TO START

6.7 days

That median/average gap is a clear signal: most work starts fast, but exceptions cost fleets days. Process discipline matters here — triage rules, approvals, communication loops and visibility all contribute.

Time to Issue Resolve by Priority

Priority	Issue Count	Median Days to Resolve
Critical	178,773	1.5
High	406,003	2.6
Medium	377,206	4.2
Low	284,505	6.2
No Priority	7,083,952	3.3

When nothing is urgent, everything is

Urgency can't be managed without labels.

Our finding: ~85% of issues in Fleetio have no priority assigned.

Simple prioritization can put a whole maintenance operation into perspective. It clarifies what starts now, what batches efficiently and what waits without escalating to emergency status.

Survey respondents cite the consequences: communication gaps (31.5%), technician availability (27.4%) and unscheduled service volume (25.2%) as top blockers to on-time performance.

SECTION 3

Service Compliance

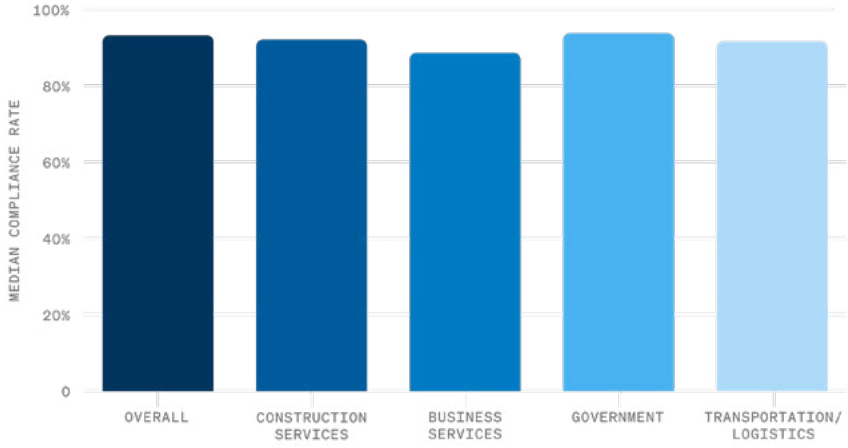
Preventive maintenance only works when it happens on time. This benchmark consistently shows wide performance spread, where top performers prove high compliance achievable, while the “maintenance middle” juggles exceptions. It’s also worth noting that average compliance times across Fleetio customers sit in the 80% range, which is an ideal baseline, because Fleetio automates much of the process of keeping maintenance on-time.

Survey sentiment mirrors this, as 44.3% say they do a “decent job with room for improvement”; only 9.7% rate themselves as “great” (see page 11).

When fleets explain missed on-time performance, communication gaps, technician availability, unscheduled volume and visibility constraints appear repeatedly.

This demonstrates exactly why benchmarking matters — it separates industry-wide constraints from fixable process gaps.

Bucketed On Time Service Compliance



SECTION 4

Maintenance Tasks

Costs are mostly rising

Rising costs are a theme of our survey responses, and not just in the fleet industry — the Consumer Price Index from Aug 2025 showed that car repair costs jumped 15% year over year. In our data, we've seen marked rises in average costs across most service categories, especially in basic recurring service tasks (see our selection below). There are a few outliers, but for the most part, costs were up in 2025 and fleets are feeling it.

Cost Comparison 2025 vs. 2026

Service Task	2024 Avg	2025 Avg
Oil Change	$78.01	$82.36
Tire Replacement	$446.29	$470.73
Towing	$354.13	$376.00
Radiator Replacement	$797.72	$881.39
A/C Compressor Replacement	$601.84	$589.36

Closing

Fleet leaders need clear signals that back up their gut instincts.

This benchmark should help you:

- See where your fleet sits relative to peers
- Identify the biggest leaks relative to your peers' data — reactive work, aging spend concentration, delays, triage gaps
- Prioritize the levers that close the performance gap fastest

The best fleets aren't perfect. They're disciplined, and that discipline is learnable if you're willing to look for and listen to the data.

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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