

CUSTOMER DEPARTMENTS

Fleets report servicing between one to 22 different customer departments, with Public Works being the most reported fleet customer. *GF* explores and analyzes fleet's most common clients.

Just as any private company, fleets have customers to which they provide services, and the amount and variety of customer departments will determine the mix of vehicles and equipment technicians must be knowledgeable about. While specialized fleets may only service its own department vehicles, gen-

eral fleet management divisions report up to 22 different customer departments. Public Works is the most commonly reported customer, 65 percent, and the Engineering and Parks departments tied for second place, 58 percent. City fleets have the widest customer base, reporting on average 11 customer departments. Coun-

ty fleets service nine, on average.

Analysis of top customers by agency type shows many of the same customers except for utility fleets, which report top customers such as the Water, Distribution, and Electric departments. Larger fleets report more customer departments than smaller fleets.

FLEET CUSTOMER DEPARTMENTS

Customer Agency	Percent
Agency Administration	55%
Airport	12%
Assessors Department	20%
Building Permits	44%
Community Development	44%
Construction Department	40%
Distribution Department	19%
Elected Officials	27%
Electric Department	17%
Emergency Services (ambulance)	34%
Engineering Department	58%
Fire Department	46%
Gas Department	4%
General Public	9%
Mountain Rescue	5%
Parks Department	58%
Police Department	57%
Public Works	65%
Sheriff's Department	19%
Solid Waste	34%
Streets Maintenance	56%
Transmission Department	7%
Transportation Department	36%
Waste Water Department	39%
Water Department	44%

The department most often reported as a customer is Public Works, with 65 percent of fleets claiming it as a client. The Gas Department is the least common customer — 4 percent of fleets report it as a customer, half of which are City fleets.

TOP 5 CUSTOMERS BY AGENCY TYPE

CITY	
Department	Percent
Public Works	86%
Police Department	84%
Streets Maintenance	80%
Engineering Department	69%
Fire Department	69%
COUNTY	
Department	Percent
Public Works	66%
Sheriff's Department	63%
Parks Department	60%
Engineering Department	60%
Agency Administration	55%
FEDERAL	
Department	Percent
Agency Administration	48%
Engineering Department	33%
Police Department	33%
Fire Department	22%
Parks Department	22%

STATE	
Department	Percent
Agency Administration	67%
Police Department	37%
Transportation Department	33%
Engineering Department	33%
Public Works	27%
UTILITY	
Department	Percent
Engineering Department	52%
Water Department	52%
Distribution Department	39%
Agency Administration	39%
Electric Department	35%

City and county fleets report Public Works and Police as their top customers, while Agency Administration is the top customer for both federal and state fleets.

UNCOMMON CUSTOMERS

9%
OF UTILITY FLEETS
REPORT THE GAS
DEPARTMENT AS
A CUSTOMER

26%
OF UTILITY FLEETS REPORT THE
TRANSMISSION DEPARTMENT AS A
CUSTOMER

*Percentages shown are highest by agency type.

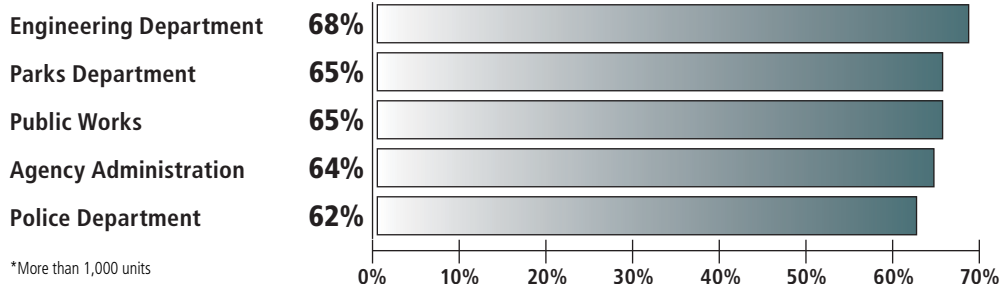
14%
OF COUNTY FLEETS
REPORT MOUNTAIN
RESCUE AS A
CUSTOMER

FAST FACTS

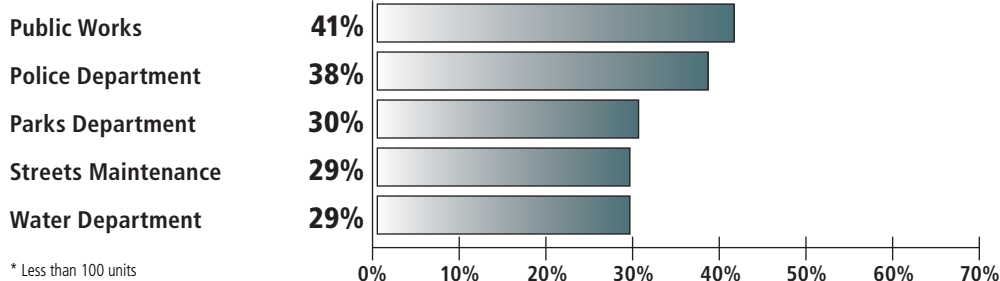
PUBLIC WORKS
MOST COMMON
CUSTOMER
DEPARTMENT

CITY FLEETS
REPORT
THE WIDEST
CUSTOMER BASE

TOP 5 CUSTOMERS OF LARGE FLEETS*



TOP 5 CUSTOMERS OF SMALL FLEETS*



The largest fleets (1,000+ units) report servicing more than twice the number of user departments that small fleets (less than 100 units) service. A comparison shows that Police, Parks, and Public Works are overlapping customers.

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