
**PERFORMANCE
BENCHMARKS
FOR FLEET &
RISK MANAGEMENT**

1ST QTR 2018

**FLEXIBILITY
VISIBILITY
ACCOUNTABILITY**

Fleet
response

BENCHMARKING ACCIDENTS AND CLAIMS

FLEET/RISK MANAGEMENT PERFORMANCE BENCHMARKS FOR THE 4TH QUARTER OF 2017 (OCT-DEC) AND FULL-YEAR 2017.

Except where noted, data sets are based on a total census of approximately 500,000 vehicles across the United States under management by Fleet Response, representing a range of industries including service, sales, delivery, government, telecommunications and pharmaceutical. Truck data sets are for motorized units only.

INCIDENTS/ MILLION MILES

Based on vehicles in fleets for which Fleet Response receives regular inventory data.

	Q1		Full Year
	2018	2017	2017
<i>Auto/Truck</i>	12.18	12.69	12.42

INCIDENT RATIO

Defined as the number of claims divided by the number of vehicles in the fleet. Based on vehicles in fleets for which Fleet Response receives regular inventory data.

	Q1		Full Year
	2018	2017	2017
<i>Auto/Truck</i>	6.41%	6.42%	26.24%

CLAIMS BY ACTION TAKEN

(As % of all fleet claims)

Based on claims reported during the time period covered in this quarterly report.

	Q1		Full Year
	2018	2017	2017
<i>Auto/Truck</i>			
No damage	11.81%	9.16%	10.51%
Damaged/not repaired	47.57%	47.13%	48.84%
Repaired	36.98%	40.04%	37.07%
Total loss	3.63%	3.68%	3.58%
	100%	100%	100%

BENCHMARKING REPAIRS

LENGTH AND COST OF BODY REPAIRS

Represents all claims reported during the time period. Length of repair is expressed in days.

	Q1		Full Year
	2018	2017	2017*
Auto/Light Truck			
Avg. body repair days	6.69	6.71	6.82
Avg. body repair cost	\$2,912	\$2,737	\$2,762
Truck			
Avg. body repair days	6.97	8.44	7.69
Avg. body repair cost	\$4,073	\$4,121	\$4,012

DISTRIBUTION OF REPAIR COSTS

Expressed as a percent of all claims repaired during the time period covered.

	Q1		Full Year
	2018	2017	2017
Auto/Truck			
\$1,000	22.05%	24.24%	24.36%
\$1,000-\$2,499	34.36%	36.64%	37.05%
\$2,500-\$4,999	26.50%	23.31%	23.93%
\$5,000-\$9,999	13.59%	12.27%	12.01%
>\$10,000	3.47%	3.51%	2.64%
	100%	100%	100%

BENCHMARKING SALVAGE

AVG. SALVAGE SALE

Data limited to fleets in which salvage is conducted through the Fleet Response salvage program. Based on all claims reported during the time period covered.

	Q1		Full Year
	2018	2017	2017*
Auto/Light Truck	\$2,980	\$2,659	\$2,894
Truck	\$4,980	\$3,485	\$2,962

* Light truck and auto data are now being considered together, based on commonality of repair and salvage experience. 2017 full-year data have been restated from previous reports to reflect this change.

BENCHMARKING RENTALS

LENGTH AND COST OF REPLACEMENT RENTALS

Data represents all claim-related rentals closed during the time period. They do not include long-term or other rentals that may have occurred outside the context of an accident claim.

	Q1		Full Year
	2018	2017	2017
Repaired			
Avg. rental length (days)	16.00	13.64	14.23
Avg. rental cost	\$752	\$676	\$672
Total loss			
Avg. rental length (days)	47.00	47.96	47.49
Avg. rental cost	\$2,048	\$1,932	\$1,963

BENCHMARKING SUBROGATION

SUBROGATED CLAIMS, AMOUNT COLLECTED AND LENGTH OF PROCESS

Claims subject to subrogation expressed as a percent of all claims reported during the time period covered. Average length of subrogation process represents the time from first-demand for payment to receipt of proceeds. Excludes arbitration files.

	Q1		Full Year
	2018	2017	2017
Percent of claims with subrogation potential	30.02%	31.98%	29.06%
Avg. amount collected per subrogated claim	\$4,522	\$4,504	\$4,272
Avg. length of subrogation process (days)	55.98	57.30	56.18

BENCHMARKING CYCLE TIME

Expressed in days for all claims closed during the time period covered, including subrogation files with payment plans and arbitration.

- Date of loss to date reported
- Reported to estimate
- Estimate to repairs started
- Repairs started to repairs complete
- Repairs complete to subro start
- Subro start to subro close

ALL CLAIMS



NON-DRIVABLE



DRIVABLE



BENCHMARKING SAFETY

PREVENTABILITY

As determined by Fleet Response review, using generally accepted national standards for defining preventable and non-preventable incidents. Excludes claims where the driver was not operating the vehicle.

	Q1		Full Year
	2018	2017	2017
Preventable	52.39%	49.41%	42.47%
Non-preventable	47.61%	50.59%	57.53%

MOST-REPORTED REASONS (BASED ON CURRENT PERIOD)

Expressed as a percent of all claims reported during the time period covered.

	Q1 2018		Q1 2017		2017 Full Year	
	Rank	Percent	Rank	Percent	Rank	Percent
Our vehicle hit stationary object	1	8.35%	2	8.52%	2	7.81%
Other vehicle rear ended our vehicle	2	8.25%	1	10.35%	1	9.44%
Other driver - lane encroachment	3	4.94%	4	5.43%	4	4.81%
Our vehicle rear ended other vehicle	4	4.93%	3	6.01%	3	5.48%
Our vehicle backed into other vehicle	5	4.10%	7	4.75%	6	4.09%

DRIVER TENURE

Based on all claims reported during the time period covered.

	Q1		Full Year
	2018	2017	2017
<1 year	23.41%	22.55%	25.62%
1-3 years	29.98%	25.60%	28.46%
4+ years	46.61%	48.85%	45.92%

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