



Fleet Management Best Practices

How Many Headsets Should I Buy For My Fleet?

We OFTEN are asked about how many headsets a fleet should buy and which is better... have one headset for each vehicle **OR** one for each driver! Great question and without sounding non-committal, there isn't a right or wrong answer. But from our long history dealing with many fleets, we have found some definite trends.

Option 1 / One headset for each vehicle

Up front, this seems to be the most logical option and most cost effective solution in the short run. You can easily budget for your fleet, you have 10 vehicles... you buy 10 headsets. Simple! Where the problem lies is, you might not get care and attention from your drivers causing more damage to the headsets or loss of the foam mic covers due to the drivers not wanting to share germs. Honestly, you don't want your staffs sharing germs during the cold season, as it leads to more sick days and headaches for management. You could just change the foam mic covers, but they are not durable enough to be changed constantly and removal of the foam covers makes the microphones sound awful without them.

One of our customers strongly worded advice... "You need 2 headsets per driver that way you never are stuck" Wise words.

NOTE: Don't forget to have at least one spare headset in your desk drawer just in case

Basically, if you have a larger fleet you will pay less up front but generally you will pay more later on for headset repairs / replacements and for sick days. If you have a smaller fleet and the owner is a direct part of the operation, headset damage generally isn't as much of an issue.

Option 2 / One headset for each driver

Obviously this option has a higher upfront cost but you will see more staff responsibility and less damage or loss of the headsets. Your drivers will appreciate that you are thinking of their health and by being more hygienic you should see less sick days? Just ensure your care for them is communicated.

As for best practices... one thing many fleet managers have done to offset the initial cost, is ask their drivers for a \$20 deposit for the headsets. Another way is to put a headset in each vehicle, if drivers wish to use their own headset they will willingly put \$20 on deposit and the level of responsibility goes WAY up and damage goes WAY down.

Ready2Talk

One of our long term customers went even further and offered his drivers \$20 of his own money at the end of the season when the headsets were returned in good shape. The staff couldn't wait to get money out of the boss so he has the LOWEST damage and loss rate we have ever seen. Basically zero.

Wireless

Thinking of using our HS BT2 Wireless Headset or HM BT2 Wireless Hand Mic? Good call! Use the same thought process that has suggested above for personal wired headsets. Put a wired headset in each vehicle for general use, then your drivers can choose between using what is supplied in the vehicle OR putting down a deposit for their own wired or wireless HS BT2. (Consider \$50-\$100 deposit from each driver for each wireless)

NOTE: The HS BT2 Wireless Headset and HM BT2 Wireless Hand Mic are a pre-paired systems with a headset / hand mic and a receiver dongle so when they leave the bus for the night... they need to take both the headset / hand mic AND the receiver dongle box.

Don't feel comfortable with the added cost?

Go half way, supply a headset in each vehicle and then offer each driver to buy their own headset (wired or wireless) through your company, then it's your call if you want to charge them full price or subsidise the purchase? This way the drivers can have the choice of a personal microphone or use what is supplied by your company. Remember... this might help with damage or loss of the mics but for those that choose to use the supplied mic, you still might see lack of care... but you'll soon know who and who doesn't care.

Last words

As mentioned earlier, there isn't a right or wrong way to address the need for headsets in your fleet. It comes down to how much money is in the budget and if you have a short term view or are looking at a long term? ALWAYS have at least one spare headset in your office as Murphy's Law will take effect sooner or later and a headset will be damaged or lost when you need it the most!

If you have any questions about this or pricing for a quantity purchase, please give us a call.
1 888 724-5351

Cheers,

The Ready2Talk Team