



Fleet Management Best Practices

How Many Headsets Should I Buy For My Fleet? Updated Apr. 2020

In the past, we were often asked about how many headsets a fleet should buy and which is better... have one headset for each vehicle or one for each driver! However post Covid-19, (although it is obviously your choice), we feel obligated to recommend one mic per driver / guide. We'll have to see how company culture shakes down as time goes on or what becomes the social norm, but we feel it's just safer to lean towards the one per driver.

Please feel free to read on to get both sides of the equation and understand that Ready2Talk has preferential pricing available for fleets wishing to change to one headset per driver. Please contact us for special pricing.

Option 1: One headset for each vehicle

Up front, this seems to be the most logical option and most cost effective short term solution. You can easily budget for your fleet, you have 10 vehicles, so you buy 10 headsets. Simple. The problem is, you might not get the care and attention from your drivers causing more damage to the headsets, or removal of the foam mic covers due to the drivers not wanting to share germs. Honestly, you don't want your staff sharing germs during the cold season, as it leads to more sick days and staffing headaches for management.

You could just change the foam mic covers, but they are not durable enough to be changed constantly and permanently removing of the foam covers makes the microphones sound awful!

We'd like to share some wisdom from a good customer... "You need 2 onboard headsets per driver that way you never are stuck".

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 or for sick days. If you have a smaller fleet and the owner is a direct part of the operation, headset damage generally less likely.

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?

One thing many fleet managers have done to offset the initial cost, is ask their drivers for a \$20 deposit for their headset at the beginning of the season. Another solution is to put a headset in each vehicle and if the driver wishes their own headset, they will put \$20 on deposit and the level of responsibility goes WAY up and damage goes WAY down.

One of our long term customers went even further and didn't ask for a deposit but offered his drivers \$20 of his own money at the end of the season when the headsets provided 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. It's basically zero.

Wireless

Thinking of using our HS BT3 Wireless Headset or HM BT3 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 provided in the vehicle OR putting down a deposit for their own wired or wireless HS BT3. (Consider \$50-\$100 deposit from each driver for each wireless)

NOTE: The HS BT3 Wireless Headset and HM BT3 Wireless Hand Mic are a pre-paired systems with a headset or hand mic and a receiver dongle so when they leave the bus for the night, they need to take BOTH the microphone AND the receiver dongle box.

Don't feel comfortable with the added cost?

Go half way, supply a wired (standard) 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 whether you want to charge them full price or subsidise the cost? This way the drivers can have the choice of a personal microphone or one that 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 a lack of care... but you'll soon know who cares and who doesn't.

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