

Innovative Strategies for the Road Ahead

LEADING & LAGGING FLEET MANAGEMENT PERFORMANCE INDICATORS






KEY
PERFORMANCE
INDICATOR





Leading and lagging indicators are two types of measurements used when assessing performance in a business or organisation. A leading indicator is a predictive measurement, for example; the percentage of people wearing safety belts in a vehicle is a leading safety indicator. A lagging indicator is an output measurement, for example; the number of road traffic crashes is a lagging safety indicator.

The difference between the two is a leading indicator can influence change and a lagging indicator can only record what has happened. In this document examples are provided for the priority areas in fleet management: cost efficiency, effectiveness, safety and environmental impact.

Some indicators are cross-cutting; meaning that they influence more than one priority area. This list is not exhaustive but serves to give inspiration about leading and lagging indicators.

Priority area	Leading	Lagging
Cost-efficiency 	Average age per vehicle	Total Cost of Ownership
	Liters of fuel per 100 kms	Total fleet cost as % of the programme cost
	Unscheduled repair costs per vehicle	
	Number of eco-driving training hours	
	Maintenance done according to training schedule	
	Utilisation rate per vehicle	
Effectiveness 	Vehicle availability	Number of trips made as % of number of trips requested
	Maintenance done according to training schedule	Number of trip requests per year
	Utilisation rate per vehicle	Average procurement time per vehicle
Safety 	% of managers with adequate fleet safety training	Crashes per 100.000 kilometers driven
	% of staff with adequate fleet safety training	Programme delivery days lost through sickness absence (% of total work days lost by sickness absence; this can also be specified further, e.g. for short- term sickness and long-term sickness absence)

Priority area	Leading	Lagging
<p data-bbox="215 443 325 483">Safety</p> 	<p data-bbox="472 394 906 461">% of management meetings in wherein fleet safety is addressed</p>	<p data-bbox="1018 394 1430 461">Number of crashes resulting in injuries per kilometre driven</p>
	<p data-bbox="472 517 914 584">% of management-staff meetings wherein fleet safety is addressed</p>	<p data-bbox="1018 517 1430 584">Number of crashes resulting in fatalities per kilometre driven</p>
	<p data-bbox="472 640 946 775">% of business partners (contractors, suppliers, etc.) evaluated and selected on the basis of their safety performance</p>	<p data-bbox="1018 674 1445 741">Number of speeding events per kilometre driven</p>
	<p data-bbox="472 824 855 857">Number of near-miss reports</p>	<p data-bbox="1002 909 1461 976">Harsh driving events per kilometre driven</p>
	<p data-bbox="472 909 775 976">Number of fleet safety assessments</p>	
	<p data-bbox="472 999 919 1066">Safety climate (measured through staff survey)</p>	
<p data-bbox="153 1238 392 1305">Environmental impact</p> 	<p data-bbox="472 1106 895 1140">Liters of fuel per 100 kilometers</p>	<p data-bbox="1018 1106 1398 1140">CO2 emissions per kilometre</p>
	<p data-bbox="472 1189 919 1256">Average sustainable fleet training hours per staff member</p>	<p data-bbox="1018 1200 1469 1234">Kilometres driven per vehicle type</p>
	<p data-bbox="472 1290 975 1357">% of drivers who received eco-driving training</p>	<p data-bbox="1018 1290 1366 1357">Kilometres driven per euro emission standard</p>
	<p data-bbox="472 1402 887 1469">% of vehicles fitted with vehicle tracking systems</p>	<p data-bbox="1018 1402 1485 1469">Kilometres driven through vehicle sharing with other agencies</p>
	<p data-bbox="472 1518 895 1585">% of operating offices with fleet emission reduction targets</p>	<p data-bbox="1018 1518 1414 1585">Passenger kilometres per liter of fuel</p>
	<p data-bbox="472 1637 975 1671">% of ICE vehicles as a total of vehicles</p>	<p data-bbox="1018 1626 1430 1693">CO2 emissions from idling as a percentage of total emissions</p>
	<p data-bbox="472 1738 959 1771">% of vehicles beyond disposal policy</p>	<p data-bbox="1018 1727 1469 1794">% fleet waste disposed in a sustainable way</p>
	<p data-bbox="472 1839 903 1872">% of vehicles included in carpool</p>	
	<p data-bbox="472 1917 951 1984">% of small, lightweight vehicles as a total of vehicles</p>	
	<p data-bbox="472 2029 967 2119">% of country offices participating in vehicle sharing initiatives as a total of country offices</p>	