

VONTIER

ENABLING THE WAY THE WORLD MOVES™

Holiday Delivery Dilemmas



SURVEY METHODOLOGY AND DEMOGRAPHICS

Survey conducted at 95% confidence, +/- 4% margin of error
Survey conducted from October 31, 2024 - November 13, 2024

- **Respondent Qualifiers:**

- o Live in the US
- o 18+ years of age
- o Work as a fleet driver either part-time or full-time

- **610 total respondents**

- o Male: 72% | Female: 27% | Non-binary: 1%
- o Representation: 46 of 50 states (excluding AK, RI, VT and WY)

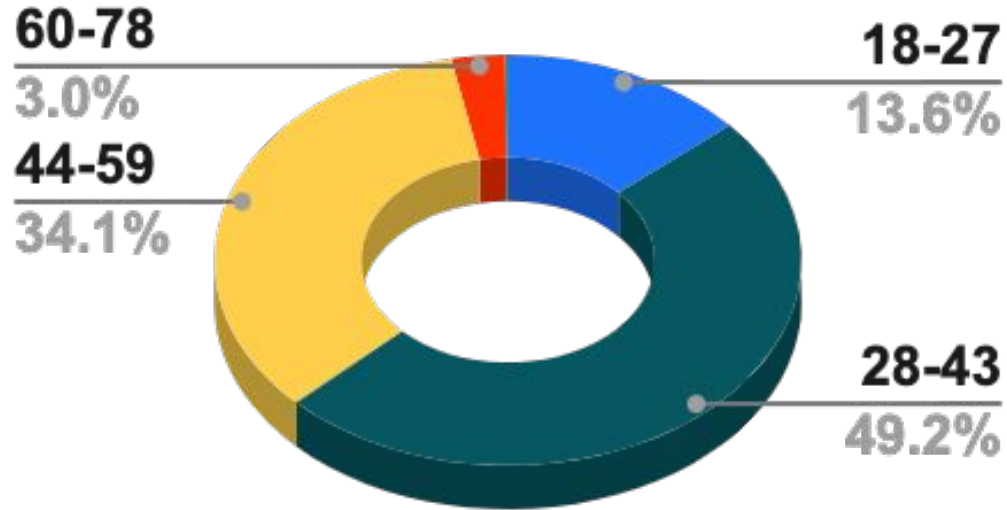


VONTIER

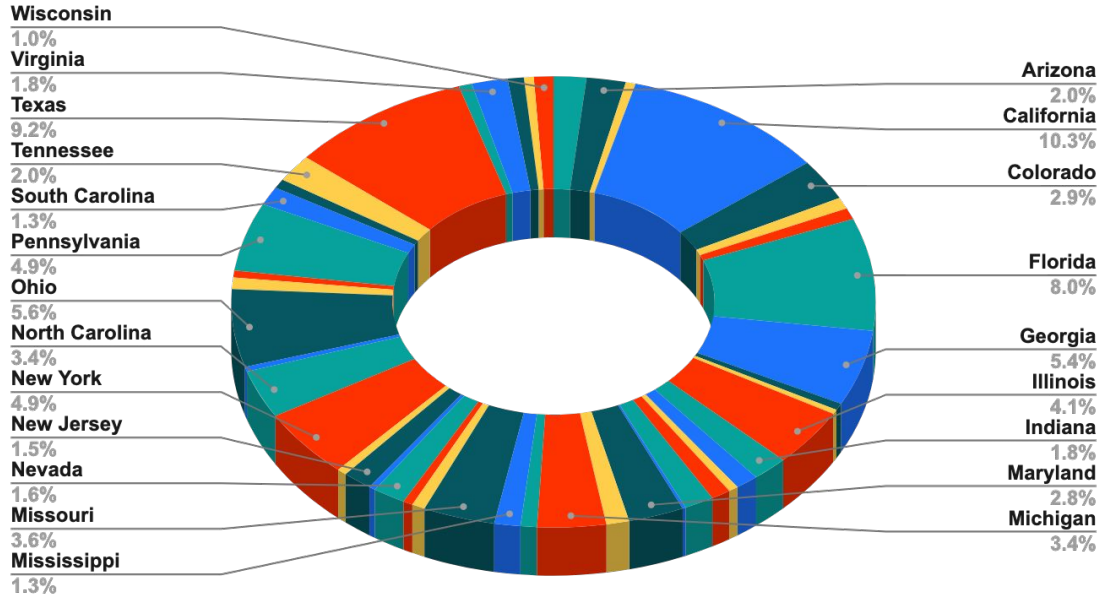
ENABLING THE WAY THE WORLD MOVES™

Additional Demographics

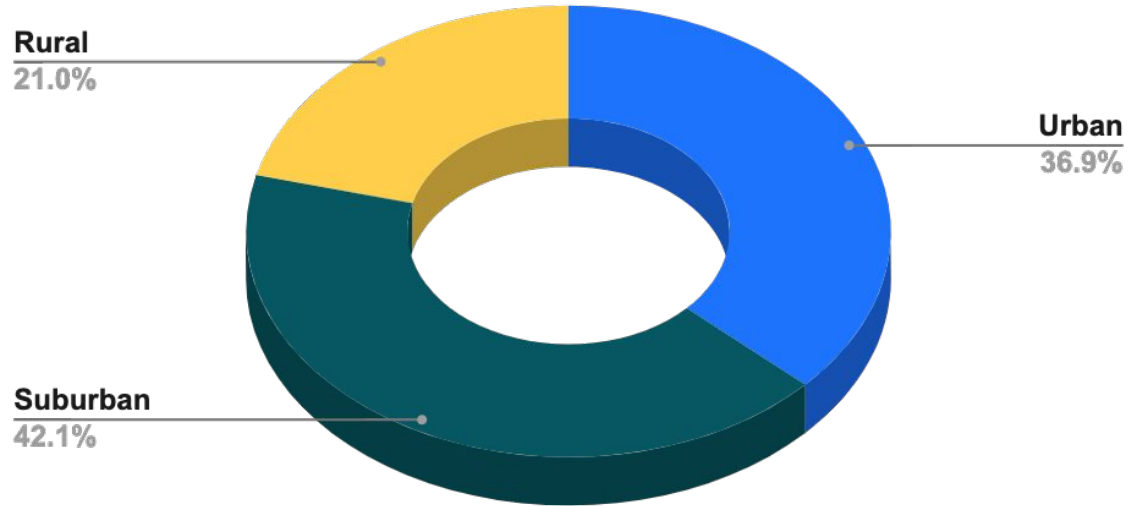
AGE



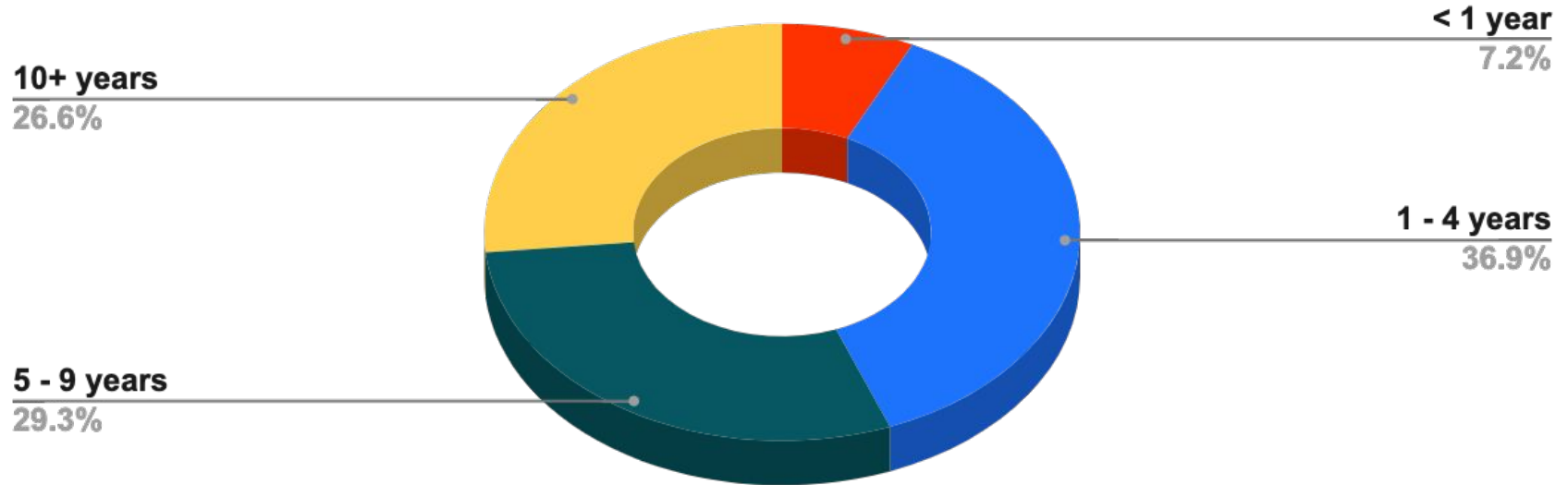
STATE



LOCALE



YEARS EMPLOYED



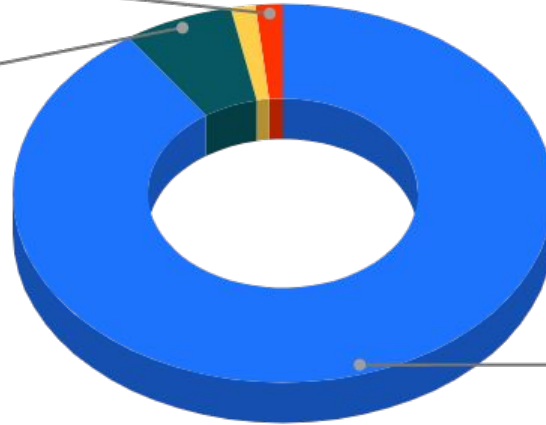
EMPLOYMENT STATUS

Seasonal part-time

1.6%

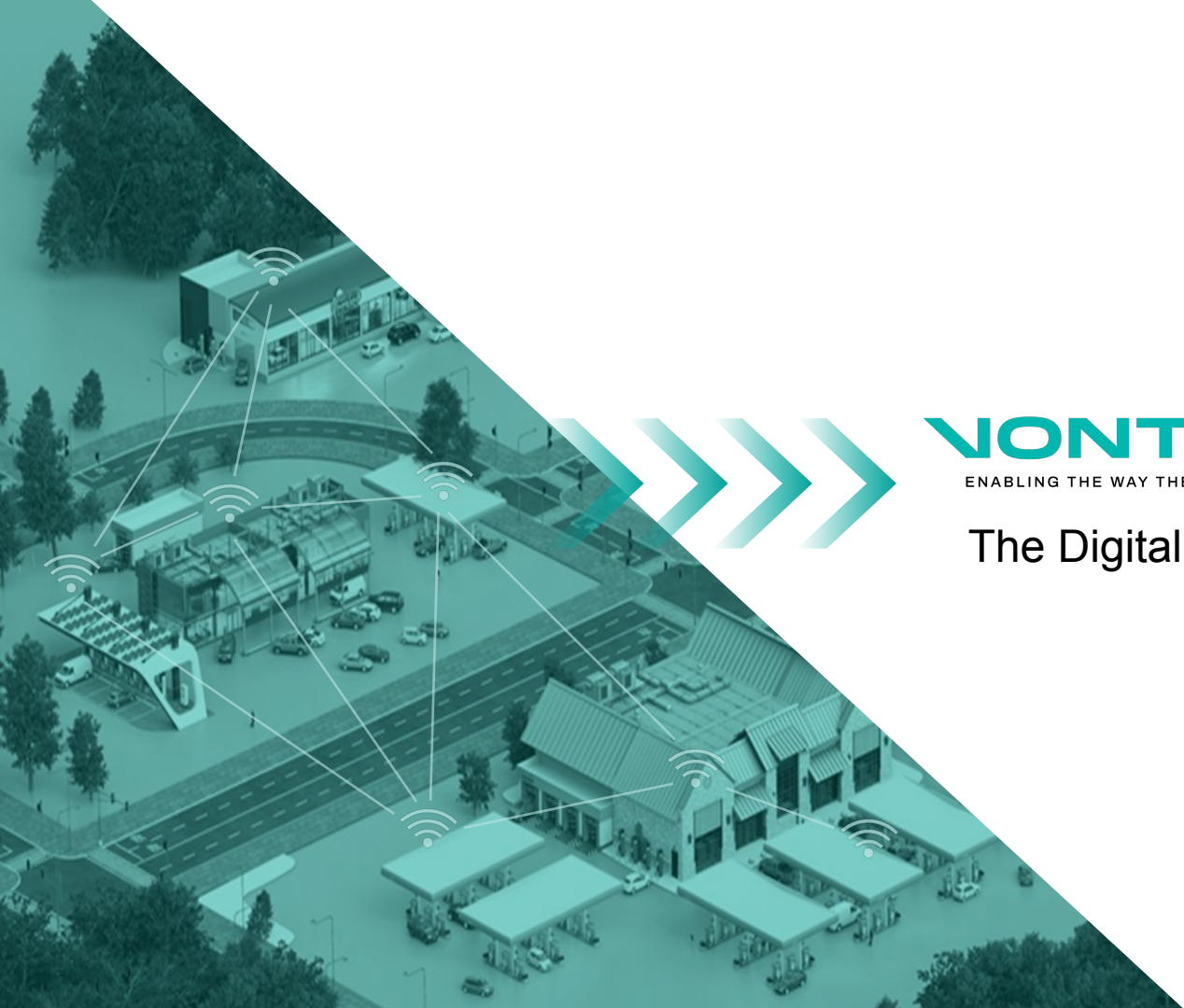
Part-time

6.6%



Full-time

90.3%



VONTIER

ENABLING THE WAY THE WORLD MOVES™

The Digital Age Of Driving

DELIVERY DRIVING IS NOT AN UNPLUGGED JOB

97%

Of drivers say that technology use is
required to do their job

95%

Say that technology helps them do
their job more efficiently

IN FACT, WHEN USED CORRECTLY, TECH CAN ACTUALLY MAKE DRIVING SAFER

94%

Say that car safety features and/or hands-free devices help
them drive more safely

WHAT DEVICES ARE DRIVERS

USING ON THE ROAD? ACCORDING TO OUR PANEL:

86%

Of drivers use their phone at work

While 8 in 10

Report using a GPS

And 62%

Use a dash cam

PLUS, TECH CAN HELP COMBAT THE WINTERTIME BLUES

92%

Of drivers use technology to stay in touch with their loved ones while working holiday shifts, and of those, **97%** say it helps them cope with the stress of the holiday season rush

HOWEVER, TECH ACCESS ISN'T ALWAYS EQUAL

26%

Despite the benefits of technology, **over** ¼ of drivers have
to source their own efficiency tools/tech

AND MANY DRIVERS ARE LEFT WANTING (& NEEDING) MORE

68%

Wish their company would adopt more technology to streamline their work, and those in Florida were **21% more likely** than average to say this

68%

Would feel more satisfied with their job if they had better access to technology

72%

Would be more productive with better technology access



VONTIER

ENABLING THE WAY THE WORLD MOVES™

Driver Experience & Job Satisfaction

OFF THE ROAD, HERE'S HOW DRIVERS TAKE A BREAK:

81%

Watch TV to unwind from work

76%

Listen to music to unwind from work

58%

Play video games to unwind from work

BUT WHEN THEY'RE ON THE JOB, THE BEST WAY TO TAKE A BREAK IS AT A REST STOP

48%

Of drivers seek rest stops with clean restrooms, and Baby Boomers were **65% more likely** than average to desire this

34%

Would like to see fresh meals at rest stops, and drivers in New York were **26% more likely** than average to say this

And 3 in 10

Prefer rest stops that offer free internet

WHAT THINGS MAKE A ROADSIDE STOP A “NO-GO”? ACCORDING TO OUR PANEL:

55%

Would be unlikely to visit a rest stop that didn't have well-lit parking areas, and those in Texas were **20% more likely** than average to say this

56%

Would be unlikely to visit a rest stop that didn't have food options, but unfortunately, **64%** of drivers have had to skip meals due to a lack of rest stop option on their route

SAFETY IS A TOP PRIORITY FOR DELIVERY DRIVERS

97%

Say that safety is a top concern for them when they're on the road, and **72%** have had to stop working due to harsh weather conditions

HAVING REAL-TIME INFORMATION ABOUT THE ROADS...

97%

Say that real-time notifications about road conditions would significantly improve their driving experience, and **96%** say this would improve their safety

93%

Say that real-time notifications about car accidents and/or weather changes would significantly improve their driving experience

...AND WHERE TO STOP ARE PIVOTAL FOR DRIVER EXPERIENCE

81%

Say that real-time notifications about rest stop hours would significantly improve their driving experience, and **82%** say this would improve their safety

61%

Say that real-time notifications about EV charging availability would significantly improve their driving experience, and members of Gen Z were **20% more likely** than average to say this would improve their safety

91%

Say that real-time notifications about fuel availability would significantly improve their driving experience



VONTIER

ENABLING THE WAY THE WORLD MOVES™

Going Green

MANY FLEETS ARE GOING GREEN

36%

Drive electric (**16%**) or hybrid (**20%**) vehicles for work

AND DRIVERS FEEL GOOD

KNOWING THEY'RE MAKING ECO-FRIENDLY MOVES

86%

Of electric or hybrid fleet drivers say that driving electric vehicles makes them feel good about their role in environmental protection

And 83%

Say it has helped them save money by reducing/eliminating fuel costs

WHILE NON-ELECTRIC DRIVERS ARE LEFT LONGING FOR MORE

66%

Of gas-powered fleet drivers would feel better about their carbon footprint if their company made the switch to hybrid or electric vehicles

GOING GREEN IS MORE THAN JUST A TREND – IT'S A LIFESTYLE THAT FLEET DRIVERS ARE ADOPTING

72%

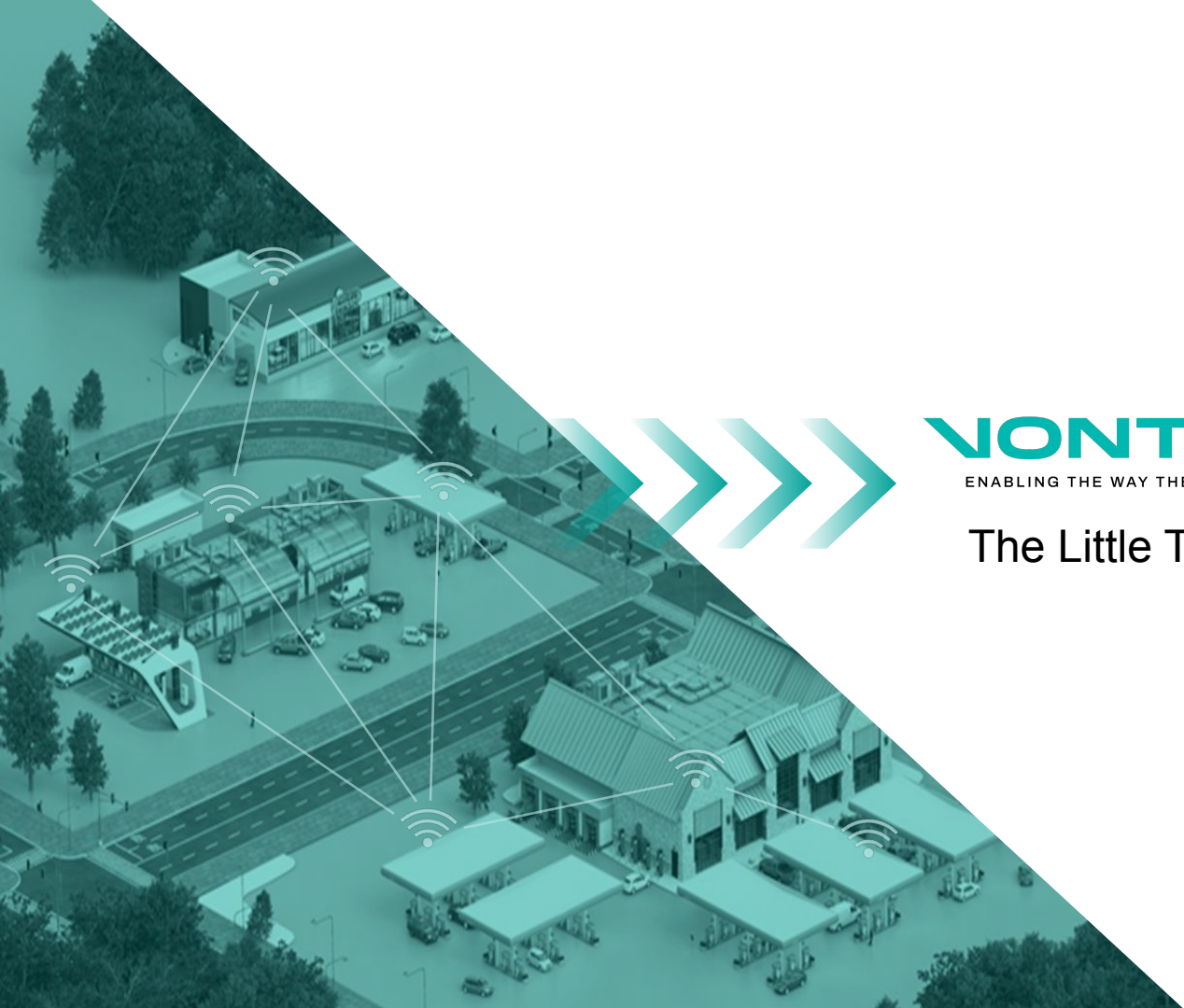
Of fleet drivers are working on reducing their carbon footprint in their day-to-day life, and electric drivers were **19% more likely** than average to say this

To do so, 83%

Use reusable cups/containers on the road

And 67%

Prefer to patronize businesses that provide discounts for those who bring in reusable containers



VONTIER

ENABLING THE WAY THE WORLD MOVES™

The Little Things

CRANK UP THE VOLUME:

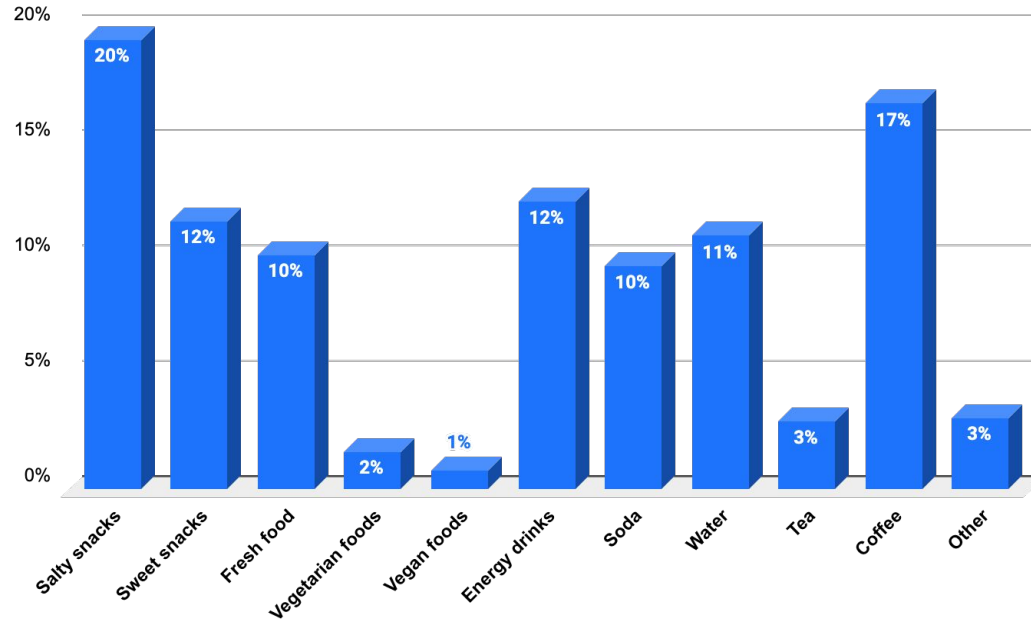
DRIVERS HAVE REVEALED THE #1 GENRE BEHIND THE WHEEL IS...

Rock

Ranked as the most popular genre for on-the-job listening, especially for Gen Xers, who were **42% more likely** than average to choose this genre

Check out our delivery driver favorites playlist on Spotify [here](#)

AND WHEN IT'S TIME FOR A SNACK, HERE'S WHAT THEY'RE REACHING FOR:



IT'S THE MOST WONDERFUL TIME OF THE YEAR

92%

Of drivers have worked a holiday shift, and of those, **9 in 10**
plan to continue working these shifts in the future

AND FOR DELIVERY DRIVERS, IT'S ALSO THE BUSIEST

9 in 10

Feel that the holiday season is just as busy as special shipping event days (such as Amazon Prime Day)

BUT PICKING UP THOSE HOLIDAY ROUTES HAS ITS PERKS

75%

Of those who have worked holiday shifts do so to earn extra money, and **88%** report that their employer pays well during the holiday season

While
31%

Just love the hustle and bustle of the job (and members of Gen Z were **35% more likely** than average to say this)

AND BEING SANTA'S BOOTS ON THE GROUND LEAVES DRIVERS FEELING JOLLY

85%

Say that working during the
holidays leaves them with good
memories

Here are some favorite holiday delivery stories from our panel:

“One of my customers made me cookies and eggnog and had a bench in front of a heater waiting for me”

“A family's car broke down and wasn't able to get presents so they ordered it. I know how it is during the holidays; they were so happy to receive them early – I even dressed up as an elf.”

“When I delivered a package to a customer that thought it had been delivered to wrong house and gone forever. Apparently it was her only gift that year and I felt like a hero.”

“I remember one Christmas when a customer thought that they weren't going to be able to gift their daughter with the newest iPhone, and I got to the customer's house early in the morning when everyone was sleep except for the costumer. It was like a blizzard outside and I had to walk through 4 feet of snow to get to the door. The customer was waiting in the window. She saw me and opened the door and was so happy I made it before presents were opened. She invited me in for hot chocolate and that made my day.”

“I had a huge route in Charleston, WV and I had worked 29 days in a row and was exhausted because we didn't have enough staff for the holiday season. I wanted to break the record for most deliveries during Christmas season and I broke the West Virginia record with the biggest route they've ever had to make. My customers called the terminal and told FedEx how great I was and that I made their Christmas for their kids the best they've ever had, and they tipped me and made me feel like missing holiday with my family was worth it.”

MAKING DRIVERS FEEL LIKE THEY'RE HOME FOR THE HOLIDAYS – EVEN ON THE ROAD

91%

Of drivers feel like a part of the community they serve

DELIVERING HOLIDAY CHEER ISN'T JUST THE RESPONSIBILITY OF THE DRIVERS

54%

Would prefer to receive accolades
from their employer

While

46%

Feel more satisfaction when
receiving accolades from the people
they deliver to, and Baby Boomers
were **22% more likely** than average
to say this

MANY COMPANIES ARE HELPING THEIR DRIVERS FEEL APPRECIATED

78%

Say that their employer facilitates interactions between them and the communities they serve, and of those, **97%** say this makes them feel appreciated – especially during the holiday season

Of those, 62%

Give customers the ability to share reviews or rate their service

While 58%

Give customers the ability to share compliments or personal notes

And 52%

Give customers the ability to tip drivers directly

BUT FREQUENCY VARIES

41%

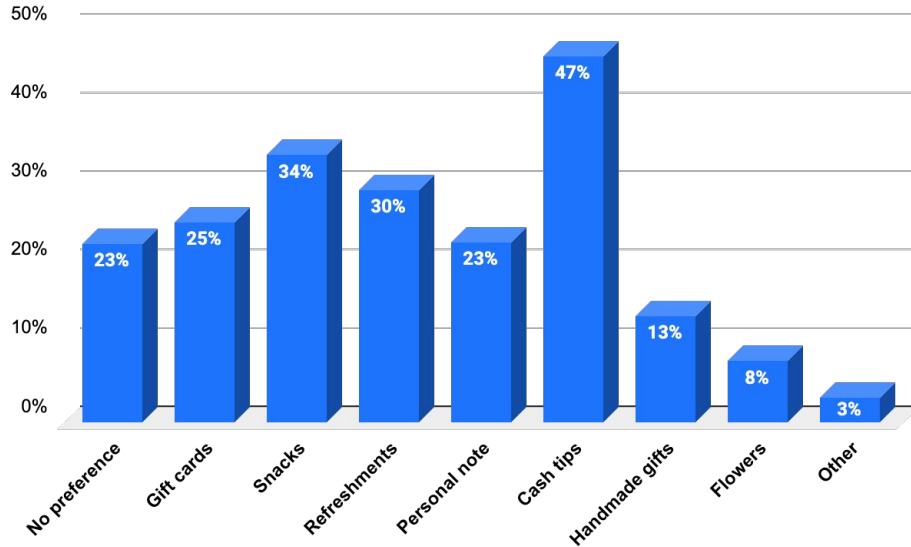
Of drivers have the pleasure of receiving **daily** gratitude for their work, and those driving in rural areas were **15% more likely** than average to say this

But 21%

Say that these moments happen **once a year or less often**

HOW CAN CUSTOMERS SPREAD

THE JOY THIS SEASON? HERE ARE THE MOST APPRECIATED GESTURES ACCORDING TO OUR PANEL:



Members of Gen Z were **35% more likely** than average to want to receive snacks

Women were **24% more likely** than men to appreciate a personal note and **50% more likely** than men to like a handmade gift

Drivers in Pennsylvania were **21% more likely** than average to desire cash tips

A teal diagonal bar runs from the top-left corner towards the bottom-right corner. A vertical teal bar is located on the right side of the page.

VONTIER™

Thank you

Please contact Vontier's communications team
for more information: comms@vontier.com