

Confidential Survey Summary – 2025

Insights from Post-Upgrade Officer Feedback (Texas Sheriff Fleets, 2024-2025)

This document summarizes recurring feedback themes from officers after implementing heavy-duty vehicle protection packages. All sensitive data has been anonymized; this is a summary of insights only.

Recurring Feedback Themes:

1. Increased Safety and Confidence

- Officers reported feeling safer during collisions and wildlife strikes.
- Confidence in pursuing high-risk situations increased due to reliable vehicle protection.

2. Reduced Downtime

- Previously, vehicles **averaged 42 days of downtime** after incidents; post-upgrade, downtime reduced to under 4 days.
- Officers appreciated consistent vehicle availability, leading to smoother shift operations.

3. Morale and Job Satisfaction

- Officers expressed relief and even humor after minor incidents, e.g., “I thought my career was over... then I looked at the bumper and started laughing.”
- Mechanics and fleet staff reported lower stress due to predictable repair schedules.

4. Cost Savings and Efficiency

- Reduced body-shop repairs and insurance claims led to significant fleet savings.
- Officers noticed minimal vehicle damage even in moderate collisions, validating investment.

5. Positive Organizational Impact

- Leadership recognition of improvements boosted morale across departments.
- Shared **feedback across 50+ agencies** indicated consistency in results.

Summary Pie Chart: Officer Feedback Distribution (Idea Representation)



Implementing standardized heavy-duty protection packages resulted in safer, more reliable fleet operations, improved morale, and measurable cost savings. Feedback trends are consistent across multiple agencies, reinforcing the value of these upgrades.

Note: All figures and quotes are summarized from anonymized post-upgrade surveys and interviews; no personally identifiable information is included.