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AI Dashcams for Government Fleets: Putting People First

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While vehicle-related costs continue to rise, state and local agencies are increasingly investing in modern technologies like in-vehicle dashcams, video telematics and GPS tracking to identify problems before they lead to expensive repairs.

AI tools make these tech solutions even more effective, but governments hoping to tap the value of these advancements must address concerns about video monitoring.

“The primary hurdle is never technology,” says Sean O’Bryan, professional safety consultant with Verizon Connect.¹ “It’s always cultural.”

Getting started on fleet technology modernization

Survey data from Verizon Connect’s annual Fleet Technology Trends Report² shows that 66% of fleets are prioritizing higher efficiency and productivity in 2026. Modern fleet technology can help organizations maximize their fleet resources by measuring human-related impacts. Solutions that detect poor driving habits like hard braking and sharp turning provide a solid starting point for agencies with limited fleet management technologies.

AI makes fleet systems significantly more intelligent and responsive. AI tools collect millions of data points that analytics software can comb for opportunities to improve safety and reduce costs. AI-enhanced dashcams can track the direct causes of accidents through live video and data science. This information can possibly even exonerate agency employees who are not at fault in crashes.

With AI, real-time video analytics can detect unsafe behaviors — such as texting at the wheel or driving while drowsy — and trigger alerts.

“The power of AI is to surface and highlight what’s most important to you and what you need to know in the moment,” says Joel Fisher, director of global solutions engineering with Verizon Connect.



Survey findings

Fleet technology trends³

46%

of fleet professionals reported using video telematics technology in 2026, up 10 percentage points since 2023

41%

said video telematics significantly improves driver coaching

64%

said video telematics improved protection from false claims

48%

said video telematics reduced accident costs

33%

said video telematics reduced insurance costs

Note: Survey respondents came from government (25%), construction and services (each 14%), general freight (13%), and transportation (8%). More than half (51%) were managers, and about a quarter (24%) were executives.

Encouraging adoption of in-vehicle cameras

AI-enhanced dashcams can identify complex problems, such as drivers tending to slam their brakes when they talk on their phones. But staff may resist the very notion of cameras recording any of their driving. And managers may not like the implication that they don't trust their employees.

Here are proven strategies for overcoming drivers' unease about monitoring:

Emphasize safety. The conversation needs to start with the well-being of your employees. Use research to show technology's impact on safety. For example, 74% of respondents in the Verizon Connect survey indicated that video telematics improved driver safety.⁴

Don't be afraid to get creative when underscoring safety as a top priority. Some agencies, for example, have invited spouses to technology-orientation meetings to reinforce the message that preventing harm is the primary objective. "Everyone wants to make sure every member of the team gets home safe every single night," Fisher says.

Give everyone a stake in improvement. Set up regular meetings for drivers and managers to discuss video and statistics related to driving. Give staff the opportunity to make suggestions and share ideas about how driving can be tweaked.

Be transparent. Use transparency to show drivers that you respect their privacy. Disclose when and how video will be used. "It's not really catching every moment of your life," O'Bryan says. "It's only catching those exceptions where we want to identify opportunities to improve safe driving skills."

Conclusion: Keeping the message positive

Experts caution against using AI-enhanced dashcams primarily to discipline workers or flag poor performance. The focus should always be on enhanced safety, lowered costs and greater efficiency — without blaming or shaming.

"We always say safety is leadership born but employee led," O'Bryan says. "It has to be both."



Local Louisiana Police Agency Enhances Fleet Safety

Cameras, real-time coaching and advanced data analysis give fleet leaders the data they need to create sound safety strategies and spread improvements across the fleet. The police department in Opelousas, Louisiana, illustrates how one agency is making this happen.⁵

The department partnered with Verizon Connect to add forward- and rear-facing cameras on patrol cars. The agency would eventually see an approximately 40% decrease in vehicle-related costs, an outcome that Assistant Chief Mark Guidry attributes in part to officer driving improvements brought about by the new technology. Video also provides evidence in court to refute claims of driver fault in vehicle accidents.

The cameras work like game film for a sports team: Officers and their supervisors review footage to identify risky behaviors and analyze what can be done better in the future.

"The video is the most important thing for us," says Guidry. "We can sit our officers down and run a detailed report for their driving habits for the entire week."

1. <https://webinars.govtech.com/Safer-Fleets%2C-Smarter-Change%3A-How-AI-and-Data-Are-Powering-Public-Sector-Field-Operations-144291>
2. <https://www.verizon.com/about/news/2026-verizon-connect-fleet-technology-trends-report>
3. Ibid.
4. Ibid.
5. <https://www.verizonconnect.com/resources/case-study/opelousas-police-department/>

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