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SAMSARA FOR PUBLIC SECTOR

THE STATE OF CONNECTED OPERATIONS

Building for the Future: Workforce Technology Trends in the US Public Sector





Organizations across the U.S. public sector are facing growing service demands while navigating increasing pressure to maximize taxpayer dollars, improve workforce efficiency, and enhance service delivery— all without raising costs.

58% of U.S. public sector leaders report 'widespread' use of AI—outpacing industries like food and beverage and even transportation—demonstrating the sector's recognition of technology's role in improving safety, efficiency, and community impact. Maximizing technology ROI is no longer just an advantage—it's a necessity. Leaders who take a proactive approach to AI, automation, and other digital tools can improve workforce efficiency, enhance service delivery, and build more resilient organizations.

This report highlights insights from a 250-person U.S. public sector oversample of leaders in state and local government, special districts, and education—part of a broader survey of over 1,550 leaders in physical operations. In this report, public sector leaders can discover how technology is transforming operations, streamlining processes, improving safety and efficiency, and helping organizations build stronger, more resilient communities.

250

US public sector
leaders in physical
operations surveyed

99K+

vehicles and assets
under management

1M+

employees under
management

KEY TAKEAWAY #1

Public sector workers are eager for greater investment in safety, security, and enhanced efficiency.

80% of public sector leaders frequently hear feedback from their workforce about the need for greater investments in tools that improve safety, security, and efficiency—compared to 71% of leaders globally.

Top 3 safety and security improvements workers are requesting:

 **48%**

Better tools to locate and recover stolen or lost equipment

 **45%**

Improved emergency response protocols

 **44%**

More frequent safety training and certifications

[READ MORE ON PAGE 4 →](#)

KEY TAKEAWAY #2

Technologies that improve workforce safety, security, and efficiency deliver massive ROI.

68% say their organization has saved \$500K+ as a result of technologies that protect workers from false claims and not-at-fault incidents.

Top 3 areas leaders have seen the biggest impact from investments in safety and security tech:

#1 Improved compliance

#2 Improved public trust or perception

#3 Improved worker retention or satisfaction


[READ MORE ON PAGE 5 →](#)


KEY TAKEAWAY #3


Digital training and development tools are already the norm—and leaders using the technology are seeing broad benefits.

90% say their organization is already using e-learning platforms or LMS to train employees, and 100% of those leaders report at least one benefit from the technology.

Top 3 areas of improvement from e-learning tech include:

 Personal development

 Onboarding process

 Feedback and assessment

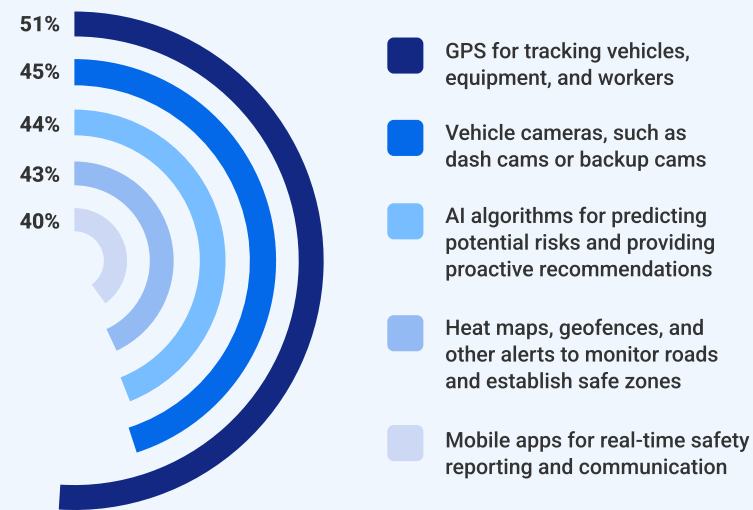
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WORKFORCE EXPECTATIONS

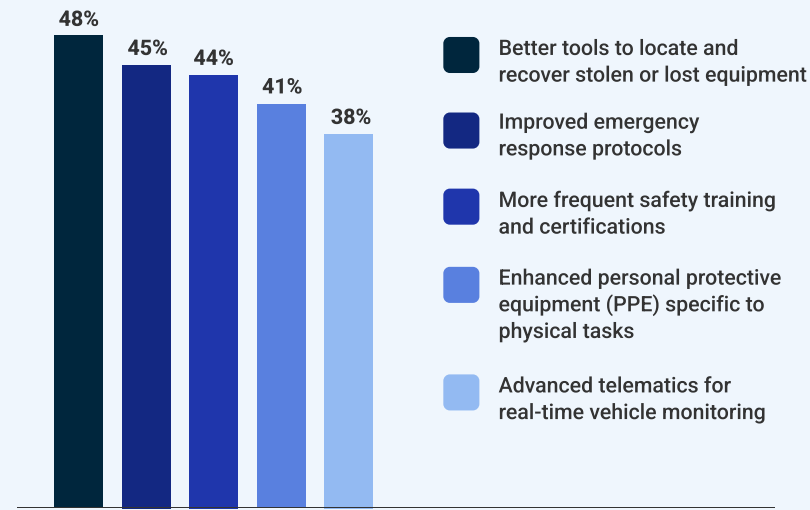
Workers seek new tools: 80% of public sector leaders frequently hear feedback from their workforce about the need for greater investment in efficiency tools—for themselves and the people they serve.

Nearly half of organizations are already using table-stakes technology—telematics and vehicle cameras—to ensure workforce safety and security. But US public sector employees want more investment than the global average (71%) in technology that can help them locate stolen or lost equipment, respond during emergencies, and facilitate more frequent safety training and certifications.

Top 5 technologies organizations are currently using to ensure workforce safety and security:



Top 5 types of safety and security investments workers are requesting:



"We get a lot of hurricane and severe storm activity, and filing timely, accurate FEMA reports is critical to our emergency response. With [technology], we can generate reports that show where crews were, how far they traveled, and how long they were there, which is essential to getting reimbursed quickly."



BILL UPTEGROVE
Operations Manager, Fleet Management,
Monroe County

ROI OF SAFETY & SECURITY TECH

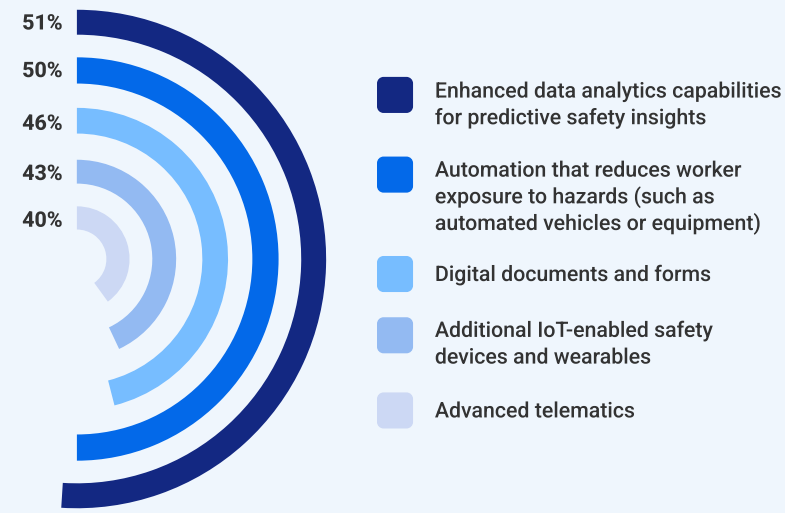
Leaders are listening: In the next 5 years, 100% plan to invest more in technology that is already delivering workforce safety and security ROI.

Technologies that improve workforce safety and security—such as cameras, digital documents, and apps for real-time communication—are delivering clear ROI, both in terms of operational improvements and monetary savings. A strong majority (77%) say they will invest a moderate or significant amount, versus just 23% who plan to invest a small amount.

Top 3 areas where leaders have seen the biggest impact from investments in safety and security technology:



Top 5 technologies leaders plan to invest in to improve workforce safety and security in the next 5 years:

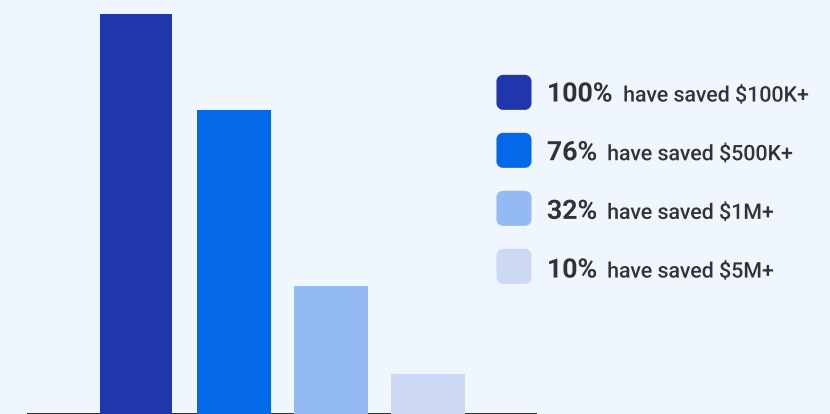


“The buy-in [on dash cams] from our operators has been a huge win. What was once looked at as ‘big brother’ is long gone. Employees are regularly giving feedback and asking for certain dates and times to be reviewed.”



RUSTY MCCLAIN
Assistant General Superintendent,
Road Commission of Kalamazoo County

This is translating to big savings. As a result of implementing technologies designed to improve workforce safety and security, 76% say their organization has saved \$500K or more.

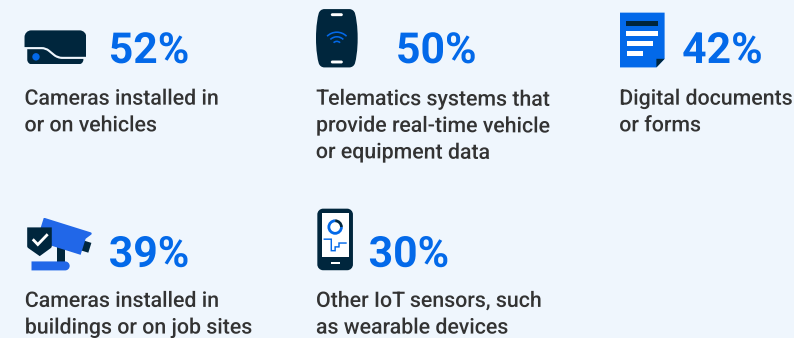


PROTECTING WORKERS PAYS OFF

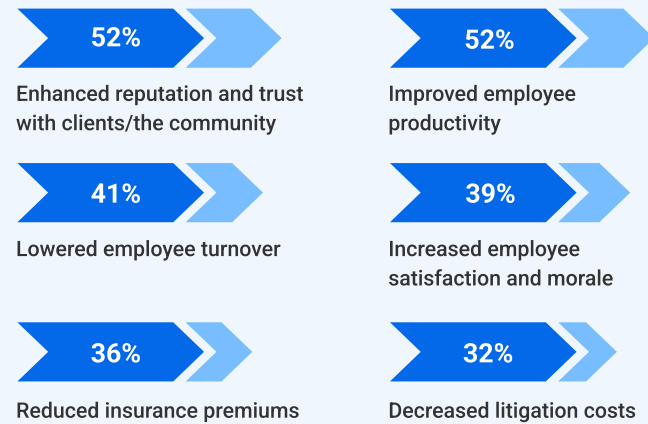
Technology that protects employees from false claims and not-at-fault incidents delivers huge ROI.

Protecting workers has a positive ripple effect. One of the biggest areas where organizations are seeing ROI is technology such as cameras that exonerate employees from false claims and not-at-fault incidents. This has a direct financial benefit, reducing both liability costs and the potential for costly legal disputes.

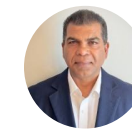
100% of organizations are using some form of technology to protect their workers from false claims.



As a result, 52% say they have enhanced reputation and trust with their clients or community. More than half also report increased employee productivity, lower turnover, and improved morale.

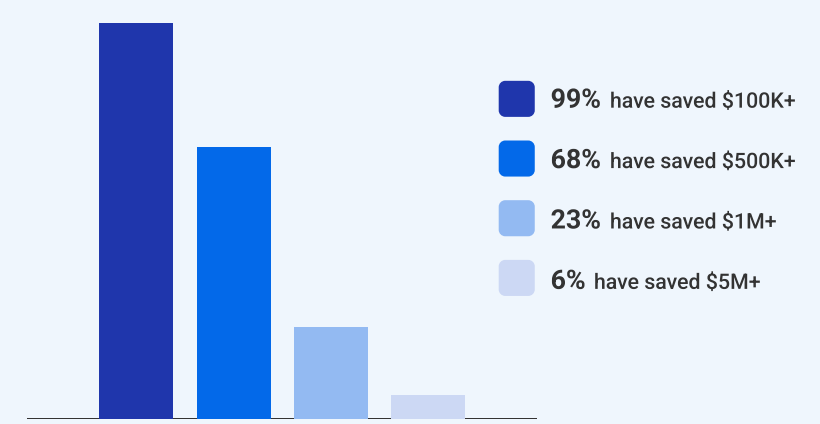


“Once drivers saw how AI Dash Cams could lead to exonerations, there was zero pushback. It was no longer 'your word against mine'—we could get immediate access to video that would prove they weren't at fault for an incident.”



DAVE PERSAD
Director of Fleet Management and Mobility,
City of Boynton Beach

Bottom lines are benefitting. As a result of implementing technologies designed to protect workers from false claims and not-at-fault incidents, 68% say their organization has saved \$500K or more.



UNLOCKING PEAK PERFORMANCE

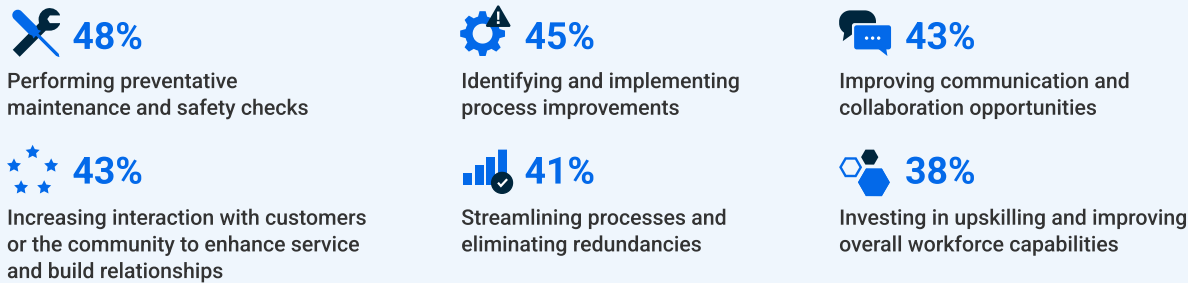
Operations leaders see new technology as a game-changer for boosting productivity and increasing efficiency.

Improving public and citizen services is a key priority, with leaders focusing on technologies that provide real-time insights and streamline processes. 47% are interested in advanced telematics for optimizing routes and fleet management, enabling faster service delivery, reduced fuel spend, and improved resource allocation.

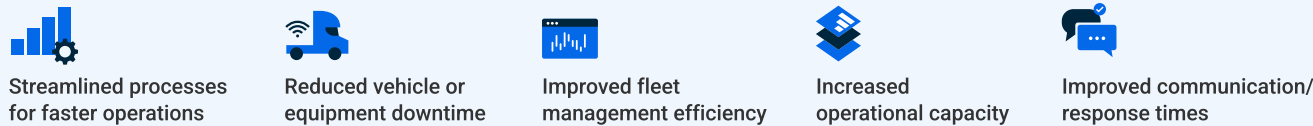
Top 3 technologies leaders are interested in to increase workforce productivity and efficiency:



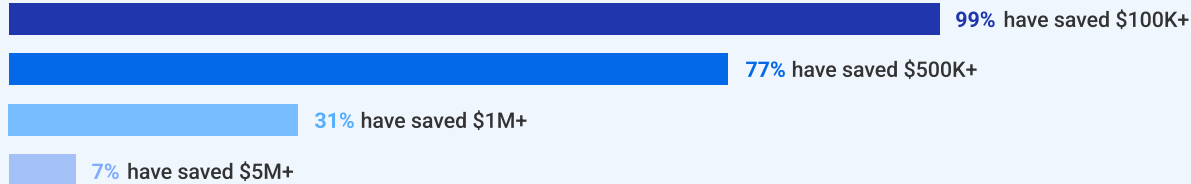
100% say their workforce’s time has been freed up by recent technology improvements. As a result, they are able to reallocate workers’ time to other high-value areas, including:



Top 5 ways leaders predict these technologies will increase workforce productivity and efficiency over the next 5 years:



Leaders in this space are already reaping the benefits. As a result of implementing technologies designed to improve workforce productivity and efficiency, 77% say their organization has saved \$500k or more.

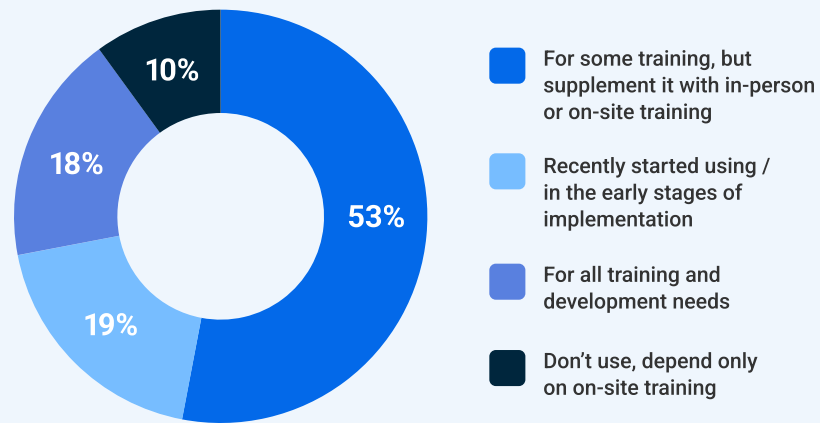


SHIFT TO DIGITAL TRAINING

Tech adoption is booming for employee development, with learning management systems (LMS) and e-learning platforms becoming essential tools.

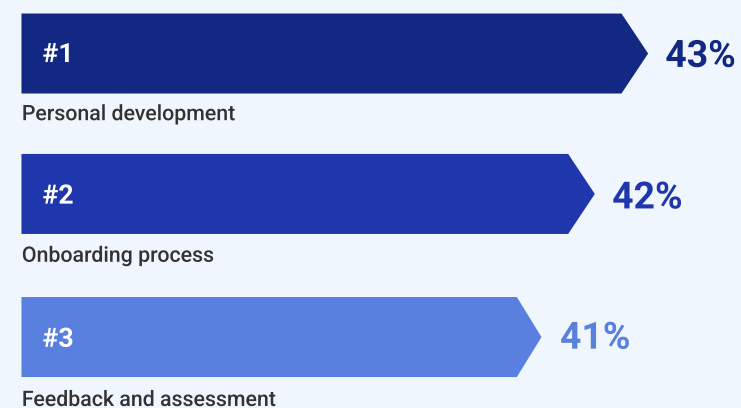
A growing number of organizations are turning to e-learning platforms and LMS to train and develop employees, with 90% already using these digital solutions. This turn to tech has significantly increased access to training and development opportunities for employees. Only 10% still rely solely on onsite training.

90% of organizations are already using an e-learning platform or LMS to make training more frequent, consistent, and accessible (higher than the global average)—indicating a shift towards tech-first training.



KEY TAKEAWAY #3

Of those currently using an e-learning platform, 100% say they have seen improvements as a result. Top 3 areas of improvement include:



“If a driver is speeding, we use [technology] to track that and coach our drivers right away. Every few months, we use our in-service training as an opportunity to celebrate our drivers.”



OMAR FARID

Program Specialist, Mobile County Public Schools

Coaching and skill assessment are becoming more tech-forward—though it’s still early days. Currently, the most common methods for ongoing coaching and skill development among those currently using an e-learning platform are:



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TURN INSIGHTS INTO ACTION

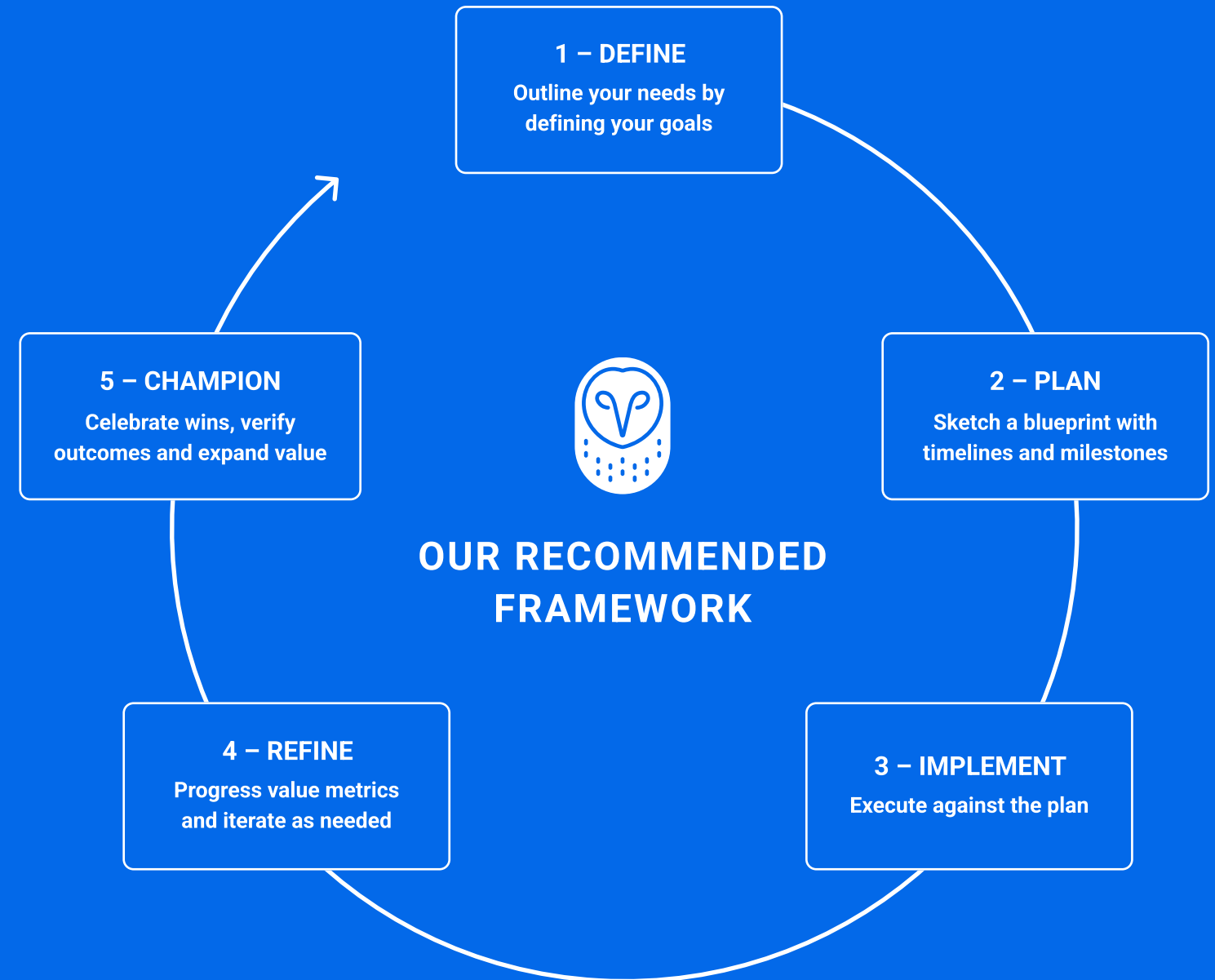
Preparing your workforce for new technology: Samsara's change management framework

Your organization's ability to adopt new technology quickly and effectively can determine whether you lead the way or fall behind the competition—but change management can be tricky, especially at scale.

Samsara's recommended framework for change management covers five key stages. Every successful program launch or iteration on an existing program combines the same five stages.

To learn more about this approach and hear from a leader who managed a successful rollout, watch our on-demand [webinar](#) on achieving effective change management at scale.

Scan the QR code or visit bit.ly/change-management-webinar





Methodology

This survey was conducted by an independent research firm, Wakefield Research, between October 24 and November 4, 2024. 1,550 operations leaders were surveyed across seven countries: the United States, Mexico, the United Kingdom, Ireland, France, Germany, and Canada. This survey consisted of 20 questions and was conducted online, in either the English language or translated into a local language across markets. Global results have been aggregated across all responses to provide an average.

The survey included an oversample to increase the total number of U.S. public sector respondents to 250, and the addition of the following qualifying titles for U.S. public sector respondents: Administrator, City/County Manager/Executive, Director, Elected Official (e.g., Mayor, Supervisor, Councilman, etc.), Safety/Risk Management.

The respondents were leaders with a minimum seniority of director at organizations with 500 or more employees and 150 or more owned or leased vehicles, powered assets, and/or unpowered assets. Respondents worked in the following industries and had responsibility in one or more of the business areas listed below:

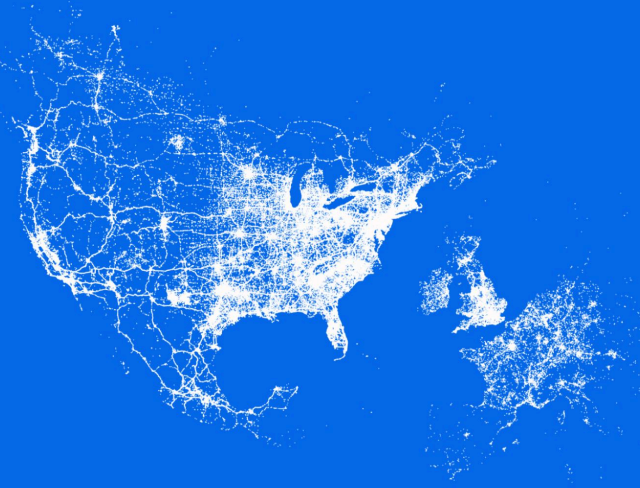
- **Industries:** Building & facility management, chemical, construction, field services, food & beverage, logistics, manufacturing, mining & extraction, moving & storage, oil & gas, retail, telecommunications, transportation, utilities & energy, warehousing, waste management, wholesale, or public sector.
- **Responsibilities (one or more):** Compliance, field service management, fleet management, IT/technology/data, logistics, maintenance, operations, safety/health/environment, security, and/or service operations.

The information provided in this report is for general informational purposes only. Samsara does not guarantee you will achieve any specific results if you follow any advice in the report. It may be advisable for you to consult with a professional such as a lawyer, accountant, architect, business advisor, or professional engineer to get specific advice that applies to your specific situation.

About Samsara

Samsara (NYSE: IOT) is the pioneer of the Connected Operations® Platform, which enables organizations that depend on physical operations to harness Internet of Things (IoT) data to develop actionable insights and improve their operations. With tens of thousands of customers across North America and Europe, Samsara is a proud technology partner to the people who keep our global economy running, including the world's leading organizations across construction, transportation and warehousing, field services, manufacturing, retail, logistics, and the public sector. The company's mission is to increase the safety, efficiency, and sustainability of the operations that power the global economy.

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14T+ DATA POINTS
50%+ Y/Y GROWTH

80B+ MILES TRAVELED
25%+ Y/Y GROWTH

120B+ API CALLS
50%+ Y/Y GROWTH

FY25 statistics

With Samsara's help, our customers saw huge impact in FY25



250K+
accidents prevented



300M+
workflows digitized



3B+
pounds of CO2 saved

FY25 statistics based on internal estimates of customer improvements



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