

Cost Per Truck Roll Calculator

Your cost, not your price. Complete annually or whenever operating costs change.

Annual service department costs	Where to get the number	Example	Your amount
Technician wages	Payroll or P&L	\$415,000	\$
Dispatcher / Coordinator wages	Payroll or P&L	\$110,000	\$
Management salaries	Payroll or P&L (service share only)	\$75,000	\$
Payroll burden	Payroll provider employer-cost report / HR	\$100,000	\$
Vehicles — fuel, maintenance, insurance	P&L fleet lines, fuel cards, insurance renewal	\$72,000	\$
Tools and equipment	P&L / capital asset list	\$18,000	\$
Parts inventory carrying costs (~30% of inventory value)	Balance sheet inventory value × ~30%	\$20,000	\$
Facilities and utilities	P&L rent and utilities (service share)	\$40,000	\$
Software and technology — incl. technician phones and laptops	BS or Vendor invoices — ePASS, phones, laptops	\$15,000	\$
Training and certifications	P&L / training records	\$10,000	\$
Office and administrative expenses	P&L (service share)	\$30,000	\$
Other operating costs	P&L	\$25,000	\$
TOTAL ANNUAL OPERATING COSTS		\$930,000	\$

Annual truck rolls — every visit, including no-charge callbacks and parts return visits (ePASS OE37 trips): example 6,000 yours _____

Cost Per Truck Roll = Total Annual Operating Costs ÷ Annual Truck Rolls

Example: \$930,000 ÷ 6,000 = \$155.00 per truck roll Yours: \$ _____

Apply it: what going back is costing

Calculation	Example	Your numbers
Annual completed jobs (ePASS OE37)	4,650	
Callback rate (ePASS OE21)	5%	%
Annual callbacks	233	
Jobs needing more than one trip (OE37 trips minus jobs, less callbacks)	24%	%
Annual second trips	1,117	
Trips that went back (callbacks + second trips)	1,350	
Cost per truck roll	\$155.00	\$
ANNUAL COST OF GOING BACK	\$209,250	\$

Count every visit the truck made. A callback consumes exactly what a billed call consumes — leaving it out inflates the figure and understates what callbacks cost. The 5% and 24% in the example are this worksheet's own figures, not benchmarks — take yours from OE21 and OE37. Parts carrying cost belongs here and not on the billable-hour worksheet: parts pricing already recovers it, and counting it in both charges the customer twice.