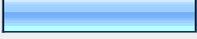
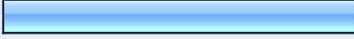
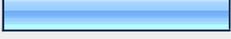


MOTOR POOL SURVEY FY09

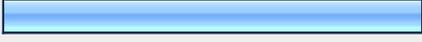
1. All answers to the questions should relate to your use of the State Motor Pool vehicles during the 2008 and 2009 Fiscal Years (July 1, 2007 through Current). 1. How often did you use State Motor Pool vehicles during the year?

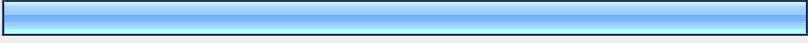
		Response Percent	Response Count
1 to 5 times		38.8%	114
6 to 10 times		26.2%	77
11 to 20 times		21.1%	62
More than 20 times		13.9%	41
		answered question	294
		skipped question	1

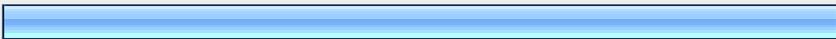
2. The average number of passengers (excluding yourself) traveling in one vehicle (check one):

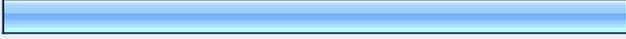
		Response Percent	Response Count
0		25.9%	76
1		38.8%	114
2		24.8%	73
3		8.5%	25
4 or more		2.7%	8
		answered question	294
		skipped question	1

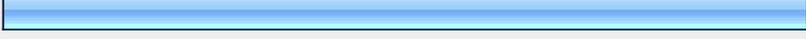
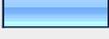
3. Would you car pool if other users were traveling to the same areas?			Response Percent	Response Count
Yes			62.5%	182
No			38.8%	113
			If no, please explain why?	128
			answered question	291
			skipped question	4

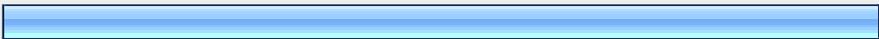
4. When reserving vehicles, have you used the on-line reservation method?			Response Percent	Response Count
Yes			53.9%	158
No			46.1%	135
			answered question	293
			skipped question	2

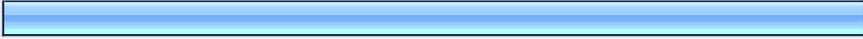
5. Have you found it easy to use?			Response Percent	Response Count
Yes			88.5%	154
No			11.5%	20
			Is there anything we can add that would be more helpful?	62
			answered question	174
			skipped question	121

6. Did you generally accept the vehicle assigned by the Motor Pool staff, or did you often request another vehicle? (Check one)			
		Response Percent	Response Count
Accepted assigned vehicle		92.0%	265
Requested another vehicle		9.4%	27
		answered question	288
		skipped question	7

7. Reason why you requested another vehicle:			
		Response Percent	Response Count
Lacked adequate accessories		6.3%	3
Problem with vehicle – deficiency or mechanical problem		14.6%	7
Preference for certain make/model of vehicle		68.8%	33
Vehicle smelled (explain - Smoke, air freshener to strong, other odors, etc.)		10.4%	5
		Other (explain)	38
		answered question	48
		skipped question	247

8. Since March of 2008, Motor Pool has purchased additional Honda Civic & Toyota Prius hybrid vehicles. If you have driven one of these vehicles, please comment on the following. Was vehicle comfortable?			
		Response Percent	Response Count
Yes		88.5%	108
No		11.5%	14
		answered question	122
		skipped question	173

9. Was engine power acceptable?				
			Response Percent	Response Count
Yes		96.6%	113	
No		3.4%	4	
			answered question	117
			skipped question	178

10. Was handling predictable?				
			Response Percent	Response Count
Yes		94.8%	109	
No		5.2%	6	
			answered question	115
			skipped question	180

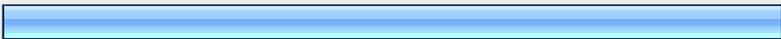
11. Were controls convenient?				
			Response Percent	Response Count
Yes		93.0%	107	
No		7.0%	8	
			answered question	115
			skipped question	180

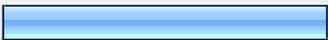
12. Do you feel the Motor Pool should pursue purchasing more of this type?				
			Response Percent	Response Count
Yes			92.5%	161
No			7.5%	13
			answered question	174
			skipped question	121

13. Any additional comments regarding the Hybrids:			Response Count
			102
			answered question
			102
			skipped question
			193

14. In response to higher fuel prices the Motor Pool is looking for alternatives for customers that are using large utility type vehicles, like the Ford Expeditions for carrying cargo. Do you have any suggestions for vehicles that would be adequate for hauling equipment?			
			Response Count
			95
			answered question
			95
			skipped question
			200

15. What types of cargo do you carry			Response Count
			122
			answered question
			122
			skipped question
			173

16. Could you use an alternative type vehicle such as a crossover or station wagon?			Response Percent	Response Count
Yes			85.9%	165
No			14.1%	27
			If no please explain	49
			answered question	192
			skipped question	103

17. When reserving vehicles, has the cost for the different classes of vehicles had an impact on your decision in requesting vehicles?			Response Percent	Response Count
Yes			35.6%	98
No			64.4%	177
			answered question	275
			skipped question	20

18. How do you determine the best vehicle to suit your travel needs? Does your department have criteria on what you can or can not use from the Motor Pool to conduct your travel business?		Response Count
		210
		answered question
		210
		skipped question
		85

19. Currently we offer five passenger Chevy Impalas and Ford Taurus sedans for lease or rent. Would you be willing to drive a compact or sub compact sedan as a way to help reduce fuel consumption?

		Response Percent	Response Count
Yes		81.5%	229
No		18.5%	52
If no, please explain your reason why			87
answered question			281
skipped question			14

20. Are the Motor Pool hours, (6 AM to 5 PM Monday - Friday), adequate to meet your needs?

		Response Percent	Response Count
Yes		96.2%	277
No		3.8%	11
Suggestion:			29
answered question			288
skipped question			7

21. Please check the level that best defines the performance for each area quoted.

Performance of Motor Pool Personnel?

	Excellent	Good	Adequate	Fair	Poor
1	78.0% (230)	18.6% (55)	2.0% (6)	0.7% (2)	0.7% (2)

Appearance & cleanliness of vehicles received?

	Excellent	Good	Adequate	Fair	Poor
1	49.2% (145)	38.3% (113)	8.8% (26)	2.4% (7)	1.4% (4)

Mechanical condition of vehicle received

	Excellent	Good	Adequate	Fair	Poor
1	48.5% (143)	32.9% (97)	8.8% (26)	2.7% (8)	7.1% (21)

answered ques

skipped ques

22. A suggestion from the last survey was for more hybrid & economy vehicles. We have purchased more hybrids while exploring the possibilities for economy vehicles and would like to know if there are other issues, comments or concerns you would like to express as a user of the Motor Pool?

	Response Count
	115
<i>answered question</i>	115
<i>skipped question</i>	180