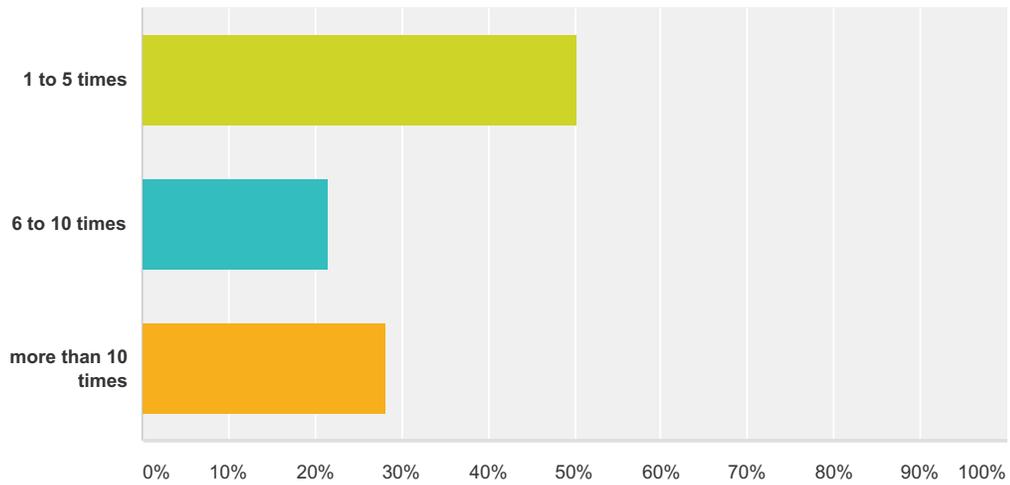


### Q1 How often did you use State Motor Pool vehicles during the year?

Answered: 1,099 Skipped: 14



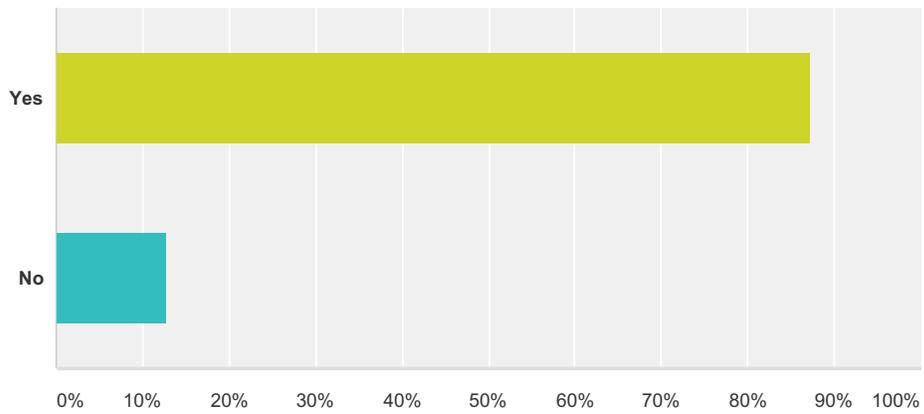
Answer Choices	Responses
1 to 5 times	50.23% 552
6 to 10 times	21.57% 237
more than 10 times	28.21% 310
<b>Total</b>	<b>1,099</b>

**Q2 What additional equipment would benefit  
your agency when traveling?**

Answered: 465 Skipped: 648

**Q3 Do you find the vehicle trip book helpful for questions and phone numbers?**

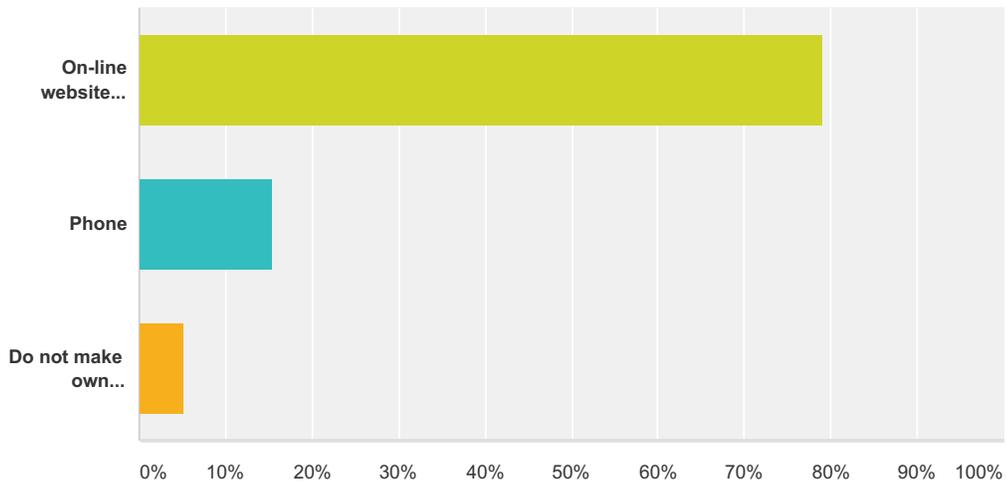
Answered: 1,111 Skipped: 2



Answer Choices	Responses
Yes	87.31% 970
No	12.69% 141
<b>Total</b>	<b>1,111</b>

### Q4 When reserving vehicles, which method do you use?

Answered: 1,111 Skipped: 2



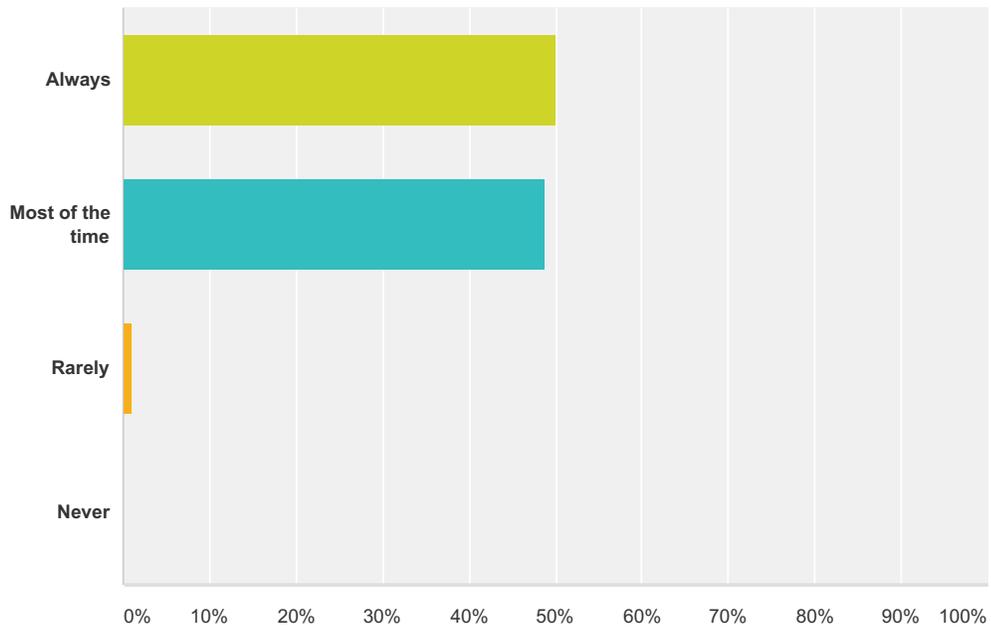
Answer Choices	Responses	
On-line website reservations	79.21%	880
Phone	15.48%	172
Do not make own reservations	5.31%	59
<b>Total</b>		<b>1,111</b>

**Q5 How can Motor Pool improve the online web reservations services?**

Answered: 457 Skipped: 656

### Q6 Were you able to obtain the class of vehicle you requested?

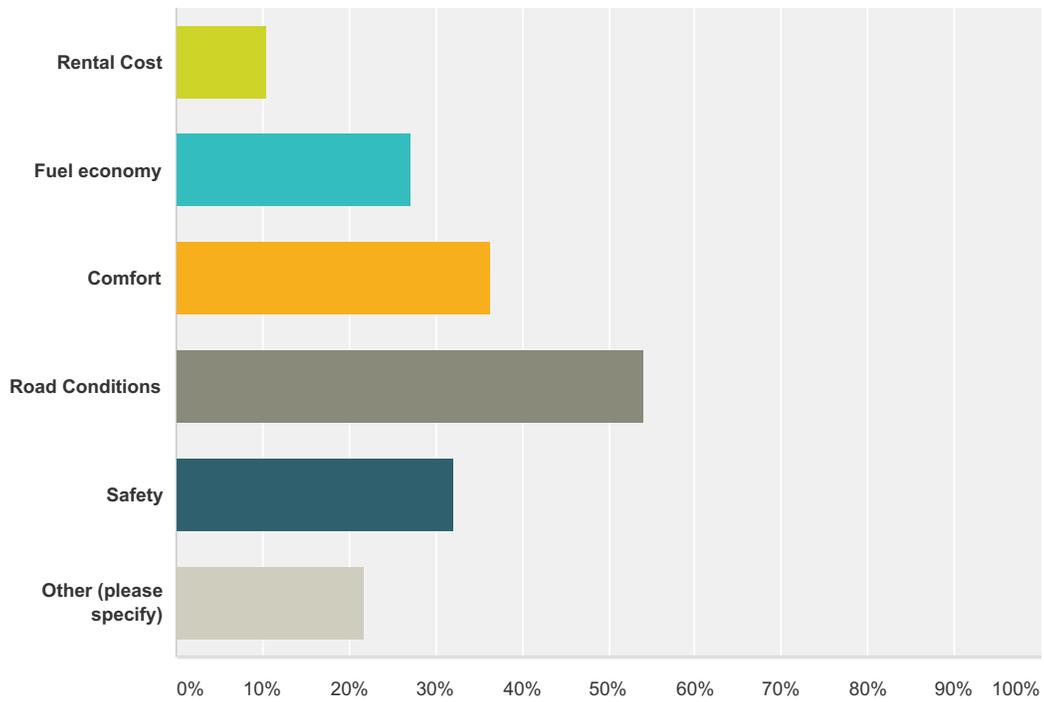
Answered: 1,111 Skipped: 2



Answer Choices	Responses	Count
Always	50.05%	556
Most of the time	48.87%	543
Rarely	0.99%	11
Never	0.09%	1
<b>Total</b>		<b>1,111</b>

### Q7 How do you determine the best vehicle to suite your travel needs?

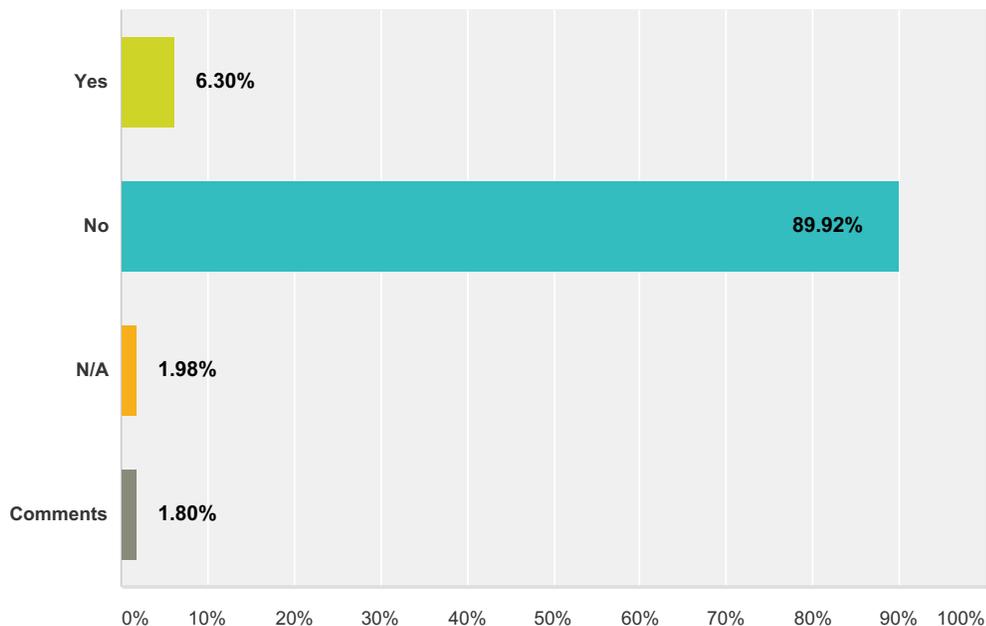
Answered: 1,091 Skipped: 22



Answer Choices	Responses	Count
Rental Cost	10.36%	113
Fuel economy	27.13%	296
Comfort	36.30%	396
Road Conditions	54.17%	591
Safety	32.08%	350
Other (please specify)	21.72%	237
<b>Total Respondents: 1,091</b>		

### Q8 Did you have any mechanical issues with the vehicle?

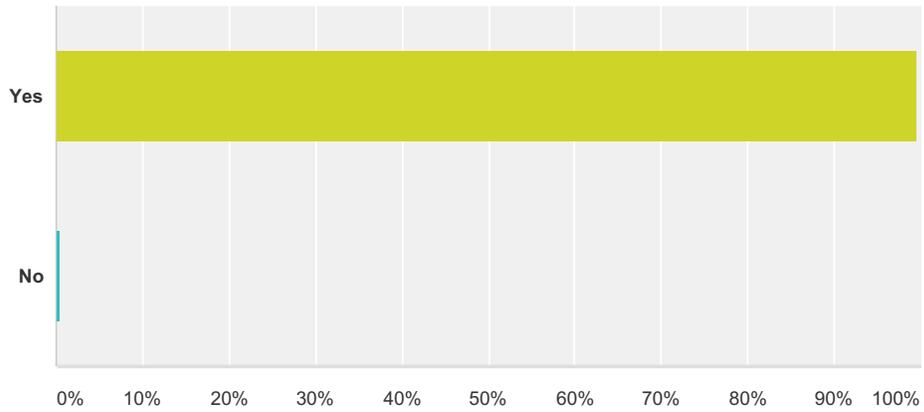
Answered: 1,111 Skipped: 2



Answer Choices	Responses	Count
Yes	6.30%	70
No	89.92%	999
N/A	1.98%	22
Comments	1.80%	20
<b>Total</b>		<b>1,111</b>

### Q9 Were all your questions answered clearly?

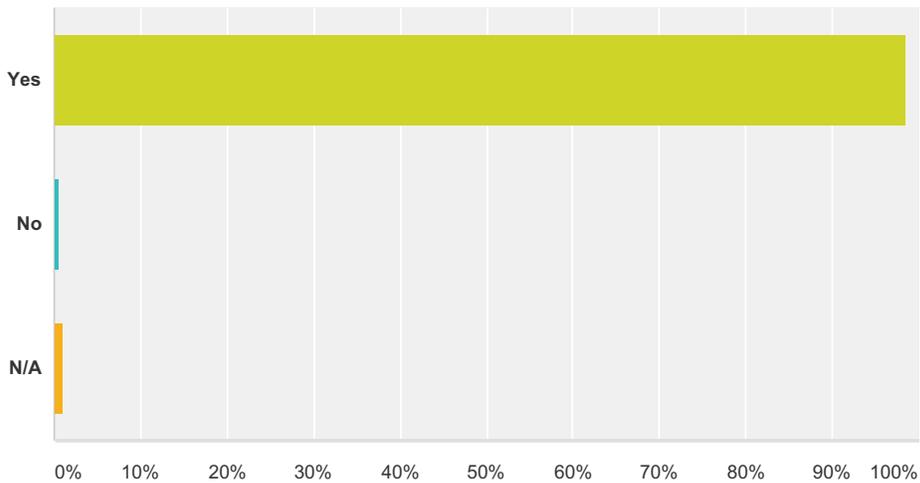
Answered: 1,051 Skipped: 62



Answer Choices	Responses
Yes	99.52% 1,046
No	0.48% 5
<b>Total</b>	<b>1,051</b>

### Q10 Was the staff courteous and respectful?

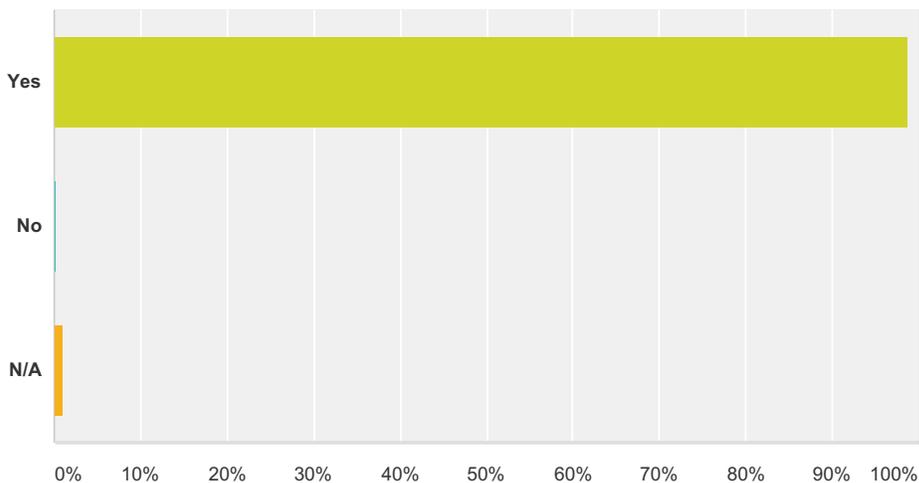
Answered: 1,051 Skipped: 62



Answer Choices	Responses	
Yes	98.48%	1,035
No	0.57%	6
N/A	0.95%	10
<b>Total</b>		<b>1,051</b>

### Q11 Was Motor Pool staff knowledgeable and assisted you in a timely manner?

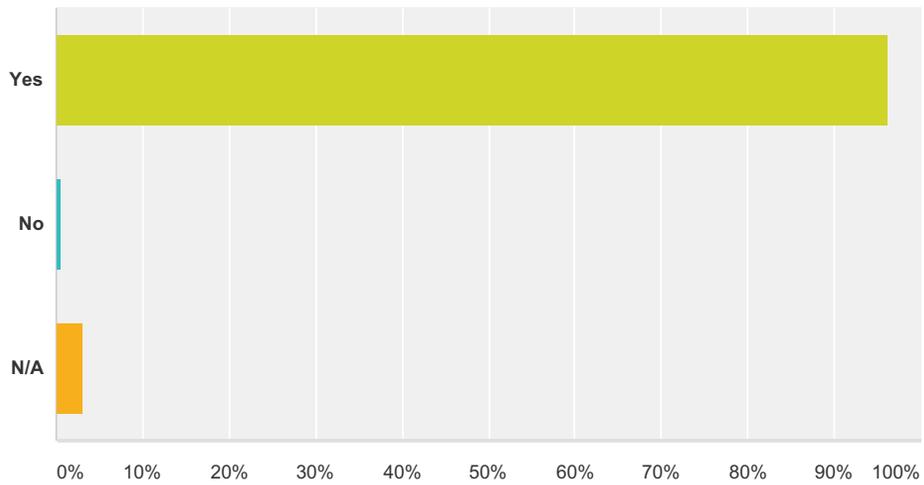
Answered: 1,051 Skipped: 62



Answer Choices	Responses	
Yes	98.76%	1,038
No	0.19%	2
N/A	1.05%	11
<b>Total</b>		<b>1,051</b>

### Q12 Did the Motor Pool staff member answer your questions to your satisfaction?

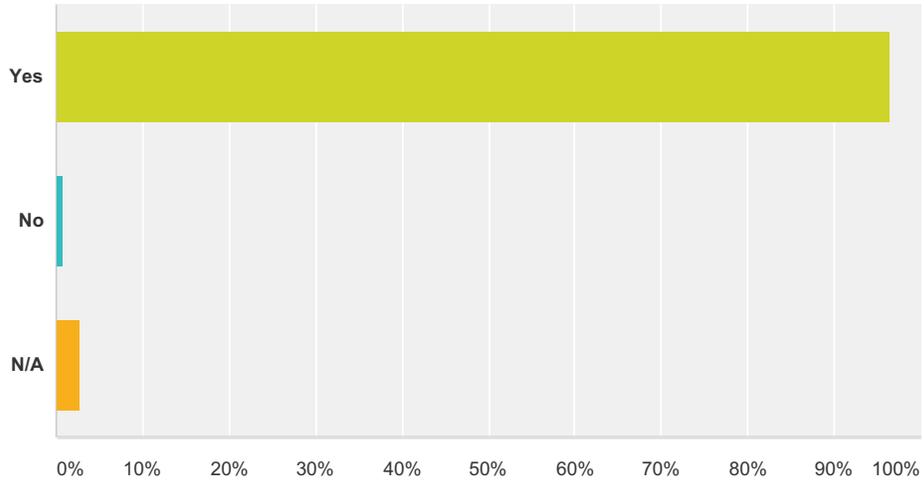
Answered: 1,051 Skipped: 62



Answer Choices	Responses
Yes	96.29% 1,012
No	0.67% 7
N/A	3.04% 32
<b>Total</b>	<b>1,051</b>

**Q13 If you came into the Motor Pool office,  
were you greeted promptly and  
courteously?**

Answered: 1,051 Skipped: 62

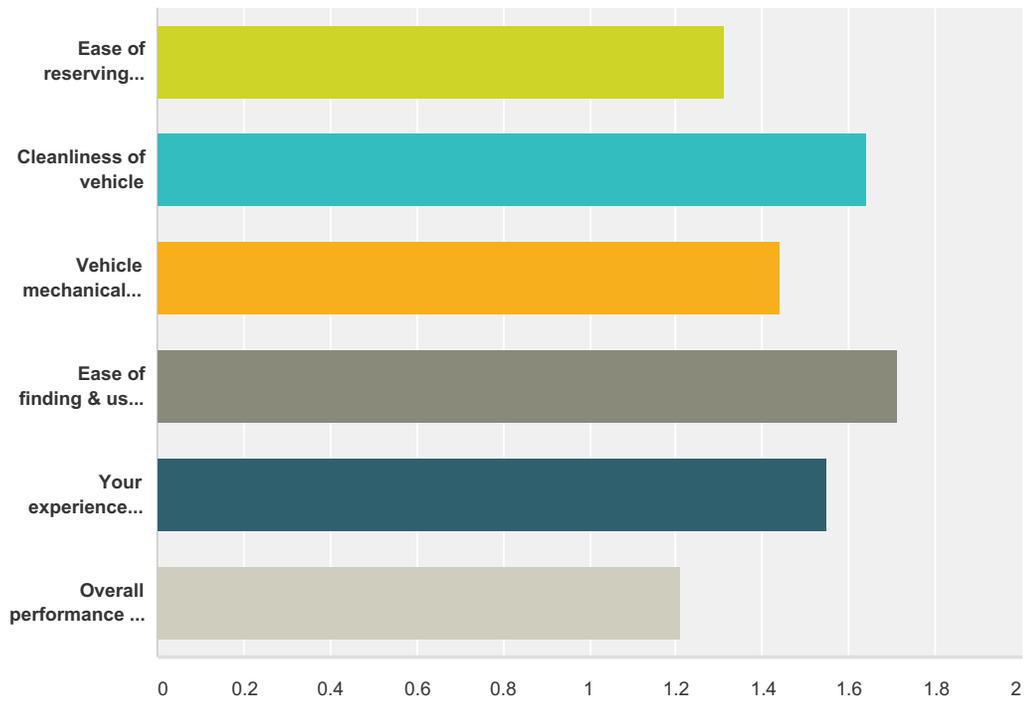


Answer Choices	Responses
Yes	96.48% 1,014
No	0.86% 9
N/A	2.66% 28
<b>Total</b>	<b>1,051</b>

MOTOR POOL SURVEY FY2014

**Q14 Please check the level that best defines the performance of each area:**

Answered: 1,048 Skipped: 65



	Excellent	Good	Adequate	Fair	Poor	Total	Weighted Average
Ease of reserving vehicle	72.88% 680	24.12% 225	2.57% 24	0.32% 3	0.11% 1	933	1.31
Cleanliness of vehicle	53.22% 488	33.48% 307	9.71% 89	3.05% 28	0.55% 5	917	1.64
Vehicle mechanical condition	61.86% 558	33.92% 306	3.10% 28	1.00% 9	0.11% 1	902	1.44
Ease of finding & using vehicle controls	42.60% 386	45.47% 412	10.26% 93	1.21% 11	0.44% 4	906	1.71
Your experience driving the vehicle	50.50% 459	45.43% 413	3.08% 28	0.77% 7	0.22% 2	909	1.55
Overall performance of the Motor Pool staff	80.30% 795	18.28% 181	1.21% 12	0.20% 2	0.00% 0	990	1.21