

Below are the results from those of you that participated in our Motor Pool Survey. We thank you for taking the time to fill these surveys out and will apply what we learn to better serve you in the future. Again we express our sincere Thanks!!!!

The Motor Pool Staff

## MOTOR POOL SURVEY RESULTS

Results are listed under each of the questions below

1. How often did you use State Motor Pool vehicles during the year?  

<u>30</u>	1 to 5 times	<u>30</u>	6 to 10 times
<u>24</u>	11 to 20 times	<u>49</u>	more than 20 times
  
2. The average number of passengers (excluding yourself) traveling in one vehicle (check one):  

<u>45</u>	0	<u>54</u>	1	<u>26</u>	2	<u>4</u>	3	<u>4</u>	4 or more
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3. Would you car pool if other users were traveling to the same areas?  
Yes 72 No 56  
  
If No, please explain why? Scheduling # 1 reason
  
4. Did you generally accept the vehicle assigned by the Motor Pool staff, or did you often request another vehicle? (Check one)  

<u>124</u>	Accepted assigned vehicle
<u>9</u>	Requested another vehicle

Reason why you requested another vehicle:

<u>0</u>	Lacked adequate accessories
<u>1</u>	Problem with vehicle - deficiency or mechanical problem
<u>6</u>	Preference for certain make/model of vehicle
<u>2</u>	Vehicle smelled (explain - Smoke, air freshener to strong, other odors etc.) _____
<u>6</u>	Other Requested different class of vehicle; 4x4 type, SUV, truck, etc.
  
5. From your experience, are you satisfied with the accessories (such as AM/FM cassette, air conditioning, electric windows & door locks) the Motor Pool has provided in their vehicles?  

<u>121</u>	Yes
<u>9</u>	No
<u>3</u>	No Reply

If no, please state which is needed:

- CD Players
- All Wheel Drive
- Studded Snow Tires

6. Since April of 2002, Motor Pool has purchased two Toyota Prius Hybrid vehicles. If you have driven one of these vehicles, please comment on the following.

Was vehicle comfortable? Yes\_29\_\_ No\_2\_\_

Was engine power acceptable? Yes\_29\_\_ No\_2\_\_

Was handling predictable? Yes\_27\_\_ No\_4\_\_

Were controls convenient? Yes\_28\_\_ No\_1\_\_

Do you feel the Motor Pool should pursue purchasing more of this type? Yes\_32\_\_ No\_2\_\_

No Reply \_\_99\_\_\_\_\_

7. Do you feel Motor Pool should continue to offer vehicles that you can smoke in?

39 Yes

94 No

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

Yes\_130\_\_ No\_3\_\_ Suggestion: Open until 5:30 PM

9. Do you feel safe leaving your personal vehicles inside the secured fencing area at the Motor Pool?

Yes\_129\_\_\_\_\_ No\_4\_\_\_\_\_

If no, please explain why: Receive a lot of door dents.

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

	Excellent	Good	Adequate	Fair	Poor
Performance of Motor Pool Personnel?	122	10	1	0	0
Appearance & cleanliness of vehicles received?	75	40	14	3	1
Mechanical condition of vehicle received?	81	49	3	0	0

11. Are there other issues, comments or concerns you would like to express as a user of the Motor Pool?

- Blind spot mirrors would be helpful
- On-Line Reservation will be very helpful
- Rear control defrost in all vans

**In the near future, Motor Pool will have an On-Line Reservation System to better serve you.**