

Motor Pool Survey
2005 Biennium

We would like to thank all of the customers that took the time to fill out our Motor Pool survey. Your comments, suggestions and input are very important to us to continue to offer the best service to you.

The results of the survey are as follows:

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

155 1 to 5 times
72 6 to 10 times
81 11 to 20 times
51 More than 20 times

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

97 0 Passengers
119 1 Passenger
59 2 Passengers
12 3 Passengers
6 4 or more

3. Would you car pool if other users were traveling to the same areas?

Yes 182
No 112

If No, please explain why?

The main reason stated for not car pooling was schedule conflicts or the type of work did not warrant carpooling.

4. Did you generally accept the vehicle assigned by the Motor Pool staff, or did you often request another vehicle? (Check one)

173 Accepted assigned vehicle

23 Requested another vehicle

Reason why you requested another vehicle:

2 Lacked adequate accessories

6 Problem with vehicle – deficiency or mechanical problem

14 Preference for certain make/model of vehicle

2 Vehicle smelled (explain - Smoke, air freshener to strong, other odors etc.) _____

 Other (explain)

Some customers indicated that they changed because they needed to haul more cargo, wanted a smoking vehicle, or changed to a 4X4 because of the weather. However, 88% of the customers were satisfied with the initial vehicle dispatched to them.

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?

272 Yes

30 No

If no, please state which accessory is needed:

Some responses requested the CD's be in all vehicles, some responses requested that a cassette and CD be available.

90% are satisfied with the current accessories in the units.

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

Was vehicle comfortable?	Yes_74	No__5
Was engine power acceptable?	Yes_77	No__2
Was handling predictable?	Yes_76	No__2
Were controls convenient?	Yes_72	No__6
Do you feel Motor Pool should pursue purchasing more of this type?	Yes_83	No__4

95% of hybrid users feel that Motor Pool should purchase more of these vehicles.

7. Do you have a preference of the Hybrid vehicles? Do you like one make/model better than the other? Please comment and explain your choice.

Many responses stated that Toyota had better power than Honda but the Honda had better controls. There were mixed statements on which vehicle (Toyota or

Honda) was more comfortable. The responses for the vehicles were much more positive as we seen with the request to purchase more vehicles.

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

94 Yes

184 No

9. In our 04 class vehicles, large SUVs such as Dodge Durango & Ford Expeditions, we've noticed many customers are using them for cargo transport because of the equipment they're job requires them to take with them. If an AWD mini-van was available with all rear seats removed would this be an alternative?

197 Yes

57 No

Comments: _

Responses were that SUV had better off road capabilities. Some responses were just related to preference of the SUV over a Van.

78% of the users however would use a van if available.

10. When reserving vehicles, has the cost for different type class of vehicles had much impact on your decision on what to request?

63 Yes

222 No

11. How do you determine the best vehicle to suit your travel needs? Does your department have criteria on what you can or cannot use from the Motor Pool to conduct your travel business?

The main responses to this question was weather, area traveling to, cargo or equipment to be taken to perform job and the number of passengers that would be traveling together.

Most responses stated that their departments do not have a criteria for using the Motor Pool, however, there many responses that stated a passenger car was adequate to meet their general travel needs.

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

286 Yes

10 No

There were a few responses that asked for the Motor Pool to be opened until 6:00 PM for returns. Motor Pool currently has a drop box located in the front of the building for all returns so you can return your vehicle at any time after 5:00 PM.

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

	Excellent	Good	Adequate	Fair	Poor
Performance of Motor Pool Personnel?	263	34	3		
Appearance & cleanliness of vehicles received?	187	101	13	3	1
Mechanical condition of vehicle received?	183	112	4		2

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

Responses requested more station-wagon vehicles to be purchased into the fleet. There were many requests for after hour amenities such as having a garbage can available to throw the trash away and a restroom.

Most of the responses gave high marks to the crew at the Motor Pool. They deserve recognition for their jobs well done.

THANK YOU to those of you that participated in this survey.