

**FLEET CUSTOMER
SURVEY RESULTS
2010**

Survey Year	2010	2009	2008	2007	
Surveys Sent Out/ Passed out at Meeting	30/25	59/0	59/0	61/0	
Surveys Returned	23	18	38	43	Change From Last Year

Fleet Asset Management					
(Long Range Fleet Planning & Fleet Asset Management)					
Customer Service					
Treats Others with Courtesy					
Exceeds Expectations	95.60%	94.50%	81.10%	92.90%	
Meets Expectations	0.0%	5.6%	8.1%	3.6%	
Opportunity for Improvement	0.0%	0.0%	5.4%	0.0%	
Follows Through with Commitments					
Exceeds Expectations	73.9%	66.6%	71.1%	77.7%	
Meets Expectations	17.4%	27.8%	15.8%	11.1%	
Opportunity for Improvement	4.3%	5.6%	7.9%	3.7%	
Accepts Constructive Feedback					
Exceeds Expectations	78.3%	68.8%	69.5%	81.4%	
Meets Expectations	13.0%	6.3%	11.1%	11.1%	
Opportunity for Improvement	0.0%	6.3%	8.4%	0.0%	
Responds to Requests and/or Inquiries					
Exceeds Expectations	82.6%	83.3%	73.6%	81.4%	
Meets Expectations	8.7%	11.1%	10.5%	7.4%	
Opportunity for Improvement	4.3%	5.6%	5.3%	3.7%	
Conducts Business in a Professional Manner					
Exceeds Expectations	82.6%	88.9%	73.7%	88.8%	
Meets Expectations	13.0%	11.1%	10.5%	3.7%	
Opportunity for Improvement	0.0%	0.0%	10.5%	0.0%	
Communicates Regularly, Clearly and Concisely					
Exceeds Expectations	73.9%	55.5%	63.1%	66.6%	
Meets Expectations	21.7%	38.9%	15.8%	22.2%	
Opportunity for Improvement	0.0%	5.6%	13.2%	3.7%	
Adds Value in Delivering Services & Equipment					
Exceeds Expectations	86.9%	70.6%	70.2%	81.4%	
Meets Expectations	4.3%	23.5%	13.5%	11.1%	
Opportunity for Improvement	4.3%	5.9%	10.8%	0.0%	
Customer Service - Summary					
Exceeds Expectations	82.0%	75.5%	71.8%	81.5%	Improved
Meets Expectations	11.2%	17.8%	12.2%	10.0%	
Opportunity for Improvement	1.8%	4.1%	8.8%	1.6%	

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Environmental					
Recommends Alternatives for Fuel Efficiency, Alternate Fuels and Environmental Compliance					
Exceeds Expectations	60.8%	70.6%	44.5%	57.7%	
Meets Expectations	13.0%	11.8%	16.7%	23.1%	
Opportunity for Improvement	0.0%	5.9%	8.4%	3.8%	
Environmental - Summary					
Exceeds Expectations	60.8%	70.6%	44.5%	57.7%	Down
Meets Expectations	13.0%	11.8%	16.7%	23.1%	
Opportunity for Improvement	0.0%	5.9%	8.4%	3.8%	

Quality					
Demonstrates Technical Expertise					
Exceeds Expectations	68.2%	88.2%	70.2%	81.4%	
Meets Expectations	22.7%	11.8%	16.2%	0.0%	
Opportunity for Improvement	4.5%	0.0%	2.7%	3.7%	
Fleet Management Reporting System is Utilized and Valued					
Exceeds Expectations	54.6%	41.2%	51.5%	61.6%	
Meets Expectations	31.8%	29.4%	25.7%	11.5%	
Opportunity for Improvement	9.0%	23.6%	5.8%	7.7%	
Strives to Resolve Equipment Issues					
Exceeds Expectations	71.4%	72.2%	69.5%	65.4%	
Meets Expectations	19.0%	27.8%	11.1%	23.1%	
Opportunity for Improvement	4.8%	0.0%	11.1%	0.0%	
Presents Alternatives and Options					
Exceeds Expectations	54.6%	76.5%	65.7%	69.3%	
Meets Expectations	36.4%	23.5%	17.1%	19.2%	
Opportunity for Improvement	4.5%	0.0%	5.8%	0.0%	
Quality - Summary					
Exceeds Expectations	62.2%	69.5%	64.2%	69.4%	Down
Meets Expectations	27.5%	23.1%	17.5%	13.5%	
Opportunity for Improvement	5.7%	5.9%	6.4%	2.9%	

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Cost					
Delivers Project on Budget					
Exceeds Expectations	47.8%	58.7%	56.7%	50.0%	
Meets Expectations	34.8%	17.6%	24.3%	26.9%	
Opportunity for Improvement	13.0%	11.8%	5.4%	7.6%	
Identifies Savings Potential					
Exceeds Expectations	56.5%	64.7%	54.0%	61.5%	
Meets Expectations	30.4%	23.5%	16.2%	15.4%	
Opportunity for Improvement	8.7%	11.8%	18.9%	11.5%	
Identifies Causes / Needs for Cost Adjustments					
Exceeds Expectations	60.8%	46.7%	38.3%	53.8%	
Meets Expectations	26.1%	33.3%	29.4%	30.8%	
Opportunity for Improvement	8.6%	13.3%	17.7%	3.8%	
Cost - Summary					
Exceeds Expectations	55.0%	56.7%	49.7%	55.1%	Almost the Same
Meets Expectations	30.4%	24.8%	23.3%	24.4%	
Opportunity for Improvement	10.1%	12.3%	14.0%	7.6%	

Equipment Purchase & Delivery					
Meets Deadlines & Milestones					
Exceeds Expectations	43.5%	18.8%	44.8%	53.8%	
Meets Expectations	34.8%	50.0%	18.4%	19.2%	
Opportunity for Improvement	17.4%	25.1%	21.1%	19.2%	
Utilizes Meetings Efficiently					
Exceeds Expectations	30.6%	64.7%	45.9%	57.7%	
Meets Expectations	17.4%	35.3%	21.6%	23.1%	
Opportunity for Improvement	4.3%	0.0%	27.0%	7.6%	
Updates and Identifies Equipment Status					
Exceeds Expectations	52.1%	37.6%	44.4%	53.8%	
Meets Expectations	30.4%	43.8%	27.8%	23.1%	
Opportunity for Improvement	13.0%	18.8%	11.1%	15.3%	
Equipment Purchase & Delivery - Summary					
Exceeds Expectations	42.1%	40.4%	45.0%	55.1%	Improved
Meets Expectations	27.5%	43.0%	22.6%	21.8%	
Opportunity for Improvement	11.6%	14.6%	19.7%	14.0%	

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Fleet Operations & Maintenance					
(Shops, Fuel Facilities, Motor Pool)					
Customer Service					
Treats Others with Courtesy					
Exceeds Expectations	87.0%	85.8%	75.0%	81.8%	
Meets Expectations	8.7%	4.0%	10.0%	9.1%	
Opportunity for Improvement	4.3%	0.0%	0.0%	0.0%	
Follows Through with Commitments					
Exceeds Expectations	78.2%	88.2%	67.5%	68.2%	
Meets Expectations	13.0%	5.9%	12.5%	22.7%	
Opportunity for Improvement	8.6%	0.0%	0.0%	0.0%	
Accepts Constructive Feedback					
Exceeds Expectations	69.5%	72.2%	69.3%	57.1%	
Meets Expectations	21.7%	11.1%	10.3%	23.8%	
Opportunity for Improvement	4.3%	0.0%	2.6%	0.0%	
Responds to Requests and/or Inquiries					
Exceeds Expectations	82.6%	77.7%	67.5%	66.7%	
Meets Expectations	4.3%	16.7%	12.5%	19.0%	
Opportunity for Improvement	13.0%	0.0%	2.5%	0.0%	
Conducts Business in a Professional Manner					
Exceeds Expectations	91.3%	77.7%	70.0%	81.0%	
Meets Expectations	8.7%	16.7%	12.5%	4.8%	
Opportunity for Improvement	0.0%	0.0%	2.5%	0.0%	
Communicates Regularly, Clearly and Concisely					
Exceeds Expectations	78.6%	66.7%	62.5%	61.9%	
Meets Expectations	17.4%	27.8%	12.5%	23.8%	
Opportunity for Improvement	4.3%	0.0%	7.5%	0.0%	
Facilities are Conveniently Located					
Exceeds Expectations	91.3%	88.9%	55.3%	82.3%	
Meets Expectations	8.7%	5.6%	13.2%	5.9%	
Opportunity for Improvement	0.0%	0.0%	7.9%	0.0%	
Adds Value in Delivering Services & Equipment					
Exceeds Expectations	73.9%	61.1%	60.5%	63.1%	
Meets Expectations	21.7%	22.2%	15.8%	21.1%	
Opportunity for Improvement	4.3%	5.6%	5.2%	5.3%	
Customer Service - Summary					
Exceeds Expectations	81.6%	77.3%	66.0%	70.3%	Improved
Meets Expectations	13.0%	13.8%	12.4%	16.3%	
Opportunity for Improvement	4.9%	0.7%	3.5%	0.7%	

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Quality					
Demonstrates Technical Expertise					
Exceeds Expectations	86.3%	77.7%	56.4%	71.4%	
Meet Expectations	9.1%	16.7%	20.5%	19.0%	
Opportunity for Improvement	4.5%	0.0%	5.2%	0.0%	
Strives to Resolve Project Issues					
Exceeds Expectations	77.3%	83.3%	56.4%	71.5%	
Meets Expectations	13.6%	5.6%	17.9%	14.3%	
Opportunity for Improvement	9.0%	5.6%	2.6%	0.0%	
Presents Alternatives and Options					
Exceeds Expectations	77.2%	72.2%	48.6%	54.6%	
Meets Expectations	18.2%	11.1%	21.6%	27.3%	
Opportunity for Improvement	4.5%	5.6%	8.1%	4.5%	
Quality - Summary					
Exceeds Expectations	80.3%	77.7%	53.8%	65.8%	Improved
Meets Expectations	13.6%	11.1%	20.0%	20.2%	
Opportunity for Improvement	6.0%	3.7%	5.3%	1.5%	

Cost					
Delivers Service at a Competitive Cost					
Exceeds Expectations	43.5%	47.0%	25.7%	45.5%	
Meets Expectations	39.1%	35.3%	35.9%	27.3%	
Opportunity for Improvement	8.6%	11.8%	18.0%	18.1%	
Identifies Savings Potential					
Exceeds Expectations	47.8%	41.2%	34.2%	52.4%	
Meets Expectations	30.4%	41.2%	34.2%	28.6%	
Opportunity for Improvement	17.4%	11.8%	5.2%	4.8%	
Identifies Causes / Needs / Alternatives					
Repair Authorizations					
Exceeds Expectations	71.4%	66.7%	45.9%	42.9%	
Meets Expectations	9.5%	20.0%	2.7%	33.3%	
Opportunity for Improvement	14.3%	6.7%	5.4%	14.3%	
Cost - Summary					
Exceeds Expectations	54.2%	51.6%	35.3%	46.9%	Improved
Meets Expectations	26.3%	32.2%	24.3%	29.7%	
Opportunity for Improvement	13.4%	10.1%	9.5%	12.4%	

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Time					
Meets Deadlines and Milestones					
Exceeds Expectations	69.6%	52.9%	50.0%	52.4%	
Meets Expectations	17.4%	41.2%	23.7%	28.6%	
Opportunity for Improvement	13.0%	0.0%	5.3%	9.5%	
Hours of Operation Provide Adequate Support					
Exceeds Expectations	81.8%	76.4%	63.2%	57.1%	
Meets Expectations	9.1%	17.6%	13.2%	23.8%	
Opportunity for Improvement	9.0%	0.0%	5.3%	9.5%	
Time - Summary					
Exceeds Expectations	75.7%	64.7%	56.6%	54.8%	Improved
Meets Expectations	13.3%	29.4%	18.5%	26.2%	
Opportunity for Improvement	11.0%	0.0%	5.3%	9.5%	