



**NUMBER 12.1**

## **FLEET MANAGEMENT POLICY / PROCEDURE**

**SUBJECT:** Develop and Administer Customer Satisfaction Survey

**APPROVED:**

Michael Quattrone, Fleet Manager

**PURPOSE:** Determine the customer satisfaction levels for various criteria related to services provided by the Division of Equipment Services

**PROCEDURE:** An on-line survey was developed that would ascertain the satisfaction levels with the services provided by the Division of Equipment Services. The survey was conducted in April, 2010 and a report showing the results is attached.

**PREPARED BY:** Mary Gaudioso, Assistant Commissioner of Environmental Services

**DATE:** June 22, 2010





# Customer Satisfaction Survey

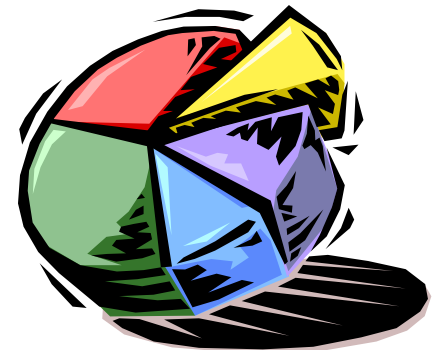
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Division of Equipment Services

Bureau of Operations & Parks

Department of Environmental Services

**April 2010**



# Customer Satisfaction Survey

*Fleet Owners Surveyed On-line*  
*10 of 12 Responded to Survey*



Question: How satisfied are you with the services provided by Equipment Services?

100%

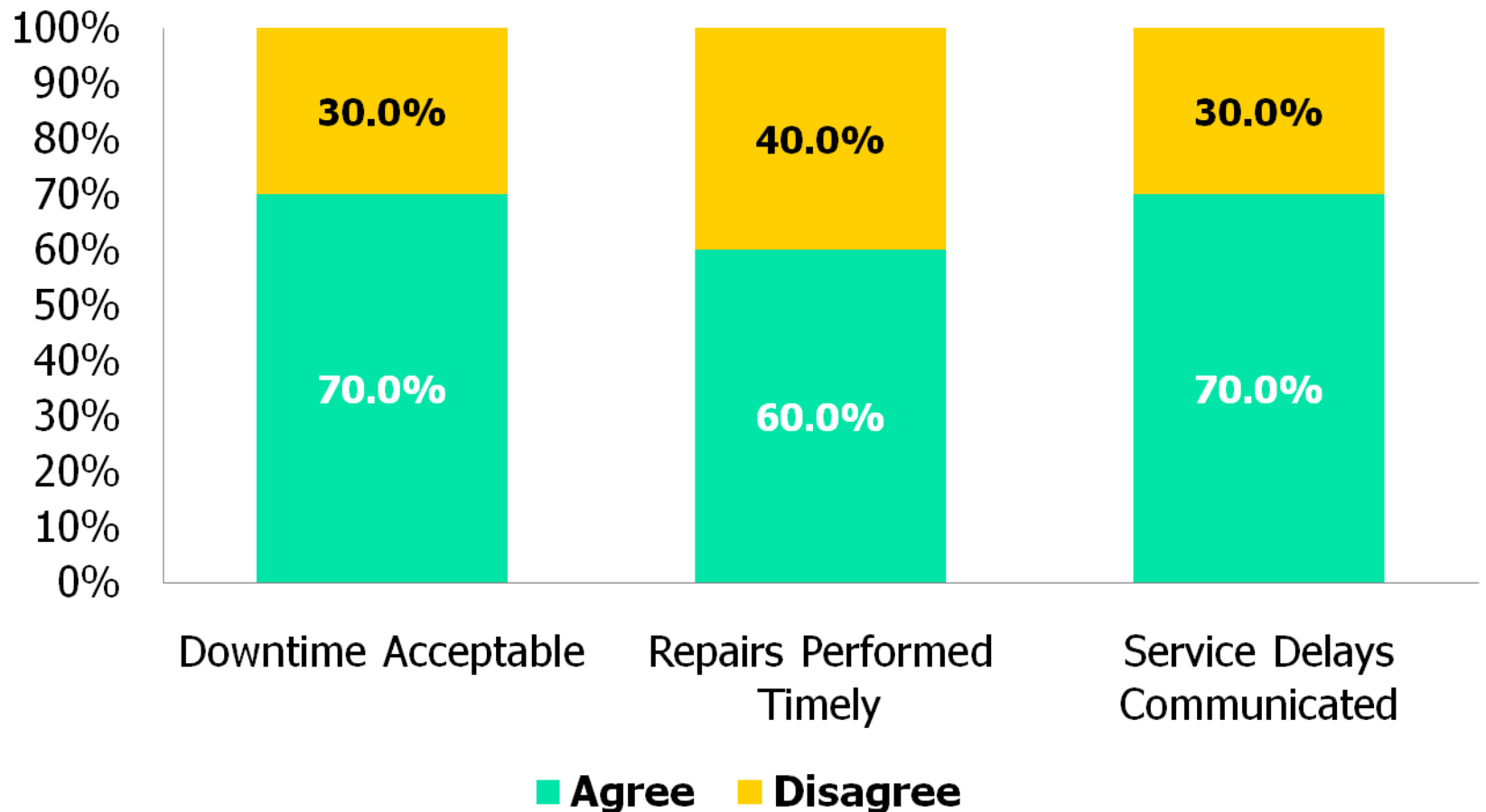
Responses: 33% - Very Satisfied 67% - Satisfied

Question: How satisfied are you with the communication between your work unit and Equipment Services?

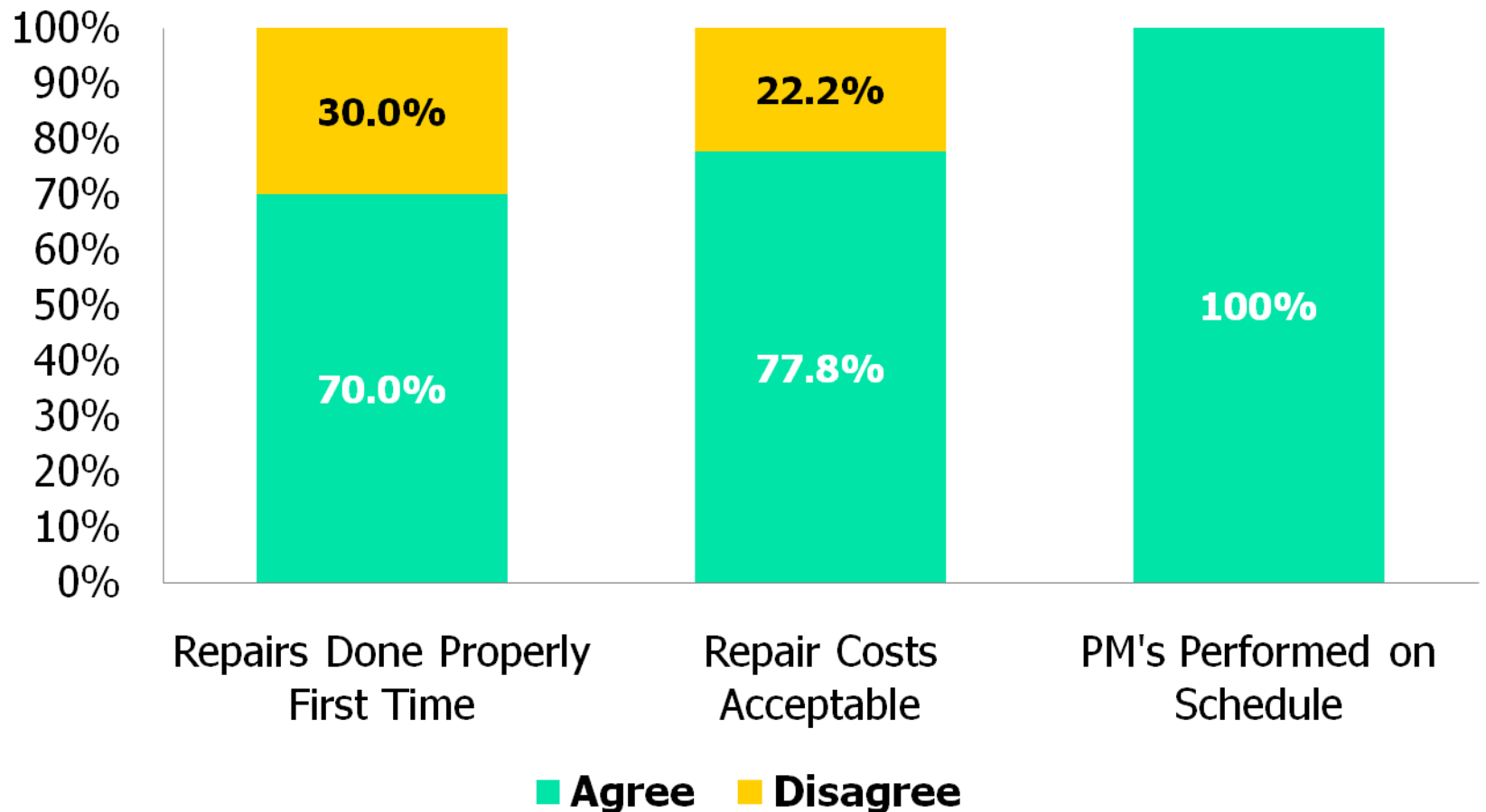
100%

Responses: 44% - Very Satisfied 56% - Satisfied

# Repair Time & Downtime Issues



# Service Quality Issues





# Perceptions of Staff

