

Fleet Services Division

As a division of the Public Works Department, the Fleet Services Division (formerly EMD) is responsible for the city-wide fleet of vehicles and support equipment. Our staff are committed to our mission statement; "To provide our customers with the highest level of efficient, cost-effective, dependable, environmentally sound fleet services, through a professionally skilled work force, while maintaining an innovative and participatory environment."

Based on your last service at the Fleet Services Division, please help us to improve our service by rating our performance in the following areas:

1. The following questions reflect core Public Works values, a part of Fleet Service's commitment to outstanding customer service.

| | Strongly Agree | Agree | Disagree | Strongly Disagree | N/A |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Staff is courteous and professional | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Staff provides exceptional customer service. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Staff provides quality work products. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Work was completed in a timely fashion. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Work was completed in a satisfactory manner. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

2. How can we improve our core value service?

3. What was the reason for your visit?

- ☐ Scheduled Maintenance ☐ Accident Repair
- ☐ Unscheduled Maintenance (Breakdown)

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4. At which of our locations was your vehicle serviced?

- | | |
|--|--|
| <input type="radio"/> 22nd Avenue Service Center | <input type="radio"/> Cactus Park Police Precinct |
| <input type="radio"/> Glenrosa Service Center | <input type="radio"/> Central City Police Precinct |
| <input type="radio"/> Okemah Service Center | <input type="radio"/> South Mountain Police Precinct |
| <input type="radio"/> Salt River Service Center | <input type="radio"/> Maryvale Police Precinct |
| <input type="radio"/> Union Hills Service Center | <input type="radio"/> Mountain View Police Precinct |
| <input type="radio"/> Fire Resource Center | <input type="radio"/> 27th Avenue Transfer Station |
| <input type="radio"/> Black Mountain Police Precinct | <input type="radio"/> North Gateway Transfer Station |
| <input type="radio"/> Desert Horizon Police Station | <input type="radio"/> 91st Avenue Wastewater Treatment Plant |
| <input type="radio"/> South Resource Bureau | <input type="radio"/> SR 85 Landfill |

5. Was the repair or service completed by the promised time?

- ☐ Yes ☐ No ☐ N/A

6. Was the repair status of your vehicle readily available to you while it was in the shop?

- ☐ Yes ☐ No ☐ N/A

7. How long did it take us to service your vehicle?

- | | |
|---|-------------------------------------|
| <input type="radio"/> Two hours or Less | <input type="radio"/> Over 72 hours |
| <input type="radio"/> Under 24 hours | <input type="radio"/> over one week |
| <input type="radio"/> 24 - 72 hours | |

8. Was this a repeat problem?

- ☐ Yes ☐ No

9. If you used our road service, did the response meet your expectations?

- ☐ Yes ☐ No ☐ N/A

10. Would you like to be contacted regarding this service? If so please provide your contact information.

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The Public Works Department appreciates your feedback. It is your input that improves our customer service.
Thanks again!