

Name:	Dept:	City:
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PLEASE IGNORE THOSE QUESTIONS THAT ARE NOT APPLICABLE TO YOUR CIRCUMSTANCES

	Completely Satisfied	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
1. How satisfied are you with the SEF maintenance staff:					
a. Courtesy?					
b. Ease of scheduling repairs?					
c. Concern for your needs?					
d. Quality of maintenance performed?					
e. Ready when promised?					
f. Length of time to complete maintenance?					
g. Keeping vehicle clean?					
h. Explaining services performed?					
i. Advising of future maintenance needs?					
2. How satisfied are you with the SEF methods for recovering operating costs:	Completely Satisfied	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
a. Average operating rates by department and vehicle class?					
b. Billable maintenance for X status vehicles?					
c. FNBA Fleet MasterCard?					
d. Handling of billing questions?					
3. Overall, how satisfied are you with SEF vehicle operating services?					

Comments:

Return completed survey to: DOT&PF/SEF, 2200 E. 42nd Avenue, Anchorage, AK 99508
 Fax: 907.269.0801