

QM_GSA Fleet Short Term Rental Program TRACE Survey 2.0

Start of Block: Block 1

Q1

Thank you for participating in the GSA Fleet Short Term Rental Program. We would appreciate your feedback about your experience in order to better serve you in the future! All responses are anonymous. It will take approximately 3 minutes to complete this survey. Form Approved OMB# 3090-0297 Exp. Date 06302025 and Privacy Policy.pdf

End of Block: Block 1

Start of Block: Default Question Block

Q2 1. How would you rate your level of satisfaction with the following aspects of your experience? (Required response)

	Very dissatisfied (1)	Somewhat dissatisfied (2)	Neither satisfied nor dissatisfied (3)	Somewhat satisfied (4)	Very satisfied (5)	N/A (6)
Ease of acquiring the rental vehicle or equipment (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness or condition of the rental vehicle or equipment (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of returning your rental vehicle or equipment (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Experience with the billing process (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Experience using the WebSTR website (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3 2. How would you rate your overall satisfaction with the customer service you received? (Response required)

	Very dissatisfied (1)	Somewhat dissatisfied (2)	Neither satisfied nor dissatisfied (3)	Somewhat satisfied (4)	Very satisfied (5)	N/A (6)
GSA staff (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Commercial partner service (i.e., Enterprise, Ryder, United) (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page Break

Q4 3. How can we improve your customer experience?

Q5 4. Would you like a GSA Representative to contact you to further discuss your feedback?
(Response required)

- ☐ No (1)
- ☐ Yes (2)

Display this question:

*If 4. Would you like a GSA Representative to contact you to further discuss your feedback?
(Response... = Yes*

Q6 Please provide your contact information below.

- ☐ Name (1) _____
- ☐ Telephone number (2) _____
- ☐ Email (3) _____
- ☐ 6-Digit Request Number (5) _____

End of Block: Default Question Block

Start of Block: Block 2

Q7 Thank you for taking our survey. We value your feedback. Please click the "Submit" button to complete the survey.

End of Block: Block 2
