

**FAST Track 3090-0297**  
**Req-10**  
**Fleet Marshaling Transactional Survey**

**Screen 1**



Our records indicate that you scheduled at least one appointment to pick up your new GSA vehicle in the last month. Were you able to successfully pick up your new GSA vehicle?

- Yes
- No

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OMB No: 3090-0297

Expires 07/31/2019

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number for this collection is 3090-0297. We estimate that it will take 5 minute/s to read the instructions, gather the facts, and answer the questions. Send only comments relating to our time estimate, including suggestions for reducing this burden, or any other aspects of this collection of information to: General Services Administration, Regulatory Secretariat Division (MVCB), ATTN: Joanne Sosa/IC 3090-0297, 1800 F Street, NW, Washington, DC 20405.

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If Yes, then Display Screen 2.

If No, then skip to Screen 6

## Screen 2



How was your overall experience at the marshaling center?

- Excellent
- Good
- Average
- Poor
- Very Poor

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If Average, Poor, or Very Poor, then display Screen 3

If Excellent or Good, skip to Screen 4.

### Screen 3



In what areas could we improve your vehicle exchange experience? Please check all that apply.

- Convenience of location
- Professionalism
- Timeliness of vehicle exchange
- Other

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## Screen 4



In the future, would you prefer that your vehicle be delivered to you for an additional fee?

- Yes
- No
- N/A

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## Screen 5



Please provide any additional comments or suggestions.

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Submit

End of Survey:



Thank you for taking the time to provide feedback on your vehicle exchange experience.

For additional information about the Office of Fleet Management, please visit our [website](#) or contact your Fleet Services Representative.

## Screen 6



What prevented you from picking up your new vehicle? Select all that apply.

- My schedule changed, and I could not make the appointment.
- The location was not convenient for me.
- The time was not convenient for me.
- Other

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## Screen 7



Please use the VFE to reschedule your appointment at your earliest convenience. If you have any issues, please contact your FSR.

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Submit

End of Survey:



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