

## Screen #1: Introduction



0% Survey Completion

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 07/31/2028 and Privacy Policy.pdf](#)

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**Screen #2:**



14% Survey Completion

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

	Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	N/A
Ease of acquiring the rental vehicle or equipment	<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	<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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Experience with the billing process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Experience using the WebSTR website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

	Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	N/A
GSA staff	<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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Screen #3:



43% Survey Completion

3. How can we improve your customer experience?

**\*If Q4 response is "No" this will end the survey.**

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

No

Yes

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**\*If Q4 is "Yes" additional fields will open for respondents to enter their name, telephone number, email, and 6-digit request number. This will end the survey.**

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

No

Yes

Please provide your contact information below.

Name

Telephone number

Email

6-Digit Request Number

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**Screen # 4: End of Survey**



86% Survey Completion

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

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[Submit >](#)

**The link located at the bottom of page 1 (See Screenshot #1) directs respondents to a pdf displaying the PRA statement and a GSA Privacy Act Statement. (See screenshot below)**

## Paperwork Reduction Act Statement

OMB No: 3090-0297  
Expires 07/31/2028

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 3 minutes 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: Patrick Dale/IC 3090-0297, 1800 F Street, NW, Washington, DC 20405.

## Privacy Act Statement

### Authorities

The information you provide to complete the survey being conducted is collected pursuant to 6 USC § 1523 (b)(1)(A)-(E), the [E-Government Act of 2002 \(44 USC § 3501\)](#) and 40 USC § 501.

### Purpose

The information that you submit is used to improve GSA customer experience. The information is not directly tied to you when used for analysis.

### Disclosure

You decide what information to give us. If you choose not to disclose this information, you simply need not complete the survey provided at the link. The information will be used by and disclosed to GSA personnel and/or contractors to process survey results.

GSA may collect and use privacy information voluntarily submitted pursuant to its published Privacy Act System of Records Notice [GSA/CIO-3](#).

### What personal information will the survey collect:

Name (optional)  
Email address (optional)  
Phone (optional)

### Storage

All records are stored electronically in a secure database in GSA's implementation of Qualtrics, our survey management tool used to conduct this survey.

Your email address and other PII (if used) will be maintained for at least 6 years in accordance with National Archives and Records Administration (NARA) guidance. However, GSA is authorized to maintain the information for longer if it is a required business use.

[You can read more about GSA's Privacy Policy and use of browser cookies here.](#)