



Bill de Blasio, Mayor
Lisette Camilo, DCAS Commissioner
Keith T. Kerman, Chief Fleet Officer

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FLEET SURVEYS TOP 20,000 FOR CUSTOMER SERVICE WEEK KEITH T. KERMAN

As part of Vision Zero, DCAS introduced a first ever customer survey program for City fleet operators. Tied to our safety training, surveys are given to all drivers posing questions about safety, sustainability, service and our training. As we celebrate and recognize customer service week here at DCAS and more broadly, we have now surpassed 20,000 surveys.

Safety is of course a focus of the survey and the greatest single request was for more training efforts in safety and in fleet operations more generally.

Driver priorities for safety technology were consistent across agencies with back-up cameras and back-up alarms scoring the highest. Both have been included in our list of required technologies as part of the Safe Fleet Transition Program.

Mirrors were a focus for DSNY operators while the DCAS Client fleet drivers listed navigational systems at a higher level than other agencies.

In other areas, sixty two (62%) of all drivers report operating alternative fuel vehicles. Sanitation scored highest at 77% followed by DCAS, DOHMH, DEP and Parks.

NYPD, FDNY and DOT received the highest scores for buying the right type of equipment for the job, while NYPD, FDNY and DCAS received the highest scores for maintenance and servicing.

The overall training program itself continued to receive a high score of 9.4 out of 10, with all agencies rating it highly. The most important results are in the individual comments sections which cover a wide variety of concerns, suggestions, and feedback, all of which will be shared with agencies.

Thanks to everyone who has completed a survey. If you haven't and you are a fleet operator, please go online at the DCAS Fleet website and do so.



**HAPPY
CUSTOMER
SERVICE WEEK
FROM DCAS
AND NYC
FLEET!**

