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# Federal Supply Service Office of Transportation

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## Business Partner Satisfaction Results

September 25, 2006

**CFI** Group  
Claes Fornell International



# Transportation Survey Methodology

## Survey Respondents

	Total
CHAMP	127 (55%)
FMP	103 (45%)
Total Responses	230 (100%)

## Questionnaire

- Questionnaire wording changes were very minimal this year, which allows for direct comparisons to the 2005 results .

## Notations

-  indicates a significant improvement from 2005 (95% level of confidence).
-  indicates a significant decline from 2005 (95% level of confidence).
-  indicates a significant variance between two segments (95% level of confidence).

# Who are the Transportation Respondents?

*Q1.1: Length of time doing business through GSA's FMP/CHAMP (n=230)*

<b>Length of Time Doing Business Through CHAMP/FMP*</b>	<b>2005</b>	<b>2006</b>
<b>Less than six months</b>	<b>7%</b>	<b>15%</b>
<b>Six months to less than a year</b>	<b>4%</b>	<b>6%</b>
<b>One year to less than two years</b>	<b>11%</b>	<b>9%</b>
<b>Two years to less than five years</b>	<b>21%</b>	<b>17%</b>
<b>Over five years</b>	<b>54%</b>	<b>45%</b>

\*Responses will not add to 100% due to DK/NA responses.

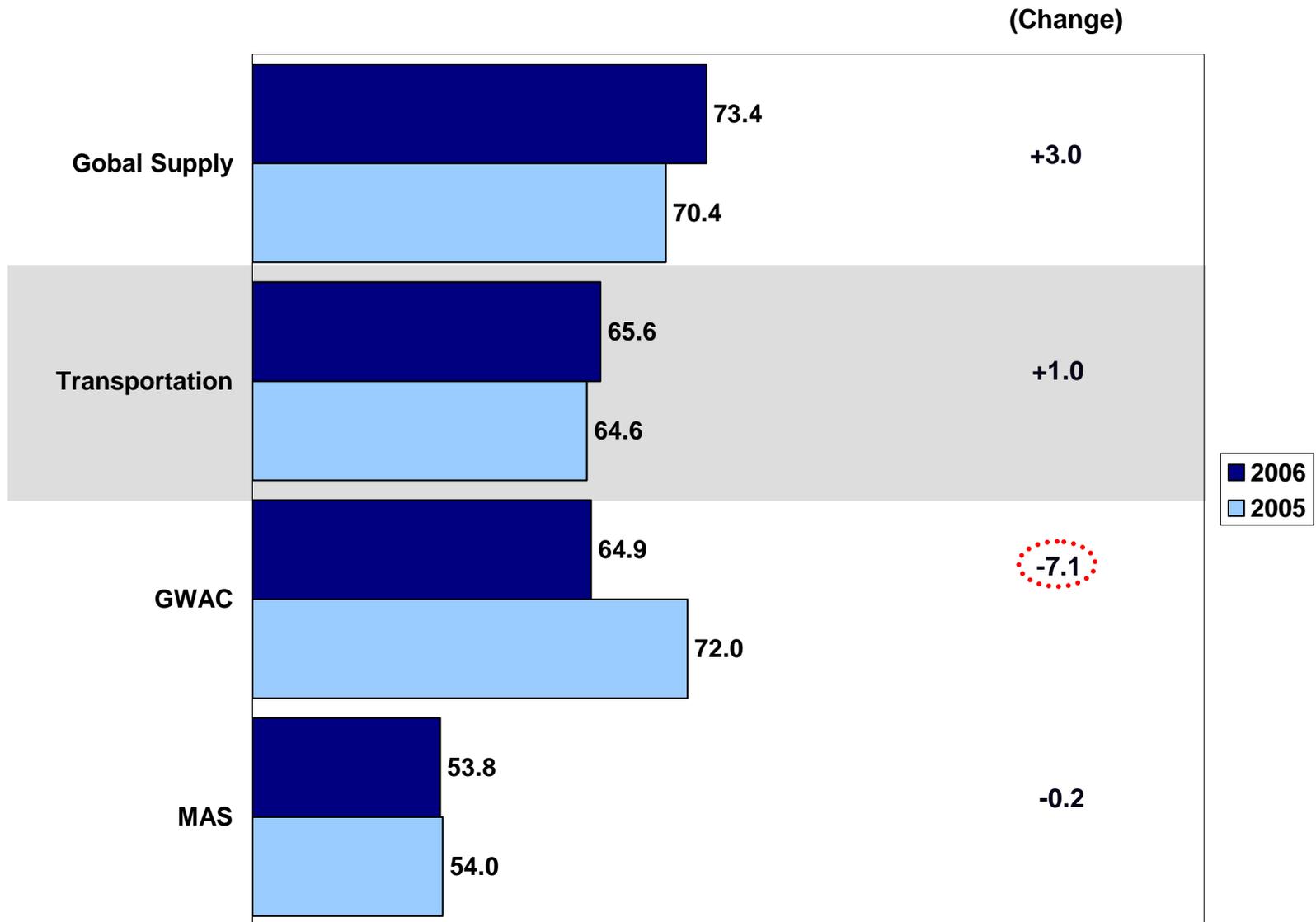
# Who are the Transportation Respondents?

Q1.2, Q1.3. When was the last time you shipped freight/moved a federal government employee's belongings through the FMP/CHAMP program? (n=230)

Last Time Moved Belongings or Shipped Freight Through CHAMP/FMP*	2005	2006
Less than three months	56%	45%
Three months to less than six months	6%	2%
Six months to less than one year	3%	4%
One year to less than two years	3%	2%
Two or more years	4%	6%
Not yet conducted any business through program	18%	26%

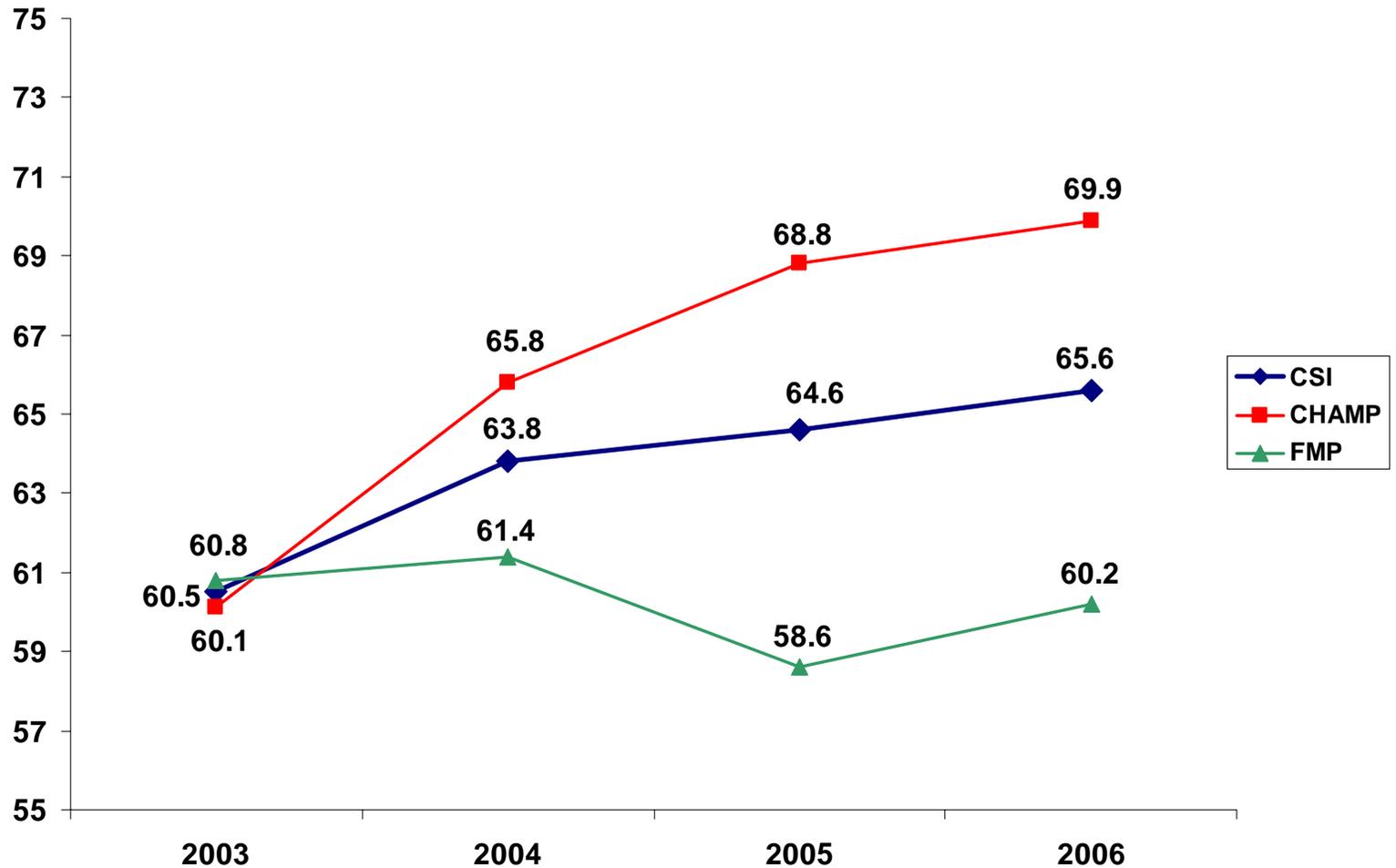
\*Responses will not add to 100% due to DK/NA responses.

# GSA Business Partner Satisfaction Scores

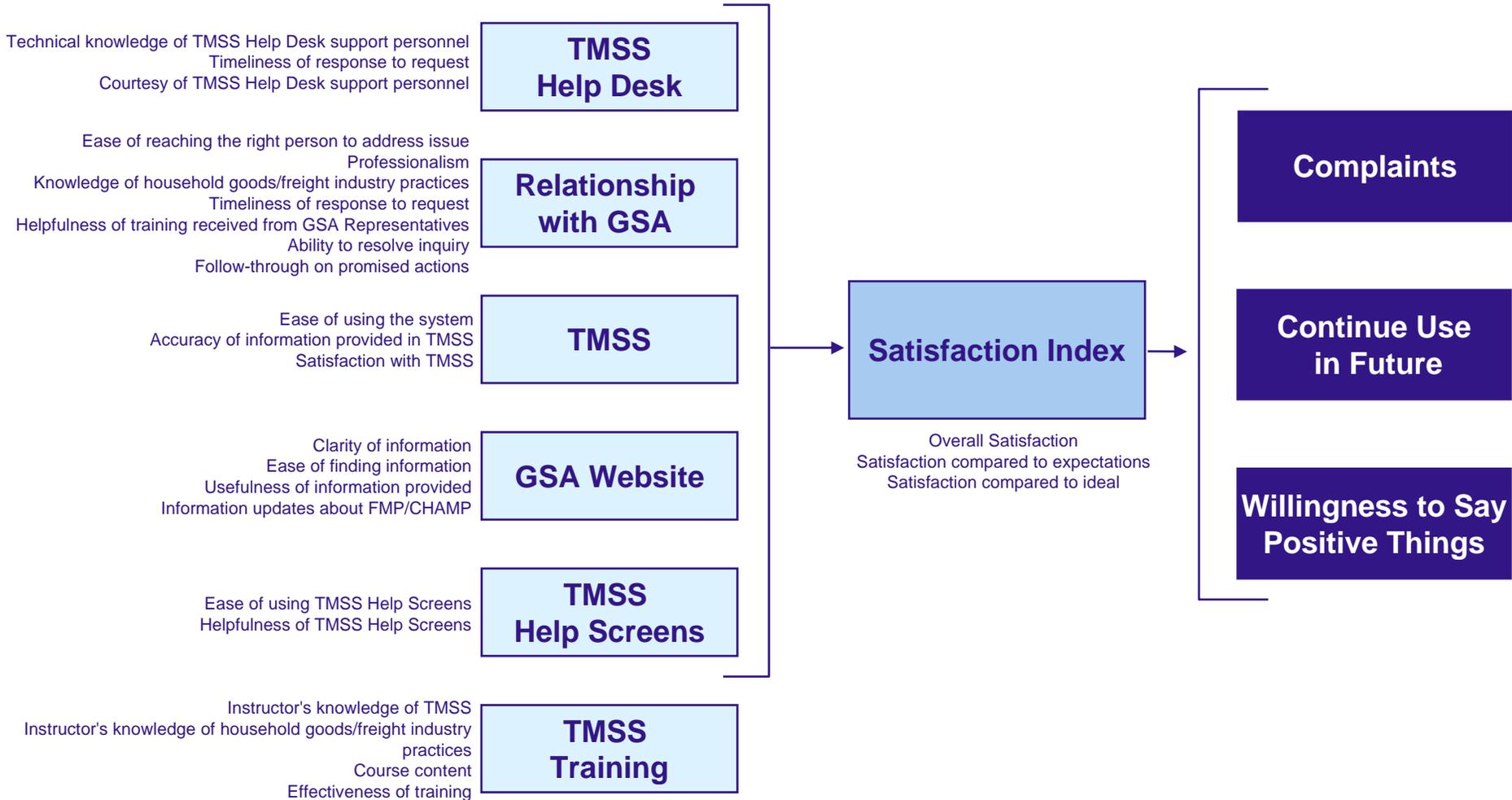


# Transportation - Satisfaction

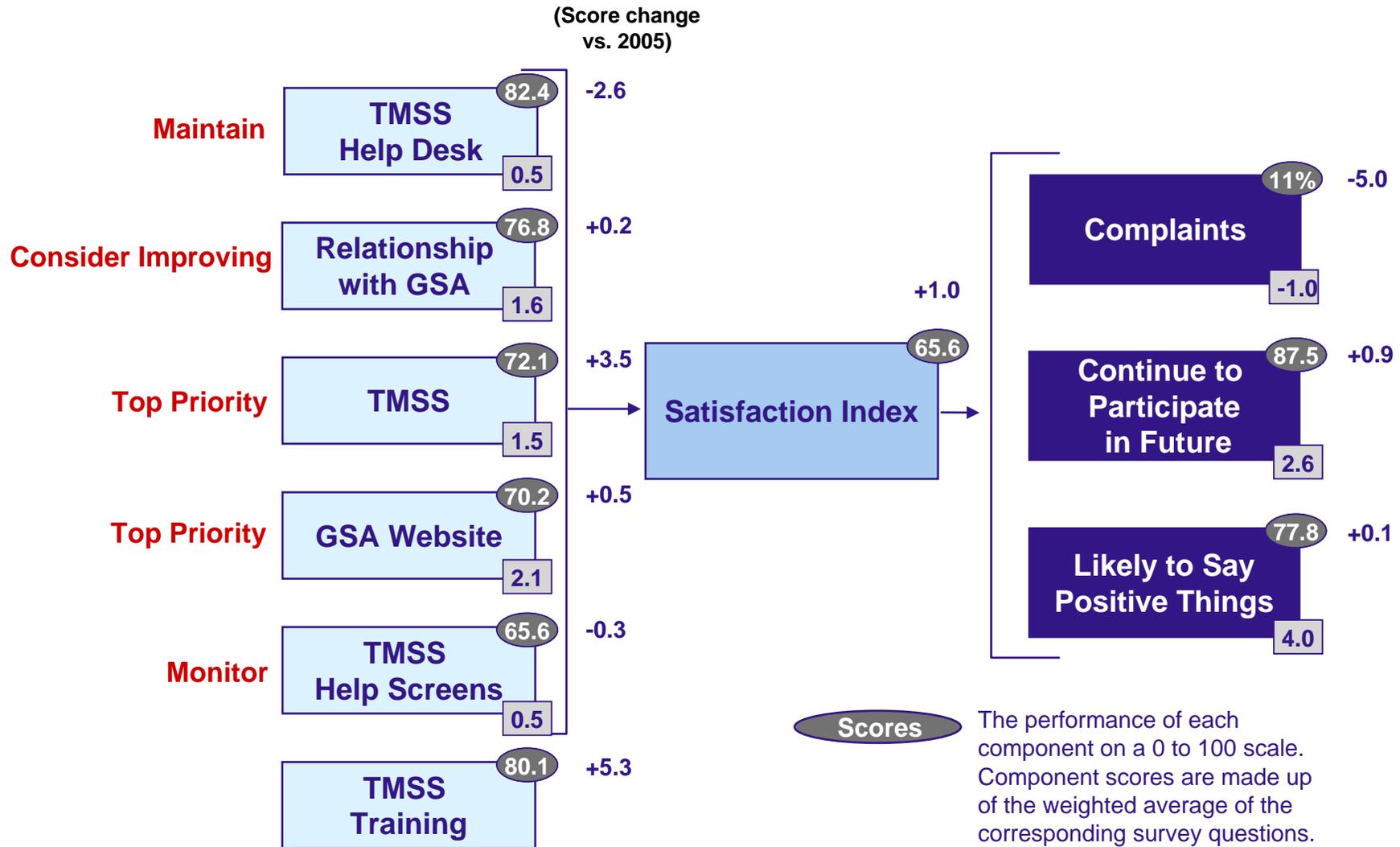
4 - year trend



# Transportation Business Partner Satisfaction Model



# Transportation Business Partner Satisfaction Model



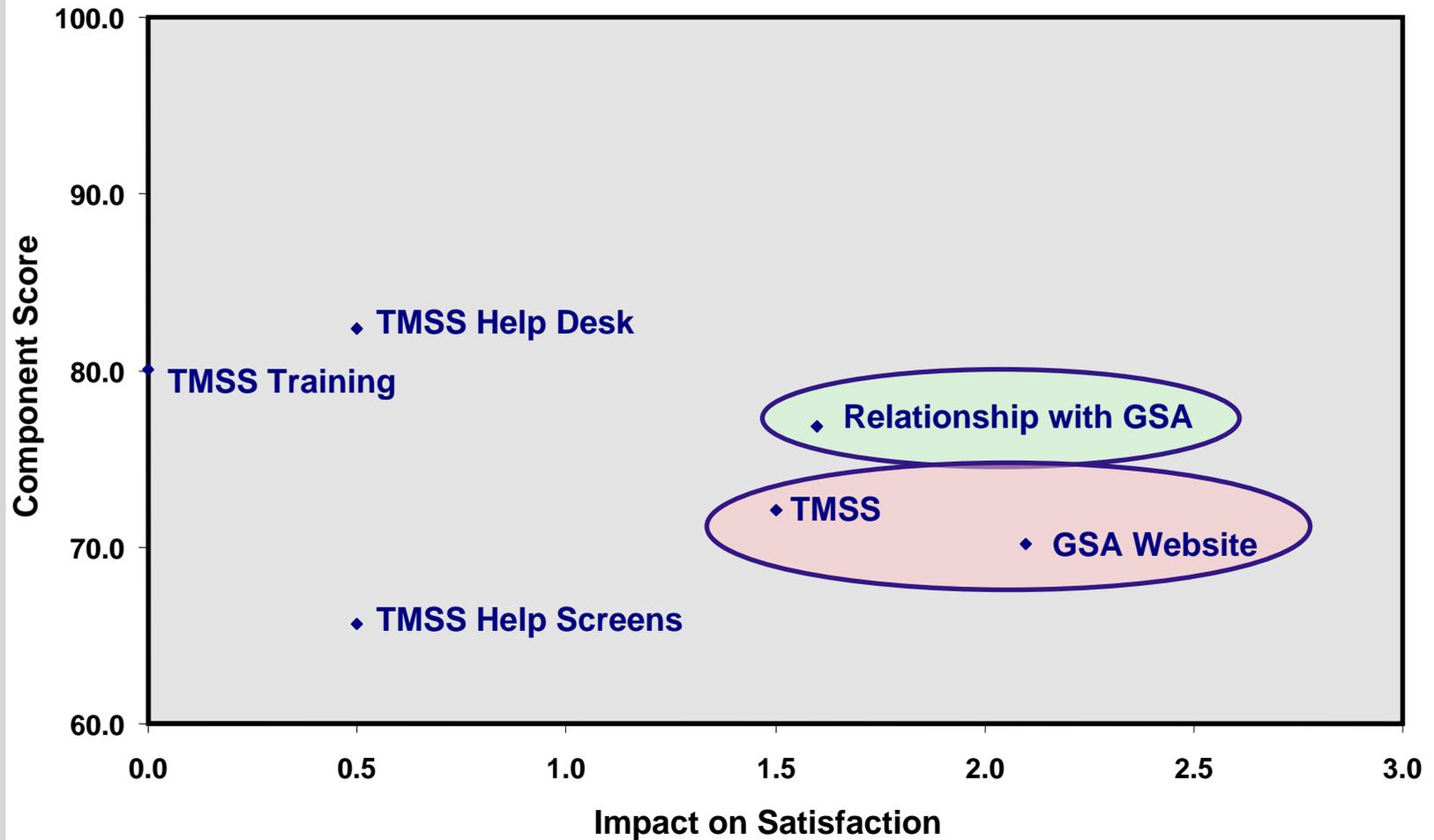
**Scores**

The performance of each component on a 0 to 100 scale. Component scores are made up of the weighted average of the corresponding survey questions.

**Impacts**

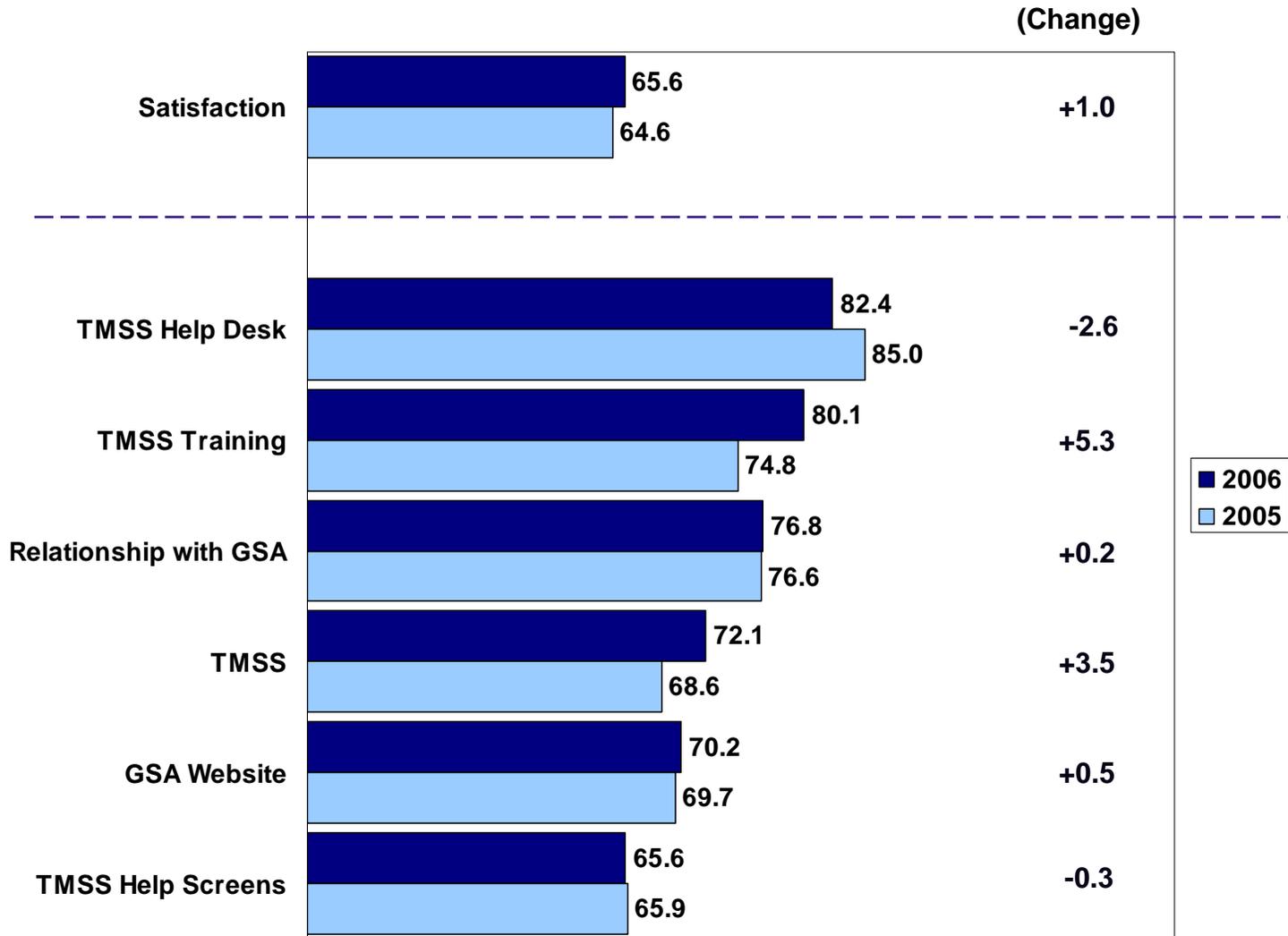
The change in target variable that results from a five point change in a component score.

# Transportation Priority Matrix

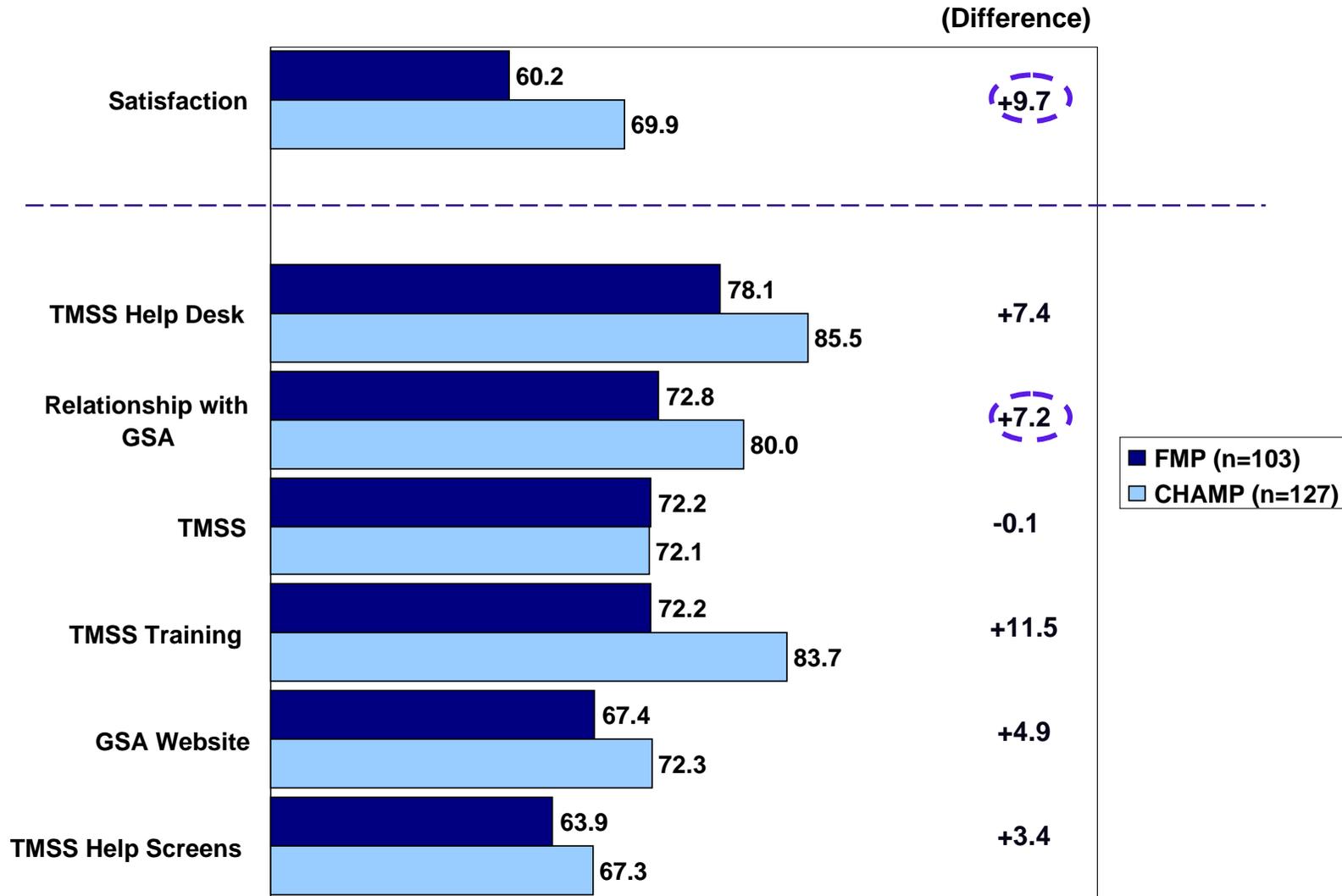


-  Top Priority
-  Consider Improving

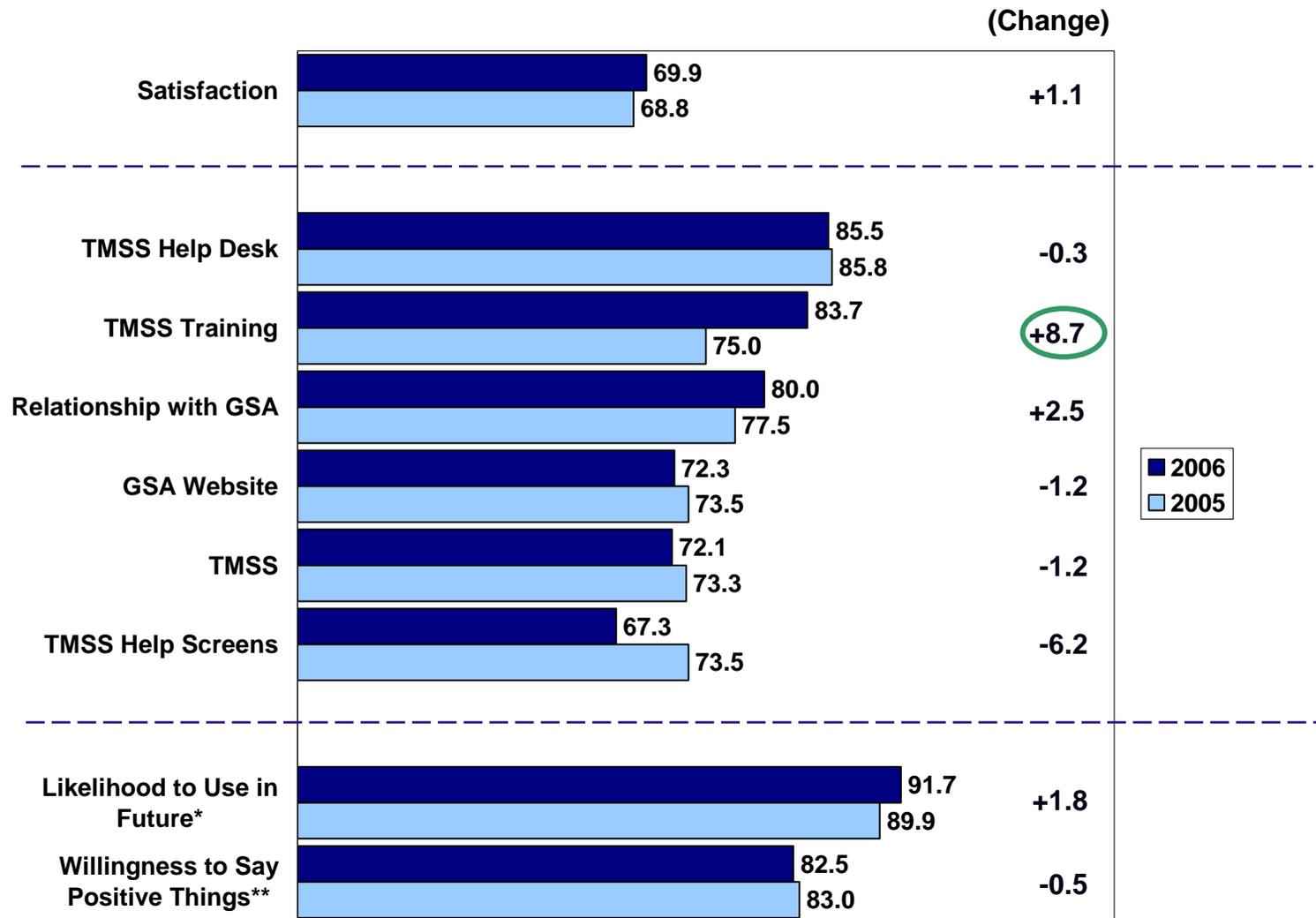
# Transportation Scores Aggregate



# CHAMP and FMP Scores

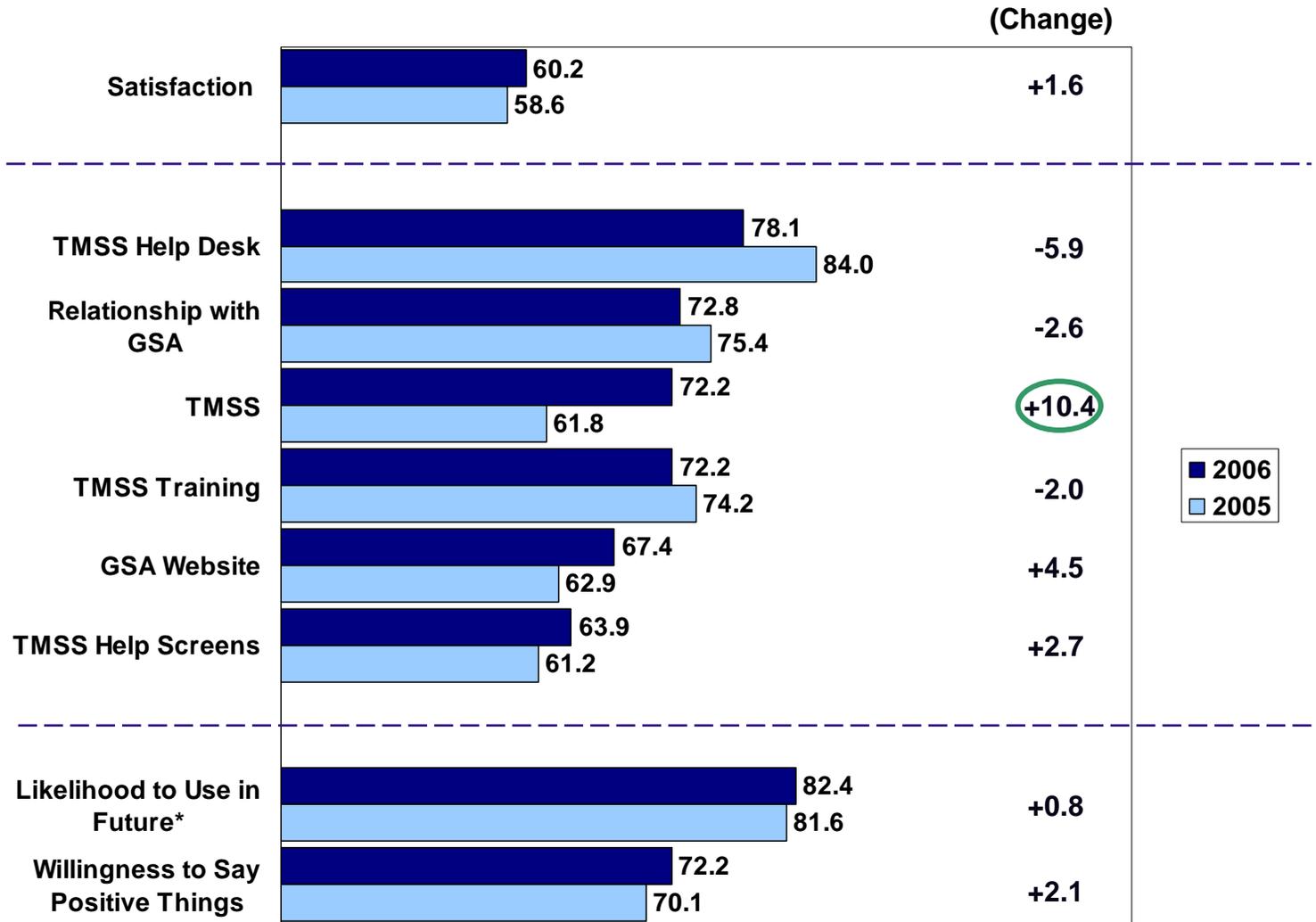


# CHAMP Scores: 2 - Year View



All footnotes apply to 2006 only  
 \*\*"Don't know" responses total 6%  
 \*\*\*"Don't know" responses total 7%

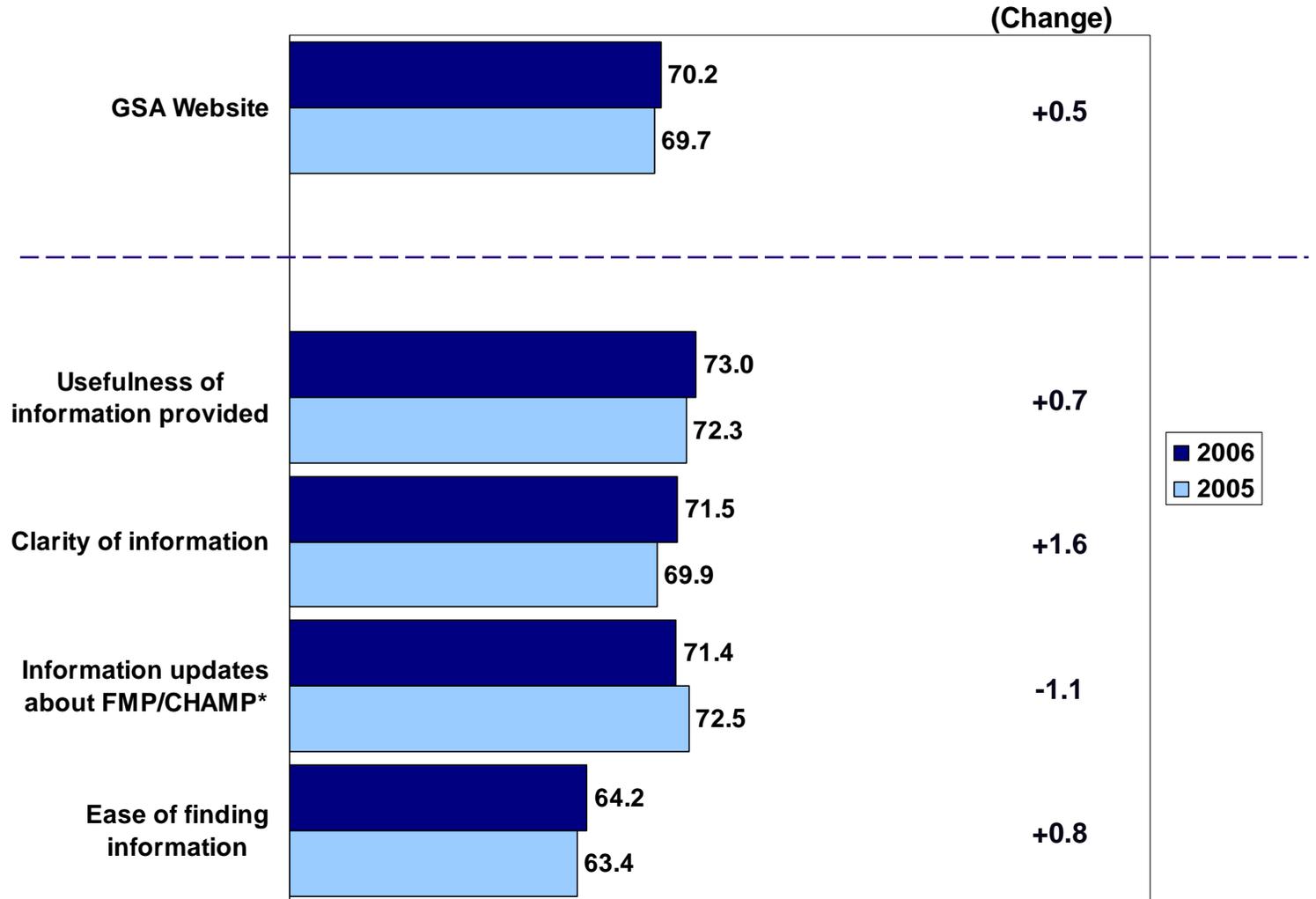
# FMP Scores: 2 - Year View



# GSA Website

## Top Priority - Impact on Satisfaction: 2.1

Q3.2 – Q3.5: Thinking about the information you have seen that describes CHAMP/FMP on GSA's website (<http://www.gsa.gov/transportation>) please rate the website on the following: (n=195)

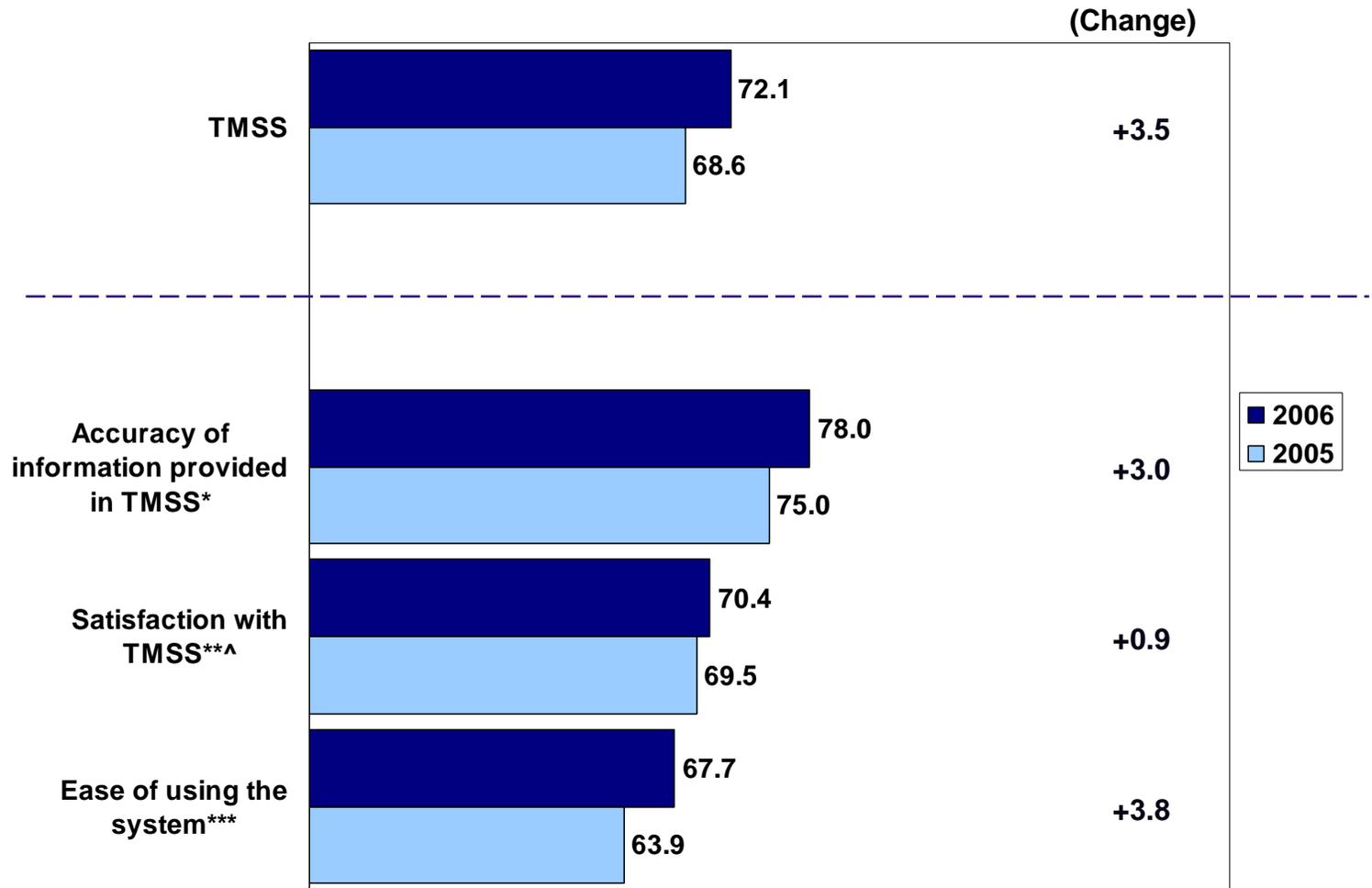


85% of respondents accessed the GSA website in the last six months (79% in 2005)

# TMSS

## Top Priority - Impact on Satisfaction: 1.5

Q2.4 – Q2.5: Please rate TMSS on the following: (n=115)



61% of respondents use TMSS to file rates (60% in 2005)

50% of respondents use TMSS to accept shipments (34% in 2005)

All footnotes apply to 2006 only

\*\*"Don't know" responses total 14%

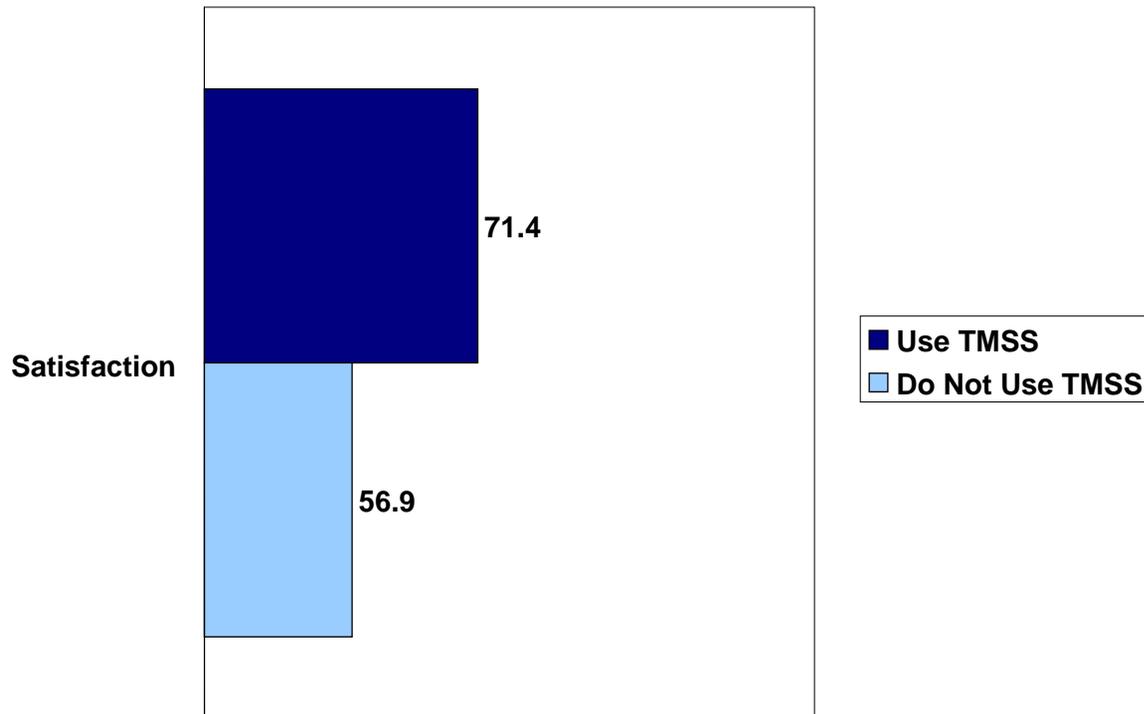
\*\*\*"Don't know" responses total 7%

\*\*\*\*"Don't know responses total 8%

^Attribute not used in component score calculation

# Satisfaction by Use TMSS to Accept Shipments

Use TMSS to accept shipments:  
2006: 50%  
2005: 34%

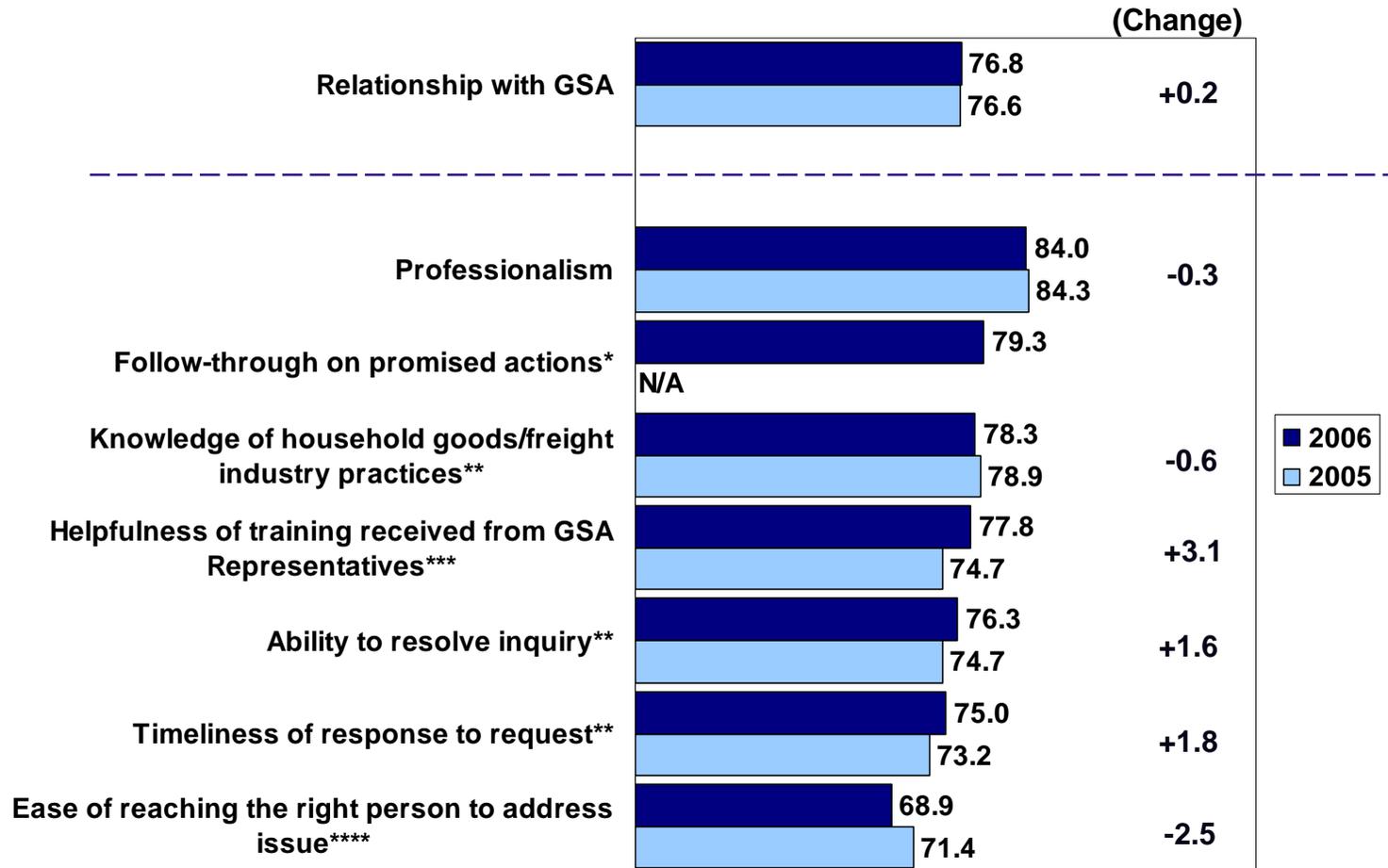


	Use TMSS to Accept Shipments	Do Not Use TMSS to Accept Shipments
Have been doing business with GSA for over 5 years	58%	36%
Last moved/shipped with CHAMP/FMP less than 3 months ago	57%	44%

# Relationship With GSA

## Consider Improving - Impact on Satisfaction: 1.6

Q4.1 – Q4.7: Considering all of the interactions you have had with GSA representatives, please rate the following: (n=230)



All footnotes apply to 2006 only

\*\*"Don't know" responses total 13%

\*\*\*"Don't know" responses total 7%

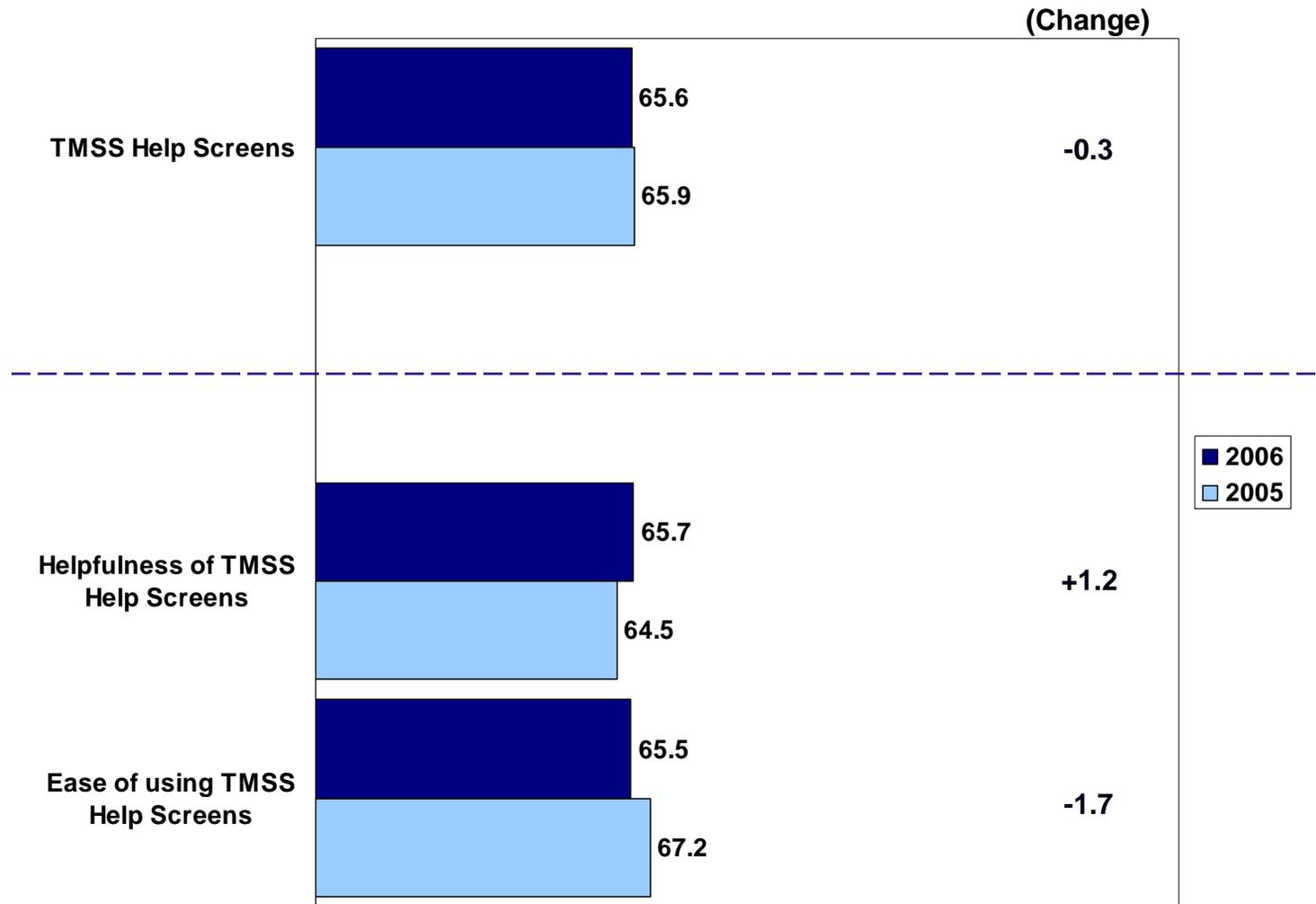
\*\*\*\*"Don't know" responses total 21%

\*\*\*\*\*"Don't know" responses total 6%

# TMSS Help Screens

Monitor - Impact on Satisfaction: 0.5

Q2.7 – Q2.8: Please rate TMSS Help Screens on the following: (n=95)

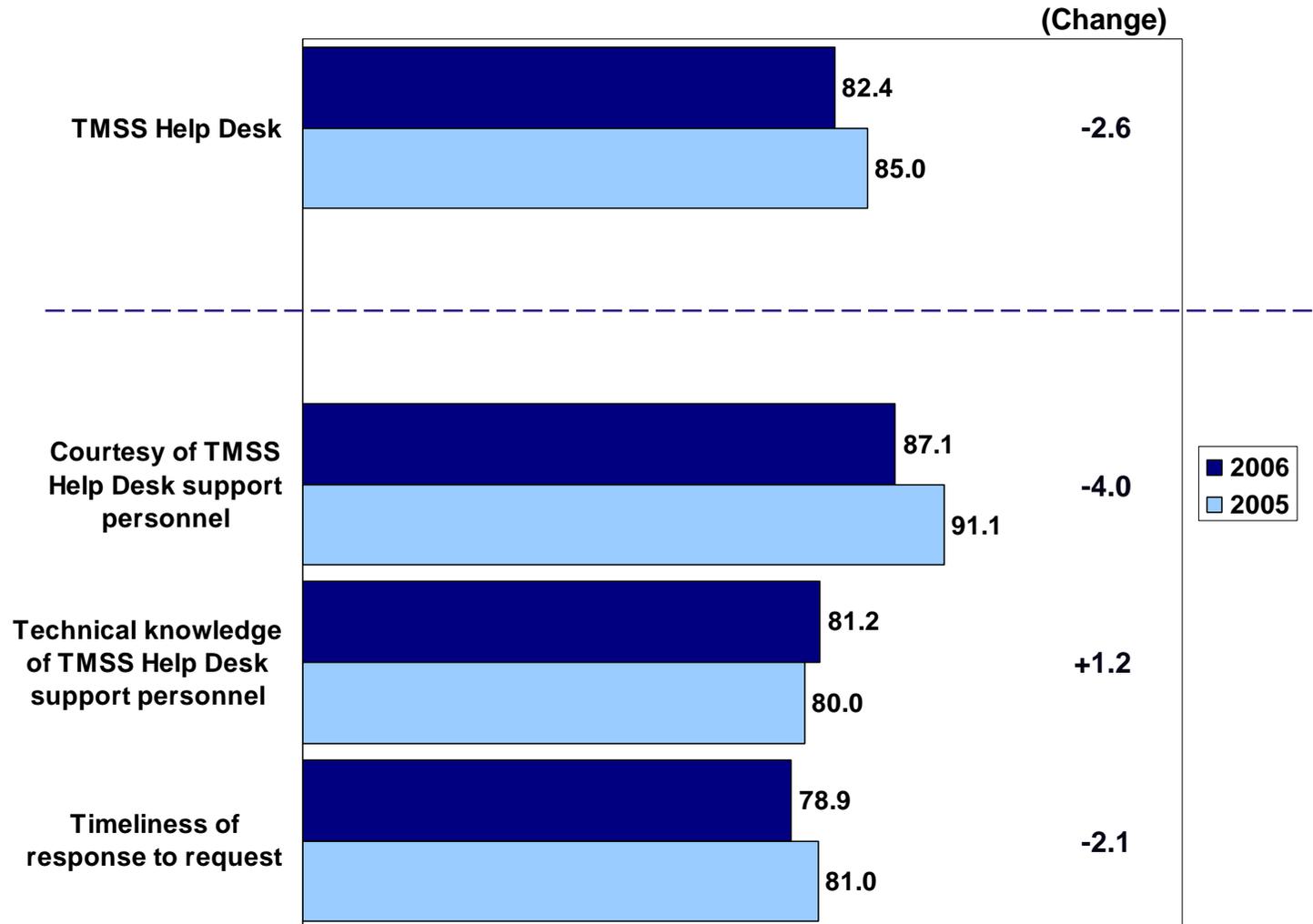


44% of respondents used the TMSS Help Screens (49% in 2005)

# TMSS Help Desk

## Maintain - Impact on Satisfaction: 0.5

Q2.17 – Q2.19: Thinking about the Help Desk support you received, please rate the following: (n=90)

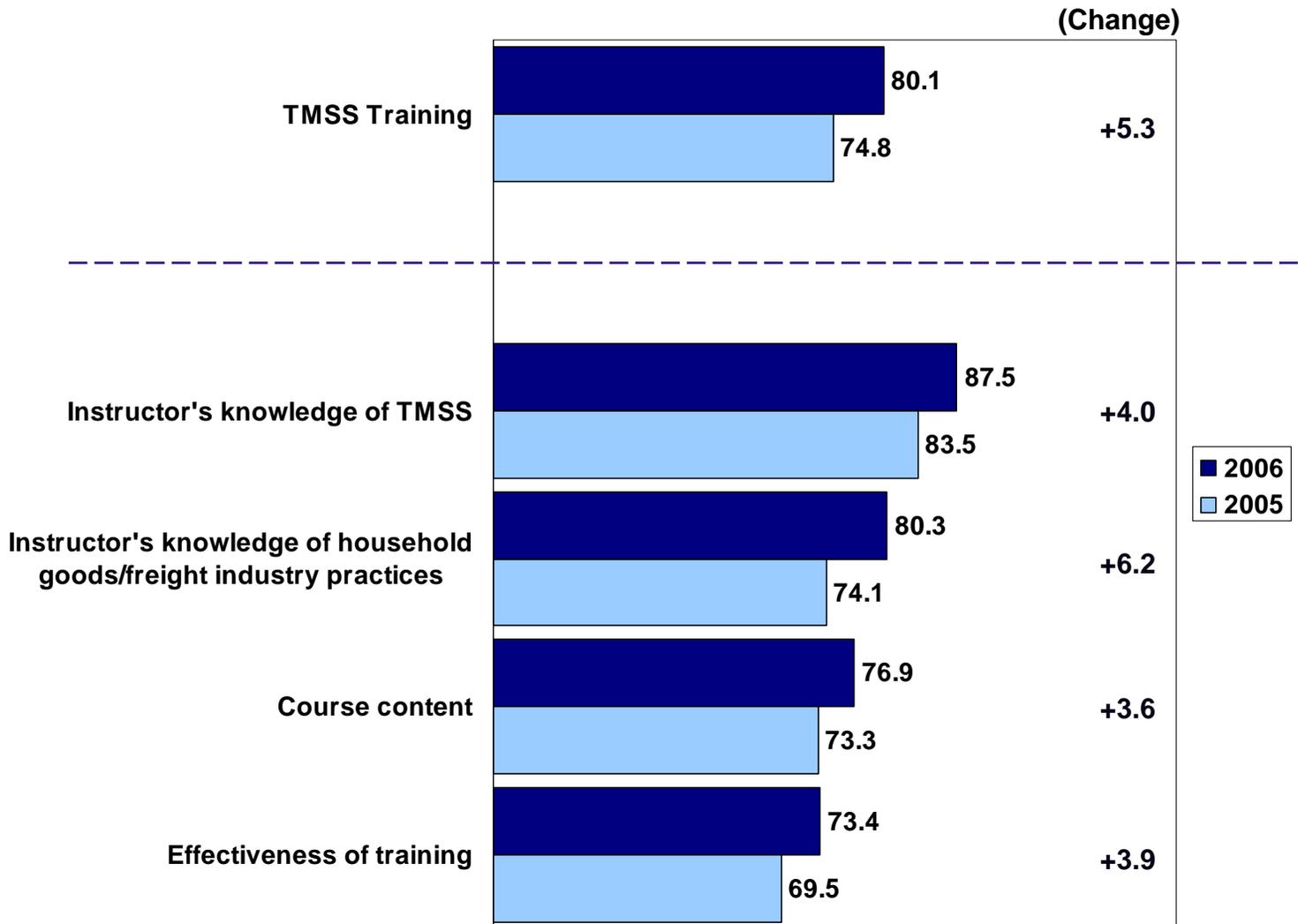


39% of respondents contacted the TMSS Help Desk (41% in 2005)

# TMSS Training

Impact on Satisfaction not calculated due to small sample size

Q2.11 – Q2.14: Please rate TMSS Training on the following: (n=51)



22% of respondents attended or received TMSS Training within the last year (37% in 2005)

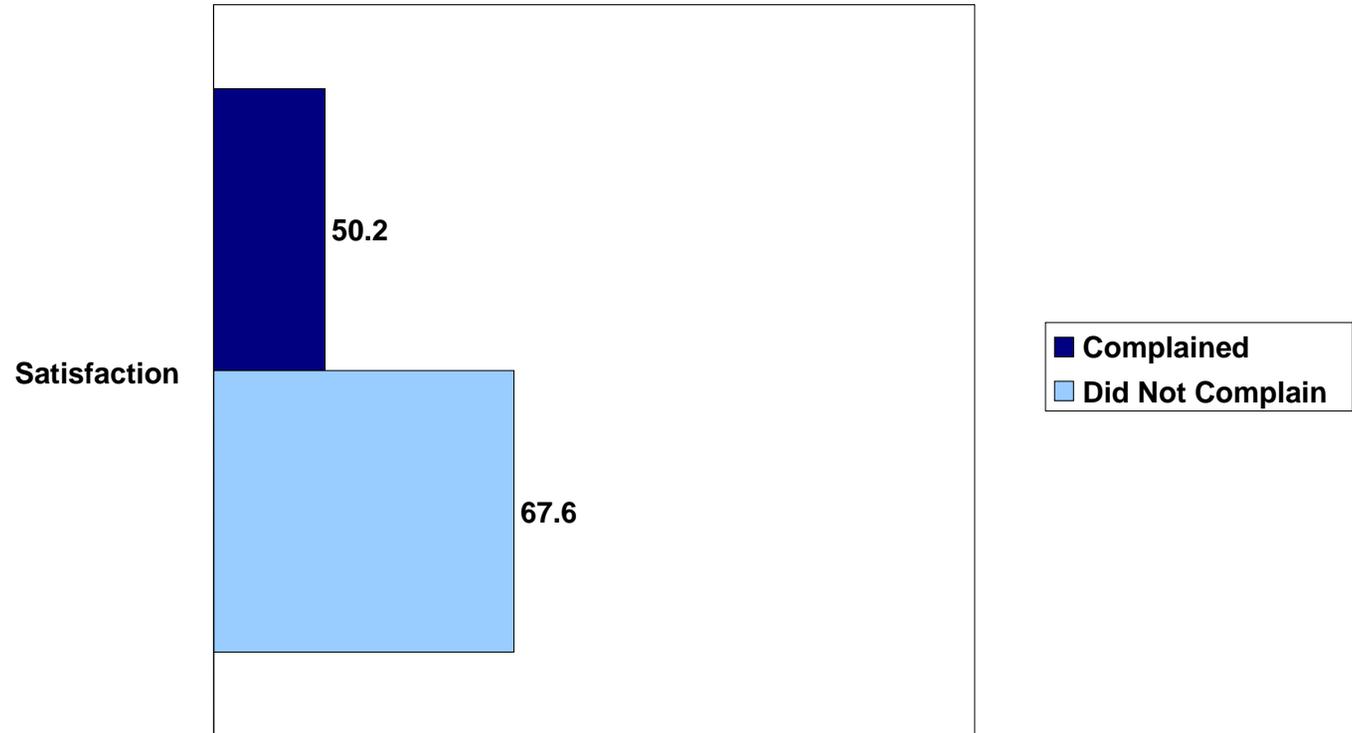
# TMSS Training

Q2.15: Please indicate why you have not attended TMSS training: (n=177)

Reasons for Not Attending Training	2005	2006
I was not aware that training is available	32%	33%
The location of available training was not convenient	24%	21%
No need (I am already fully trained)	19%	16%
Travel funds were not available for me to attend	10%	14%
Available training is not specific enough to meet my needs	2%	3%
Other	14%	12%

# Satisfaction by Complained

Q6.4: Within the last year, have you ever formally complained to GSA's Transportation Personnel? (n=225)



**Complained:**  
 2006: 11%  
 2005: 16%

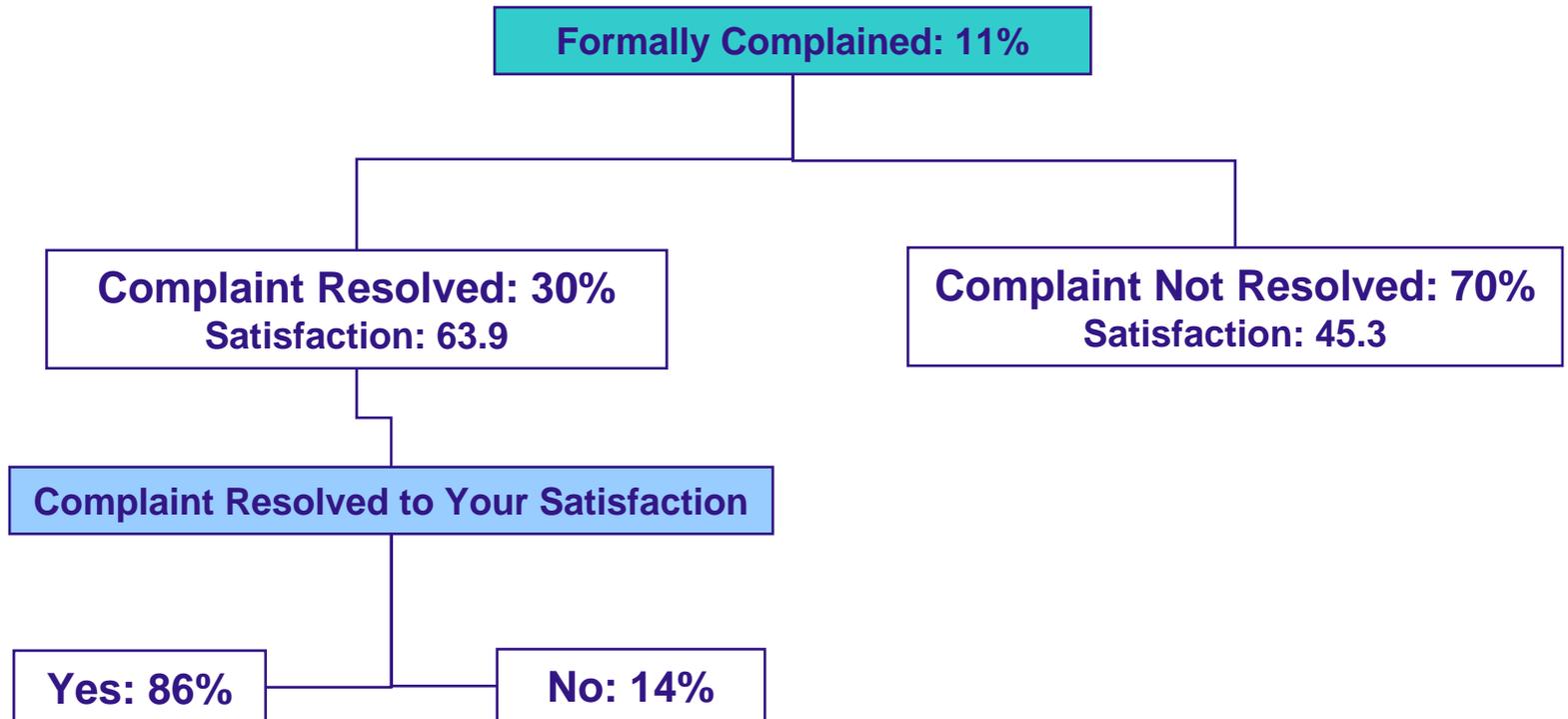
	Complained	Did Not Complain
Have been doing business with GSA for over 5 years	72%	42%
Last moved/shipped with CHAMP/FMP less than 3 months ago	56%	44%

# Satisfaction by Complaint Resolution

Q6.4: *Within the last year, have you ever formally complained to GSA's Transportation Personnel?* (n=225)

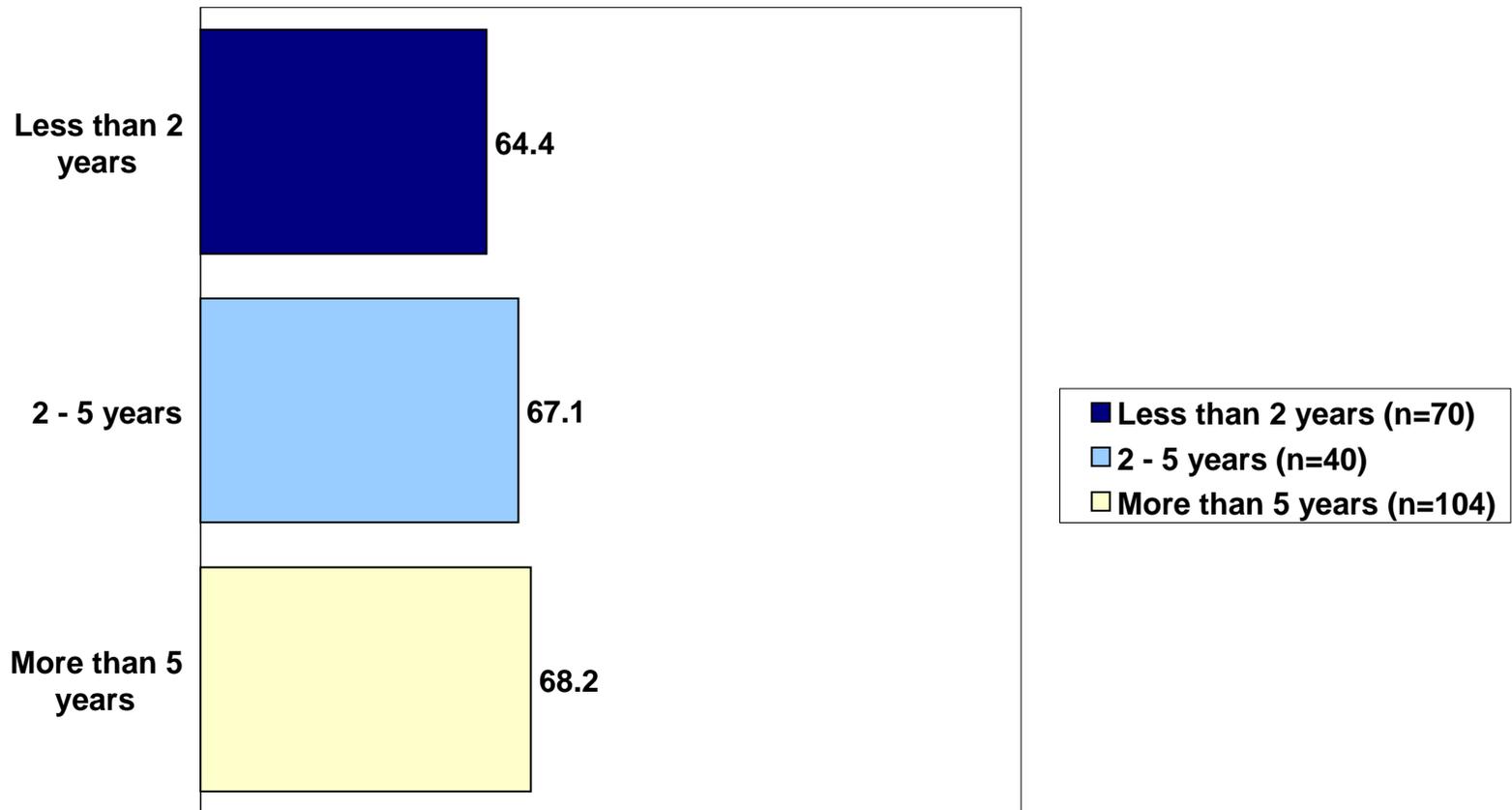
Q6.6: *Was your most recent complaint resolved?* (n=23)

Q6.7: *And was it resolved to your satisfaction?* (n=7)



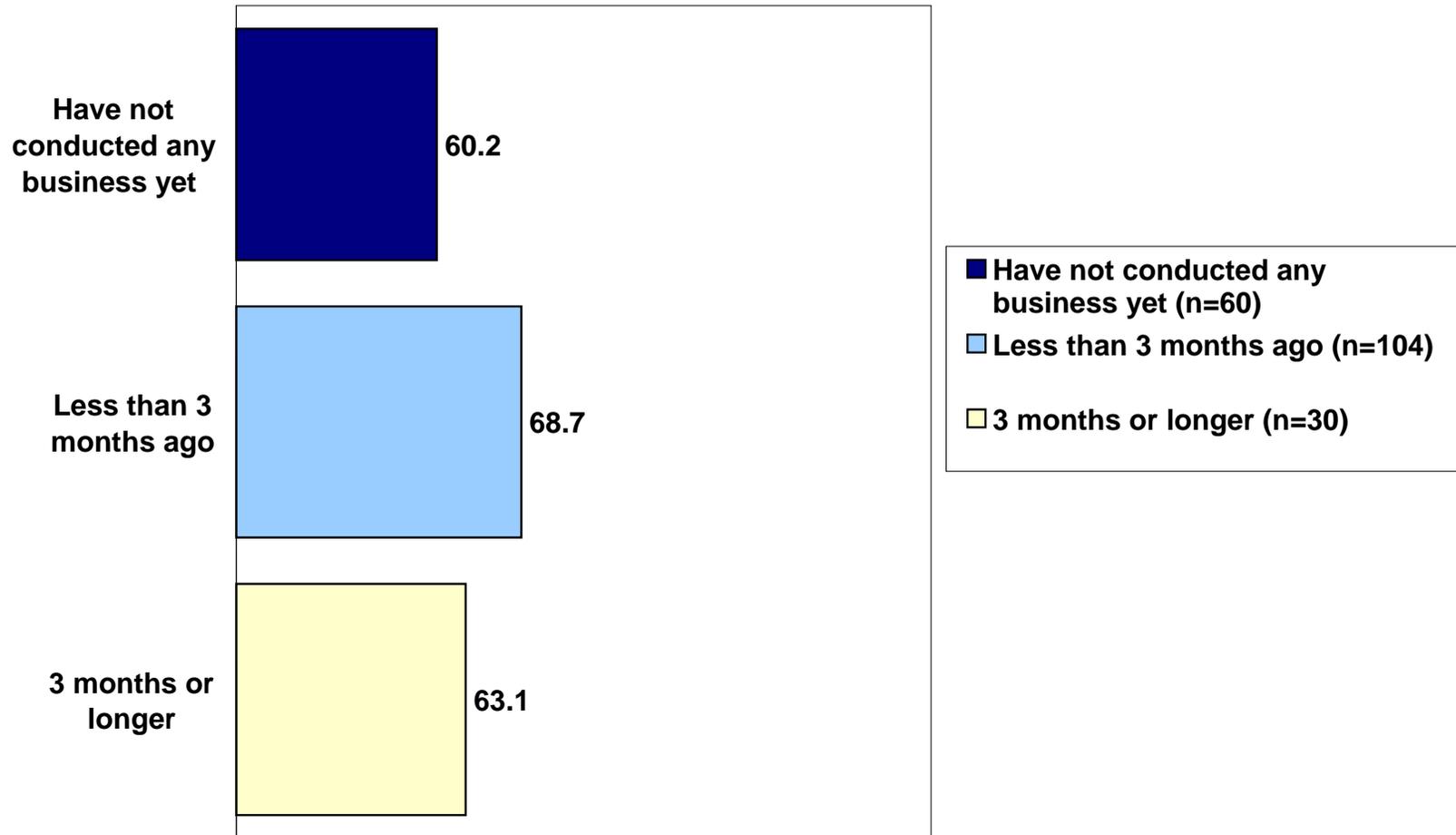
# Satisfaction by Length of Partnership with GSA

Q1.1: Length of time doing business through GSA's FMP/CHAMP (n=230)



# Satisfaction by the Last Time Moved Belongings or Shipped Freight

Q1.2, Q1.3. When was the last time you shipped freight/moved a federal government employee's belongings through the FMP/CHAMP program? (n=230)



# Conclusions & Recommendations

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# Conclusions

- **Top Priority areas remain TMSS and GSA Transportation Website.**
  - **GSA Transportation Website is the greatest driver of satisfaction amongst both carriers and customers (2006 CSI HHG/Freight Study).**
  - **TMSS is also a driver of satisfaction for both groups.**
- **Dramatic increase in the percentage of carriers who use TMSS to accept shipments (34% in 2005 vs. 50% in 2006).**
  - **This will contribute to increased usage of TMSS by customers.**

# Conclusions

- **Verbatim comments (to be included in final report) offer wide variety of specific suggestions for improvement.**
  - **Within the FMP program, lack of information regarding TMSS is an issue.**
  - **While CHAMP comments are broader based, there are numerous suggestions for improving TMSS.**
  - **Comments made by carriers echo many of those made by customers in the 2006 CSI HHG/Freight Study. Customers noted their own lack of knowledge, as well as carriers' lack of knowledge regarding TMSS.**

# Recommendations

## TMSS - Communication

- **Conduct audit of all standardized communication to carriers regarding TMSS, as well as the CHAMP and FMP programs. Audit should include any standardized information sent to or available to carriers either online or in hard copy format.**
- **Develop information packages for carriers who are new to these programs. Similar information, including “frequently asked questions”, should be available online.**
- **Ensure that upcoming TMSS training sessions are posted on the GSA Transportation website (in addition to TMSS and e-mail broadcasts). Recipients of the information packages noted above should receive an e-mail notification.**

# Recommendations

## **TMSS - Enhancements**

- **Conduct interactive exploratory research (e.g., focus groups) with carriers to identify current TMSS strengths and weaknesses.**
  - **Quickly act upon the easy fixes that result from this research.**
  - **Ensure that the more complex issues are clearly identified and communicated to the development team to be incorporated into future enhancements and upgrades.**

# Recommendations

## **TMSS - Training**

- Continue to solicit and act on feedback from participants after each training session, particularly in regards to effectiveness and course content (the lower scoring attributes).**
- Review the HHG Customer and CHAMP Carrier training to determine if there are best practices that can be applied to FMP training as well.**
- Work with Program Promotion and Education Branch to develop and introduce web-based training.**

# Recommendations

## **GSA Transportation Web Page**

- Meet with a cross section of carriers to review the GSA Transportation Web Page. Feedback and suggestions obtained in these meetings should then be acted upon.**