



GSA Federal Supply Service



# TRANSPORTATION CUSTOMER SATISFACTION SURVEY RESULTS

Combined Federal Civilian Agencies  
Freight and Household Goods  
Relocation Committee Meeting  
August 3, 2005

# PURPOSE

- Determine those areas on which to focus quality improvements
- Monitor changes in customers' perceptions, attitudes, and behavior over time
- Evaluate the success of on-going quality improvements efforts over time

# BACKGROUND

- Conducted by CFI Group
- Fielded March 16 – April 4
- 300 interviews
  - 148 freight
  - 152 household goods

# 2005 RESULTS

- Overall satisfaction score of 73.3 out of 100
- Higher than 2004 federal government benchmark satisfaction ASCI score of 72.1

# COMPONENT SCORES

- Satisfaction – 73.3
- TMSS Help Desk – 86.5
- Customer Service/Program Support – 86.3
- TMSS Training 85.4
- TMSS – 82.1
- Price/Value – 74.0
- Online/Other Information Resources – 71.9
- TMSS Help Screens – 69.2

# KEY FINDINGS

- Overall satisfaction remained steady – down 0.8 points
- Only 26 percent of respondents have attended or received training
- T&T associates are the key underpinnings of customer satisfaction
- Price/value continues to be a strong driver of satisfaction
- TMSS improvements would drive satisfaction increases

# RECOMMENDATIONS

- Promote TMSS training
- Maintain strong relationship and high level of customer service
- Educate customers on the value they receive for using GSA
- Work to improve low-scoring attributes
  - Help screens
  - GSA.gov

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