

## Attachment F Customer Satisfaction Survey Questions and Statistical Validity Table

### Statistical Validity Table

The customer satisfaction survey methodology used must meet recognized statistical standards for obtaining a statistically valid number of surveys for each Transportation Provider and shipment category.

The system will calculate the statistically valid number of surveys required for each Transportation Provider in each category based on the total number of shipments delivered to customer, and determine if a valid number of completed surveys has been achieved. The system will use "Required Number of Surveys" shown in the table below, or 10 percent of the total "Number of Shipments Delivered" for the past 12 months, whichever is greater, to determine the number of surveys needed to achieve statistically valid results.

Number of Shipments Delivered	Required Number of Surveys	Number of Shipments Delivered	Required Number of Surveys	Number of Shipments Delivered	Required Number of Surveys
1	1	37-38	26	133-139	51
2	2	39-40	27	140-147	52
3	3	41-42	28	148-155	53
4	4	43-45	29	156-165	54
5	5	46-47	30	166-175	55
6	6	48-50	31	176-184	56
7	7	51-53	32	185-196	57
8	8	54-56	33	197-208	58
9-10	9	57-58	34	209-222	59
11	10	59-62	35	223-237	60
12	11	63-65	36	238-253	61
13-14	12	66-68	37	254-271	62
15	13	69-72	38	272-292	63
16	14	73-75	39	293-314	64
17-18	15	76-79	40	315-340	65
19	16	80-83	41	341-370	66
20-21	17	84-88	42	371-403	67
22-23	18	89-92	43	404-443	68
24	19	93-97	44	444-489	69
25-26	20	98-102	45	490-544	70
27-28	21	103-107	46	545-611	71
29-30	22	108-113	47	612-694	72
31-32	23	114-119	48	695-735	73
33-34	24	120-125	49	> 735	10% of shipments
35-36	25	126-132	50		

### Customer Satisfaction Survey Questions

#### Section I: The Origin Personal Property Office (i.e. PPPO or PPSO)

- How satisfied were you with the assistance provided by the origin Personal Property Office that assisted you with making the arrangements for your personal property shipment (i.e. initial contact, ease in contact, appointment availability, customer service, counseling, answering questions, etc.)?

Excellent	Good	Satisfactory	Poor	Unsatisfactory
(60 points)	(45 pts)	(30 points)	(15 pts)	(0 points)

0	0	0	0	0
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2. How well did the personal property shipment pick-up date arranged by the origin Personal Property Office meet your requirements?

Excellent	Good	Satisfactory	Poor	Unsatisfactory
(20 points)	(15 pts)	(10 points)	(5 pts)	(0 points)
0	0	0	0	0

3. How well did the personal property shipment delivery date arranged by the origin Personal Property Office meet your requirements?

Excellent	Good	Satisfactory	Poor	Unsatisfactory
(20 points)	(15 pts)	(10 points)	(5 pts)	(0 points)
0	0	0	0	0

### **Section II: The Transportation Provider (i.e. the movers)**

4. Evaluate services provided at origin such as the quality of packing, labeling and organizing:

Excellent	Good	Satisfactory	Poor	Unsatisfactory
(12 points)	(9 pts)	(6 points)	(3 pts)	(0 points)
0	0	0	0	0

5. Evaluate origin services such the care, courtesy and attitude of the loading crew:

Excellent	Good	Satisfactory	Poor	Unsatisfactory
(12 points)	(9 pts)	(6 points)	(3 pts)	(0 points)
0	0	0	0	0

6. How satisfied were you with the timeliness of the pickup of your personal property by the Transportation Provider (mover)?

Excellent	Good	Satisfactory	Poor	Unsatisfactory
(12 points)	(9 pts)	(6 points)	(3 pts)	(0 points)
0	0	0	0	0

7. Evaluate services provided at destination such as the care, courtesy, attitude of the crew, unloading, and unpacking:

Excellent	Good	Satisfactory	Poor	Unsatisfactory
(12 points)	(9 pts)	(6 points)	(3 pts)	(0 points)
0	0	0	0	0

8. How satisfied were you with the timeliness of the delivery of your personal property by the Transportation Provider (mover)?

Excellent	Good	Satisfactory	Poor	Unsatisfactory
(12 points)	(9 pts)	(6 points)	(3 pts)	(0 points)
0	0	0	0	0

9. How would you rate your overall satisfaction with the moving company's timeliness, courtesy, professionalism, and responsiveness in all phases of your move from first contact through delivery, to include any follow up?

Excellent	Good	Satisfactory	Poor	Unsatisfactory
(40 points)	(30 pts)	(20 points)	(10 pts)	(0 points)
0	0	0	0	0

**Section III: The Destination Personal Property Office (i.e. PPPO or PPSO)**

10. How satisfied were you with the destination Personal Property Office that may have assisted you in arranging the delivery of your household goods (i.e. initial contact, ease in contact, customer service, answering questions, etc.)? If you were not in contact with, or did not use the destination Personal Property Office, please answer "Not Applicable."

Not Applicable	Excellent	Good	Satisfactory	Poor	Unsatisfactory
(Not applicable)	(100 points)	(75 pts)	(50 pts)	(25 pts)	(0 points)
0	0	0	0	0	0

**Section IV: Quality of Life**

11. Did your command allow you enough time at origin and destination to schedule and coordinate your move?

Yes  
O

No  
O

12. Do you plan to file a claim for loss or damage?

Yes  
O

No  
O

*Thank you for helping us improve the service that you receive on future personal property movements!*