

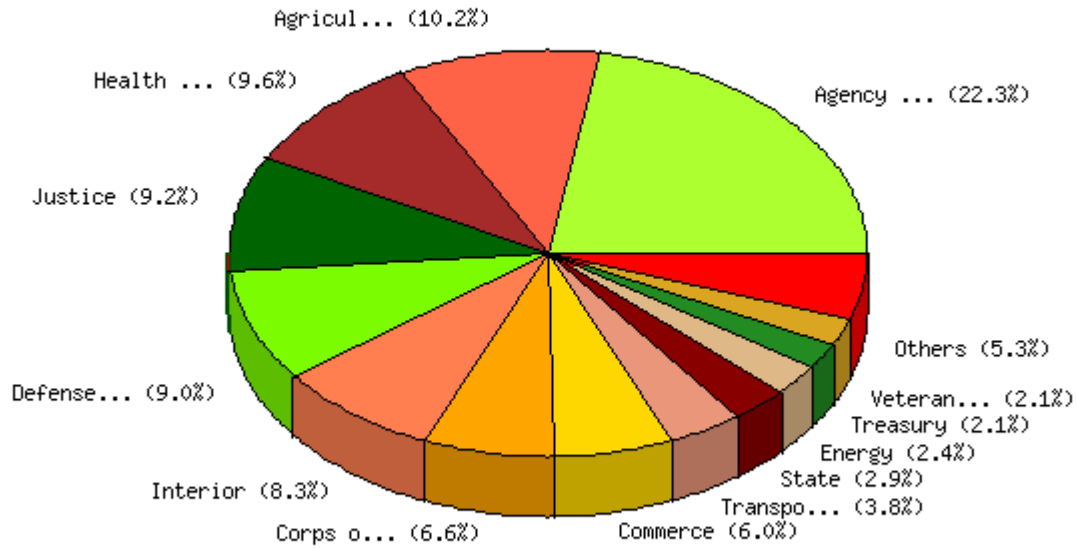
Frequency Analysis

Table: SP_GSA_EMP

Filter: None

Question: Name of Cabinet within which your agency resides or Other if your agency does not fall within a Cabinet.

Results

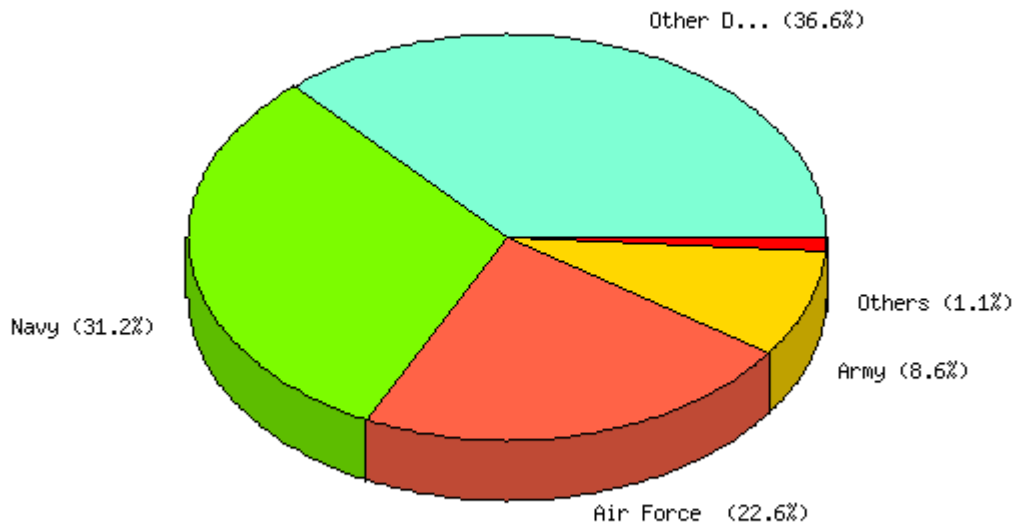


	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
Agriculture	100	10.2%	10.2%	10.2%	Minimum Value	1.00
Commerce	59	6.0%	6.0%	6.0%	Maximum Value	18.00
Defense (Except Corps of Engineers)	89	9.0%	9.0%	9.0%	Average	9.36
Corps of Engineers	65	6.6%	6.6%	6.6%	Sum	9213
Education	7	0.7%	0.7%	0.7%	Standard Deviation	5.82
Energy	24	2.4%	2.4%	2.4%	Median	10
Health & Human Services	94	9.6%	9.6%	9.6%	Mode	17
Homeland Security	11	1.1%	1.1%	1.1%		
Housing & Urban Development	7	0.7%	0.7%	0.7%		

Interior	82	8.3%	8.3%	8.3%
Justice	91	9.2%	9.2%	9.2%
Labor	19	1.9%	1.9%	1.9%
State	29	2.9%	2.9%	2.9%
Transportation	37	3.8%	3.8%	3.8%
Treasury	21	2.1%	2.1%	2.1%
Veterans Affairs	21	2.1%	2.1%	2.1%
Agency not within Cabinet	219	22.3%	22.3%	22.3%
Government Corporations	9	0.9%	0.9%	0.9%
Not Answered	0	N/A	0.0%	0.0%
Not Asked	0	N/A	N/A	0.0%
Total	984	100%	100%	100%

Question: Please select the appropriate Defense Agency.

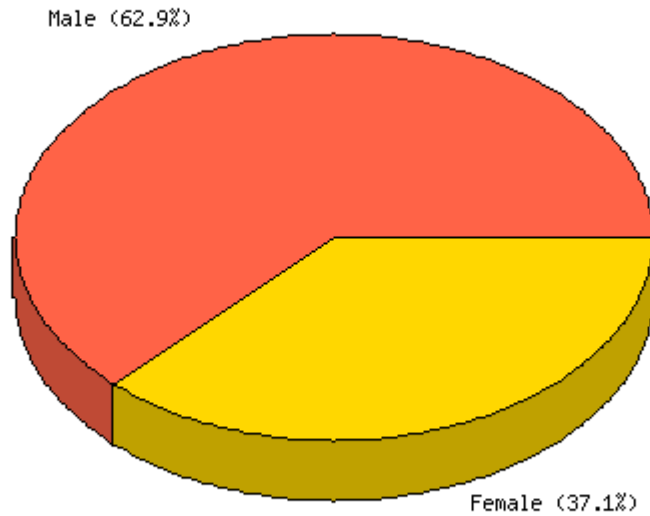
Results



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
Air Force	21	22.6%	22.6%	2.1%	Minimum Value	1.00
Army	8	8.6%	8.6%	0.8%	Maximum Value	5.00
Navy	29	31.2%	31.2%	2.9%	Average	3.20
Marine Corps	1	1.1%	1.1%	0.1%	Sum	298
Other DoD organization (Please specify)	34	36.6%	36.6%	3.5%	Standard Deviation	1.56
Not Answered	0	N/A	0.0%	0.0%	Median	3
Not Asked	891	N/A	N/A	90.5%	Mode	5
Total	984	100%	100%	100%		

Question: Are you?

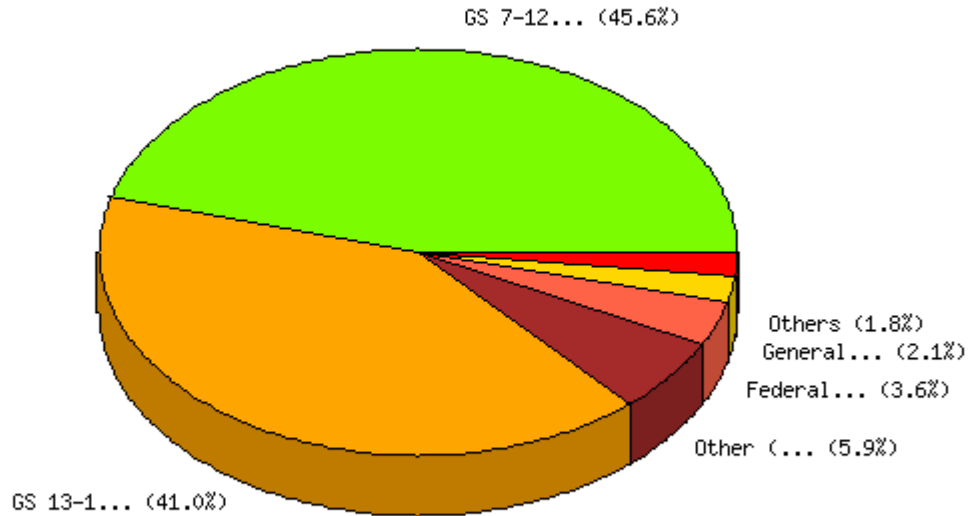
Results



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
Male	612	62.9%	62.2%	62.2%	Minimum Value	1.00
Female	361	37.1%	36.7%	36.7%	Maximum Value	2.00
Not Answered	11	N/A	1.1%	1.1%	Average	1.37
Not Asked	0	N/A	N/A	0.0%	Sum	1334
Total	984	100%	100%	100%	Standard Deviation	0.48
					Median	1
					Mode	1

Question: What is your pay category/grade?

Results

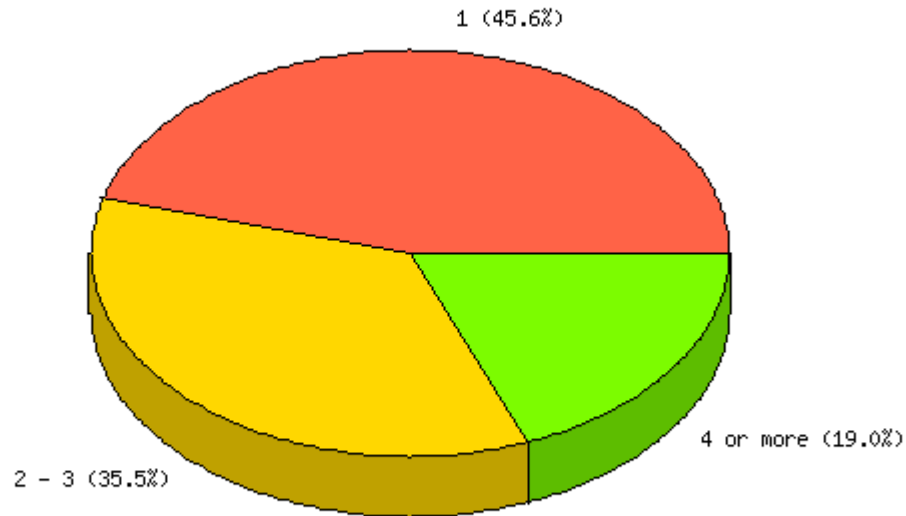


	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
Federal Wage System (e.g., WG, WL, WS)	35	3.6%	3.6%	3.6%	Minimum Value	1.00
General Schedule (GS) 1-6 or equivalent	21	2.1%	2.1%	2.1%	Maximum Value	7.00
GS 7-12 or equivalent	446	45.6%	45.3%	45.3%	Average	3.59
GS 13-15 or equivalent	401	41.0%	40.8%	40.8%	Sum	3515
Senior Executive Service or equivalent	18	1.8%	1.8%	1.8%	Standard Deviation	1.12
Senior Level (SL) or Scientific					Median	3
					Mode	3

or Professional (ST)	0	0.0%	0.0%	0.0%
Other (Please specify)	58	5.9%	5.9%	5.9%
Not Answered	5	N/A	0.5%	0.5%
Not Asked	0	N/A	N/A	0.0%
Total	984	100%	100%	100%

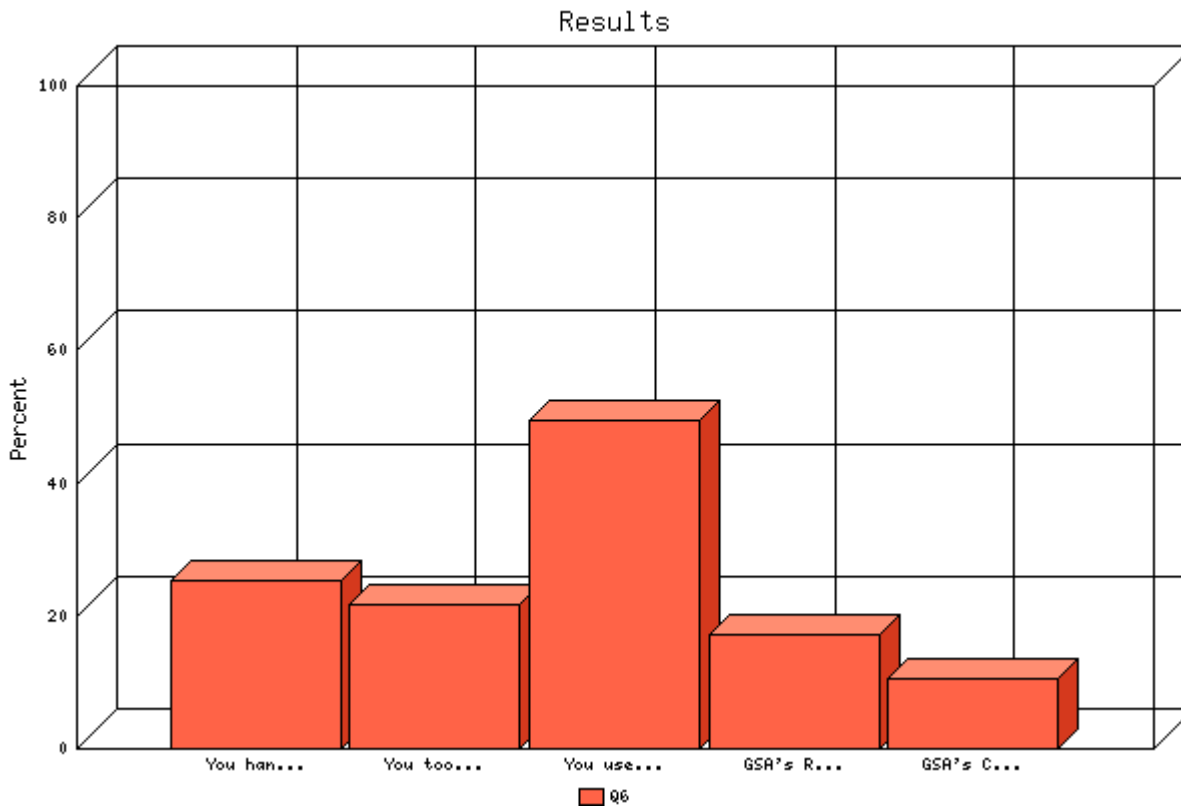
Question: During your tenure with the Federal Government how many times have you moved at the government's expense?

Results



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
1	445	45.6%	45.2%	45.2%	Minimum Value	1.00
2 - 3	346	35.5%	35.2%	35.2%	Maximum Value	3.00
4 or more	185	19.0%	18.8%	18.8%	Average	1.73
Not Answered	8	N/A	0.8%	0.8%	Sum	1692
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.76
Total	984	100%	100%	100%	Median	2
					Mode	1

Question: Which describes how your relocation was handled? (check all that apply)

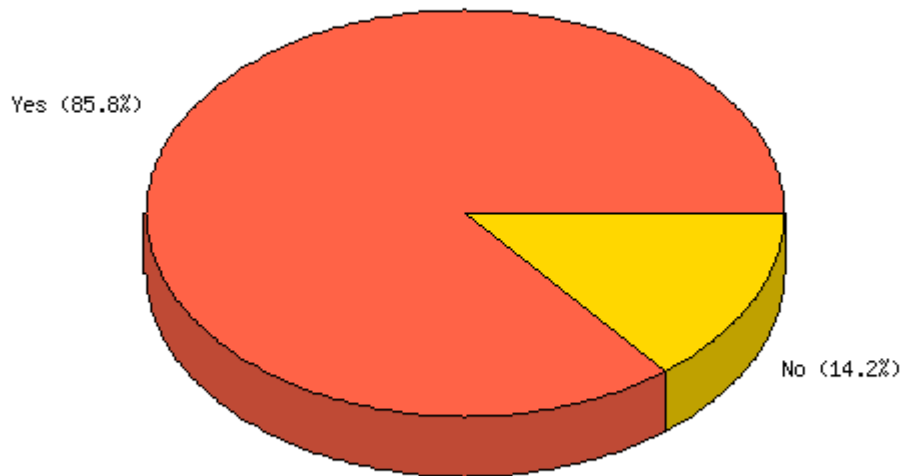


	Count	% Sample Answered
You handled the relocation on your own with reimbursement for actual expenses.	250	25.4%
You took a lump-sum payment for expense categories without a requirement to document your actual expenses.	215	21.8%
You used third-party assistance as allowed by your agency's policies.	486	49.4%
GSA's Relocation Schedules	168	17.1%
GSA's Centralized Household Goods Traffic Management	104	10.6%

Program (CHAMP)

Question: Did your agency provide a single point of contact or a set of coordinated contacts so that you felt that you always knew whom to go to for help?

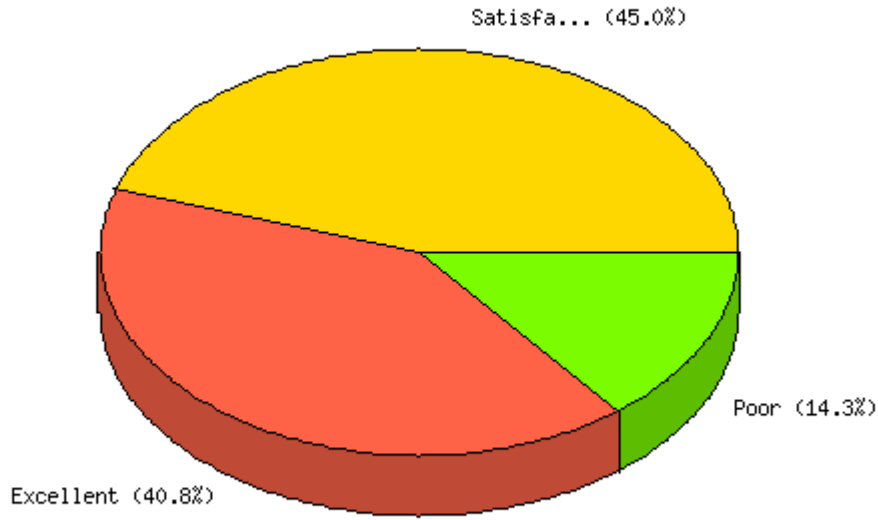
Results



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
Yes	833	85.8%	84.7%	84.7%	Minimum Value	1.00
No	138	14.2%	14.0%	14.0%	Maximum Value	2.00
Not Answered	13	N/A	1.3%	1.3%	Average	1.14
Not Asked	0	N/A	N/A	0.0%	Sum	1109
Total	984	100%	100%	100%	Standard Deviation	0.35
					Median	1
					Mode	1

Question: How satisfied were you with Government relocation?

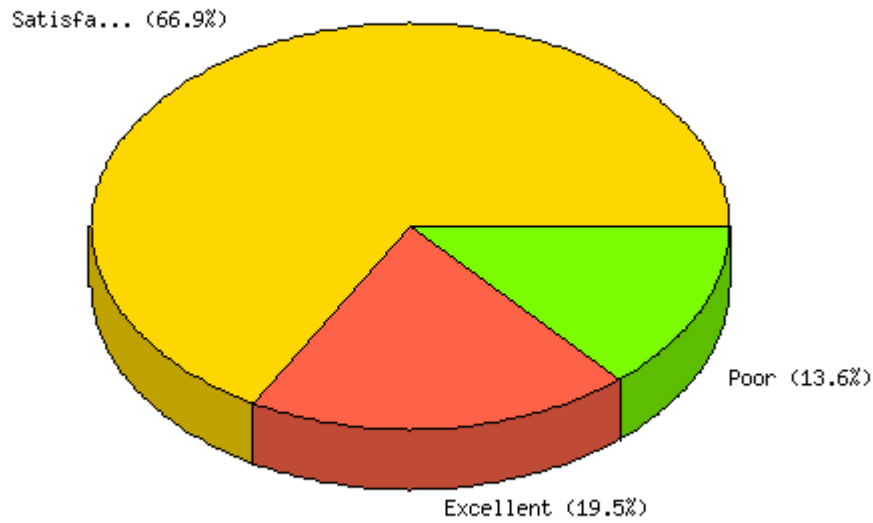
Results



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
Excellent	397	40.8%	40.3%	40.3%	Minimum Value	1.00
Satisfactory	438	45.0%	44.5%	44.5%	Maximum Value	3.00
Poor	139	14.3%	14.1%	14.1%	Average	1.74
Not Answered	10	N/A	1.0%	1.0%	Sum	1690
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.69
Total	984	100%	100%	100%	Median	2
					Mode	2

Question: If you consulted GSA's Federal Travel Regulation for specific allowances and benefits, how do you rate its usefulness?

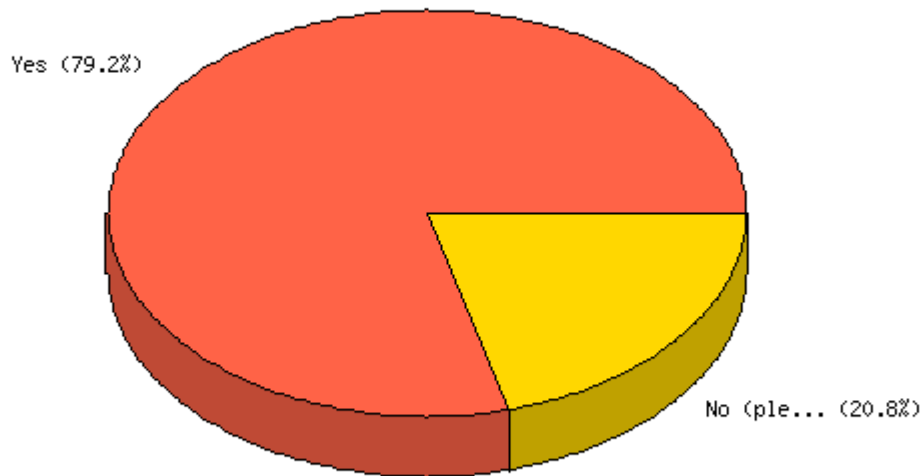
Results



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
Excellent	139	19.5%	14.1%	14.1%	Minimum Value	1.00
Satisfactory	475	66.8%	48.3%	48.3%	Maximum Value	3.00
Poor	97	13.6%	9.9%	9.9%	Average	1.94
Not Answered	273	N/A	27.7%	27.7%	Sum	1380
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.57
Total	984	100%	100%	100%	Median	2
					Mode	2

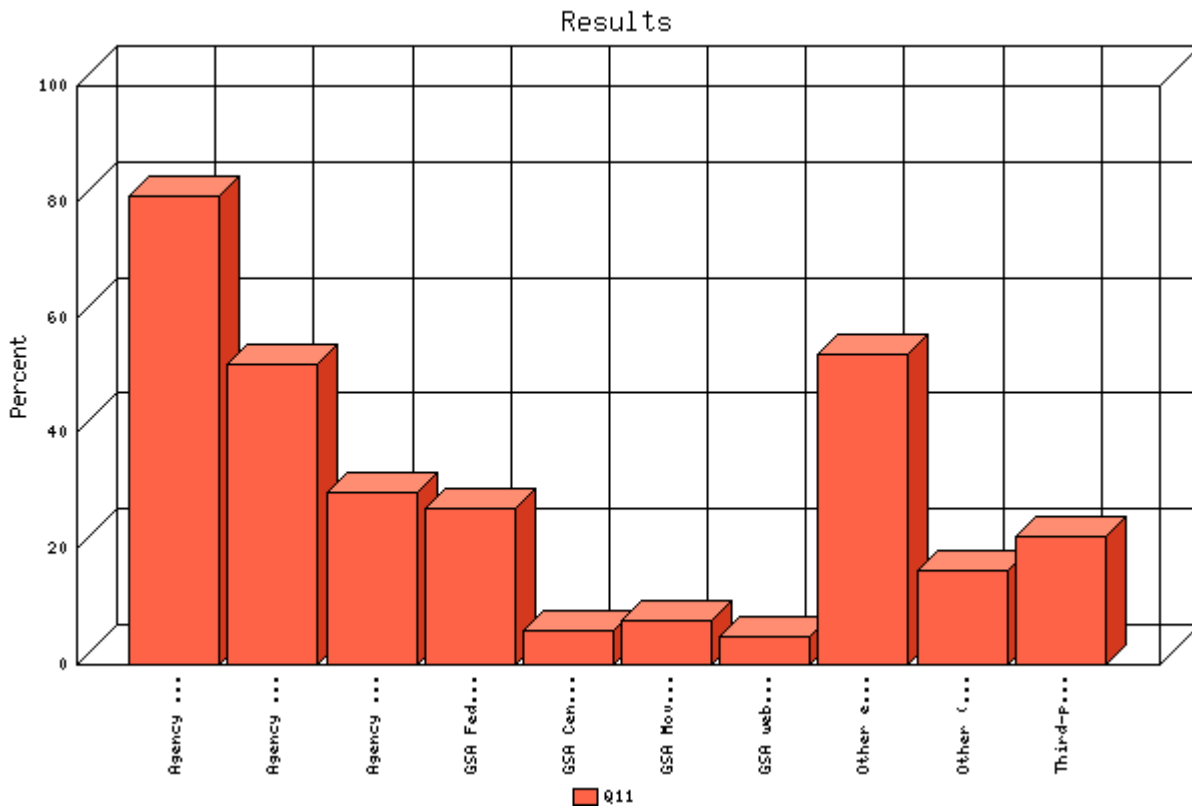
Question: Did the Government's relocation program provide reasonable coverage of your relocation expenses?

Results



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
Yes	770	79.2%	78.3%	78.3%	Minimum Value	1.00
No (please explain)	202	20.8%	20.5%	20.5%	Maximum Value	2.00
Not Answered	12	N/A	1.2%	1.2%	Average	1.21
Not Asked	0	N/A	N/A	0.0%	Sum	1174
					Standard Deviation	0.41
Total	984	100%	100%	100%	Median	1
					Mode	1

Question: What were your three best sources of information about your relocation allowance entitlements? Please choose exactly 3.

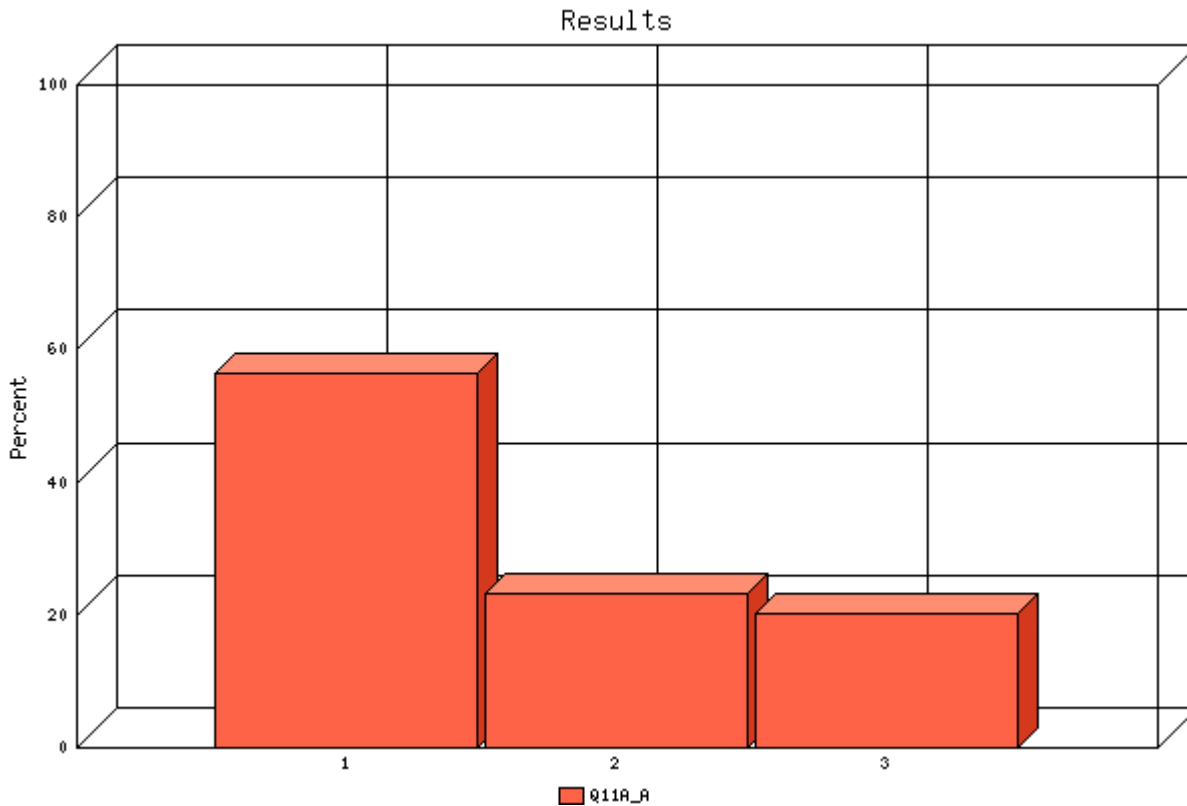


	Count	% Sample Answered
Agency relocation specialists	797	81.0%
Agency or third-party written guidance	510	51.8%
Agency web site	292	29.7%
GSA Federal Travel Regulation (FTR)	267	27.1%
GSA Centralized Household Goods Traffic Management Program (CHAMP)	58	5.9%
GSA Move Management Services	74	7.5%
GSA web site	49	5.0%
Other employee at your agency	527	53.6%

Other (please specify)	160	16.3%
Third-party counseling services (vendors)	217	22.1%

Question: Please rate the following relocation allowance entitlements in rank order 1-3, with 1 being the best.

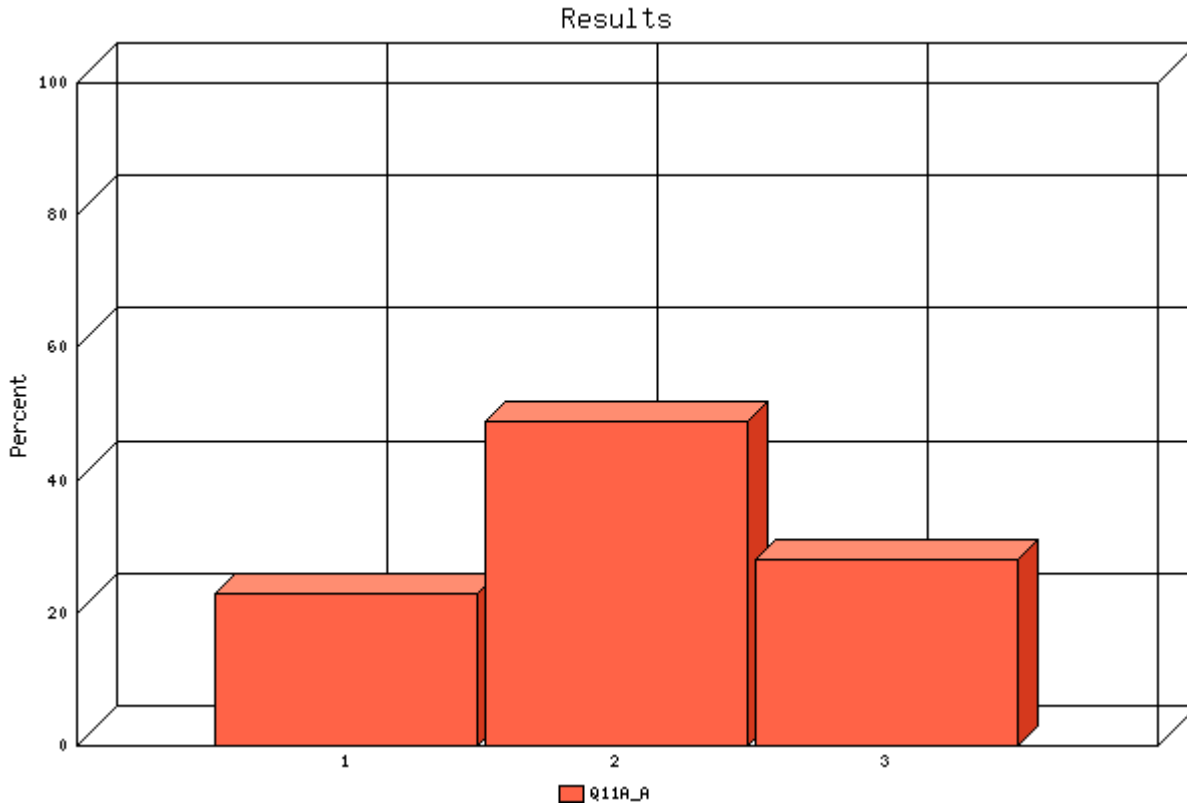
Topic: Agency relocation specialists



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
1	442	56.4%	44.9%	44.9%	Minimum Value	1.00
2	183	23.4%	18.6%	18.6%	Maximum Value	3.00
3	158	20.2%	16.1%	16.1%	Average	1.64
Not Answered	201	N/A	20.4%	20.4%	Sum	1282
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.80
Total	984	100%	100%	100%	Median	1
					Mode	1

Question: Please rate the following relocation allowance entitlements in rank order 1-3, with 1 being the best.

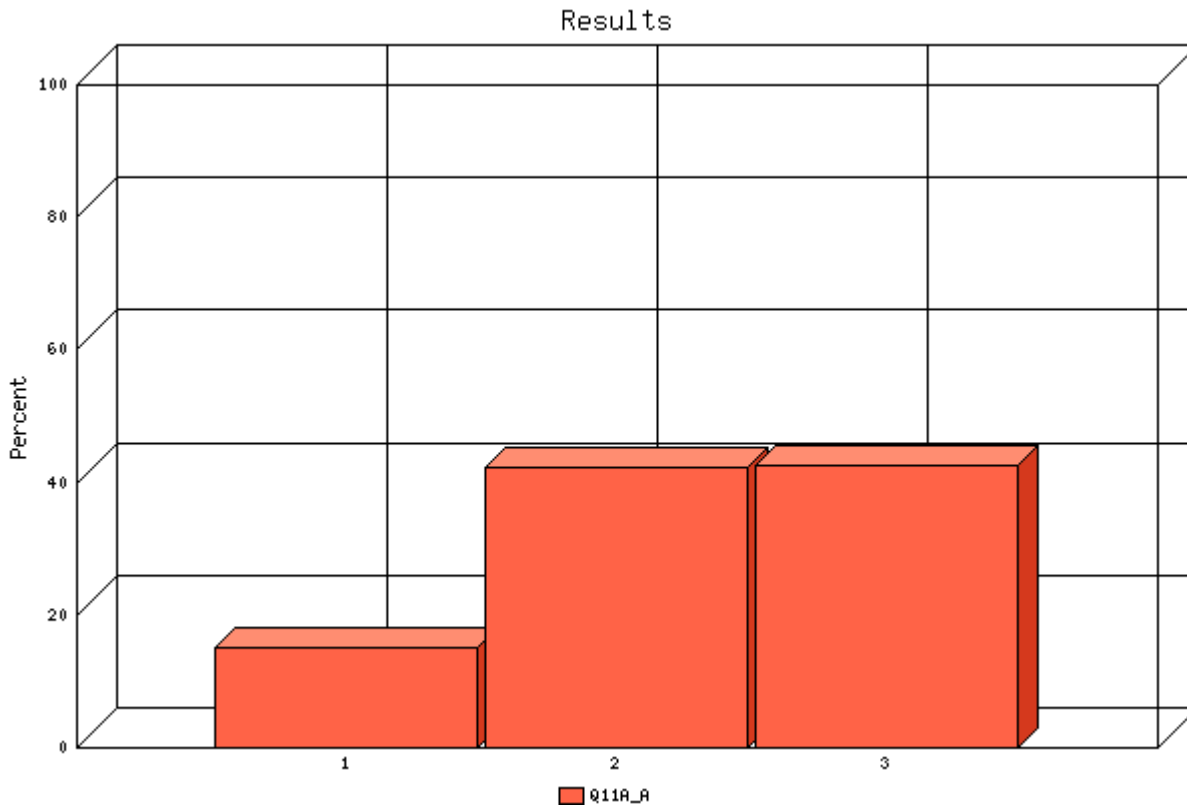
Topic: Agency or third-party written guidance



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
1	115	23.0%	11.7%	11.7%	Minimum Value	1.00
2	244	48.9%	24.8%	24.8%	Maximum Value	3.00
3	140	28.1%	14.2%	14.2%	Average	2.05
Not Answered	485	N/A	49.3%	49.3%	Sum	1023
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.71
Total	984	100%	100%	100%	Median	2
					Mode	2

Question: Please rate the following relocation allowance entitlements in rank order 1-3, with 1 being the best.

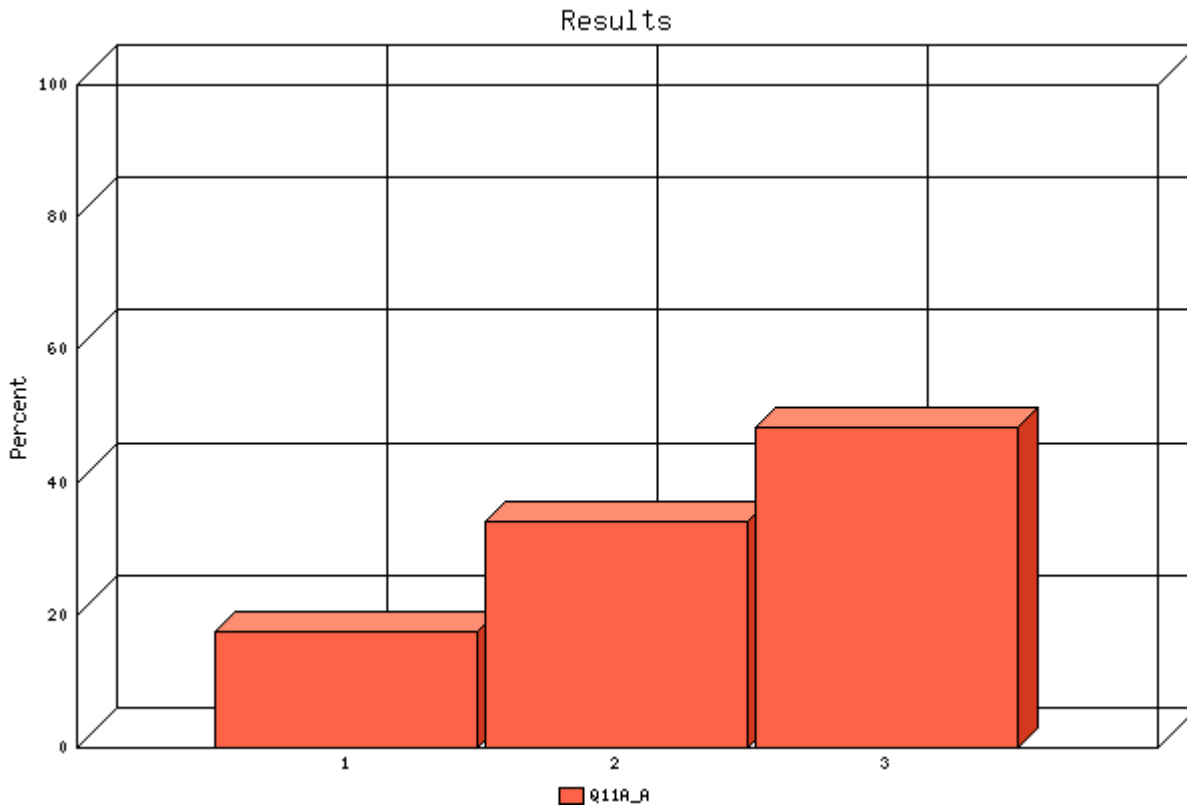
Topic: Agency web site



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
1	43	15.1%	4.4%	4.4%	Minimum Value	1.00
2	120	42.3%	12.2%	12.2%	Maximum Value	3.00
3	121	42.6%	12.3%	12.3%	Average	2.27
Not Answered	700	N/A	71.1%	71.1%	Sum	646
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.71
Total	984	100%	100%	100%	Median	2
					Mode	3

Question: Please rate the following relocation allowance entitlements in rank order 1-3, with 1 being the best.

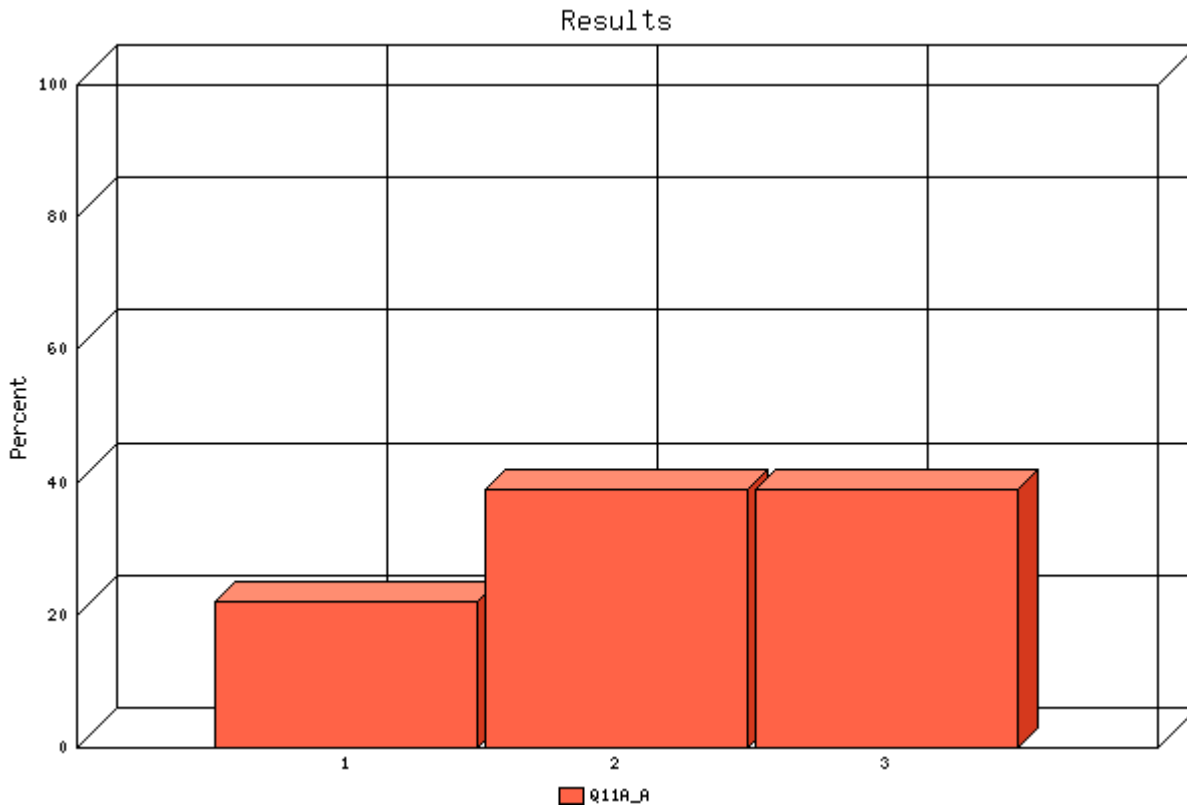
Topic: GSA Federal Travel Regulation (FTR)



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
1	45	17.6%	4.6%	4.6%	Minimum Value	1.00
2	87	34.0%	8.8%	8.8%	Maximum Value	3.00
3	124	48.4%	12.6%	12.6%	Average	2.31
Not Answered	728	N/A	74.0%	74.0%	Sum	591
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.75
Total	984	100%	100%	100%	Median	2
					Mode	3

Question: Please rate the following relocation allowance entitlements in rank order 1-3, with 1 being the best.

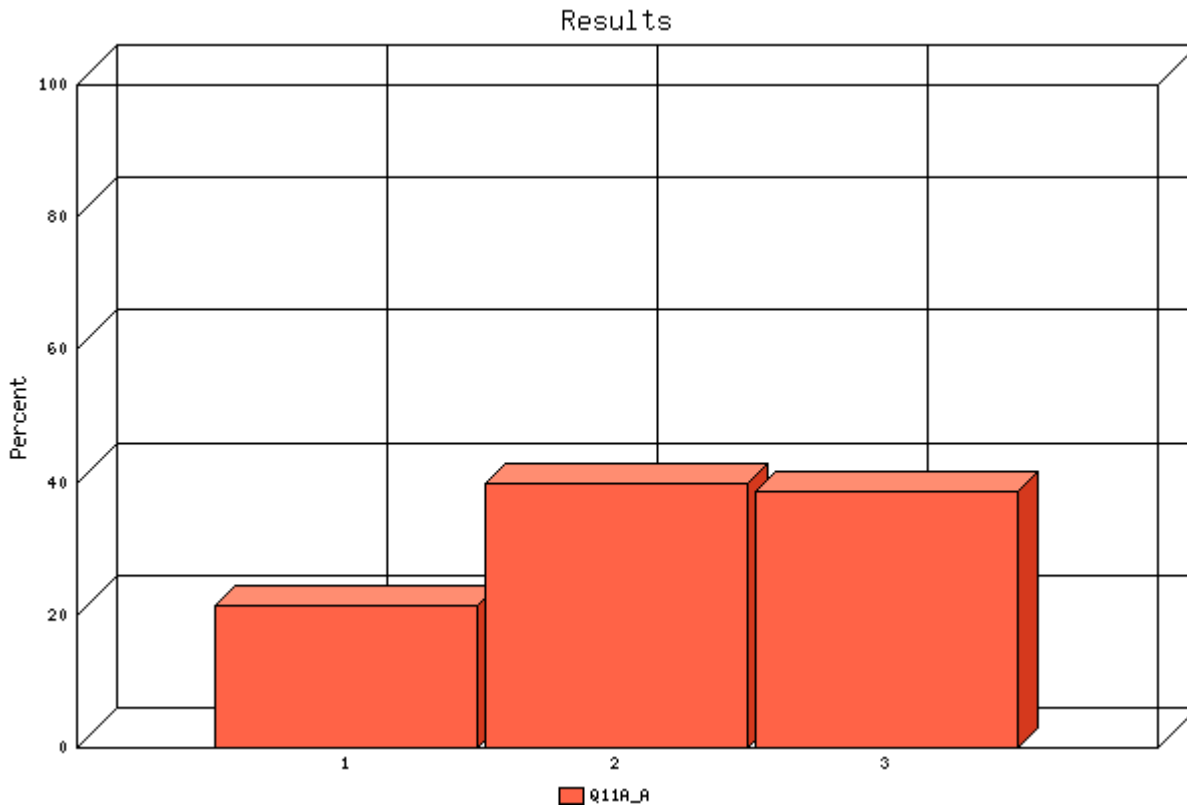
Topic: GSA Centralized Household Goods Traffic Management Program (CHAMP)



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
1	13	22.0%	1.3%	1.3%	Minimum Value	1.00
2	23	39.0%	2.3%	2.3%	Maximum Value	3.00
3	23	39.0%	2.3%	2.3%	Average	2.17
Not Answered	925	N/A	94.0%	94.0%	Sum	128
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.77
Total	984	100%	100%	100%	Median	2
					Mode	Multi-Modal

Question: Please rate the following relocation allowance entitlements in rank order 1-3, with 1 being the best.

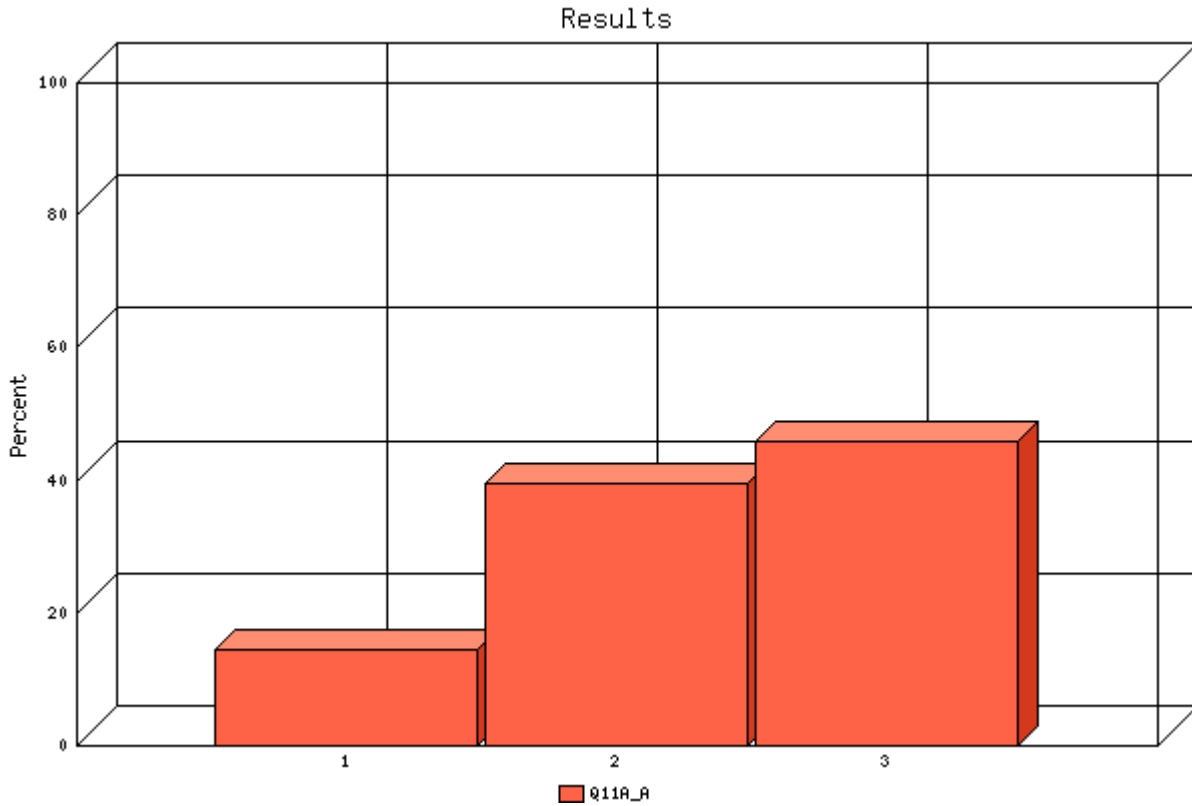
Topic: GSA Move Management Services



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
1	16	21.3%	1.6%	1.6%	Minimum Value	1.00
2	30	40.0%	3.0%	3.0%	Maximum Value	3.00
3	29	38.7%	2.9%	2.9%	Average	2.17
Not Answered	909	N/A	92.4%	92.4%	Sum	163
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.76
Total	984	100%	100%	100%	Median	2
					Mode	2

Question: Please rate the following relocation allowance entitlements in rank order 1-3, with 1 being the best.

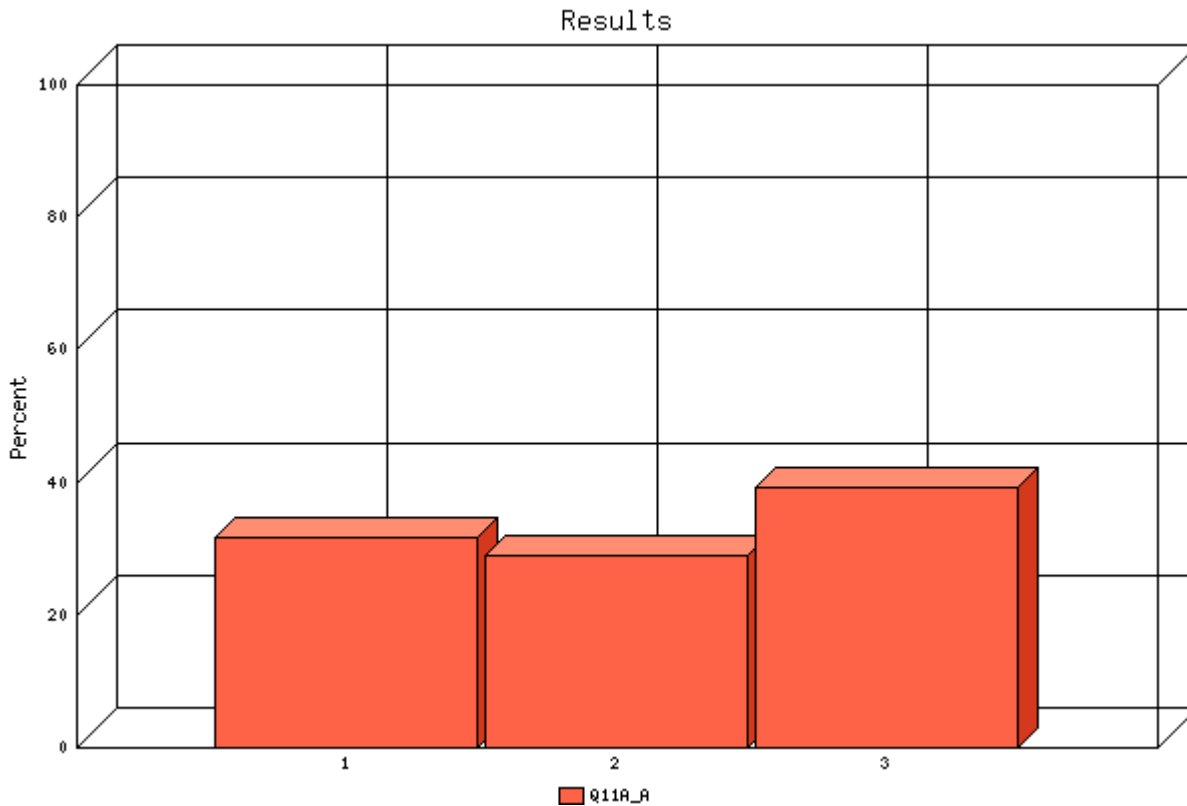
Topic: GSA web site



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
1	7	14.6%	0.7%	0.7%	Minimum Value	1.00
2	19	39.6%	1.9%	1.9%	Maximum Value	3.00
3	22	45.8%	2.2%	2.2%	Average	2.31
Not Answered	936	N/A	95.1%	95.1%	Sum	111
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.72
Total	984	100%	100%	100%	Median	2
					Mode	3

Question: Please rate the following relocation allowance entitlements in rank order 1-3, with 1 being the best.

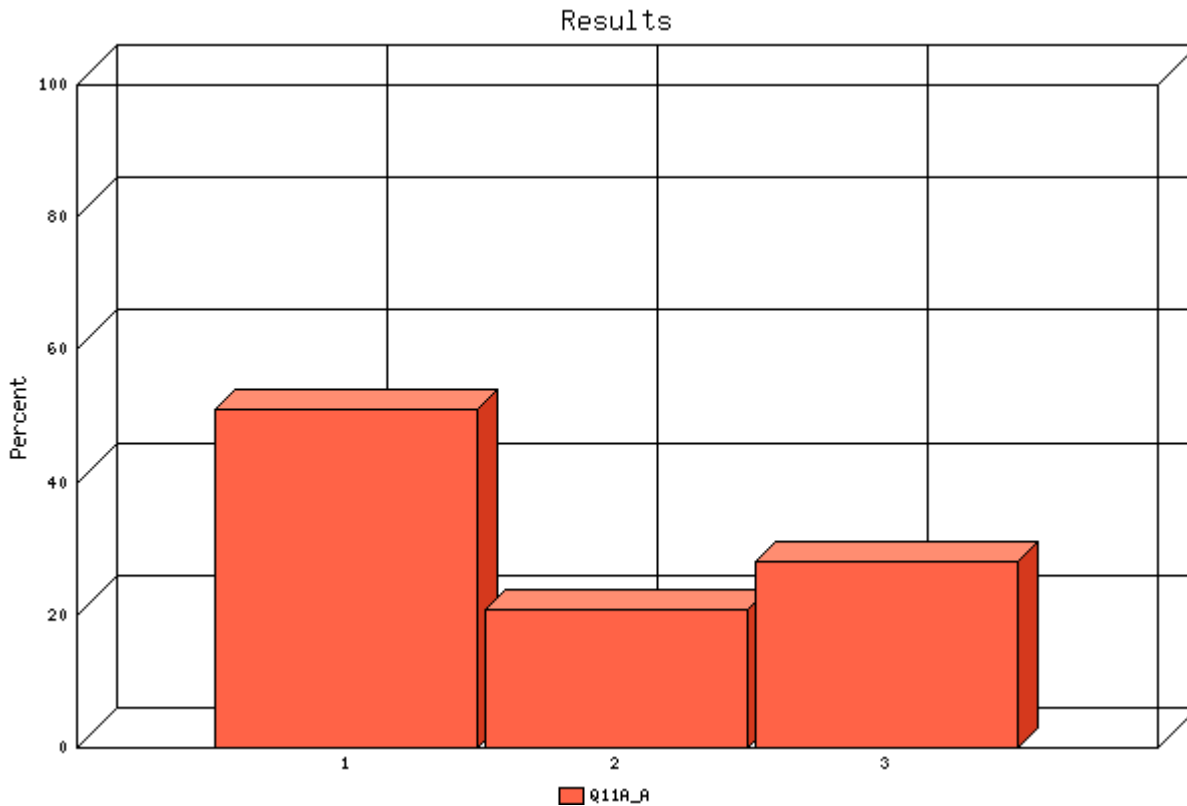
Topic: Other employee at your agency



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
1	164	31.8%	16.7%	16.7%	Minimum Value	1.00
2	149	28.9%	15.1%	15.1%	Maximum Value	3.00
3	203	39.3%	20.6%	20.6%	Average	2.08
Not Answered	468	N/A	47.6%	47.6%	Sum	1071
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.84
Total	984	100%	100%	100%	Median	2
					Mode	3

Question: Please rate the following relocation allowance entitlements in rank order 1-3, with 1 being the best.

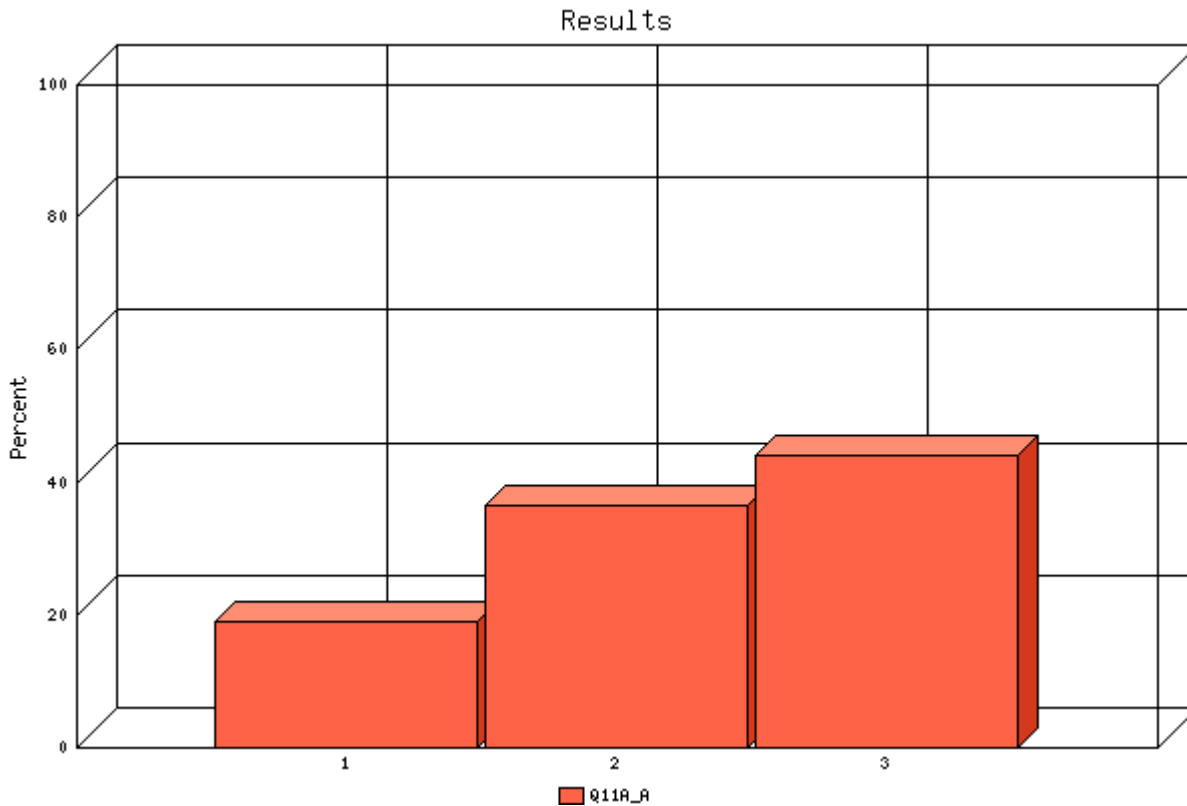
Topic: %Q11Specified_9%



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
1	78	51.0%	7.9%	7.9%	Minimum Value	1.00
2	32	20.9%	3.3%	3.3%	Maximum Value	3.00
3	43	28.1%	4.4%	4.4%	Average	1.77
Not Answered	831	N/A	84.5%	84.5%	Sum	271
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.86
Total	984	100%	100%	100%	Median	1
					Mode	1

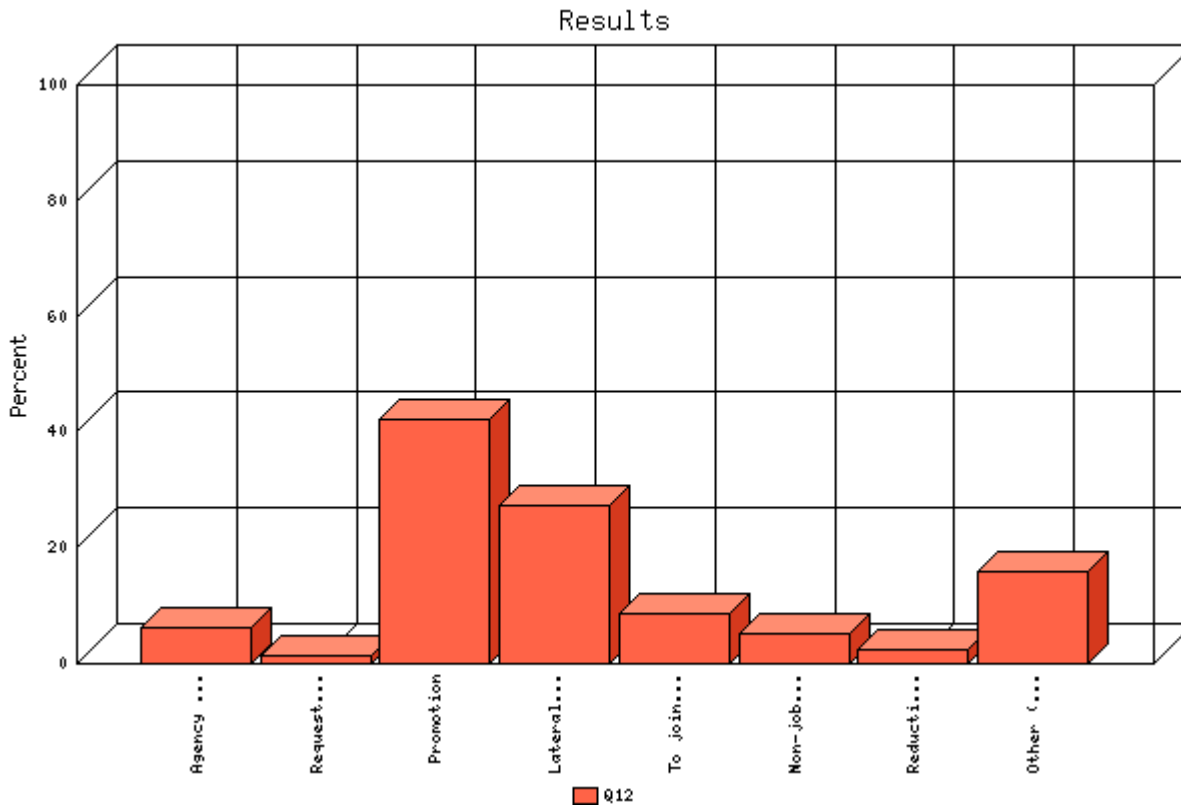
Question: Please rate the following relocation allowance entitlements in rank order 1-3, with 1 being the best.

Topic: Third-party counseling services (vendors)



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
1	41	19.1%	4.2%	4.2%	Minimum Value	1.00
2	79	36.7%	8.0%	8.0%	Maximum Value	3.00
3	95	44.2%	9.7%	9.7%	Average	2.25
Not Answered	769	N/A	78.2%	78.2%	Sum	484
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.76
Total	984	100%	100%	100%	Median	2
					Mode	3

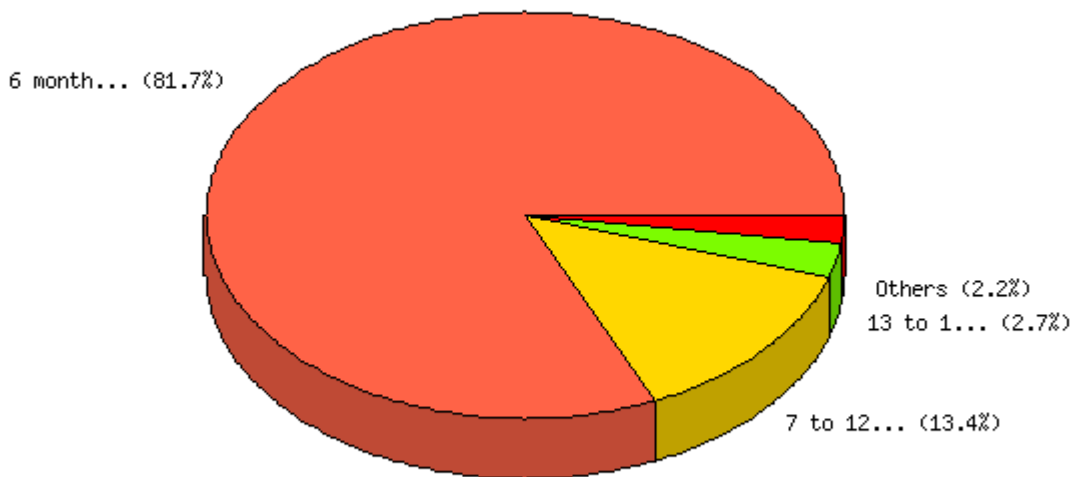
Question: In your most recent move why did you relocate? (Select all that apply)



	Count	% Sample Answered
Agency supervisor/manager request	61	6.2%
Request of Human Resources Office	14	1.4%
Promotion	416	42.3%
Lateral move	269	27.3%
To join another agency	86	8.7%
Non-job related personal goal	50	5.1%
Reduction-in-force	25	2.5%
Other (please specify)	157	16.0%

Question: How many months did it take (from travel authorization to move into permanent residence) to complete your relocation?

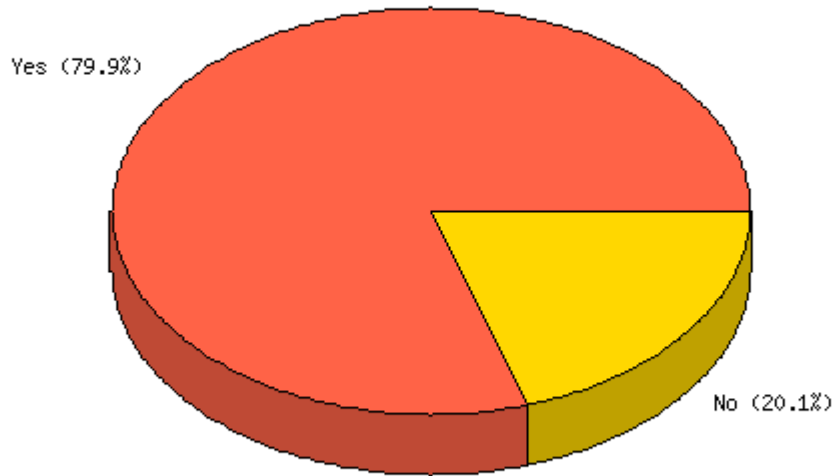
Results



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
6 months or less	793	81.7%	80.6%	80.6%	Minimum Value	1.00
7 to 12 months	130	13.4%	13.2%	13.2%	Maximum Value	5.00
13 to 18 months	26	2.7%	2.6%	2.6%	Average	1.27
					Sum	1229
19 to 24 months	12	1.2%	1.2%	1.2%	Standard Deviation	0.67
25 or more months	10	1.0%	1.0%	1.0%	Median	1
					Mode	1
Not Answered	13	N/A	1.3%	1.3%		
Not Asked	0	N/A	N/A	0.0%		
Total	984	100%	100%	100%		

Question: Did your agency require you to sign a service agreement in exchange for relocation reimbursements

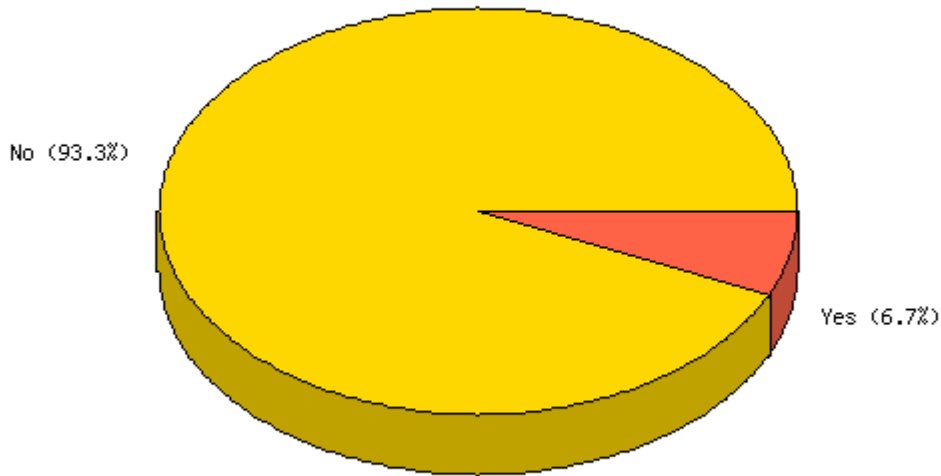
Results



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
Yes	767	79.9%	77.9%	77.9%	Minimum Value	1.00
No	193	20.1%	19.6%	19.6%	Maximum Value	2.00
Not Answered	24	N/A	2.4%	2.4%	Average	1.20
Not Asked	0	N/A	N/A	0.0%	Sum	1153
Total	984	100%	100%	100%	Standard Deviation	0.40
					Median	1
					Mode	1

Question: In addition to covering your relocation costs, did your agency pay you a separate relocation bonus as an incentive to relocate?

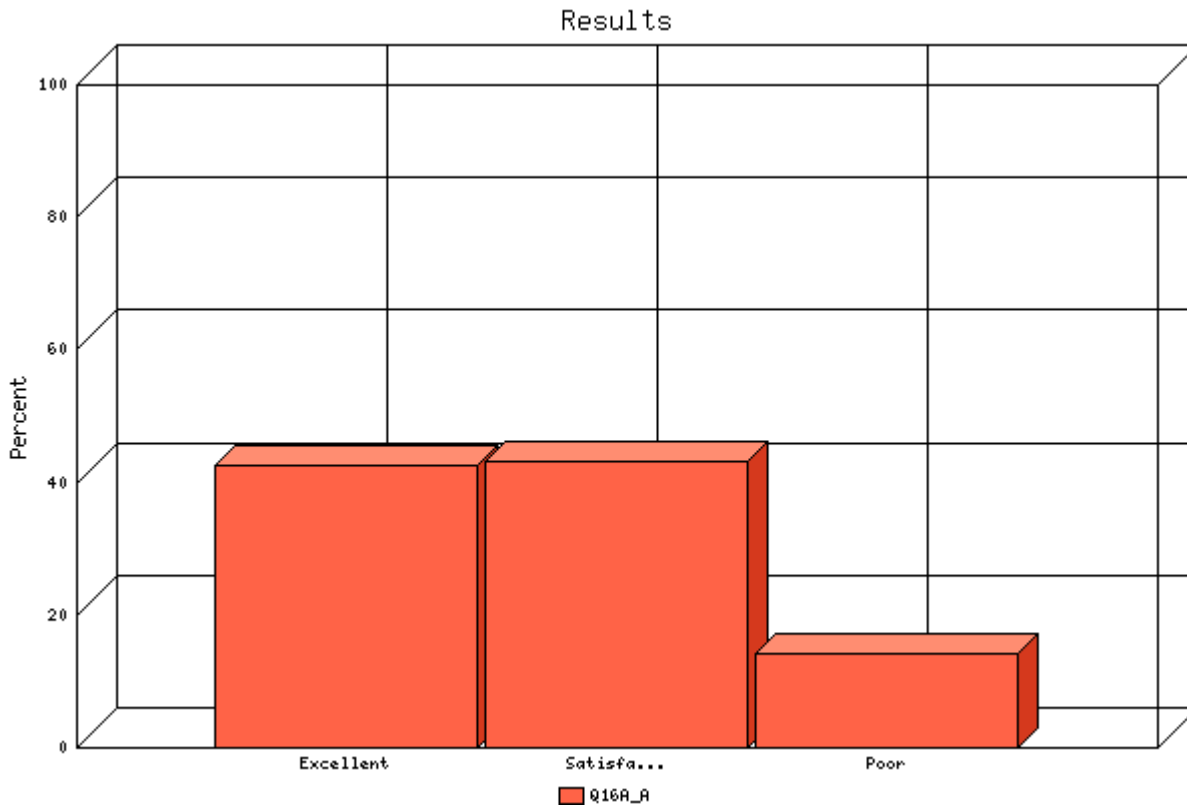
Results



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
Yes	65	6.7%	6.6%	6.6%	Minimum Value	1.00
No	909	93.3%	92.4%	92.4%	Maximum Value	2.00
Not Answered	10	N/A	1.0%	1.0%	Average	1.93
Not Asked	0	N/A	N/A	0.0%	Sum	1883
Total	984	100%	100%	100%	Standard Deviation	0.25
					Median	2
					Mode	2

Question: Satisfaction with relocation services received (for each of the following elements, please rate your satisfaction level):

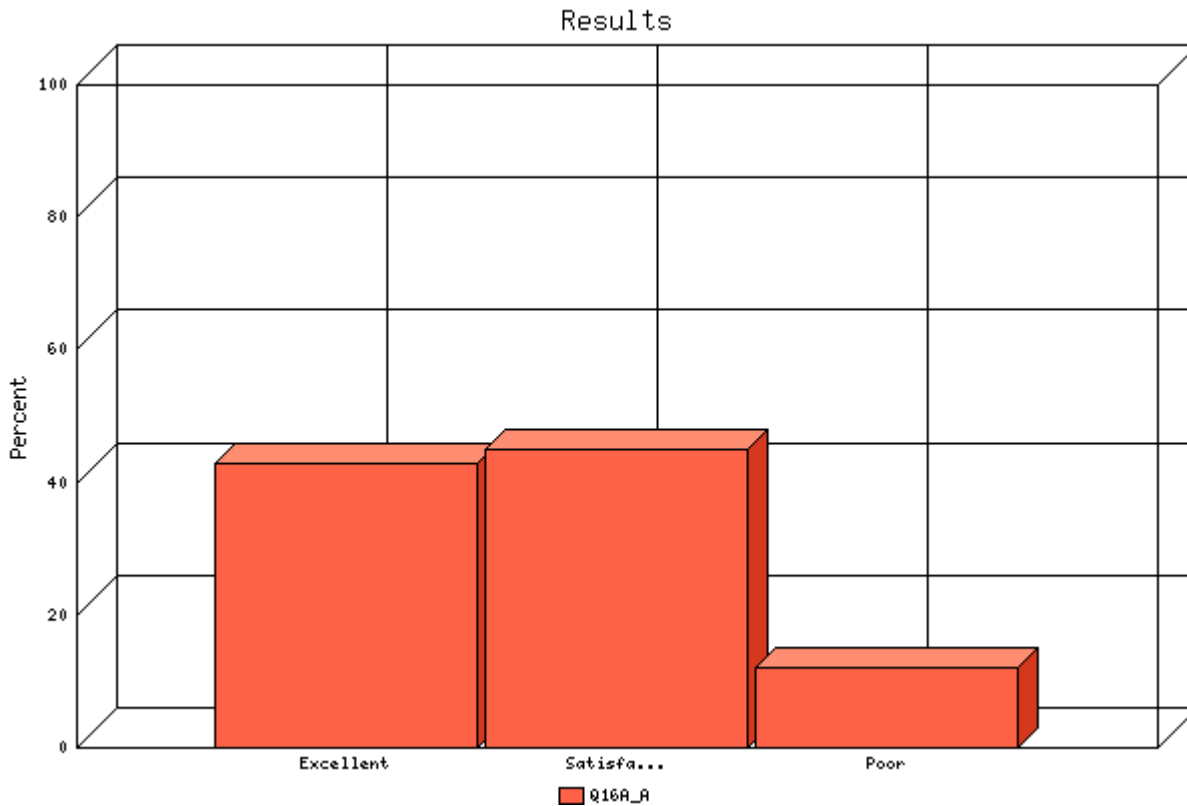
Topic: Shipment of Household Goods (overall satisfaction)



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
Excellent	362	42.5%	36.8%	36.8%	Minimum Value	1.00
Satisfactory	368	43.2%	37.4%	37.4%	Maximum Value	3.00
Poor	122	14.3%	12.4%	12.4%	Average	1.72
Not Answered	132	N/A	13.4%	13.4%	Sum	1464
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.70
Total	984	100%	100%	100%	Median	2
					Mode	2

Question: Satisfaction with relocation services received (for each of the following elements, please rate your satisfaction level):

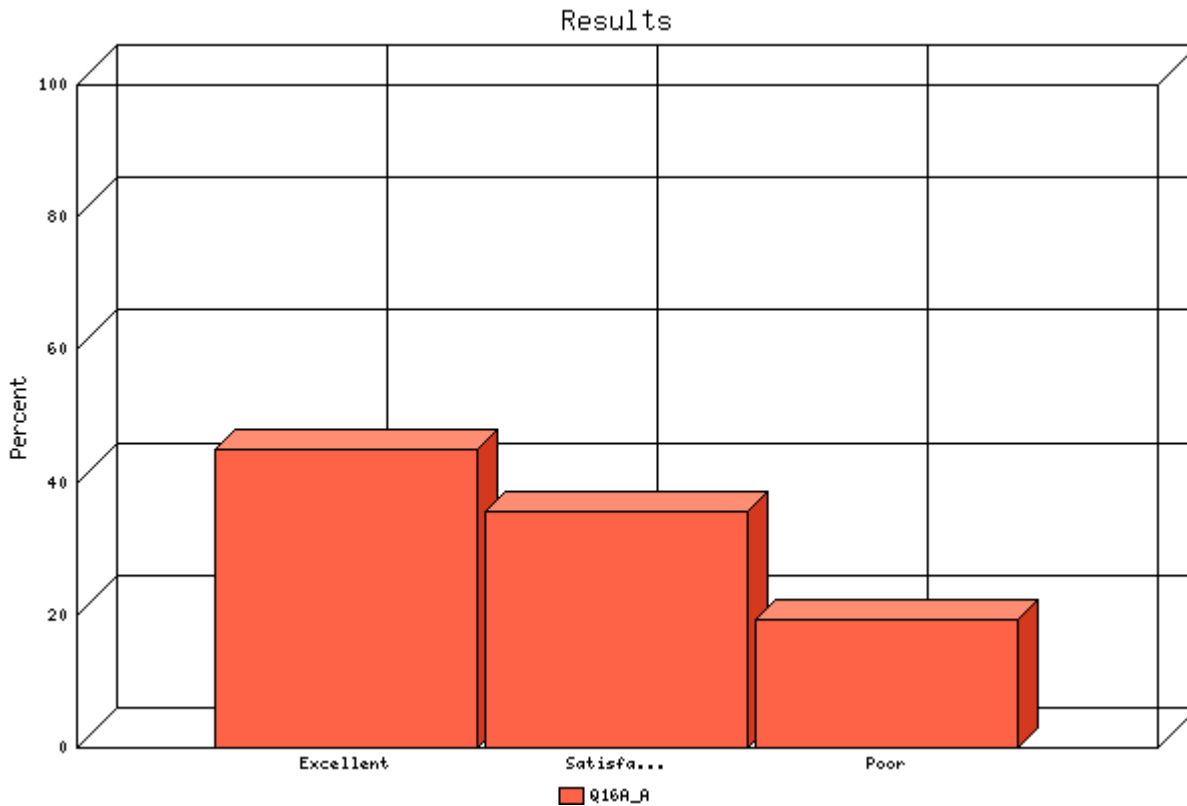
Topic: Household Goods Counselor



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
Excellent	385	42.9%	39.1%	39.1%	Minimum Value	1.00
Satisfactory	403	44.9%	41.0%	41.0%	Maximum Value	3.00
Poor	109	12.2%	11.1%	11.1%	Average	1.69
Not Answered	87	N/A	8.8%	8.8%	Sum	1518
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.68
Total	984	100%	100%	100%	Median	2
					Mode	2

Question: Satisfaction with relocation services received (for each of the following elements, please rate your satisfaction level):

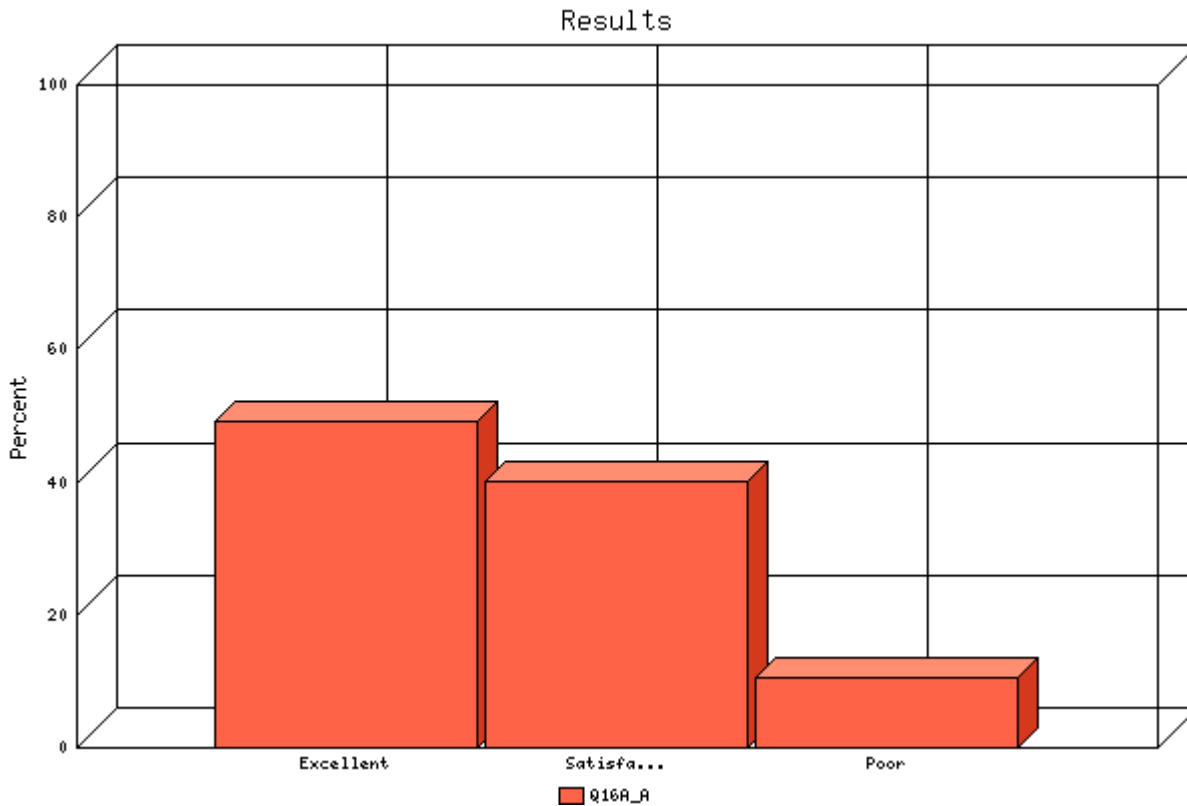
Topic: Packing Crew



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
Excellent	412	45.1%	41.9%	41.9%	Minimum Value	1.00
Satisfactory	326	35.7%	33.1%	33.1%	Maximum Value	3.00
Poor	176	19.3%	17.9%	17.9%	Average	1.74
Not Answered	70	N/A	7.1%	7.1%	Sum	1592
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.76
Total	984	100%	100%	100%	Median	2
					Mode	1

Question: Satisfaction with relocation services received (for each of the following elements, please rate your satisfaction level):

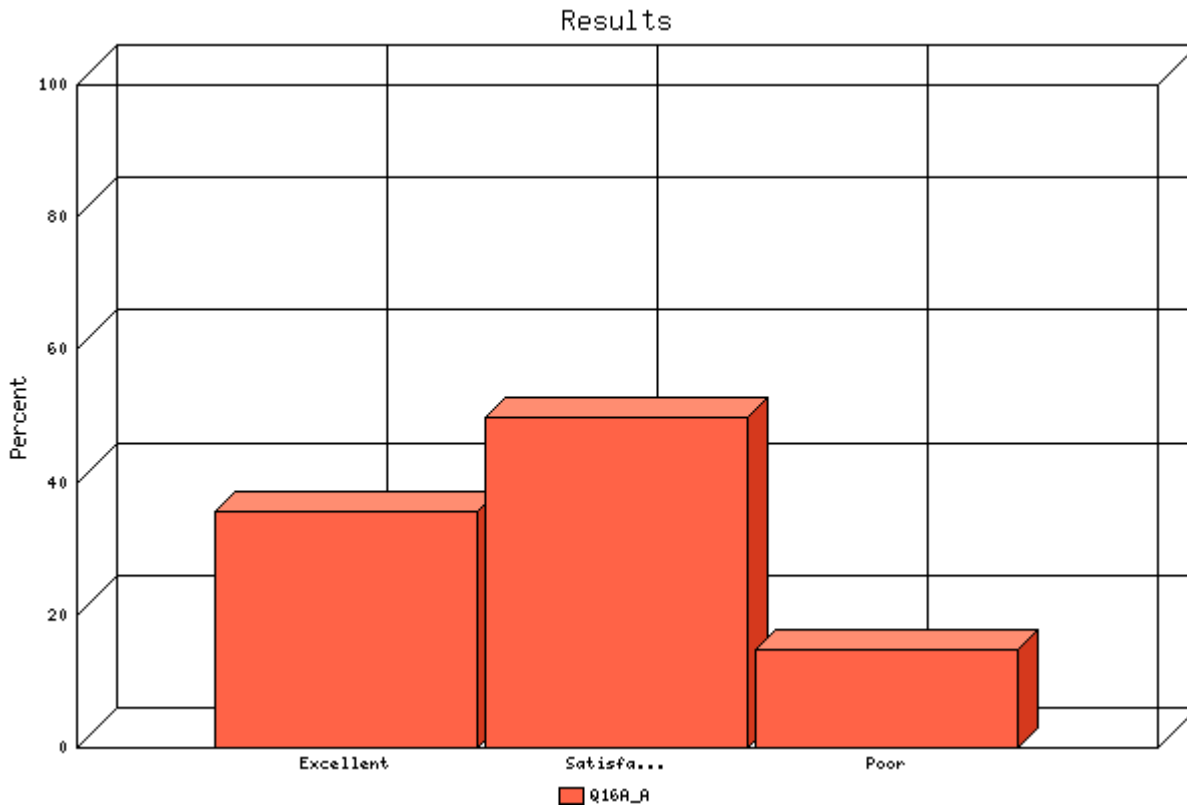
Topic: Driver



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
Excellent	437	49.2%	44.4%	44.4%	Minimum Value	1.00
Satisfactory	358	40.3%	36.4%	36.4%	Maximum Value	3.00
Poor	93	10.5%	9.5%	9.5%	Average	1.61
Not Answered	96	N/A	9.8%	9.8%	Sum	1432
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.67
Total	984	100%	100%	100%	Median	2
					Mode	1

Question: Satisfaction with relocation services received (for each of the following elements, please rate your satisfaction level):

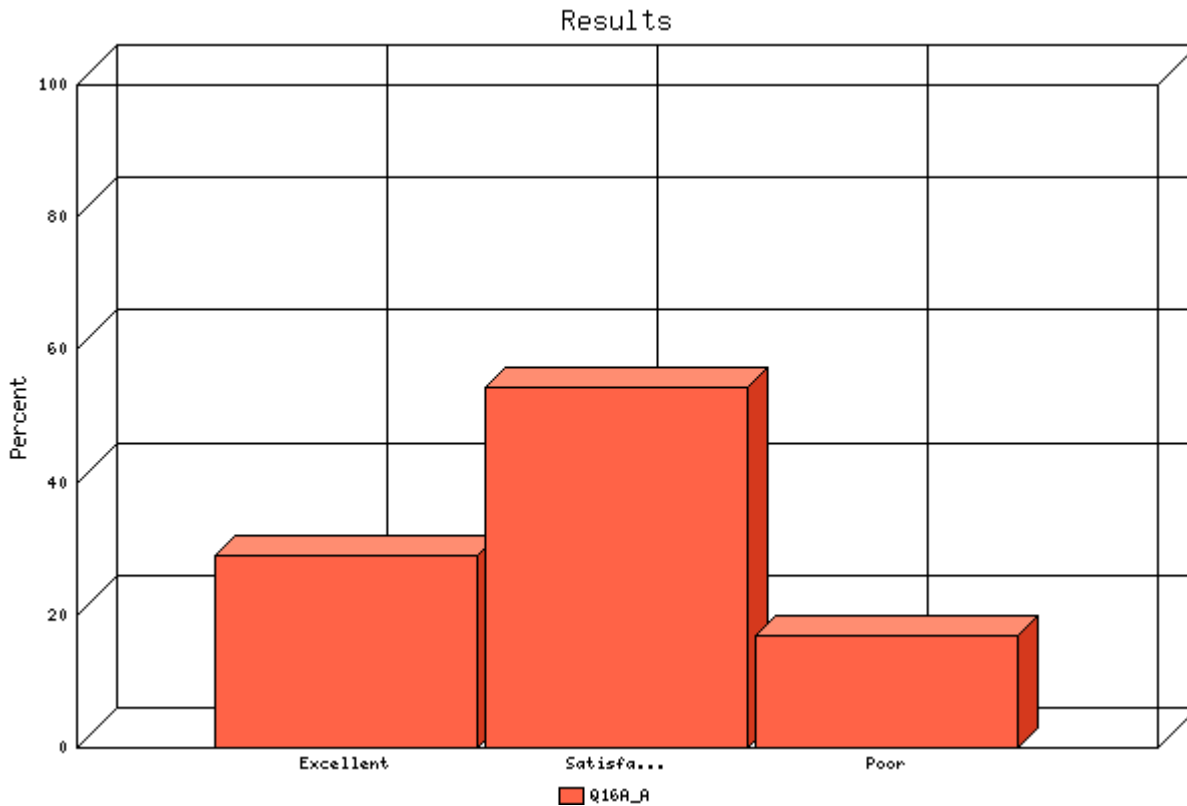
Topic: Storage of Household Goods



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
Excellent	263	35.5%	26.7%	26.7%	Minimum Value	1.00
Satisfactory	369	49.8%	37.5%	37.5%	Maximum Value	3.00
Poor	109	14.7%	11.1%	11.1%	Average	1.79
Not Answered	243	N/A	24.7%	24.7%	Sum	1328
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.68
Total	984	100%	100%	100%	Median	2
					Mode	2

Question: Satisfaction with relocation services received (for each of the following elements, please rate your satisfaction level):

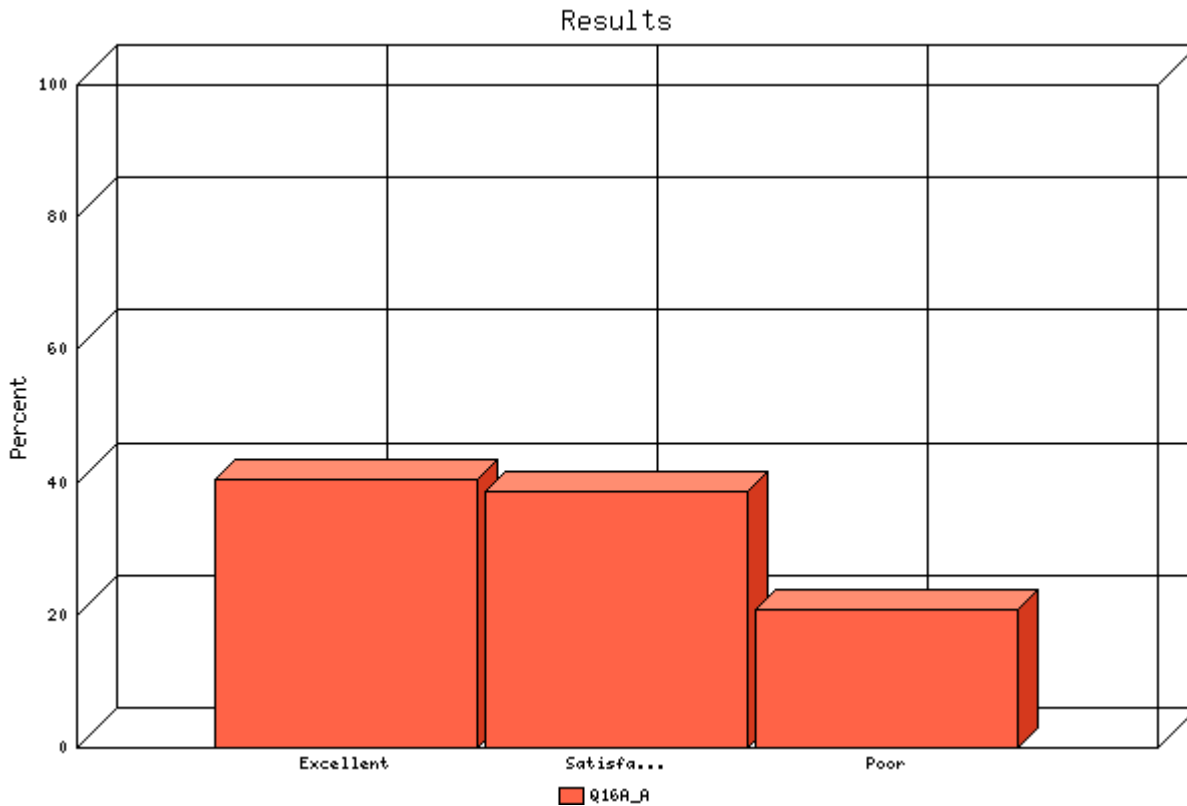
Topic: Shipment of Vehicle(s)



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
Excellent	112	28.9%	11.4%	11.4%	Minimum Value	1.00
Satisfactory	211	54.4%	21.4%	21.4%	Maximum Value	3.00
Poor	65	16.8%	6.6%	6.6%	Average	1.88
Not Answered	596	N/A	60.6%	60.6%	Sum	729
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.67
Total	984	100%	100%	100%	Median	2
					Mode	2

Question: Satisfaction with relocation services received (for each of the following elements, please rate your satisfaction level):

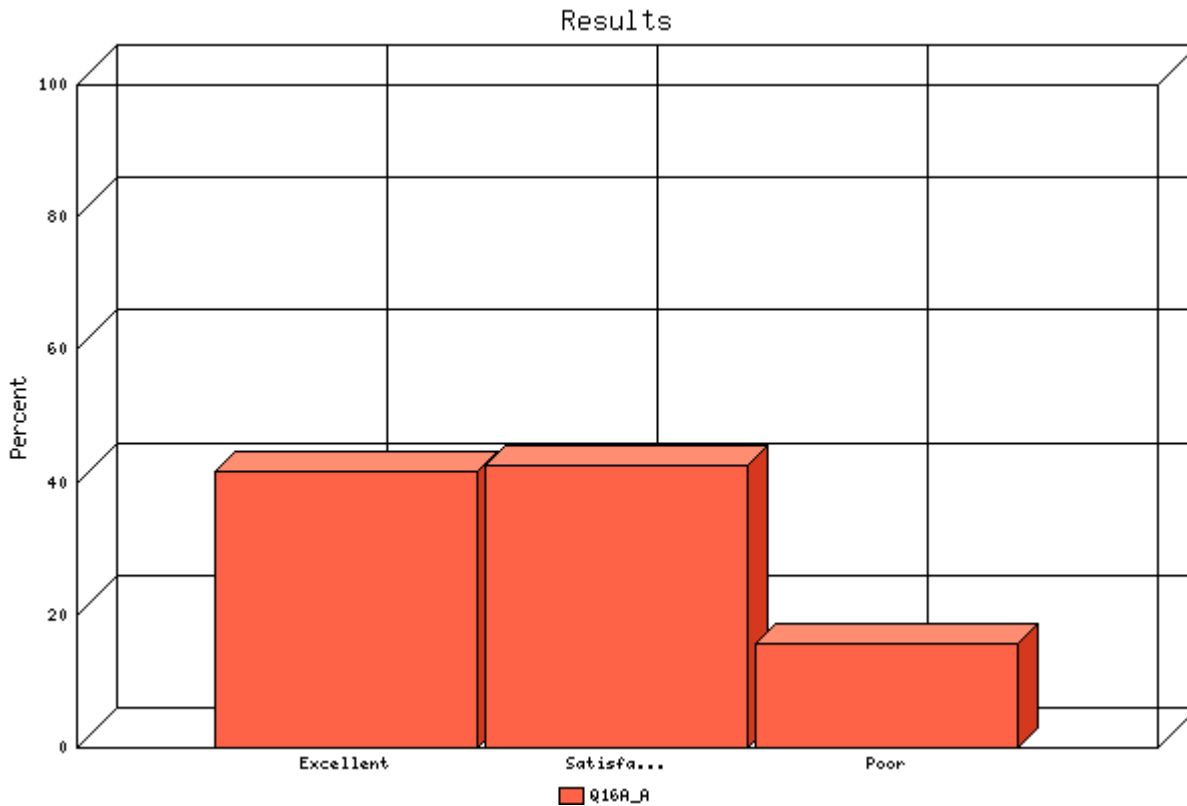
Topic: Home Transactions-Selling



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
Excellent	243	40.6%	24.7%	24.7%	Minimum Value	1.00
Satisfactory	231	38.6%	23.5%	23.5%	Maximum Value	3.00
Poor	124	20.7%	12.6%	12.6%	Average	1.80
Not Answered	386	N/A	39.2%	39.2%	Sum	1077
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.76
Total	984	100%	100%	100%	Median	2
					Mode	1

Question: Satisfaction with relocation services received (for each of the following elements, please rate your satisfaction level):

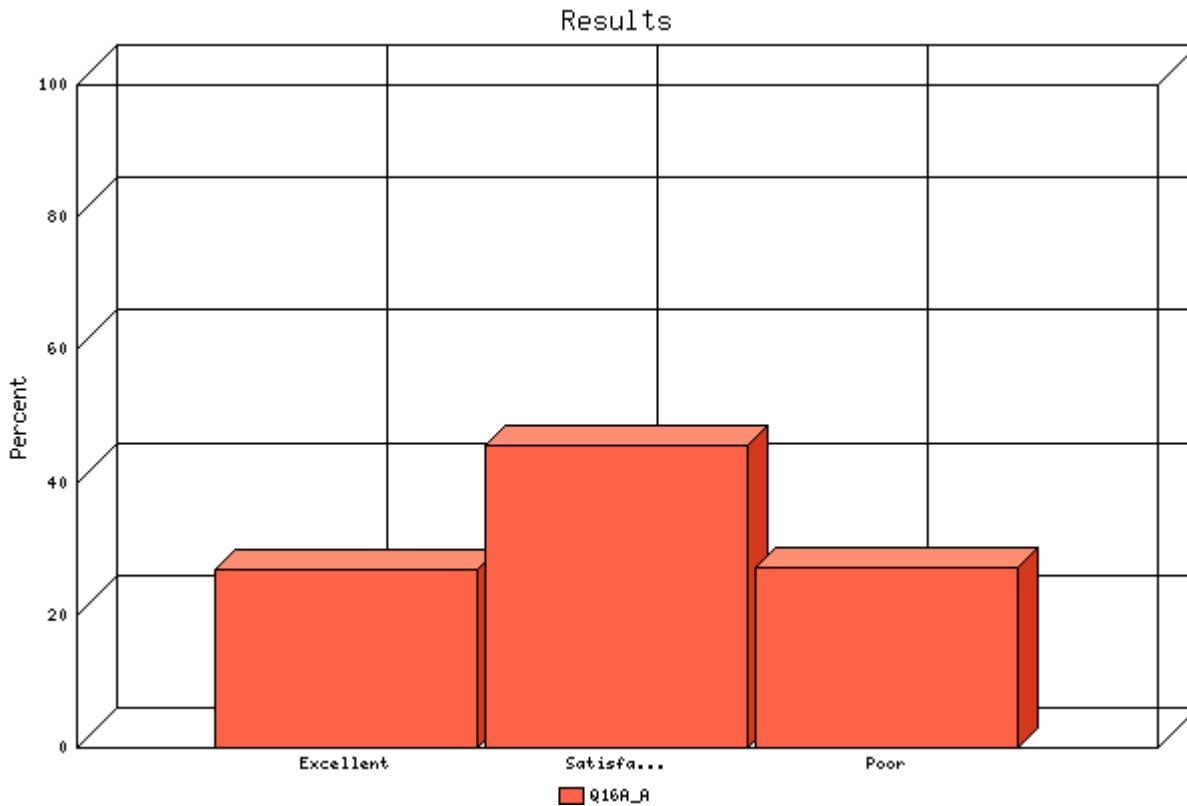
Topic: Home Transactions- Buying



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
Excellent	260	41.8%	26.4%	26.4%	Minimum Value	1.00
Satisfactory	265	42.6%	26.9%	26.9%	Maximum Value	3.00
Poor	97	15.6%	9.9%	9.9%	Average	1.74
Not Answered	362	N/A	36.8%	36.8%	Sum	1081
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.71
Total	984	100%	100%	100%	Median	2
					Mode	2

Question: Satisfaction with relocation services received (for each of the following elements, please rate your satisfaction level):

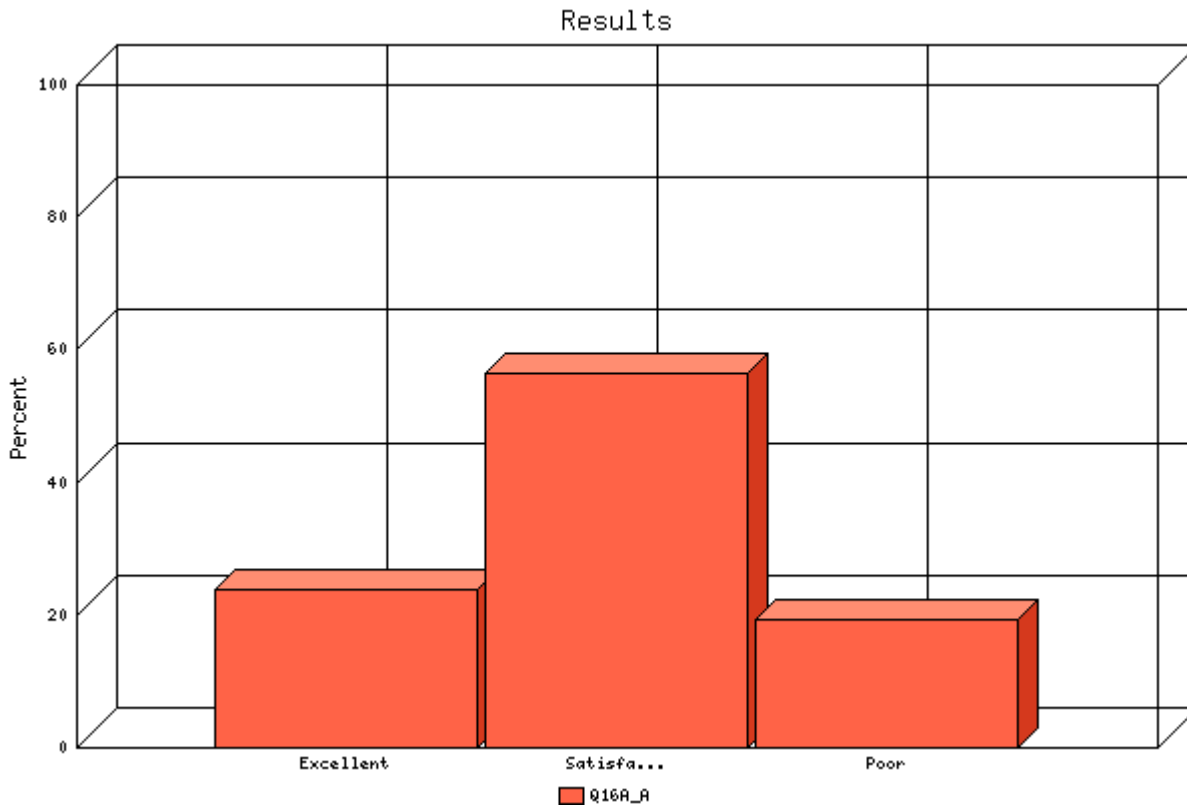
Topic: Home Transactions-Renting



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
Excellent	94	27.0%	9.6%	9.6%	Minimum Value	1.00
Satisfactory	159	45.7%	16.2%	16.2%	Maximum Value	3.00
Poor	95	27.3%	9.7%	9.7%	Average	2.00
Not Answered	636	N/A	64.6%	64.6%	Sum	697
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.74
Total	984	100%	100%	100%	Median	2
					Mode	2

Question: Satisfaction with relocation services received (for each of the following elements, please rate your satisfaction level):

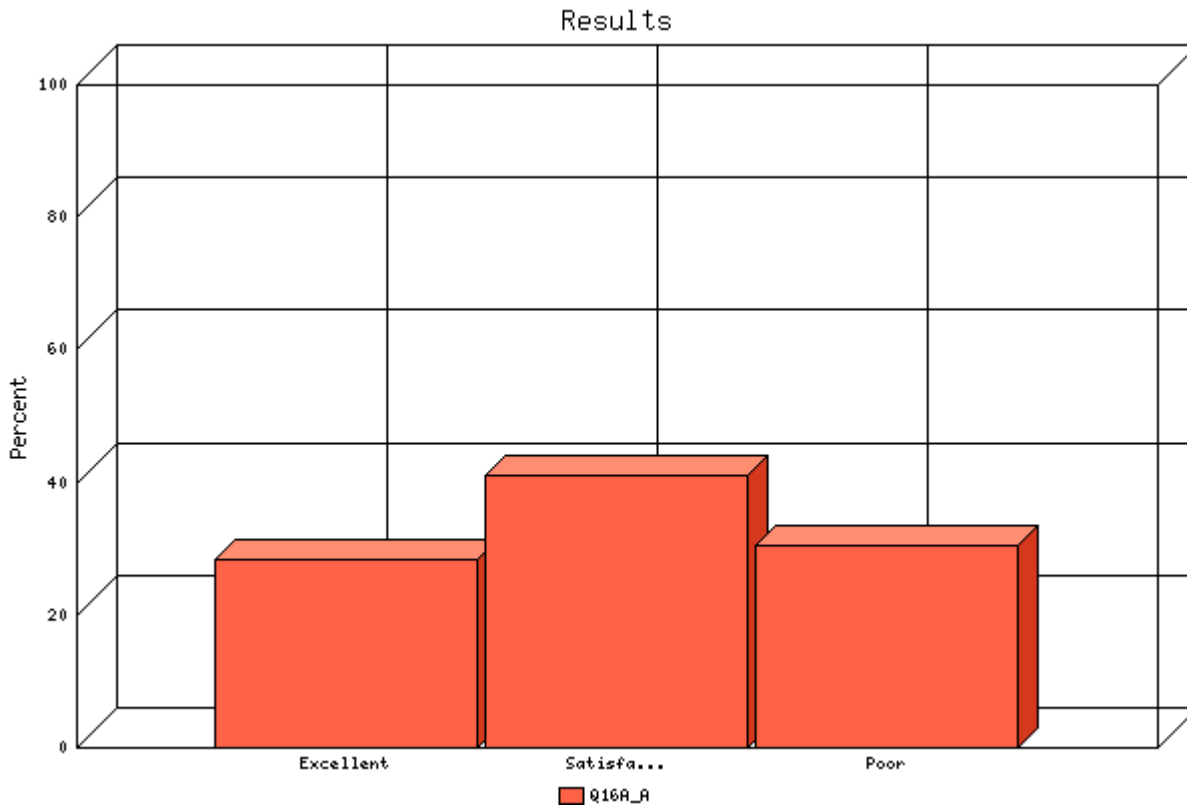
Topic: Home Transactions - Property management



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
Excellent	68	24.0%	6.9%	6.9%	Minimum Value	1.00
Satisfactory	160	56.5%	16.3%	16.3%	Maximum Value	3.00
Poor	55	19.4%	5.6%	5.6%	Average	1.95
Not Answered	701	N/A	71.2%	71.2%	Sum	553
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.66
Total	984	100%	100%	100%	Median	2
					Mode	2

Question: Satisfaction with relocation services received (for each of the following elements, please rate your satisfaction level):

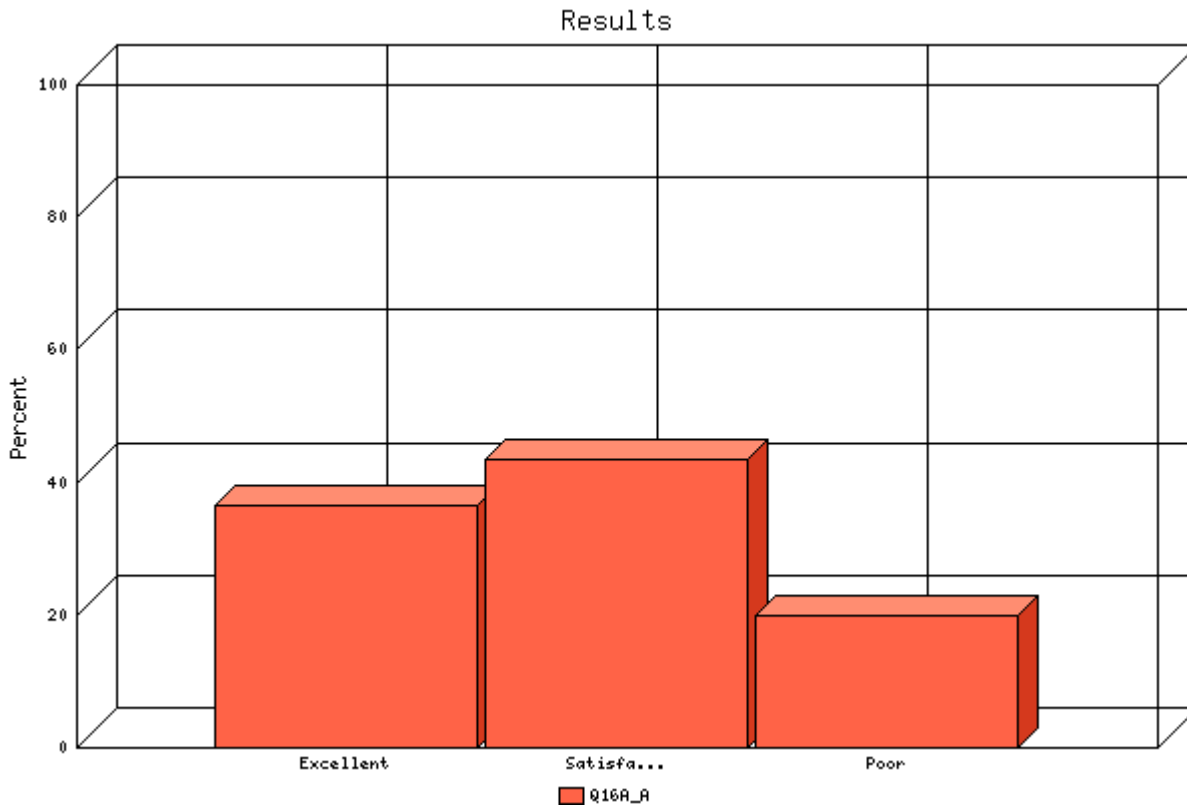
Topic: Destination Services (finding a new home)



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
Excellent	168	28.5%	17.1%	17.1%	Minimum Value	1.00
Satisfactory	242	41.0%	24.6%	24.6%	Maximum Value	3.00
Poor	180	30.5%	18.3%	18.3%	Average	2.02
Not Answered	394	N/A	40.0%	40.0%	Sum	1192
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.77
Total	984	100%	100%	100%	Median	2
					Mode	2

Question: Satisfaction with relocation services received (for each of the following elements, please rate your satisfaction level):

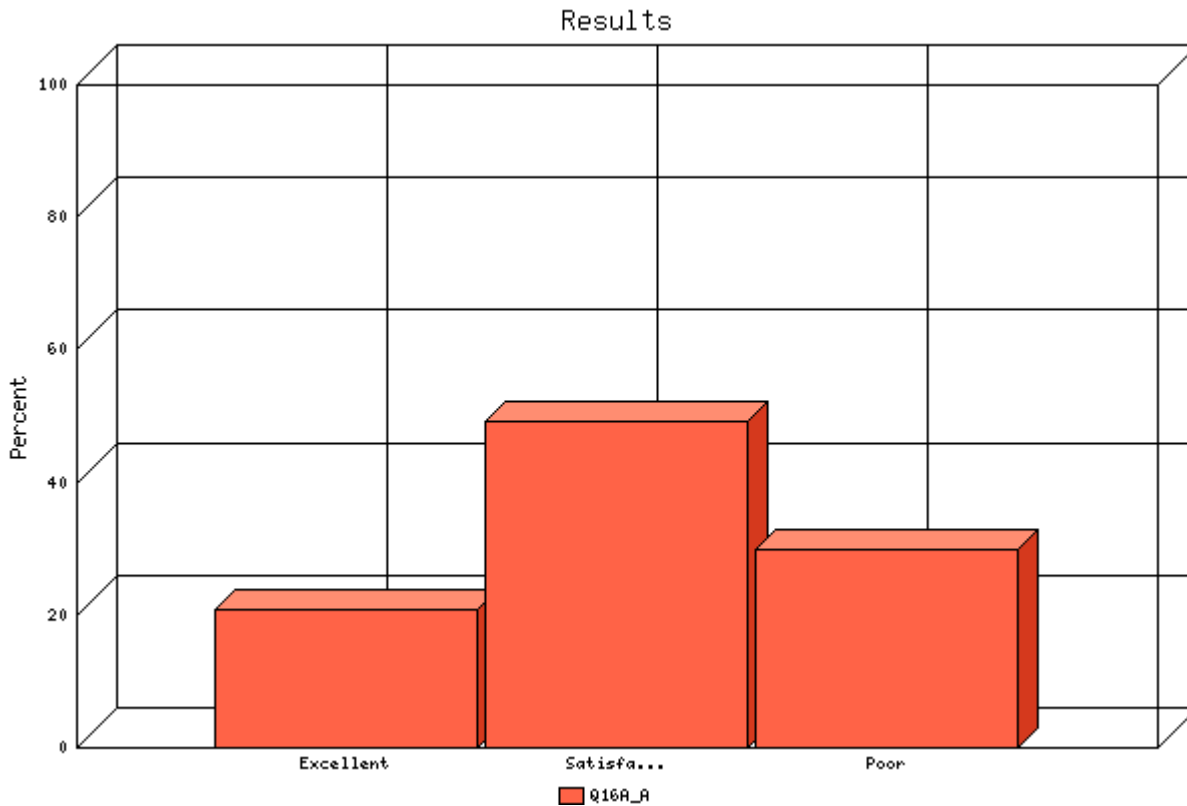
Topic: Expense Management (Processing of Relocation expenses)



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
Excellent	314	36.6%	31.9%	31.9%	Minimum Value	1.00
Satisfactory	373	43.5%	37.9%	37.9%	Maximum Value	3.00
Poor	171	19.9%	17.4%	17.4%	Average	1.83
Not Answered	126	N/A	12.8%	12.8%	Sum	1573
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.73
Total	984	100%	100%	100%	Median	2
					Mode	2

Question: Satisfaction with relocation services received (for each of the following elements, please rate your satisfaction level):

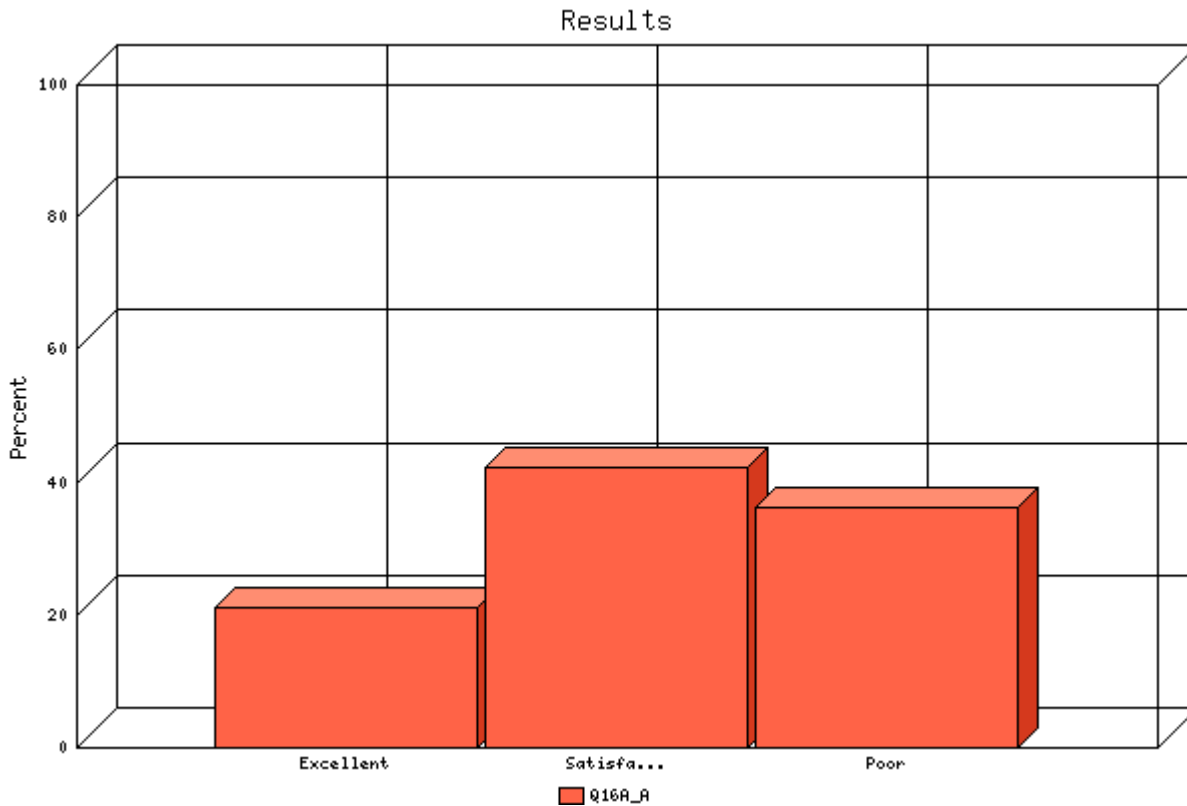
Topic: Spousal Services



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
Excellent	87	20.8%	8.8%	8.8%	Minimum Value	1.00
Satisfactory	206	49.3%	20.9%	20.9%	Maximum Value	3.00
Poor	125	29.9%	12.7%	12.7%	Average	2.09
Not Answered	566	N/A	57.5%	57.5%	Sum	874
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.71
Total	984	100%	100%	100%	Median	2
					Mode	2

Question: Satisfaction with relocation services received (for each of the following elements, please rate your satisfaction level):

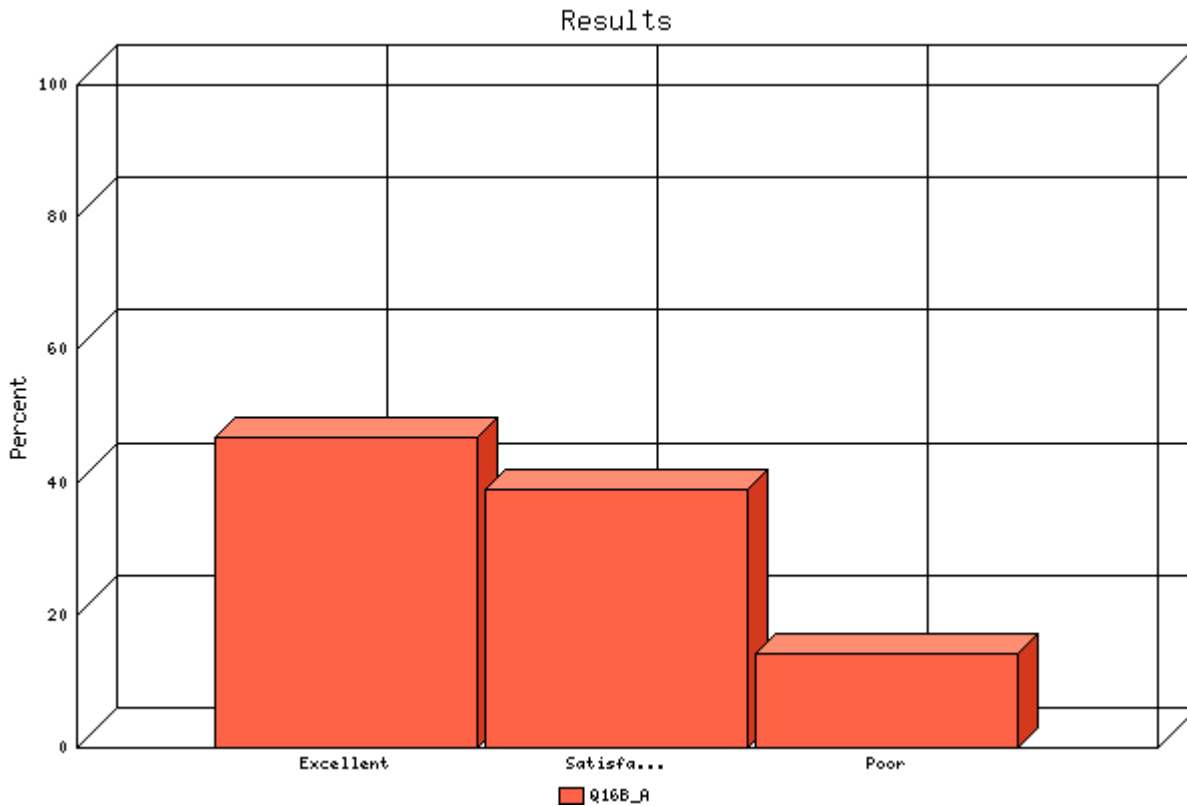
Topic: Entitlement Counseling Services



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
Excellent	109	21.2%	11.1%	11.1%	Minimum Value	1.00
Satisfactory	218	42.4%	22.2%	22.2%	Maximum Value	3.00
Poor	187	36.4%	19.0%	19.0%	Average	2.15
Not Answered	470	N/A	47.8%	47.8%	Sum	1106
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.74
Total	984	100%	100%	100%	Median	2
					Mode	2

Question: Satisfaction with Agency Relocation Specialists (for each of the following elements, please rate your satisfaction level):

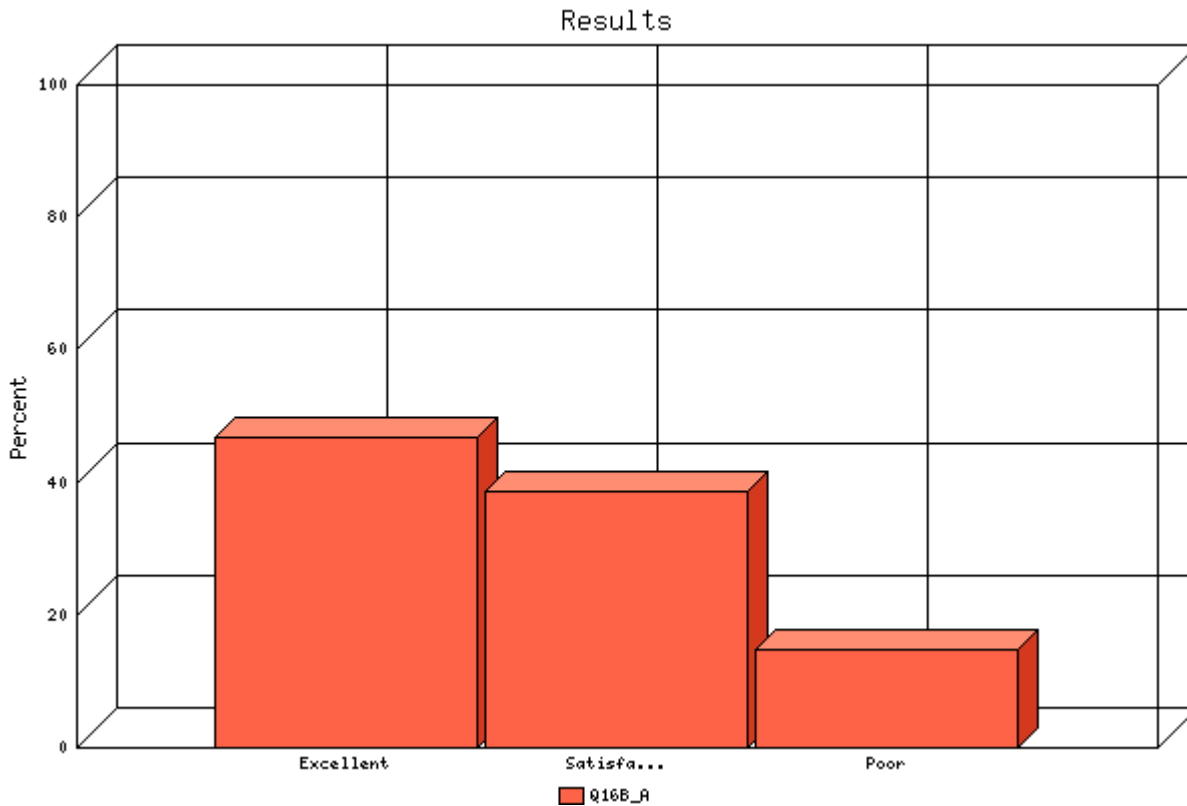
Topic: Communicated information clearly



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
Excellent	449	46.9%	45.6%	45.6%	Minimum Value	1.00
Satisfactory	373	38.9%	37.9%	37.9%	Maximum Value	3.00
Poor	136	14.2%	13.8%	13.8%	Average	1.67
Not Answered	26	N/A	2.6%	2.6%	Sum	1603
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.71
Total	984	100%	100%	100%	Median	2
					Mode	1

Question: Satisfaction with Agency Relocation Specialists (for each of the following elements, please rate your satisfaction level):

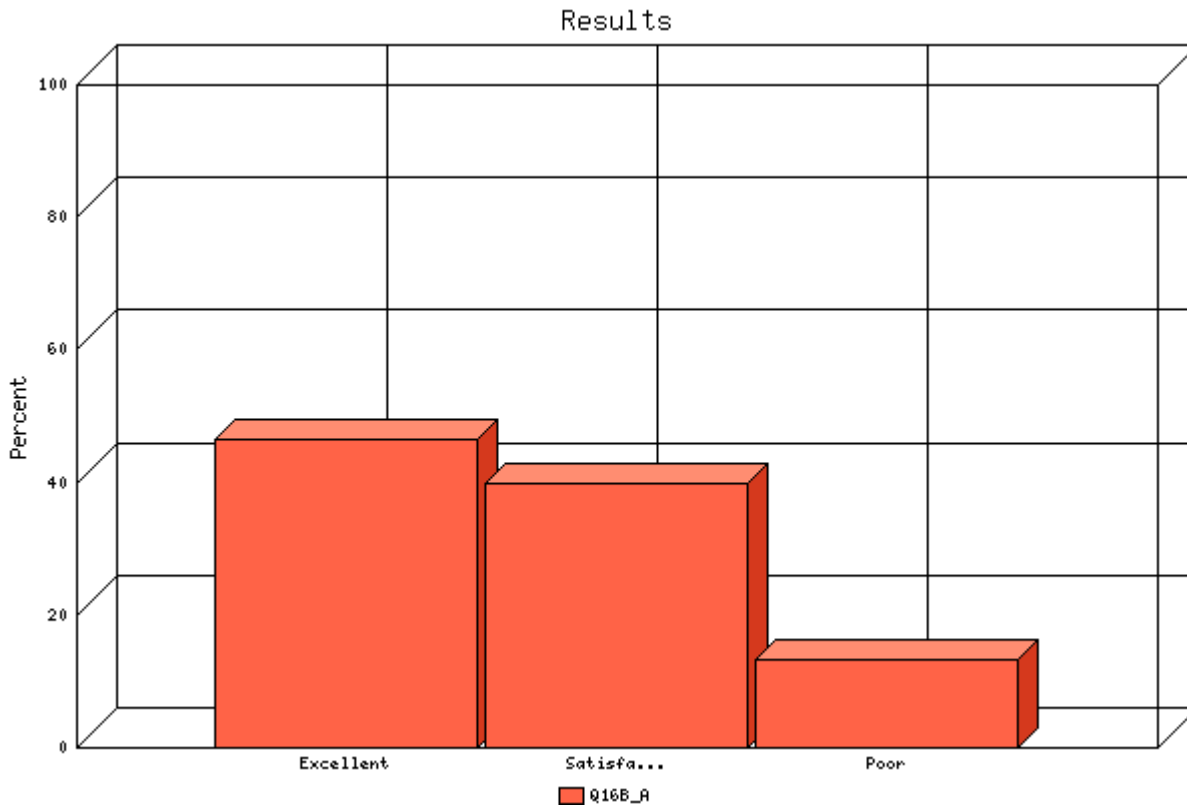
Topic: Responded in a timely manner



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
Excellent	448	46.7%	45.5%	45.5%	Minimum Value	1.00
Satisfactory	371	38.6%	37.7%	37.7%	Maximum Value	3.00
Poor	141	14.7%	14.3%	14.3%	Average	1.68
Not Answered	24	N/A	2.4%	2.4%	Sum	1613
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.72
Total	984	100%	100%	100%	Median	2
					Mode	1

Question: Satisfaction with Agency Relocation Specialists (for each of the following elements, please rate your satisfaction level):

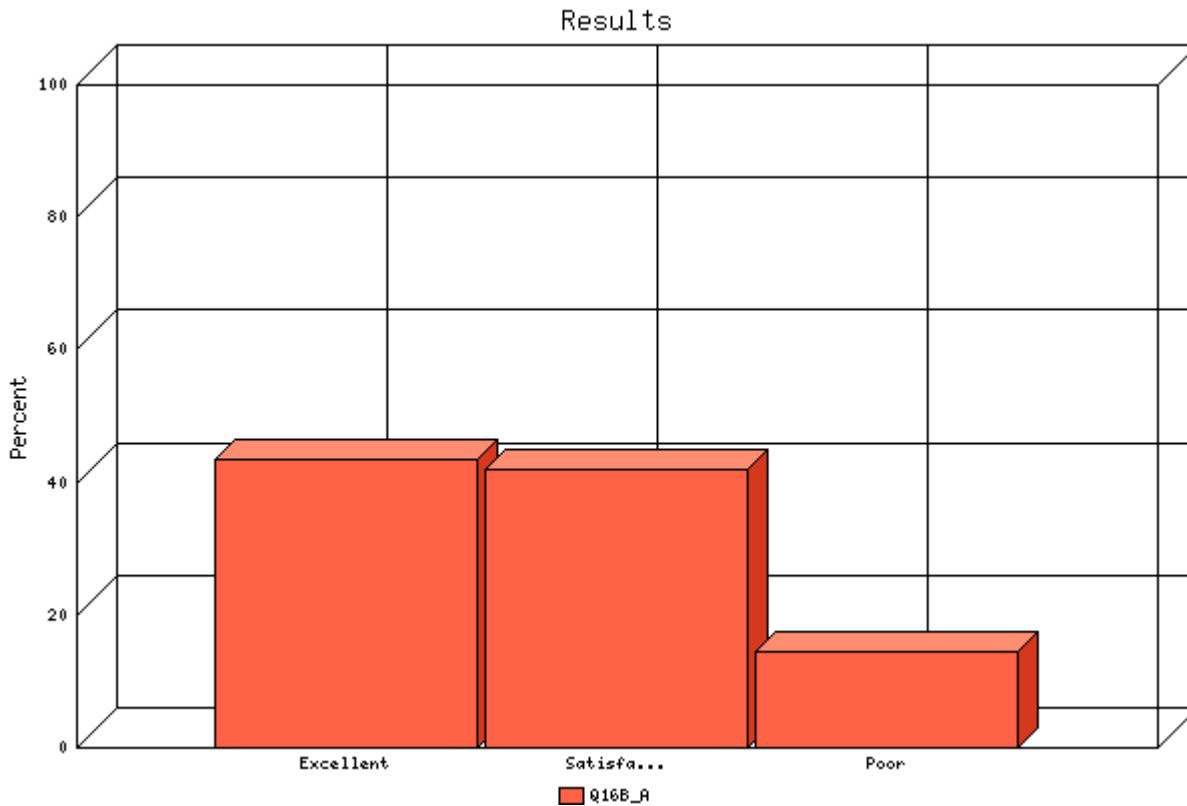
Topic: Provided accurate information



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
Excellent	447	46.6%	45.4%	45.4%	Minimum Value	1.00
Satisfactory	384	40.0%	39.0%	39.0%	Maximum Value	3.00
Poor	129	13.4%	13.1%	13.1%	Average	1.67
Not Answered	24	N/A	2.4%	2.4%	Sum	1602
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.70
Total	984	100%	100%	100%	Median	2
					Mode	1

Question: Satisfaction with Agency Relocation Specialists (for each of the following elements, please rate your satisfaction level):

Topic: Were able to resolve inquiries



	Count	% Sample Answered	% Sample Asked	% Sample Total	Statistics	
Excellent	415	43.5%	42.2%	42.2%	Minimum Value	1.00
Satisfactory	401	42.0%	40.8%	40.8%	Maximum Value	3.00
Poor	138	14.5%	14.0%	14.0%	Average	1.71
Not Answered	30	N/A	3.0%	3.0%	Sum	1631
Not Asked	0	N/A	N/A	0.0%	Standard Deviation	0.70
Total	984	100%	100%	100%	Median	2
					Mode	1