

2000 Participating Carrier Customer Satisfaction Indexes

Listed below in alphabetical order are the household goods carriers participating in GSA's Domestic Centralized Household Goods Traffic Management Program as of the end of Calendar Year 2000. Based on surveys received from relocating Federal employees and Federal traffic managers for moves picked up and delivered during CY2000, customer satisfaction with each carrier in the program was evaluated. Evaluation of customer satisfaction is performed annually. Subject to a number of criteria agreed to by both GSA and the household goods moving industry, a carrier either received a Customer Satisfaction Index (CSI), or did not. The carriers listed below as "Unindexed" did not qualify for a CSI. The entries for the remaining carriers show each carrier's CSI. A CSI of 100 indicates average customer satisfaction. These CSI's are effective from November 1, 2001 through October 31, 2002, when new CSI's will be issued.

SCAC	CARRIER NAME	CSI
AAIM	Aaction Moving & Storage	Unindexed
AARV	Aaro Moving Systems, Inc.	111.20
AASH	AAA MOVING & STORAGE	Unindexed
AAVH	All American Moving	Unindexed
AAVP	AMERICAN VANPAC CARRIERS, INC.	Unindexed
ACMH	Acme Moving & Storage	106.06
ADIM	ADRIANA INTERNATIONAL MOVERS	Unindexed
ADMV	ADVANCE CORPORATION	Unindexed
ADOL	AMBASSADOR RELOCATIONS INC	Unindexed
AERM	Mayflower Transit, Inc.	95.52
AFFH	AMERICAN FAST FREIGHT INC	Unindexed
AFTS	AFFILIATED TRANSPORTATION SYST	Unindexed
ALDS	Alexanders Moving & Storage	99.51
ALIS	Allison Warehouse and Transfer	Unindexed
ALLV	Allied Van Lines	98.07
ALTF	ALPINE TRANSFER INC.	Unindexed
AMHV	AMERICAN HOLIDAY LINES INC	Unindexed
AMRB	American Red Ball	109.70
AMSO	AAA MOV & STG OF TAMPA	Unindexed
AMSQ	American Security Storage	Unindexed
AMWM	AMADOR WORLDWIDE MOVING & STOR	Unindexed
ANBP	A & B Transportation Services	Unindexed
ANVL	Andrews Van Lines, Inc.	Unindexed
APOV	Apollo Van Lines, Inc.	Unindexed
APVN	APACA VAN LINES INC	Unindexed

SCAC	CARRIER NAME	CSI
ARCA	ACE RELOCATION SYSTEMS, INC.	Unindexed
ARMT	Armstrong Relocation Co.	Unindexed
ARNA	Arnold International Movers	105.15
ARPV	Paul Arpin Van Lines, Inc.	102.49
ARWG	Aarow Moving & Storage, Inc.	Unindexed
ATVL	ATLAS VAN LINES,INC	97.53
AVAS	American Van Service, Inc.	95.13
AVLC	AIR VAN LINES INTERNATIONAL IN	Unindexed
BAGB	Bagby Transfer Company	Unindexed
BAIP	BAILEY & SONS INC. PARKER K.	Unindexed
BAKT	BAKER MOV & STG	Unindexed
BAMO	Barnes Moving & Storage Co.	Unindexed
BARK	Barkley Truck Lines, Inc.	Unindexed
BBMS	BRANTLEY BROTHER MOVING & STOR	Unindexed
BEKS	Bekins Northwest	84.24
BEMI	Benton Moving Services	Unindexed
BEMJ	Bemidji Transfer, Inc.	Unindexed
BERV	Berry Van Lines, Inc.	Unindexed
BHSV	BHS/RED BALL TRF & STG	Unindexed
BLTF	Blair Transfer & Storage, Inc.	Unindexed
BMNN	Beltmann North American	Unindexed
BMOV	Barrett Moving & Storage Co.	Unindexed
BNBF	B & B Forwarding, Inc.	Unindexed
BRQV	BLUE RIBBON VAN & STORAGE	Unindexed
BRRE	Barrieau Moving & Storage	103.66
BSKS	Big Sky Transfer & Storage, In	Unindexed
BTRA	B Transfer	Unindexed
BUDP	Roger Ward North American	Unindexed
BUSV	BURNHAM SERVICE COMPANY INC	Unindexed
BVLC	BEKINS VAN LINES CO.	81.88
CCWF	Container Concepts	Unindexed
CENP	CENTRAL TRANSPORTATION SYS	Unindexed
CHFA	Chief Transfer & Storage, Inc.	Unindexed
CKCH	C.H. Coakley & Co.	Unindexed
CLFO	California Movers Express, Inc	Unindexed
CLRD	CLARK & REID PACK & MOV	Unindexed
CLWA	CALAWAY TSF & STG INC	Unindexed
CLYL	Carlyle Van Lines, Inc.	Unindexed
CMVH	Century Moving & Storage, Inc.	Unindexed
COOM	Cook Moving Systems, Inc.	Unindexed
COVA	Covan World-Wide Moving, Inc.	Unindexed
COWE	Cowen Transfer & Storage Co.	Unindexed
CRMF	Crown Moving Company, Inc.	Unindexed
CSWP	Chabot & Son Western Express,	Unindexed
CTMS	CENTRAL MOVING & STORAGE CO	Unindexed
CUMG	CUMMINGS MOVING CO.	Unindexed
CURT	Courtesy Moving Service	Unindexed
CVLC	Cartwright Van Lines, Inc.	Unindexed
CVMQ	Cor-O-Van Moving & Storage Com	Unindexed
CWNQ	Cowen Transfer & Storage Co.	Unindexed
CWPH	Crown Pacific	Unindexed
CYMQ	Coy's Moving & Storage	Unindexed
DBMS	DENOYER BROTHERS MOVING AND ST	Unindexed

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DCKM	DIRCKS MOVING SERVICES INC.	Unindexed
DHLL	DAHILL MOVING & STORAGE	Unindexed
DODG	Dodge Moving and Storage Co.,	Unindexed
DORD	DOOR TO DOOR MOVING AND STORAGE	Unindexed
DVMP	Devries Moving / Packing /stor	Unindexed
EASG	East Side Van & Storage Co.	Unindexed
EGEV	Eagle Van Lines	Unindexed
ESCM	Escanaba Moving Systems	Unindexed
EVSG	Eureka Van and Storage	Unindexed
FIMV	Fiamingo Moving and Storage, I	Unindexed
FOGA	Fogarty Van Lines, Inc.	Unindexed
FRMV	A-1 Freeman Moving & Storage	Unindexed
FRWM	FRY WAGNER MOVING & STORAGE	Unindexed
FVLI	Frontier Van Lines Internation	Unindexed
GDNN	Golden North Van Lines, Inc.	100.58
GLMN	Gallup Moving & Storage	Unindexed
GLUL	GLOBAL VAN LINES INC	Unindexed
GMAS	GRAHAM MOVING & STORAGE	Unindexed
GMVO	GREENS MOVING & STORAGE INC	Unindexed
GOLT	Golden Transfer Company	Unindexed
GRMT	Greenmount Moving & Storage, I	Unindexed
GRVI	Graebel Van Lines	99.13
GTFS	Miles City Moving & Storage	Unindexed
GWYI	Gateways International, Inc.	Unindexed
HEMD	Don Hemsted's Van Storage, Inc	Unindexed
HILI	Hi-Line Transfer & Storage, In	Unindexed
HKMS	KACHINA MOVING & STORAGE OF NE	Unindexed
HMMG	Hamilton Moving & Storage Comp	Unindexed
HNSC	H & S Transfer Company, Inc.	Unindexed
HNTF	HENDERSON TRANSFER & STORAGE	Unindexed
HOMS	HOME MOVING & STORAGE	Unindexed
HRZM	HORIZON MOVING SYSTEMS OF ARIZ	96.08
HTSQ	Hilldrup Transfer & Storage Co	89.67
HUMS	HUMBOLDT MOVING & STORAGE	Unindexed
ICCQ	Interstate Moving & Storage Co	Unindexed
ICNE	Interconex, Inc.	Unindexed
IDLQ	Ideal Way Movers, Incorporated	103.12
IGBR	ITS Global Relocation Services	Unindexed
INIC	INTERSTATE INTERNATIONAL INC	103.03
INVA	INTERSTATE VAN LINES INC	Unindexed
JBRA	JABBOUR & RANDOLPH CORP	Unindexed
JKMS	JK Moving & Storage, Inc.	107.10
JSAM	Johnson Storage and Moving Co.	90.34
KEWK	KENNEWICK TRANSFER & STORAGE	Unindexed
KLVH	Klavuhn Moving & Storage	Unindexed
KSMG	K & S MOVING SYSTEMS INC	Unindexed
KTFI	KING TRANSFER & STORAGE CO	Unindexed
LBVN	LIBERTY VAN LINES	Unindexed
LILE	LILE INTERNATIONAL COMPANIES	Unindexed
LIPP	Lippincott Van Lines	Unindexed
LNCM	Lincoln Moving & Storage Compa	Unindexed
LRST	Larsen Transfer Company	Unindexed
LTSO	Lassen Transfer & Storage	111.14

SCAC	CARRIER NAME	CSI
LWMO	Lawrence Moving & Storage Co.	Unindexed
LWRS	Lawrence Transportation System	113.15
LXTS	LUX TRANSFER & STORAGE INC.	Unindexed
LYNM	LYNN MOVING AND STORAGE INC.	Unindexed
MCCG	McCollister's Transportation S	98.41
MCHO	Mitchell Moving & Storage Comp	113.15
MCLJ	MCLAUGHLIN TRANSPORT SYS	Unindexed
MDMB	MID-WEST MOVING & STORAGE	Unindexed
MDSI	MID-STATE MOVING & STORAGE INC	Unindexed
MEMN	METRO MOVING SVC INC	Unindexed
MEPA	MERCHANTS MOVING & STORAGE	Unindexed
MERS	Merchants Moving & Storage, In	Unindexed
MMGV	McInturff Moving & Storage	Unindexed
MMMS	Moore & Moore Moving and	Unindexed
MMOG	MOUNTAIN MOVING & STORAGE INC.	99.32
MMVB	Merchants Moving & Storage Inc	Unindexed
MOGM	Morgan Van Lines, Inc.	Unindexed
MOVS	MITCHELL OVERSEAS MOVERS INC.	Unindexed
MOYS	Moyer & Sons, Inc.	110.03
MPKM	Movers Pak-Man, Inc.	Unindexed
MRGQ	Mergenthaler Transfer and Stor	Unindexed
MTAT	Montana Transfer Co.	103.72
MTWT	Mountain West Moving & Storage	Unindexed
NAVL	NATIONAL VAN LINES, INC.	103.18
NCHL	NICHOLAS MOVING SYSTEMS INC.	Unindexed
NCMG	NORTH COAST MOVING & STORAGE	Unindexed
NOAM	NORTH AMERICAN VAN LINES	92.56
NOFF	Noffs/Atlantic Relocation Sys.	Unindexed
NOWM	Northwest Moving Services, Inc	Unindexed
NWBR	Nelson Westerberg of Illinois	Unindexed
NWVN	NEW WORLD VAN LINES INC	Unindexed
OFMO	Olsen & Fielding Moving Servic	Unindexed
OKMO	OK MOVING & STORAGE CO	Unindexed
OKTA	OK TRANSFER & STORAGE	Unindexed
ONMO	ONEIL RELOCATION	Unindexed
PAAV	Pan American Van Lines , Inc.	Unindexed
PAXT	PAXTON VAN LINES INC	Unindexed
PEOW	PEOPLES WAREHOUSE INC	Unindexed
PFMV	Professional Movers, Inc.	Unindexed
PLNE	Planes Moving & Storage, Inc.	101.48
PMNS	Piepho Moving & Storage	Unindexed
PRKS	PARKS MOVING & STORAGE	Unindexed
PULN	PULLEN MOVING CO	Unindexed
PVLN	Pioneer Van Lines, Inc.	Unindexed
QMSV	QUALITY MOVING SERVICE, INC.	Unindexed
RAOS	Rainier Overseas, Inc	Unindexed
RAZO	Razorback Moving & Storage	Unindexed
RELB	Reliable Transfer Corp.	Unindexed
RFMV	Rocky Ford Moving Vans, Inc.	Unindexed
RKMM	Rocky Mountain Moving & Storag	Unindexed
RMVG	Ramar Moving Systems, Inc.	Unindexed
SBMV	SUBURBAN MOVING & STORAGE, CO.	Unindexed
SCHB	Schaap Moving Systems, Inc.	Unindexed

SCAC	CARRIER NAME	CSI
SCYT	Stacey Transfer & Storage	108.96
SECQ	SECURITY STORAGE CO INC	Unindexed
SELI	Sells Service, Inc.	Unindexed
SHMB	Sherman Bros.	Unindexed
SINA	SINCLAIR MOVING & STORAGE	Unindexed
SMQF	SMITH TRANSFER & STORAGE INC.	Unindexed
SMSO	Snow Moving & Storage, Inc.	Unindexed
SODE	Sourdough Express, Inc.	Unindexed
SOHM	South Hills Movers, Inc.	105.80
SRFQ	Star Transfer, Inc.	113.15
STAC	Star Moving & Storage, Inc.	Unindexed
STHW	Southwest Transfer & Storage C	Unindexed
STVL	STARCK VAN LINES INC	94.74
SUDR	James B. Studdard Transfer &	Unindexed
SUVL	Suddath Relocation Services, I	98.54
SVAN	SEATON VAN LINES	99.97
SVLI	Security Van Lines, Inc.	Unindexed
SVLM	STEVENS WORLDWIDE VAN LINES	105.56
SVMQ	ST VRAIN MOVING & STORAGE CO	Unindexed
SWMW	STEWART MOVING & STORAGE SYSTE	Unindexed
SWRM	Swartz Moving & Storage Co.	Unindexed
TCMM	TOWN & COUNTRY MOVERS INC.	Unindexed
THOI	Thomas Transfer & Storage, Inc	Unindexed
TNNQ	Tennyson Transfer & Storage	Unindexed
TRAG	Trading Post Moving & Storage	Unindexed
TWDV	Trans-World Moving Systems, In	Unindexed
UNID	UNITED MOVING & STORAGE	Unindexed
UVLN	United Van Lines, Inc.	101.11
VIVC	VICTORY VAN CORPORATION	Unindexed
VIVL	VICTORY VAN LINES INC	Unindexed
WBRC	Walsh Brothers, Inc.	Unindexed
WDLA	WOODLAND MOVING AND WAREHOUSE	Unindexed
WELE	Weleski Transfer, Inc.	Unindexed
WEMS	West End Moving & Storage Co.,	Unindexed
WHTN	Wheaton World Wide Moving	101.00
WIFD	World International Forwarding	Unindexed
WSLI	WANSLEY MOVING & STORAGE	Unindexed
WVAN	WARES VAN & STORAGE	Unindexed
ZENV	ZENITH VAN & STORAGE INC	Unindexed