



GSA Federal Supply Service

June 24, 2004

Dear Transportation Service Providers,

We at GSA would like to thank all of you who participated in our 2004 Transportation Service Provider (TSP) Satisfaction Survey that was conducted in March-April of this year. Based on the results of the survey, we experienced an increase in our 2004 overall TSP satisfaction score when compared to the 2003 overall satisfaction score. We experienced increases not only in our overall satisfaction score but in components such as: your relationship with GSA personnel, availability of assistance from GSA personnel during request for offers process, and keeping you informed about latest changes or developments.

Since we've implemented TMSS and added help desk support, we asked you to rate TMSS help desk support and overall TMSS satisfaction. We are pleased to report you rated our TMSS Help Desk support extremely high, and it was the highest scoring component of the survey. We are very proud of our Help Desk personnel and congratulate them for a job well done. We are also pleased to report that you rated overall TMSS satisfaction highly. Our TMSS satisfaction score represents a significant improvement over our old system, ITMS.

Additionally, we received recommendations from you on how to improve overall satisfaction with the CHAMP/FMP programs. We will be reviewing your comments and assessing feasibility of implementing them into our programs. Again, thank you for your support and for participating in the survey. As we continue implementing additional functionality within TMSS, we look forward to continuing and enhancing our partnership in the coming months.

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