

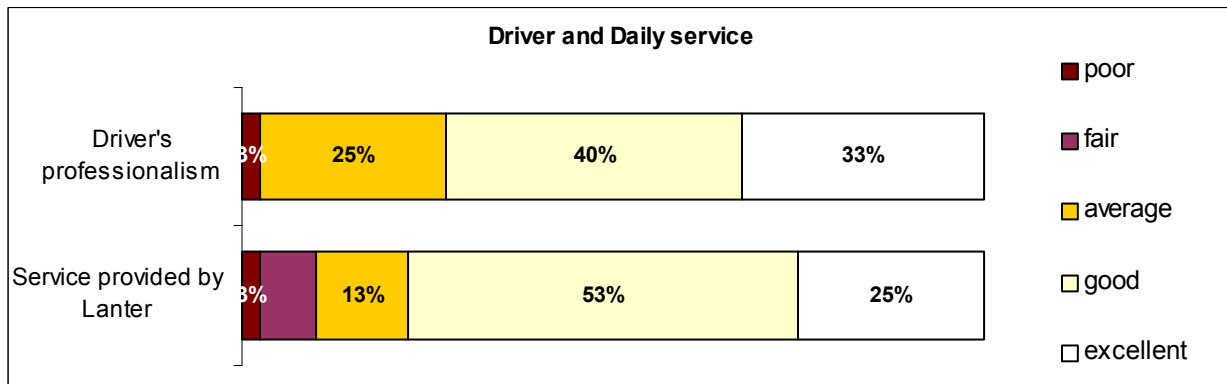
Two surveys were sent to courier members in early summer 2004. Responses were received between May 26 and June 4. Response rate for the survey sent to site contacts: 60% (40 of 60). Response rate for the survey sent to administrative contacts: 72%.

Site contacts survey

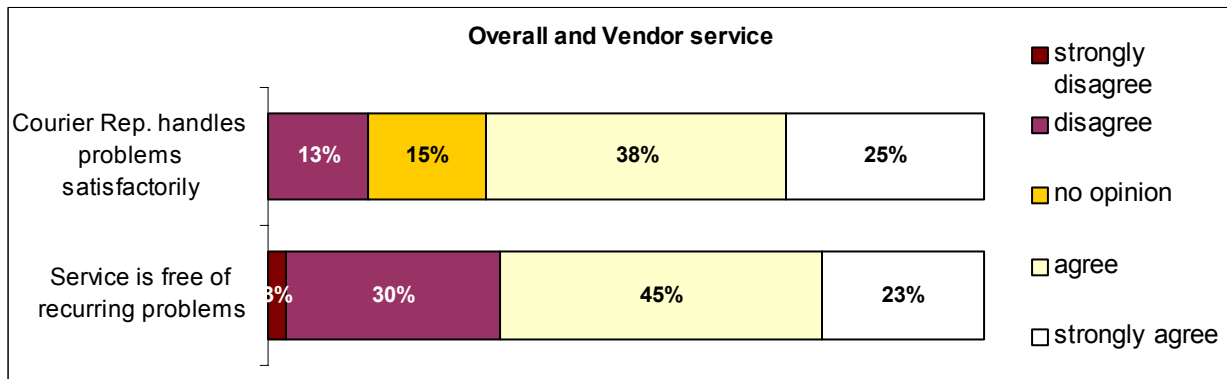
General service ratings were very good, ranging from **96 to 98% reporting average, good or excellent**, and **68 to 78% reporting good or excellent**. Responses on specific topics show satisfactory service, but areas of concern for reliability or consistency, and also for members' use of system (packaging and labeling). Nearly half of the responding dropsites indicated specific problems had been occurring at least once week (damaged item, missed pickup/delivery, or missed scheduled time). Transit time generally meets expectations, with half reporting good transit time at least 90% of the time, and another 30% indicating 75-90% of the time. Or, 80% of the responses indicate transit time meets expectations at least 75% of the time.

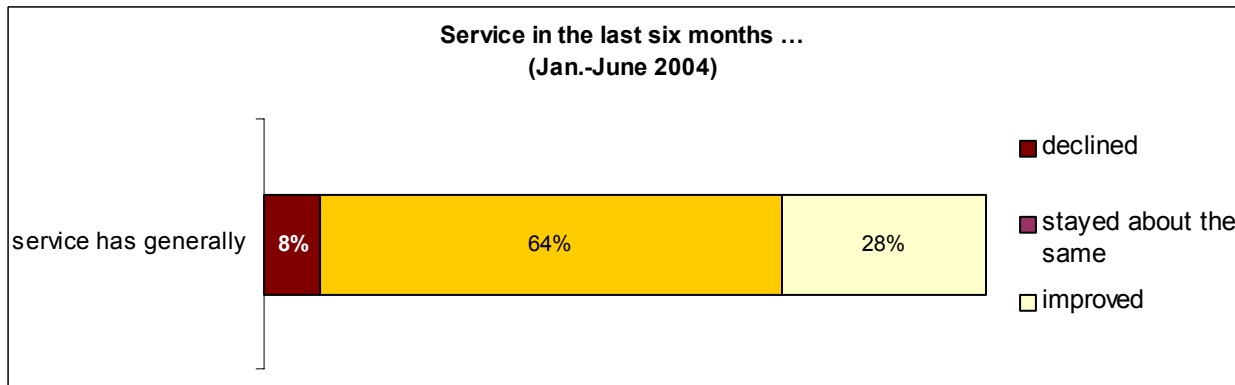
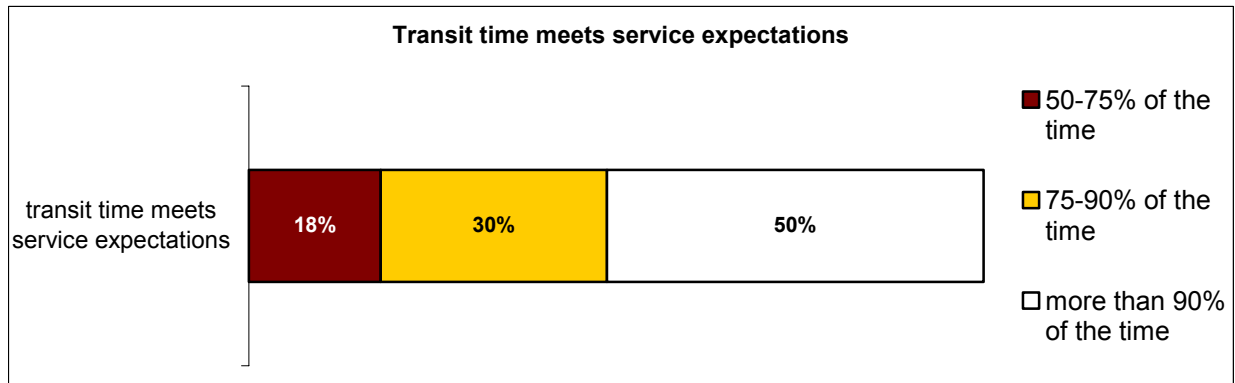
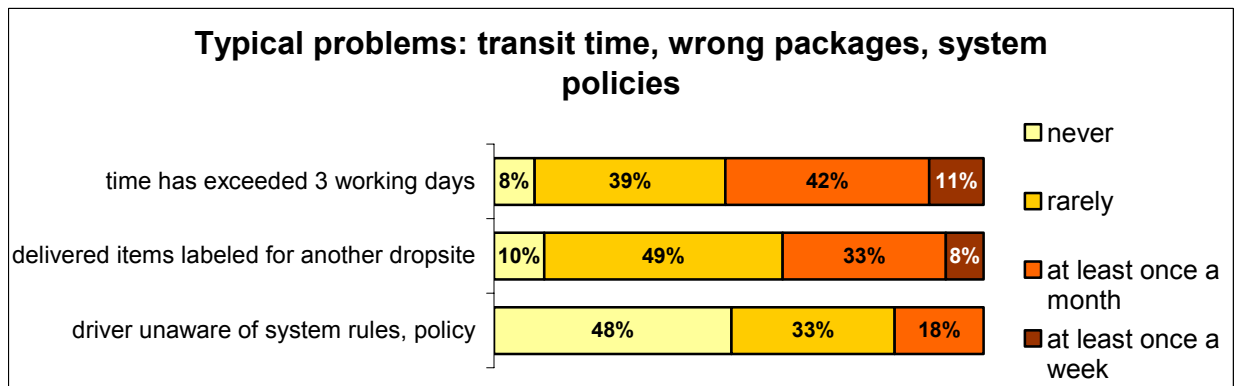
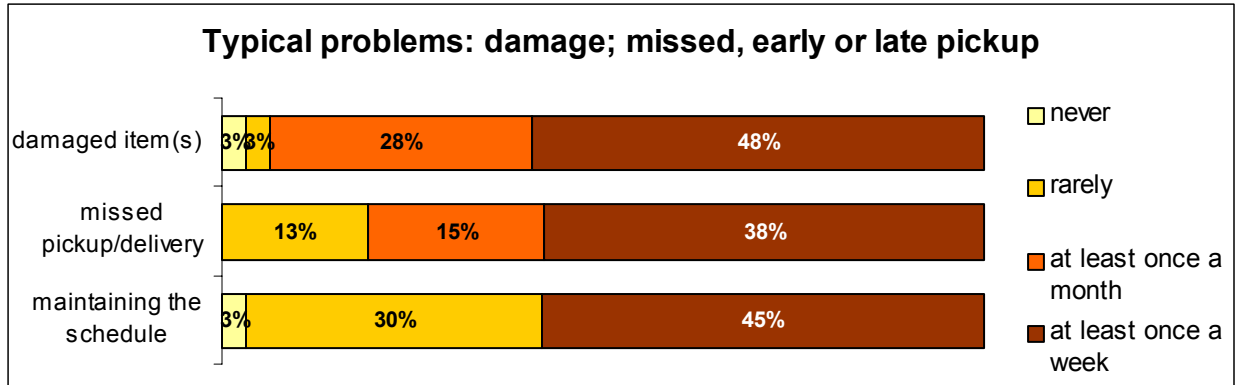
Evaluation of Vendor service

	Average, good, or excellent	Fair or poor
Driver's professionalism	98 %;	2 %
Service	91 %	9 %

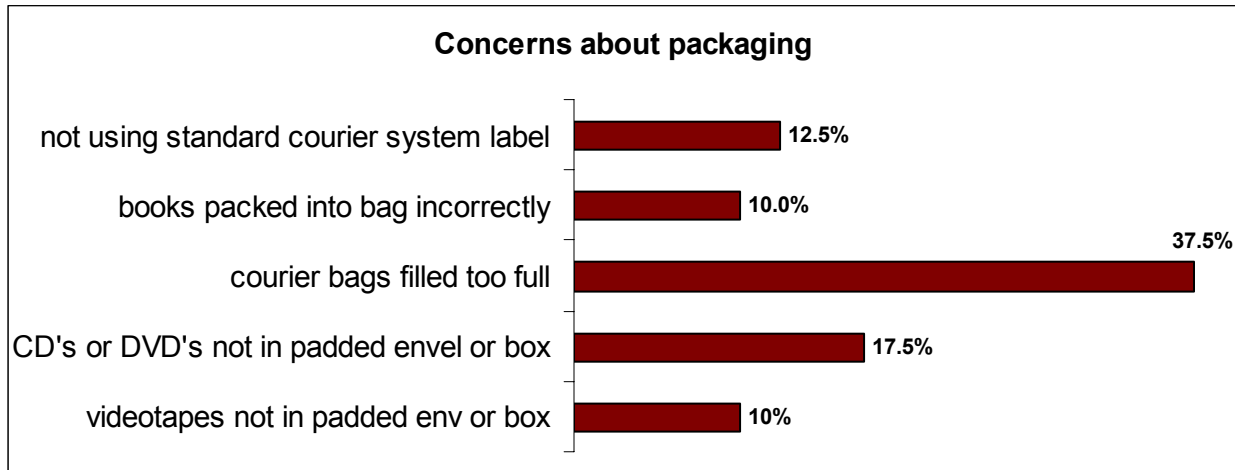


	Average, good, or excellent	Fair or poor
Overall service	96 %	4 %
Handling problems	78 %	22 %
Free of recurring problems	68 %	32 %





Packaging



Administrative Contacts survey

Price and Value

How do you feel about the cost and value of participating in the Courier System? Check all that apply.

