

Maritime Administration Customer Satisfaction Report

Cargo Preference Program

Domestic Shipping Activities

Environmental Activities

Intermodal Development Program

Maritime Loan Guarantee Program

*Maritime Security Program/ Voluntary Intermodal
Sealift Agreement*

Maritime Transportation Statistics

*National Defense Reserve Fleet/Ready Reserve Force
Program*

National Maritime Resource and Education Center

Ocean Freight Differential Program

Operating Differential Subsidy Program

Port Conveyance

Port Development

Ship Operations Cooperative Program

State Maritime Schools/Schoolship Program

U.S. Merchant Marine Academy

Vessel Transfer Program

War Risk Insurance



AUGUST 2003

*Commitment to Customer Satisfaction
and the Maritime Industry*

<http://www.marad.dot.gov>



U.S. Department of Transportation
Maritime Administration

MESSAGE FROM THE MARITIME ADMINISTRATOR



This is the 2003 edition of the **Maritime Administration Customer Satisfaction Report**. Information contained in this report was derived from our Program Performance Survey, which was sent to customers of four major Maritime Administration (MARAD) programs, and our Customer Service Questionnaire and Conference/Exhibit Surveys. This report also describes follow-up actions taken for programs evaluated in previous reports.

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We welcome your feedback and look forward to your continued support as we pursue our customer satisfaction improvement efforts.

CAPTAIN WILLIAM G. SCHUBERT
Maritime Administrator

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I. INTRODUCTION

The Maritime Administration (MARAD) has primary federal responsibility for ensuring the availability of efficient water transportation service to shippers and consumers. MARAD also seeks to ensure that the United States enjoys adequate shipbuilding and repair service, efficient ports, effective intermodal water and land transportation connections, and sufficient intermodal shipping capacity for use by the Department of Defense (DOD) in time of national emergency.

MARAD is a proactive organization, committed to working as a partner with environmental groups, financial institutions, government agencies (federal, state and local), the intermodal industry, international organizations, the legal field, offshore companies, ports and terminals, ship brokers, shipbuilding/repair companies, vessel managers, vessel operators/charterers, and vessel owners.

As the Government works toward becoming more citizen-centered, MARAD is actively seeking to improve the effectiveness and efficiency of our programs and customer satisfaction. Our objective is to develop a quality maritime transportation system that serves America's transportation needs with American ships and American labor. To achieve this, we must integrate our activities with those of our customers and stakeholders and focus on measurable results.

MARAD has organized the review of its major programs into a three-year cycle. Therefore, this report will cover this year's evaluation of specific programs, an action plan based on customer responses, and customer satisfaction accomplishments developed from previous responses to surveys.

MARAD has developed three survey forms to measure and improve customer satisfaction.

A. The Program Performance Survey (PPS), Appendix A, was developed for use by senior management and program managers to identify areas for improvement in program satisfaction or product delivery and to monitor the overall level of customer satisfaction.

B. The Customer Service Questionnaire (CSQ), Appendix C, serves as an ongoing mechanism to evaluate the perception of how we conduct our business and to modify MARAD staff activities and internal processes, as necessary, to achieve a more customer satisfaction oriented and efficient organization.

C. The Conference/Exhibit Survey, Appendix D, serves as a tool to evaluate our performance at MARAD sponsored or cosponsored conferences and exhibits or those in which MARAD participates.

These forms are available on the Agency's web site (www.marad.dot.gov). From the home page follow the customer service link to the Customer Service Surveys.

II. EXECUTIVE SUMMARY

This year we evaluated the Intermodal Development, National Defense Reserve Fleet/Ready Reserve Force (NDRF/RRF), Ocean Freight Differential (OFD), and the State Maritime Schools (SMS)/Maintenance and Repair (M&R) Schoolship programs.



A. Program Performance Survey

A total of 188 PPS forms were mailed to MARAD customers and 52 responses (28 percent) were returned to MARAD. The majority of respondents (52 percent) rated MARAD as above average or excellent in meeting their needs. When compared to other entities with which they do business, the respondents stated MARAD was friendly (52 percent), professional (50 percent), and more willing to work with customers (48 percent). However, they felt responsiveness (12 percent), timeliness (8 percent), completeness (8 percent), and willingness to work with customers (8 percent) could be improved.

Individual comments made clear that the respondents come to MARAD because (a) of legal requirements, (b) our experience, or (c) our resources.

B. Customer Service Questionnaire

MARAD received 19 responses to CSQ forms mailed during one randomly selected week in October 2002 and one randomly selected week in April 2003.

The results of the CSQ showed that the material provided to customers was in the preferred format. Six respondents indicated they visited MARAD's web page; of those who indicated if the web page was helpful, 80 percent indicated yes. None of the respondents indicated they used a MARAD toll free number. To the question, "Is MARAD's information organized, clear, and easy to understand?" 14 respondents (74 percent) indicated yes, 3 (16 percent) did not answer the question, and 2 (10 percent) indicated no.

It is evident the form is not being used to the maximum advantage to MARAD or its customers. Measures will be taken to ensure improvement in this area.

C. Conference/Exhibit Survey

The Conference/Exhibit Survey was used during three conferences held between April 1, 2002, and March 31, 2003. A total of 303 surveys were distributed and 36 (12 percent) responses were received.

All responses were the results of Ship Operations Cooperative Program (SOCP) conferences. Three respondents requested to be contacted. Two SOCP members indicated that they would prefer to dedicate more time to project discussions at the SOCP meeting. The next meeting reflected this by dedicating the entire second day to SOCP project discussions. The third member offered recommendations for financial containment of certain activities and offered to make his ship available for a SOCP session at a future meeting.

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Eighty-six (86) percent of respondents indicated they registered for the conferences electronically, either by E-mail or faxes (except one who did not answer this question and one which did not pre-register). Ninety-one (91) percent indicated the material provided was in the preferred format. Of those who responded, 97 percent indicated MARAD's information was organized, clear, and easy to understand. Of respondents who responded to the question, "Would you attend again," 97 percent indicated yes and one indicated maybe.

It is evident the form is not being used during all appropriate conferences and exhibits. Measures will be taken to ensure forms are available at upcoming MARAD sponsored or cosponsored conferences and exhibits.

D. Action Items

MARAD has developed an action plan (see Section VI) to correct deficiencies noted by respondents for the four programs reviewed this year. Action items include:

- Have the Ready Reserve Force management information system (RMS) online by the end of FY 2004 (NDRF/RRF Program).
- At the annual schoolship program conference attended by all stakeholders -- both academies (end-users of MARAD services) and (MARAD regional and headquarters) staff -- comments received in the PPS as action items will be included in the agenda for discussion and follow-up (State Maritime Schools Program).
- MARAD will continue to collect and evaluate responses to meet the needs expressed by clients. (All programs)

MARAD also has developed a Customer Satisfaction Accomplishments section to this report indicating accomplishments made to correct deficiencies noted by our customers during our previous surveys, such as increasing MARAD's visibility with customers and contacting of applicants to acknowledge receipt of vessel transfer applications (see Section VII).

III. CUSTOMER SATISFACTION SURVEYS

A. Methodology:

The PPS was mailed to 188 customers selected from customer databases provided by the targeted MARAD program offices. The overall response rate was 28 percent, which is almost 13 percent higher than expected for such a survey. Public surveys to large audiences typically have a 2 percent response rate while surveys of a targeted group, such as in this case, can be expected to generate returns in the 15 percent range.



The CSQ was included in outgoing mailings on a randomly selected week during the months of October and April. Questionnaires were distributed in response to requests for material, information, services, and with mass mailings. All MARAD offices participated in these mailings.

The Conference/Exhibit Survey was distributed during conferences and exhibits held between April 1, 2002, and March 31, 2003.

B. Respondents:

Respondents, shown in Appendix B, represent a wide range of maritime organizations, including government (federal, state and local), port/terminal, maritime academies, and consultants.

C. Changes Made to Methodology:

As a result of previous surveys, MARAD has recognized some deficiencies with the survey forms and manner of distribution. The following items were addressed:

- ➔ Response to the 1999 PPS mailing suggested the need to clarify which program was to be reviewed. In some cases, customers responded for programs not in the survey or provided comments on MARAD as a whole. Comments on the specific programs were not clearly defined. Apparently, the forwarding letter in some instances was separated from the PPS. As a result, for the second mailing the first paragraph of the PPS was revised to leave space to insert which program/activity was being surveyed.
- ➔ We made sure the PPS mailing list for targeted offices included a broad base of customers who concluded transactions with MARAD.
- ➔ The first paragraph on the CSQ was revised to leave space to insert which program/activity was being surveyed.
- ➔ The first paragraph of the CSQ was also revised to advise recipients they need only answer questions that apply.
- ➔ On the CSQ in the "For Office Use Only" box, we added an item to indicate if the customer was internal or external.
- ➔ Effective October 2002 to increase the response rate to the CSQ, a new mailing procedure was established. Mailing dates

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were changed from one randomly selected date each month to one randomly selected week in October and April.

➔ In April 1999 the Secretary of Transportation issued a memorandum directing all Administrations to implement the President's directive on plain language usage. As a result, one new question was added to the 2001 survey, "Is MARAD's information in clear and easy to understand plain language?"

➔ Without the identification of the respondent, it is difficult to clarify important comments and provide follow-up to ensure that identified problems are addressed. Identity of the respondents, however, must be optional to ensure a representative survey response. In the Optional Section for Name the question, "Would you like a MARAD employee to call about comments," was added to all three forms.

On specific comparison factors to other entities with which they interact, 41 percent rated MARAD better, while only 6 percent rated us worse. They responded positively about our friendliness (52 percent), professionalism (50 percent), and willingness to work with them (48 percent). Four areas needing improvement were responsiveness (12 percent), timeliness (8 percent) completeness (8 percent), and willingness to work with customers (8 percent). However, 87 percent stated they would recommend MARAD, and all that responded indicated they would use MARAD again.

Appendix B contains tables and graphs that reflect the responses to each question in the PPS.

Comments and ratings related to specific programs are summarized below.

A. Intermodal Development Program:

The PPS was mailed to 153 customers, of whom 38 responded. This resulted in a 25 percent response rate. The average length of time a customer has been interacting with MARAD is 8.2 years. The program was rated above average for both program success and outreach initiatives. Thirty-nine (39) percent of the respondents have done business with MARAD for 5 years or less, 18 percent between 6 and 10 years, and 43 percent 11 years or more. Sixty-eight (68) percent of respondents interacted with MARAD two times a month or less, 23 percent contact MARAD between 3 to 8 times a month, and 9 percent contact MARAD more than 8 times a month. All respondents agreed that, if they had a choice, they would use MARAD again. All but one stated they would

IV. FY 2003 CUSTOMER INPUT BY PROGRAM

Fifty-two (52) percent of the respondents rated MARAD above average or excellent in meeting their needs. Forty-six (46) percent interact with MARAD two times or less a month. Thirty-one (31) percent have been customers of MARAD 10 years or less, while 12 percent have interacted with us more than 30 years. Thirty-seven (37) percent cited MARAD as their primary supplier for maritime information and support.



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recommend MARAD to others in the maritime industry or other government agencies for information and assistance relating to MARAD's programs.

B. National Defense Reserve Fleet/Ready Reserve Force:

The PPS was mailed to 10 customers (DOD elements), of whom 4 responded. This resulted in a 40 percent response rate. The DOD is an active and focused customer of the NDRF/RRF program evidenced by the fact that we operate under a detailed Memorandum of Agreement, receive strategic planning guidance annually, and are fully funded as part of Navy's National Defense Sealift Fund. The customer satisfaction survey is only one element of our on-going interaction with our principal customer. The level of interaction from three responders indicated that their organization had interactions with MARAD more than 8 times per month while the other respondent cited a frequency of 3-5 times monthly. Of those who responded to questions about our outreach initiative, all rated the program excellent. To the question "How successful was our program in meeting your needs?" the program was rated above average or excellent. All four respondents indicated MARAD was not the primary provider of information and support relating to maritime activities.

C. Ocean Freight Differential Program:

The PPS was mailed to six customers, of whom one responded. This resulted in a 17 percent response rate. When the respondent rated the program compared to other governmental or non-governmental entities, the program was rated the same except for the question, "Were

we responsive to your concerns?" which was rated worse. They contact MARAD 3-5 times a month and have been a customer for 48 years.

D. State Maritime Schools/M&R Schoolship Program:

The PPS was mailed to 19 customers, of whom 9 responded. This resulted in a 47 percent response rate.

For the State Maritime Schools (SMS) program the PPS was mailed to 12 customers, of whom 4 responded. This resulted in a 33 percent response rate. All respondents who rated the program rated the program average or above in meeting their needs. If given a choice they would use MARAD again. The consensus agreed the service was friendly, the conduct ethical, and the employees professional. MARAD needs to improve on reliability and providing assistance while being responsive to the customers concerns.

For the M&R Schoolship Program, the PPS was mailed to seven customers, of whom five responded. This resulted in a 71 percent response rate. Of the five respondents, two provided comments, and a third requested a follow-up telephone call. In following up, the respondent indicated his full satisfaction with the program, and had no new substantive comments to discuss.

The majority of respondents (four of the five) found the program and MARAD's services to be either the "same" or "better" than services/relationships to other entities providing similar services. Only one respondent indicated any negative comments on the program, but did not provide sufficient detail, however, to permit developing a meaningful response.

V. CONCLUSIONS

The majority of our customers utilize MARAD because (a) of legal requirements, such as laws that mandate that MARAD manage and maintain the NDRF/RRF for DOD use, (b) our experience, or (c) our resources.

This year's survey indicated a majority (52 percent) found MARAD above average or excellent in meeting their needs. They believe we are friendly, professional, and willing to work with our customers. However, some respondents indicated we need to improve responsiveness, timeliness, completeness and willingness to work with customers.

This survey did point out some flaws in our methodology, and some programs did not generate sufficient responses to be meaningful.

Below are conclusions about specific programs.

A: Intermodal Development Program:

The survey customer base was increased by more than 50 percent since the 2000 survey. The largest constituent group is Port and Terminal. This survey was marked by the lack of response from the academic field, but the responses by consultants more than doubled. No responses were received from contractors. According to one response, "...as a D.O.T. contractor who does work for MARAD, I don't feel that I should complete the survey since I see MARAD as a client, rather than a service provider, and in some cases we actually support the programs being evaluated." The

number of surveys sent to federal government customers increased from 26 to 40. The response rate declined from 31 percent in 2000 to 18 percent in 2003. The state and local government customers showed a significant increase of 30 percent from the year 2000. A possible explanation for this increase is the fact that ports and terminals may be categorizing themselves as state and local governments. In addition, in the year 2002 MARAD increased its interaction with local governments in an effort to develop, and implement, inland river cooperative agreements.

B. National Defense Reserve Fleet/Ready Reserve Force Program:

None of the four respondents identified their organization, so specific follow-up was not feasible. The four responses did indicate they were from DOD organizations with long term working relations with the NDRF/RRF program activity. The performance responses from three indicated a score of above average and one a score of excellent, regarding outreach and our success in meeting their needs. All indicated that they would recommend MARAD to other users, would choose to use MARAD again, and that our information was clear and easy to understand. None of the responders provided specific comments or suggestions for improvement, which is probably attributed to the close working relationship with our customers, which focuses on improvement. Expectations are well communicated and program performance has been excellent in meeting those objectives. Two responses indicated that data/information sharing was worse than with other entities that provide similar services. This customer feedback is being examined in an

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effort to improve service to our customer especially since MARAD did not rate as a "better" service provider in any of the 12 categories. However, one responder indicated that MARAD was "superior" in all 12 categories. The respondents indicate that they use maritime industry publications and web sites as their primary source of information on maritime activities. For specific information on the RRF program we believe that MARAD is the primary provider.

C. Ocean Freight Differential Program:

The respondent indicated the organization represented was the Federal government. Cargo preference laws mandate that the respondent work with MARAD on this program.



D. State Maritime Schools/M&R Schoolship Program:

For the SMS program, staff at the academies will continue to train and educate cadets to become skilled U.S. merchant mariners to crew U.S. flag sealift resources. We are continuing to evaluate MARAD support for mariner training and education programs to determine adequate funding as well as efforts to attract and retain students to increase enrollment at the SMS. We will work to improve communications and responses between MARAD and the SMS.

For the M&R Schoolship Program, the survey results indicate a generally high degree of satisfaction with the program. One comment suggested that program funding has been insufficient for a lengthy period, a condition that places a burden on the

respondent, and that it may indicate a lack of commitment to the program on MARAD's part, and/or a need for a change. We note that a significant (25 percent) increase was included in the President's FY 2004 Budget Request. The other respondent/commenter admonished MARAD, requesting "less bureaucracy between regional offices and HQ." This same respondent provided the only negative comments regarding MARAD service - these were judged to be minor in nature. The respondent further opined that MARAD's reports are "too lengthy (with) hidden details." We are unaware of any MARAD report that specifically pertains to Schoolship M&R; however, respondents (maritime academies) are required to submit summary Voyage Reports following annual training voyages. The length and content of these reports is often dictated by the submitting academy, and not by MARAD; furthermore, the narrative content is completely determined by the submitting academy.

VI. ACTION PLAN

Based on data received in response to MARAD's 2003 PPS, the following action items were developed.

A. All Programs:

Conduct team-planning sessions with program managers and key staff to identify ways to improve program operations and develop action plans. For example, we will discuss ways to make information on our web sites more timely, accurate, and user friendly, and to provide more information on MARAD programs and services. Team members will also explore ways to increase response rates for future customer surveys.

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Each operating program will continue to monitor and evaluate survey responses on an ongoing basis, and make feasible program modifications to meet customers' needs.

Staff will review the roles and functions of our federal and non-federal partners to avoid duplication of services by others. We will evaluate our resources to improve our performance and services as well as partnerships with both public and private entities.

MARAD will consider ways to increase its visibility with customers (an issue raised by a number of customer comments). MARAD headquarters will coordinate travel plans between headquarters and regional offices to provide the highest level of service. In addition, alternative ways to provide information to customers will be explored.

B. Intermodal Development Program:

As we continue to shift focus from infrastructure to other ports and terminals issues such as capacity and access, we will invest our efforts in targeting a broader customer base (e.g. state and local entities). Staff will encourage their participation in our programs and studies so that performance can be measured more accurately. To accomplish this we will work with MARAD regional offices to get them more involved so that they can manage initiatives in their respective areas. They have the relationships with customers in specific areas and therefore may be able to help accomplish our plans more efficiently.

C. National Defense Reserve Fleet/Ready Reserve Force Program:

More information on the NDRF/RRF is being web-based and made available to our DOD customers. Also, with the re-establishment of our Emergency Sealift Operations Room with secure video teleconferencing (VTC) we will be able to link with our DOD customers on a more frequent basis. Our new RRF management information system (RMS) is under development and should be online by the end of FY 2004; this will facilitate more accurate and timely data/information flow to our customer. During FY 2004, MARAD will discuss with our customers how we can improve the level of service and working relationship such that ours will be "better."

D. Ocean Freight Differential Program:

With only one response we did not receive sufficient information to develop trends or a list of frequent comments. However, staff will continue to support the Customer Satisfaction Program and encourage customers to express their concerns and suggestions.

E. State Maritime Schools/M&R Schoolship Program:

The SMS program manager contacted the one respondent that requested to be contacted. Each item that was expressed as a concern was addressed and specific items that could be immediately resolved were accomplished. The respondent had not received signed copies of the service obligation contracts for the incoming Student Incentive Payment (SIP) participants. Copies were mailed to the respondent immediately

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following the phone conversation. Several copies of the SIP DAFIS reports received from the Office of Accounting also had not been forwarded to the respondent, and they were also mailed immediately. The remaining items will be addressed and results provided to the respondent. We will continue to work with the SMS coordinators to continue the professional partnership.

With regard to the M&R Schoolship Program, the MARAD program office hosts an annual conference that is attended by all stakeholders - both academies (end-users of MARAD services) and MARAD (regional and HQ) staff. The conference addresses items of interest, with a primary focus on budget and administration. We will include the substantive text of comments received in the PPS as action items for discussion and follow-up at the 2003 program conference, tentatively scheduled for November 2003 in New York.

VII. CUSTOMER SATISFACTION ACCOMPLISHMENTS

As an ongoing process, upon review of data provided in response to MARAD's previous PPS forms, the following comprises our accomplishments to date.

A. All Programs:

1. Need Identified: To improve our electronic customer interface:

Actions Taken: MARAD's web site has been revamped.

MARAD headquarters staff has improved web pages by adding sections to notify customers of

upcoming speeches, conferences, and meetings.

The Division of Information Resources Management has coordinated the designation of a staff member from each program office to update their section of the MARAD web site.

The SOCP membership meetings are broadcast live over the Internet.

Electronic newsletters have been developed to keep industry informed of activities within MARAD and around the industry.

2. Need Identified: To improve our partnerships with federal and non-federal entities:

Actions Taken: MARAD is working in partnership with the Environmental Protection Agency (EPA) on issues related to the Emergency Planning and Community Right-to-Know Act and the Pollution Prevention Act.

The Marine Transportation System (MTS) team was formed consisting of members from the U.S. Coast Guard (USCG), MARAD, U.S. Army Corps of Engineers, the National Oceanic and Atmospheric Administration, EPA, and nine other federal agencies. Also, MARAD is the sponsor of a non-federal National Advisory Council to advise the Secretary of Transportation on MTS matters.

MARAD offices partnered with the Bureau of Transportation Statistics to develop a mariner survey. Customers surveyed included U.S. citizen merchant mariners from the USCG's Merchant Mariner Licensing and Documentation

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system. Data collected included rating/position, marine school(s) attended, and how to contact the mariner in the event of a crisis requiring additional mariners. This was followed up by the 2002 Mariner Survey whose major focus was to update and expand information on key readiness and training issues.

A joint task force was established between the U.S. Agency for International Development (USAID) and MARAD to review reimbursement and streamlining of procedures with respect to the OFD program.

In January 2002 MARAD, the Department of Energy, and EPA cosponsored a workshop on Maritime Energy and Clean Emissions. There were over 130 participants, including 31 speakers from both national and international organizations. The topic of discussion was the major U.S. policies and issues affecting ports and maritime commerce, and various technologies and methods being explored to improve energy efficiency and reduce air pollution.

3. Need Identified: To increase MARAD's visibility with customers:

Actions Taken: Staff participated in numerous conferences, seminars, and exhibits with other federal and non-federal entities. Staff coordinated events and travel with MARAD regional offices when appropriate.

Under MARAD's SOCP, a Mariner Recruitment and Retention Working Group was formed to heighten awareness about career and employment opportunities in

the maritime industry. Among the initiatives set forth and achieved by MARAD/SOCP's Working Group are the co-sponsorship of a public broadcasting production highlighting careers in the maritime industry, the assimilation of a presentation package to be used in student outreach, visits at elementary and high schools to introduce students to the maritime industry, the production of a brochure featuring career options, and a mariner recruitment and retention web page.

MARAD is working with the Departments of Labor, Education, Defense (Military Sealift Command and Naval Sea Systems Command), and Homeland Security (USCG) and others to establish a national maritime apprentice program support vehicle to assist in the establishment and operation of both mariner and shipbuilding apprentice programs.

The Office of Ship Operations has embarked on an extensive array of activities all focused on promoting our programs. Increased RRF ship open house opportunities for the DOD, the media, and the public have been used as a vehicle to distribute redesigned RRF and ship specific promotional brochures. For children a 25th anniversary RRF coloring book was developed in which the ship's captain conducts a tour and explains what his ship and crew do. Increased opportunities to coordinate activities with the media have resulted in the creation of new media advisory kits, visits to the fleet sites, and invitations to participate in vessel sea trials.

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A top to bottom review of the RRF business processes, procedures, and performance measurement both at the regional and headquarter levels was completed.

The Office of Ship Operations, supported by MARAD's Office of Congressional and Public Affairs, is continuing efforts to promote awareness of the RRF program to our DOD customers and the general public. The use of the RRF during Operations ENDURING FREEDOM and IRAQI FREEDOM has given opportunity for media coverage especially upon the return of the ships from the recent deployment. Media coverage has focused on the vital contribution the U.S. civilian merchant mariners made during use of the RRF. MARAD is also participating in "lessons-learned" analysis with DOD to identify the needs of the sealift user to be sure the program adequately addresses surge sealift requirements (i.e., vessel configuration, cargo loading, force protection, etc.), especially those of the U.S. Army and U.S. Marine Corps.

Revised Title XI application forms are now in use and a Final Rule was published in the **Federal Register** on improvements in the administration of the Title XI program.

Recruitment for the U.S. Merchant Marine Academy has been broadened by outreach to other countries. The Class of 2005 includes six students from three different countries and the Classes of 2006 and 2007 have six students from Panama.

MARAD improved outreach for the Vessel Transfer Program by establishing procedures to return telephone calls within 24 hours of receipt, contact applicants to acknowledge receipt of vessel transfer applications, and provide weekly updates on status, until a decision is made. Staff also established a system to provide a weekly review of the correspondence log to ensure appropriate monitoring and timely response to correspondence.

B. Actions Taken by Specific Programs:

1. Cargo Preference Program:

In response to requests to be better informed on legislative matters and notifying carriers on a real-time basis of shipments, the Office of Cargo Preference established a system to E-mail transmission of market leads. The Office also maintains a web page that provides an updated list of U.S.-flag carriers and U.S.-flag vessels.

The Office also developed an electronic alternative whereby Export-Import Bank shippers can report completed vessel voyages. For compliance purposes, the same system will electronically deposit the information into the Cargo Preference Overview System.

As a result of a major review of cargo preference regulations to update and make them more reflective of the way ocean transportation is conducted, we amended existing criteria for granting waivers of the U.S.-flag requirement.

2. Domestic Shipping Activities:

MARAD now provides a direct shipper assistance program for the mutual benefit of customers and carriers in the oceangoing coastwise trade. Specifically, MARAD maintains a listing of coastwise-qualified vessels, and provides advice to industry on how to best ship commodities in compliance with the Jones Act or coastal shipping laws. MARAD is developing an electronic "broadcast" E-mail system that can send shipper requirements to multiple carriers or brokers simultaneously to better meet shipper needs.

MARAD has developed a program for issuing waivers of the U.S.-build requirement for the smallest of passenger vessels (12 passengers or less) engaged in coastwise trade. Changes made to streamline program procedures have decreased the average time from receipt of an application to a decision from 73 to 53 days. This is a 27 percent improvement.

MARAD's Domestic Shipping staff is reviewing its brochures and has begun to update them as appropriate.

3. Environmental Activities:

The Office of Environmental Activities (OEA) enhanced the environmental section on MARAD's NMREC web page to reflect MARAD's environmental goals and the mission of the Office. A direct link to the Office Director is included to provide prompt responses to customer inquiries.

We have established relationships with ports, industry, academia, federal, state, and local governments to identify and demonstrate transferable clean emissions technology for marine use. The OEA has also leveraged resources to conduct emissions abatement technology demonstration projects throughout the United States. The OEA will now expand its focus to include solutions to air emission related port expansion issues. Regular newsletters are currently being sent to provide updates on activities related to that new program.

4. Intermodal Development Program:

The Office of Intermodal Development (OID), in recognition of the growing importance of intermodal access, undertook a comprehensive survey of access conditions at U.S. ports. The Intermodal Access Survey gauged the state of roadway, rail, and waterside access conditions at U.S. ports and pinpointed potential actions for the future.

In August 2002 the OID published "Intermodal Access to U.S. Ports - Report on Survey Findings." The Report presents a comprehensive assessment of the intermodal interfaces between land and water as they impact the movement of passengers and cargo through our Nation's transportation system.

In 2002 OID partnered with the Inland River Ports and Terminals Inc. to address transport access issues that impact efficient and effective freight transportation to and through shallow draft marine ports and terminals. The objective

CUSTOMER SATISFACTION REPORT

is to gauge issues that the marine transportation industry faces and to work toward solutions. This complements OID's partnership with the American Association of Port Authorities and National Association of Waterfront Employers that continues surveying the deepdraft marine ports and terminals.

The OID obtained approval from the Office of Management and Budget to survey the deep and shallow draft port industries. OID expects to have the survey results published in 2003.

OID's latest initiative is the Inland Waterways Intermodal Cooperative Program (IWICP), a public private partnership. The goal of the IWICP is to increase the productivity and cost effectiveness of domestic freight transportation companies that use America's inland waterways through research and development.

5. Maritime Loan Guarantee Program:

The Title XI staff contacts their customer, as needed, for a general status update on the companies and the industry segment in which they operate.

The staff continues to meet with prospective Title XI applicants to discuss the Title XI program and help them file applications that are more complete and can be acted upon more quickly.



To maintain industry awareness of the Title XI program, MARAD staff participated in various seminars and conferences throughout the United States and abroad, including:

In June 2002 presented a speech and participated in the Marine Log Gulf Offshore 2002 Conference in Biloxi, MS.

In September 2002 attended the Shipping Finance 2002 - 6th Annual Industry Event held in London, England.

In October 2002 attended the Shipbuilder's Council meeting held in San Francisco, CA.

In November 2002 served as a panelist and participated in Ferries 2002 Conference held in Ft. Lauderdale, FL.

In November 2002 participated in MARAD hosted groundbreaking Short Sea Shipping Conference held in New York, NY. Conference explored the development of a robust short sea shipping system to aid in the reduction of growing freight congestion on American rail and highway systems.

6. Maritime Security Program (MSP)/Voluntary Intermodal Sealift Agreement (VISA):

The program staff will continue to: (1) respond to inquiries about participation in our MSP/VISA programs in an expeditious manner, and (2) continue to educate operators as to both the advantages and limitations of the programs.

CUSTOMER SATISFACTION REPORT

7. Maritime Transportation Statistics:

The Office of Statistical and Economic Analysis restructured its customer support service program by appointing a staff member and a backup as the main points of contact for all customer support inquiries. The Office redesigned its web site with easy to find information to respond to customers' inquiries. As a result, customers are currently able to obtain the information they seek from the web site in more than 70 percent of cases (confirmed by regular direct follow-up with customers). Through its new programs of regular direct follow-up and an annual review of the substance of all inquiries, the Office is now able to ensure that its web site is focused on customer needs and that all customer inquiries are responded to in an efficient and timely manner.

In 2002 the Office released MARAD's first ever publication in electronic version only (CD-Rom and web site). They will continue to move in that direction to ensure that its publications are released in a timely manner with up-to-date data.

The Office planned on implementing an automated telephone system that would direct the caller to the appropriate person and ensure timely response to all incoming calls. The Office was unable to implement this system due to technical difficulties beyond their control. However, the Office voice mail message was modified to give out all key contacts' phone numbers.

8. National Defense Reserve Fleet/Ready Reserve Force Program:

The Office of Ship Operations completed an ambitious



Business Process Review of the RRF program. Process Improvement Teams successfully benchmarked some of the top maritime shipping companies in the United States and invited our Ship Managers to participate in focused workshops identifying best industry practices and customer needs. This provides us the opportunity to consolidate and improve our business model.

9. National Maritime Resource and Education Center (NMREC):

No responses were received in response to our 2002 PPS. Hence, we were unable to develop trends or a list of frequent comments.

10. Ocean Freight Differential Program:

The Office of Cargo Preference will continue to revise ocean freight differential procedures for payment to improve efficiency, timeliness of reports, and reduce operating costs.

A joint task force has been formed between the U.S. Department of Agriculture, USAID, and MARAD to review reimbursement procedures with respect to OFD and amend the Memorandum of Understanding to reflect revised

CUSTOMER SATISFACTION REPORT

procedures and streamlining of the process.

A draft Notice of Proposed Rulemaking to update our agricultural cargo preference regulations is currently being reviewed within MARAD.

11. Operating Differential Subsidy Program (ODS):

While the ODS program is reaching the end of its statutory life, we will continue to work with existing contractors to assure they have complete information and to assist them in receiving the ODS payments earned under the contract in a timely and efficient manner.

12. Port Conveyance:

MARAD has reviewed the port conveyance application process and is examining ways to provide improved guidance to prospective applicants. As part of our overall effort to increase the visibility of the Port Program, we have highlighted this program in recent industry outreach activities.

13. Port Development

The Office of Ports and Domestic Shipping has significantly broadened its participation as speakers and panelists in industry conferences, seminars, and workshops. These outreach activities have resulted in increased interaction with industry at the local, regional, and national levels. We are conducting monthly conference calls with our regional counterparts to improve the flow of information and ideas on current agency projects and programs as well as to discuss how we can

improve our customer satisfaction and performance.

14. Ship Operations Cooperative Program:

The SOCP 

partnered with commercial and governmental maritime organizations to jointly fund and work on projects of common interest. Since April 2002, three membership meetings have been held.

The first meeting included presentations on maritime security, the U.S. Coast Guard's Licensing Program, and STCW updates.

The second included a maritime security panel and discussions were held on the SOCP Smart Card Project and the Regional Exam Center Reengineering initiative.

The theme for third meeting was maritime security, which provided insight into the restructuring of federal agencies and their roles in maritime security. MARAD presented its Research, Technology, Demonstration, and Deployment initiative. The consortium now numbers 43 members.

The staff contacted SOCP members who have been unable to attend memberships meetings and, as a result, packages handed out at our membership meetings are being forwarded to members who could not attend.

15. State Maritime Schools/M&R Schoolship Program:

The SMS continue to train and educate cadets in maritime engineering and navigation producing highly qualified graduates with an USCG merchant marine officer's license and practical shipboard training. We will continue to improve communications between all the schools and MARAD.

MARAD will continue to be a progressive and responsive partner with the state maritime schools, and to provide competent and professional services in support of schoolship M&R.

16. U.S. Merchant Marine Academy (USMMA):

MARAD decided a more specific survey was necessary to meet the needs of the USMMA. The staff at Kings Point will prepare a PPS form to reflect the USMMA program in conjunction with the next scheduled accreditation review.



17. Vessel Transfer Program:

Two areas of customer satisfaction improvements were implemented for the Vessel Transfer Program.

Program staff now contacts applicants to acknowledge receipt of vessel transfer applications and provide updates on application status.

The Program Manager devised a system to provide a weekly review of the correspondence log to ensure appropriate monitoring and timely response to correspondence.

During June 2003, program staff provided each foreign-flag vessel owner a list of their ships that are subject to MARAD contracts. In addition, each foreign-flag vessel owner was notified that a written guarantee from a financially qualified U.S. corporation could be used as a substitute surety company bond for vessels subject to MARAD contracts.

18. War Risk Insurance

Since this program is active only in times of emergency, it has not had a large customer base to survey in previous years. Customer satisfaction can be better ascertained when there is a significant customer base.

19. Looking Ahead

As more cycles are completed, customer service will be more responsive, and customer satisfaction should grow.

PROGRAM PERFORMANCE SURVEY

CUSTOMER SATISFACTION REPORT

Executive Order 12862 requires MARAD to survey customers to determine the kind and quality of services they want and the level of their satisfaction with existing services. The Program Performance Survey is intended to obtain customers' view on MARAD's major programs and activities with which the customers were involved during the preceding year. Senior management and program managers will use information provided to monitor the overall level of customer satisfaction and to identify areas for improvement in program service or product delivery.

Programs are evaluated on a continuous three-year cycle*. The following shows the breakdown for MARAD programs.

First Year (2003), (2006)

Intermodal Development Program
National Defense Reserve Fleet/Ready Reserve Force
Ocean Freight Differential Program
State Maritime Schools/Schoolship Program
U.S. Merchant Marine Academy**

Second Year (2004), (2007)

Domestic Trade
Maritime Security Program/Voluntary Intermodal Sealift Agreement
Maritime Transportation Statistics
Port Development Program
Ship Operations Cooperative Program
Short Sea Shipping Program

Third Year (2005), (2008)

Cargo Preference Program
Environmental Activities
Maritime Loan Guarantee (Title XI) Program
National Maritime Resource and Education Center
Ship Disposal Program
Vessel Transfer Program

* The War Risk Insurance is a standby program activated as needed. This program will be evaluated during the next review cycle following activation of the program.

** Review of the U.S. Merchant Marine Academy is pending revision of PPS to reflect their special needs.

CUSTOMER SATISFACTION REPORT



PROGRAM PERFORMANCE SURVEY

U.S. Department of Transportation
Maritime Administration

A Maritime System that Serves America
With American Ships and American Labor

OMB No. 2133-0528
Expiration Date: 09/30/03

Dear Customer:

We value your feedback and would like to know how well we are meeting your needs. Please take a few moments to complete the following questions regarding the _____ program and return this postage paid mailer to us or fax it to (202) 366-9580. For your convenience, you may respond electronically through MARAD's Home Page (<http://www.marad.dot.gov>). This survey takes approximately 6 minutes to complete.

Program Evaluation

1. Please indicate the type of organization you represent: (Circle one)

- | | | |
|------------------------|------------------------------|---------------------------|
| Environmental | International | Shipbuilder/Repairs |
| Financial Institution | Legal | Vessel Manager |
| Government/Federal | Offshore | Vessel Operator/Charterer |
| Government/State-Local | Port/Terminal | Vessel Owner |
| Intermodal | Other (Please Specify) _____ | |

Circle number indicating performance level (1 equals unsatisfactory - 5 equals excellent)

2. How successful was our program in meeting your needs? 1 2 3 4 5

3. How would you rate MARAD on our outreach initiatives?

Initial contact	1	2	3	4	5
Contact during transaction	1	2	3	4	5
Follow-up contact	1	2	3	4	5

Service Evaluation

4. How long has your organization been a MARAD customer? _____

5. What is your average level of interaction with MARAD on a monthly basis?

(Circle one) 2 times or less 3-5 times 6-8 times more than 8 times

6. Using the following categories, please rate how MARAD's service/your working relationship compares to other governmental or non-governmental entities who provide the same or similar services.

	<u>Worse</u>	<u>Same</u>	<u>Better</u>
a. Was service reliable?	_____	_____	_____
b. Was response timely?	_____	_____	_____
c. Was request complete?	_____	_____	_____
d. Was service friendly?	_____	_____	_____
e. Were services available?	_____	_____	_____
f. Was assistance provided?	_____	_____	_____
g. Was conduct ethical?	_____	_____	_____
h. Was data/information shared?	_____	_____	_____
i. Was communication effective?	_____	_____	_____
j. Were we responsive to your concerns?	_____	_____	_____
k. Were employees professional?	_____	_____	_____
l. Were we willing to work with you?	_____	_____	_____

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

CUSTOMER SATISFACTION REPORT

7. Why did you select MARAD? _____

8. Are there any additional services we can provide you? Yes ___ No ___
Please List: _____

9. Is MARAD your main supplier for information and support relating to maritime activities? Yes ___ No ___
a. If no, whom else do you use? _____

b. Why? _____

10. Would you recommend MARAD to another member of the maritime industry or Government agency for information and assistance relating to this program? Yes ___ No ___
If no, why? _____

11. If you had a choice, would you use MARAD again? Yes ___ No ___
If no, why? _____

12. Please provide comments, suggestions for improvement, or suggested benchmarks or standards for comparable or analogous service from other sources:

13. Is MARAD's information in clear and easy to understand plain language?
Yes ___ No ___ If no, please attach a sample or provide a brief explanation.

Would you like a MARAD employee to call to discuss comments Yes No
If yes, please provide Name/Phone Number - If no, optional
Name: _____
Telephone No.: _____
Organization: _____
City, State, Zip: _____

FOR OFFICE USE ONLY

Organizational Code _____
Program Activity Code _____
Date Mailed _____

SUMMARY OF PROGRAM PERFORMANCE

SURVEY DATA

CUSTOMER SATISFACTION REPORT

SUMMARY OF PROGRAM PERFORMANCE SURVEY DATA (Note: Not all respondents answered every question)

1. Type of Respondents

	<u>Number</u>	<u>Percentage</u>
Consultant	4	7.7
Government/Federal	11	21.2
Government/State-local	4	7.7
International	2	3.8
Maritime Academies	5	9.6
Port/Terminal	7	13.5
Vessel Operator/Charterer	3	5.8
Vessel Owner	2	3.8
Other	*14	26.9

(* Contractor-1, Education-1, Innovation Center-1, Intermodal-1, Non-Profit-1, Real Time Cargo Tracking and Control-1, Solution Provider-1, Trade Association-1, Transportation Agency-1, No Response-5)

2. How successful was our program in meeting your needs?

	<u>Number</u>	<u>Percentage</u>
Excellent	9	17.3
Above Average	18	34.6
Average	14	26.9
Below Average	3	5.8
Unsatisfactory	0	0.0
No Response	8	15.4

3. How would you rate MARAD on our outreach initiatives?

	<u>Excellent</u>	<u>Above Average</u>	<u>Average</u>	<u>Below Average</u>	<u>Unsatisfactory</u>	<u>No Response</u>
Initial	13 (25)	11 (21.2)	12 (23)	6 (11.5)	0 (0.0)	10 (19.3)
During Transaction	15 (28.8)	10 (19.3)	12 (23)	4 (7.7)	0 (0.0)	11 (21.2)
Follow-up	15 (28.8)	11 (21.2)	9 (17.3)	6 (11.5)	0 (0.0)	11 (21.2)

(Percentage is in parentheses)

CUSTOMER SATISFACTION REPORT

4. How long has your organization been a MARAD customer?

	<u>Number</u>	<u>Percentage</u>
1-5 Years	11	21.2
6-10 years	5	9.6
11-15 years	4	7.7
16-20 years	4	7.7
21-25 years	3	5.8
26-29 years	4	7.7
30 plus	6	11.5
No Response	15	28.8

5. What is your average level of interaction with MARAD on a monthly basis?

	<u>Number</u>	<u>Percentage</u>
2 times or less	24	46.1
3-5 times	11	21.2
6-8 times	1	1.9
More than 8 times	9	17.3
No Response	7	13.5

6. Comparison to other government and non-government entities?

	<u>Worse</u>	<u>Same</u>	<u>Better</u>	<u>No Response</u>
Reliability	3 (5.8)	22 (42.3)	21 (40.4)	6 (11.5)
Timeliness	4 (7.7)	21 (40.4)	21 (40.4)	6 (11.5)
Completeness	4 (7.7)	24 (46.2)	18 (34.6)	6 (11.5)
Friendliness	1 (1.9)	18 (34.6)	27 (52.0)	6 (11.5)
Availability of Service	3 (5.8)	28 (53.9)	15 (28.8)	6 (11.5)
Assistance	3 (5.8)	22 (42.3)	20 (38.4)	7 (13.5)
Ethical Conduct	0 (0.0)	25 (48.1)	21 (40.4)	6 (11.5)
Information Sharing	6 (11.5)	23 (44.1)	17 (32.7)	6 (11.5)
Communication	4 (7.7)	19 (36.5)	22 (42.3)	7 (13.5)
Responsiveness	6 (11.5)	17 (32.7)	22 (42.3)	7 (13.5)
Professionalism	0 (0.0)	20 (38.5)	26 (50.0)	6 (11.5)
Willingness to Work with Customer	4 (7.7)	17 (32.7)	25 (48.1)	6 (11.5)

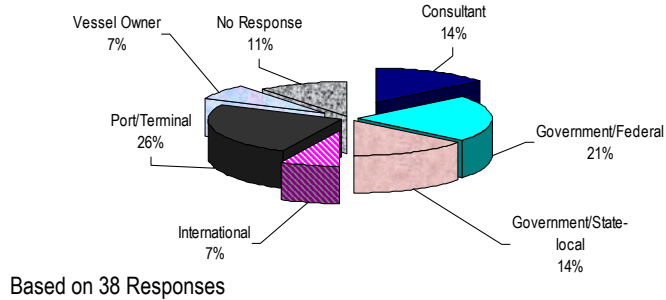
(Percentage in parentheses)

CUSTOMER SATISFACTION REPORT

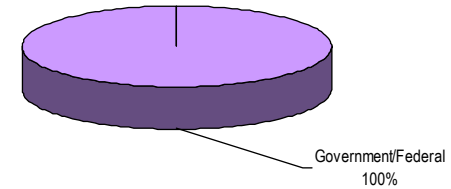
<i>7. Is MARAD your main supplier for information and support relating to maritime activities?</i>			
	<u>Number</u>	<u>Percentage</u>	
Yes	19	36.5	
No	28	53.9	
No Response	5	9.6	
<i>8. Would you recommend MARAD?</i>			
	<u>Number</u>	<u>Percentage</u>	
Yes	43	82.7	
No	1	1.9	
No Response	8	15.4	
<i>9. Would you use MARAD again?</i>			
	<u>Number</u>	<u>Percentage</u>	
Yes	45	86.5	
No	0	0.0	
No Response	7	13.5	
<i>10. Responses by Programs</i>			
	<u>Mailed</u>	<u>Received</u>	<u>Percentage</u>
Intermodal Development Program	153	38	25
NDRF/RRF	10	4	40
Ocean Freight Differential Program	6	1	17
State Maritime Schools/Schoolship Program	19	9	47

TYPE OF RESPONDENT

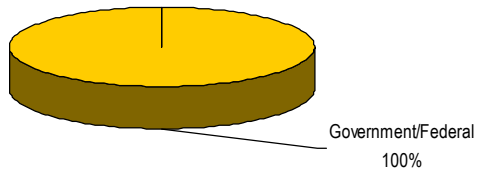
Intermodal Development Program



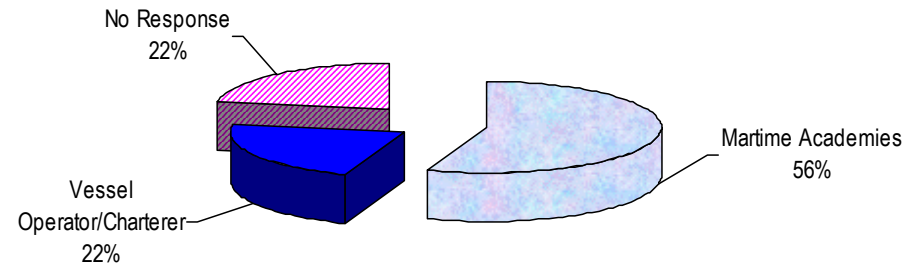
Ocean Freight Differential Program



NDRF/RRF Program

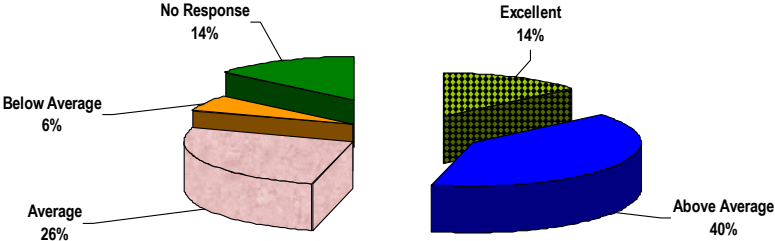


State Maritime Schools/M&R Schoolship Program



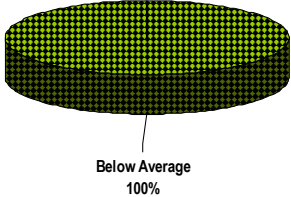
HOW SUCCESSFUL WAS OUR PROGRAM IN MEETING YOUR NEEDS?

Intermodal Development Program



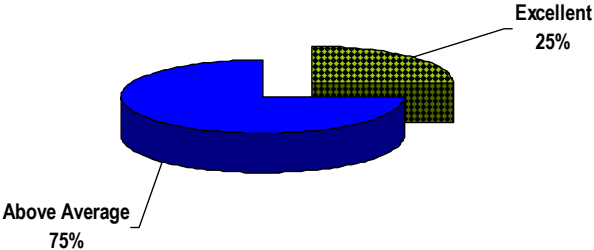
Based on 38 Responses

Ocean Freight Differential Program



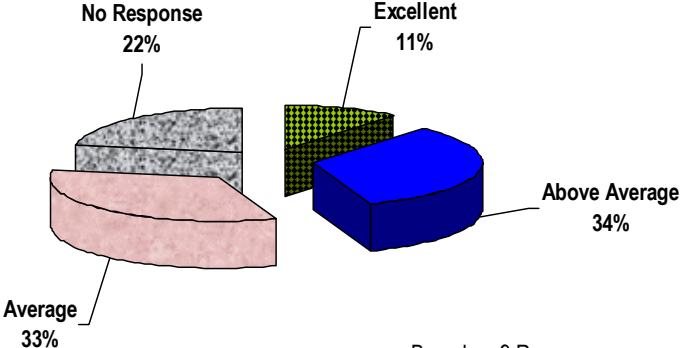
Based on 1 Response

NDRF/RRF Program



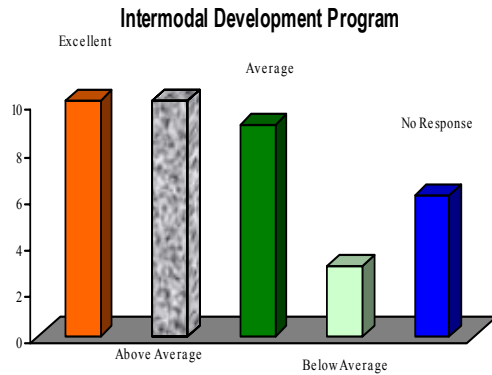
Based on 4 Responses

State Maritime Schools/ M&R Schoolship Program

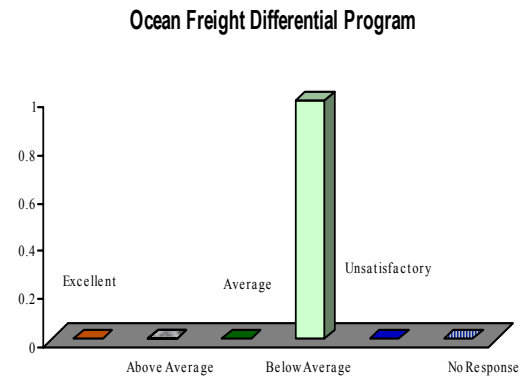


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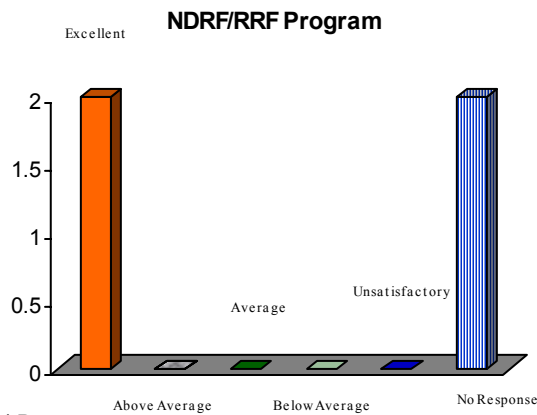
HOW WOULD YOU RATE MARAD ON OUR OUTREACH INITIATIVES?



Based on 38 Responses

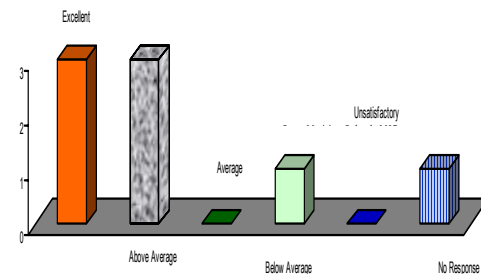


Based on 1 Response



Based on 4 Responses

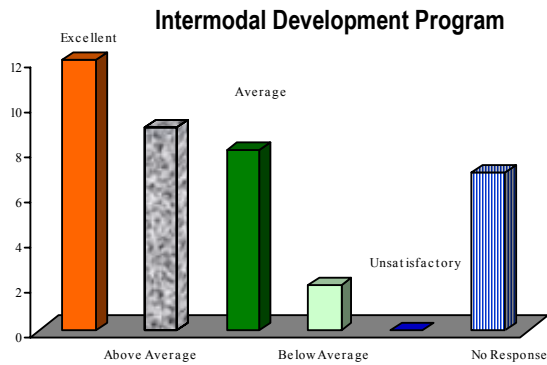
State Maritime Schools/M&R Schoolship Program



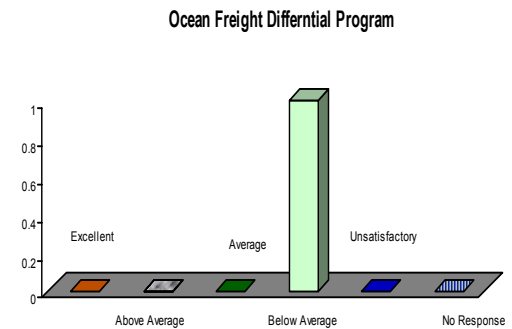
Based on 9 Responses

Initial Contact

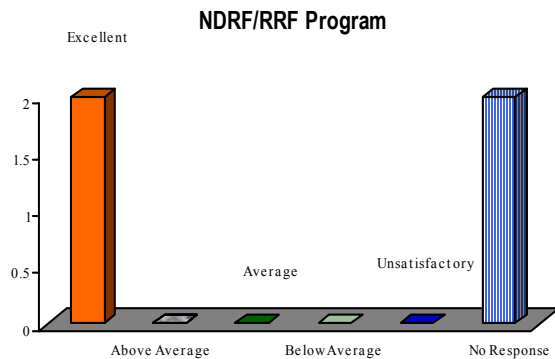
HOW WOULD YOU RATE MARAD ON OUR OUTREACH INITIATIVES?



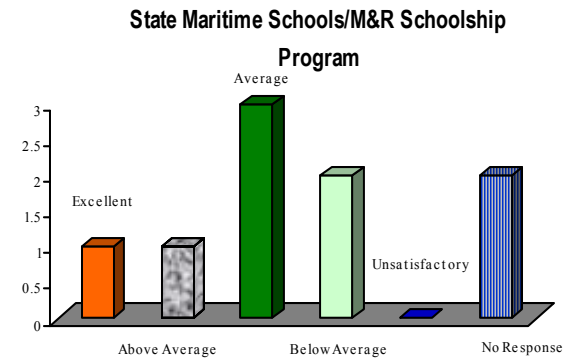
Based on 38 Responses



Based on 1 Response



Based on 4 Responses

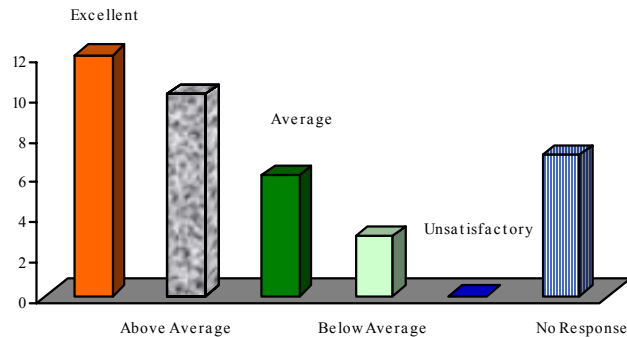


Based on 9 Responses

During Contact

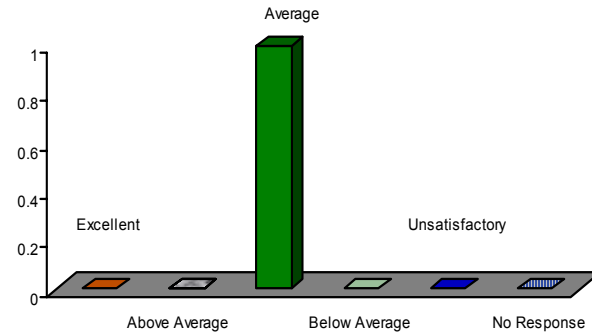
HOW WOULD YOU RATE MARAD ON OUR OUTREACH INITIATIVES?

Intermodal Development Program



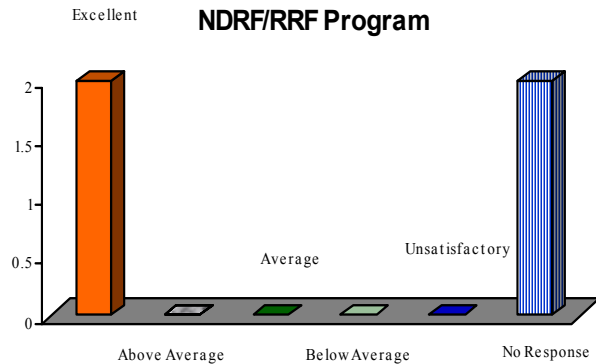
Based on 38 Responses

Ocean Freight Differential Program



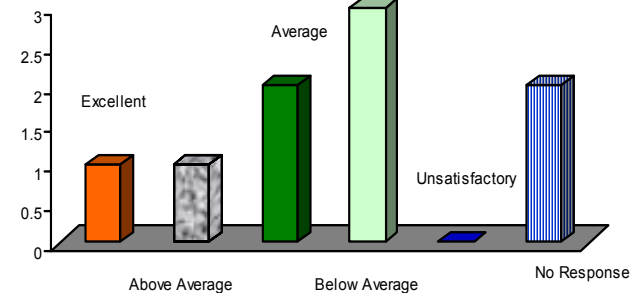
Based on 1 Response

NDRF/RRF Program



Based on 4 Responses

State Maritime School/M&R Schoolship Program

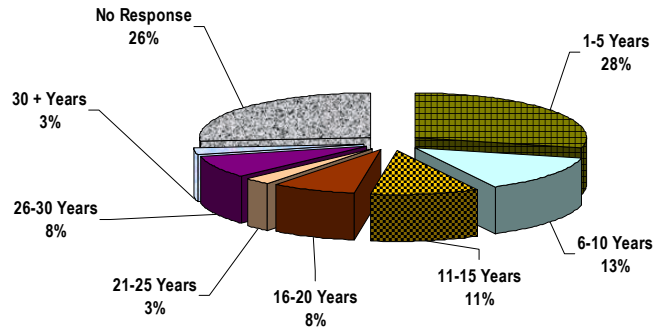


Based on 9 Responses

Follow-up Contact

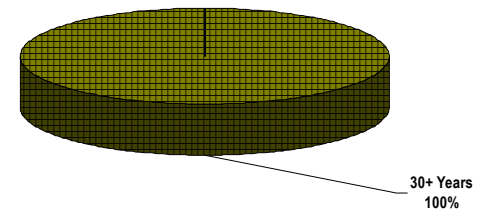
HOW LONG HAS YOUR ORGANIZATION BEEN A MARAD CUSTOMER?

Intermodal Development Program



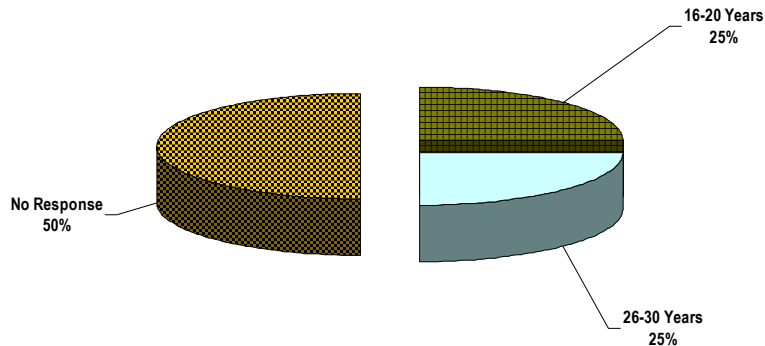
Based on 38 Responses

Ocean Freight Differential Program



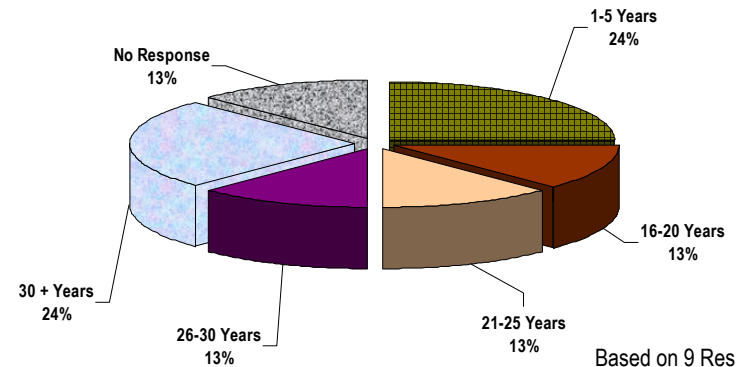
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NDRF/RRF Program



Based on 4 Responses

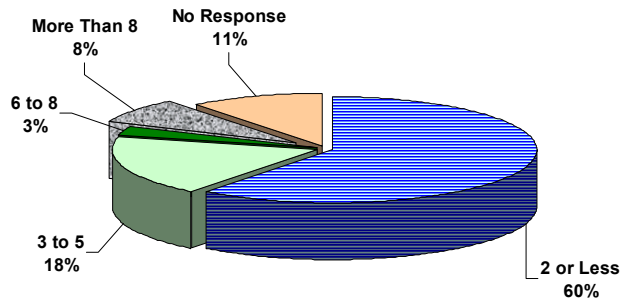
State Maritime Schools/M&R Schoolship Program



Based on 9 Responses

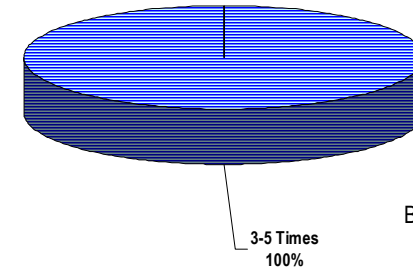
WHAT IS YOUR AVERAGE LEVEL OF INTERACTION WITH MARAD ON A MONTHLY BASIS?

Intermodal Development Program



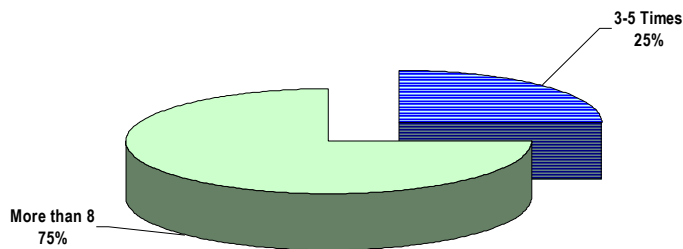
Based on 38 Responses

Ocean Freight Differential Program



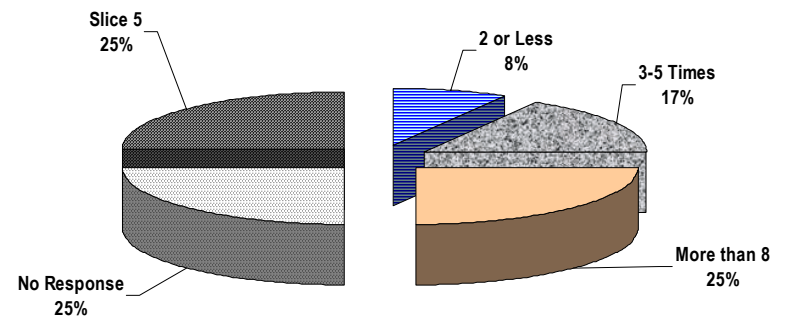
Based on 1 Response

NDRF/RRF Program



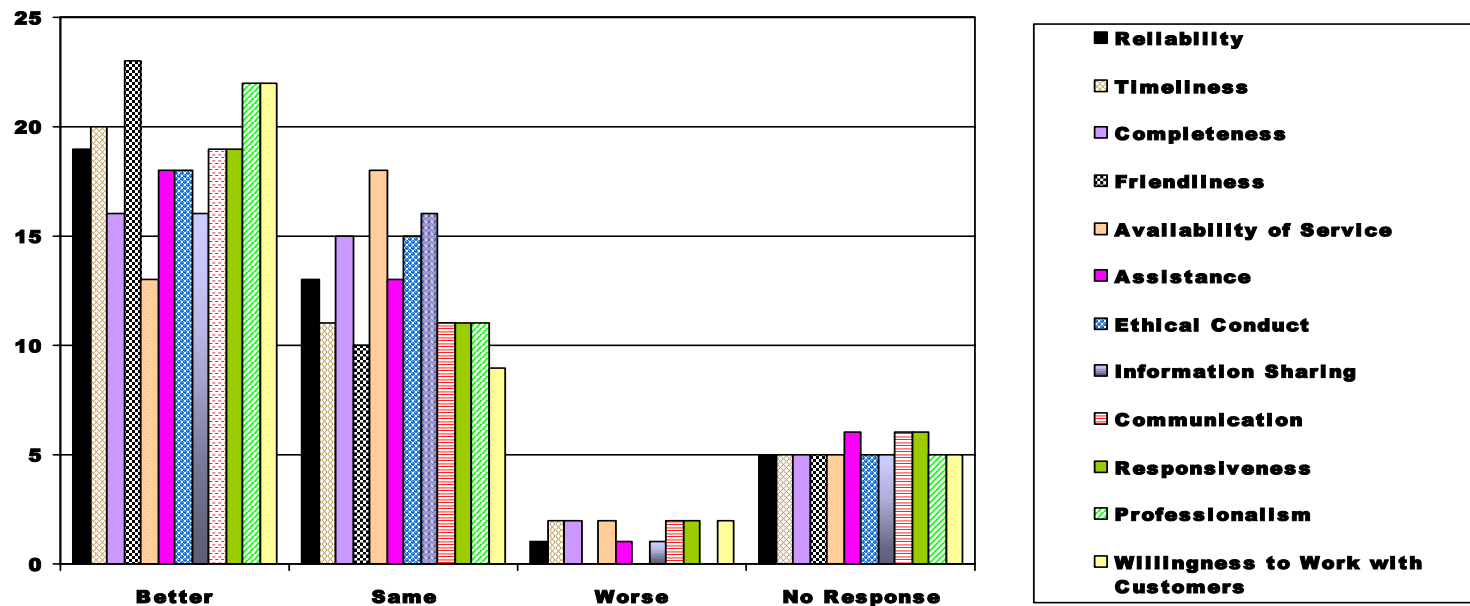
Based on 4 Responses

State Maritime Schools/M&R Schoolship Program



Based on 9 Responses

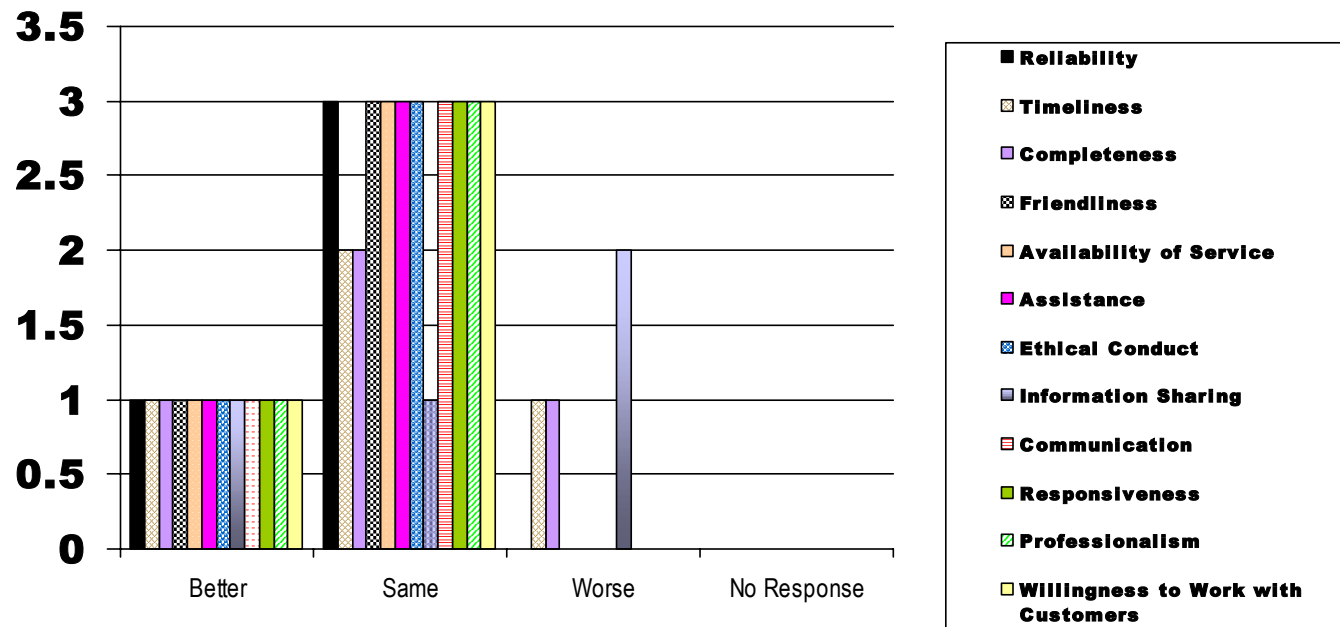
COMPARISON TO OTHER GOVERNMENT AND NON-GOVERNMENT ENTITIES



Intermodal Development Program

(Based on 38 Responses)

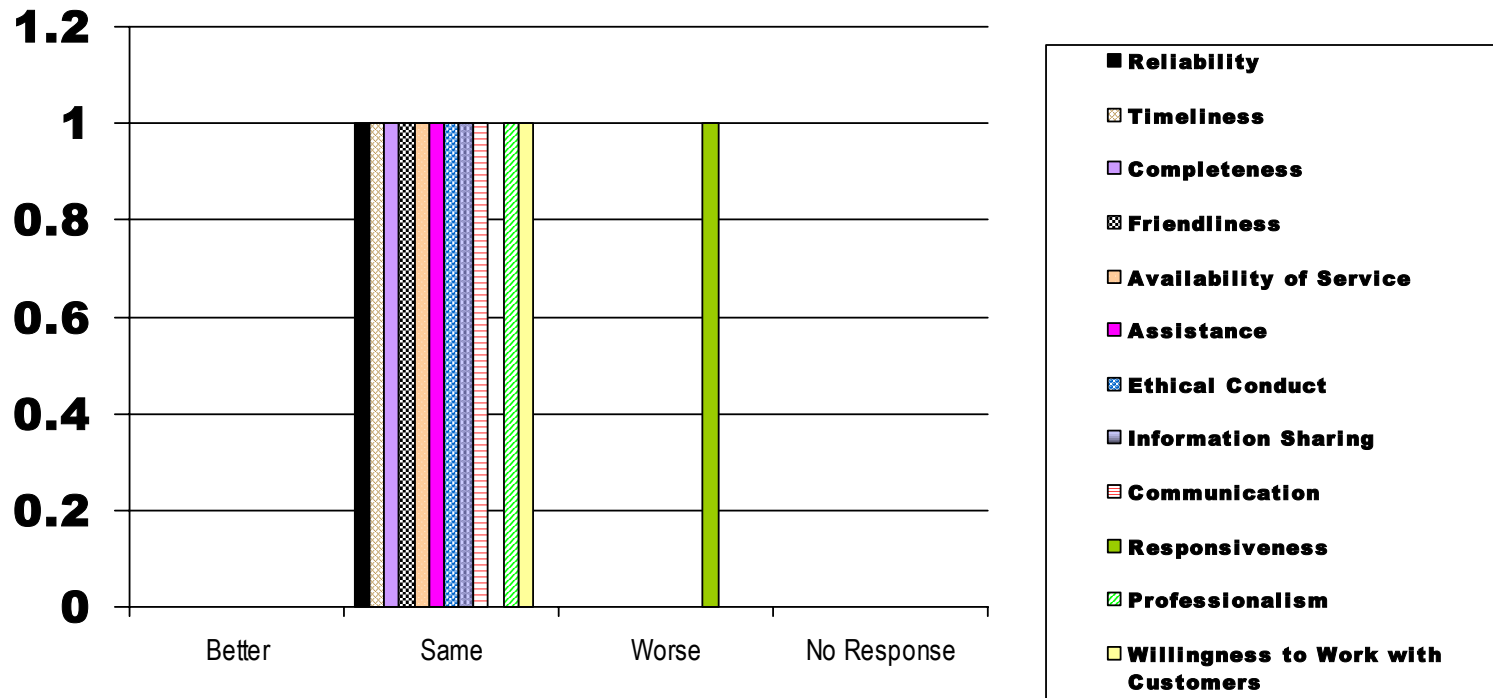
COMPARISON TO OTHER GOVERNMENT AND NON-GOVERNMENT ENTITIES



NDRF/RRF Program

(Based on 4 Responses)

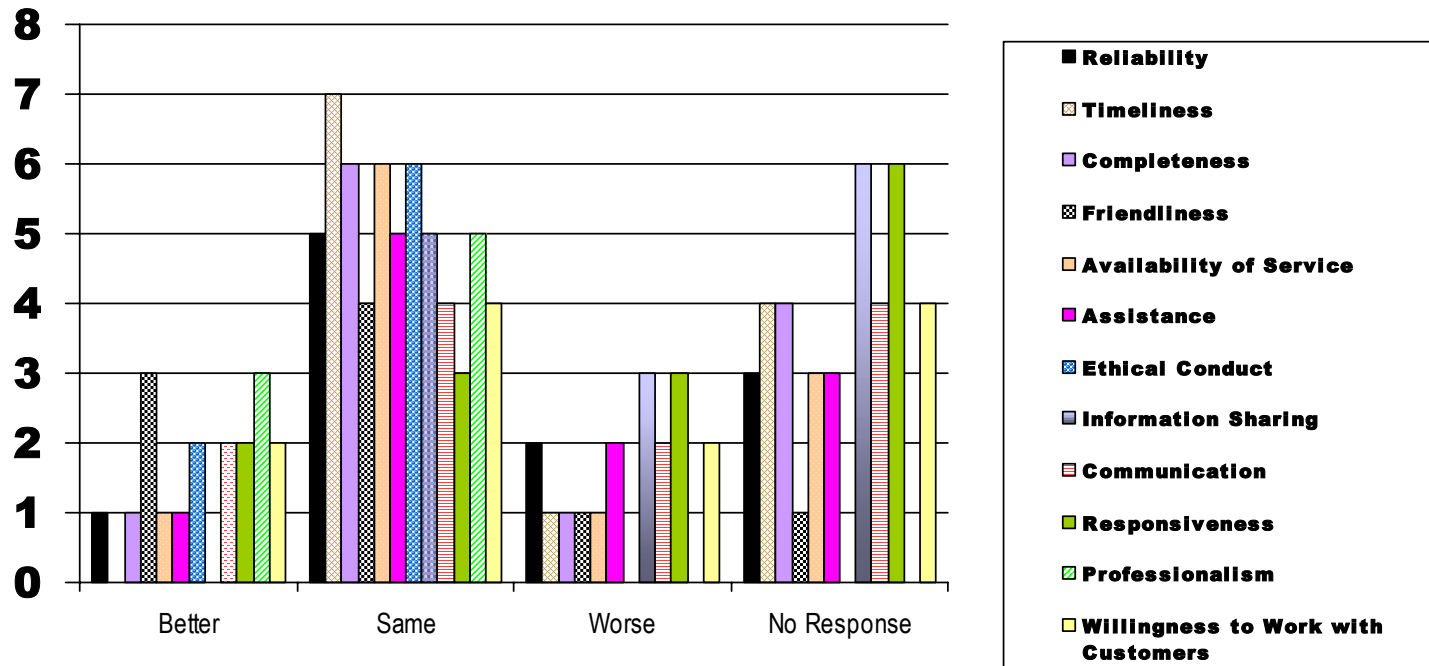
COMPARISON TO OTHER GOVERNMENT AND NON-GOVERNMENT ENTITIES



Ocean Freight Differential Program

(Based on 1 Response)

COMPARISON TO OTHER GOVERNMENT AND NON-GOVERNMENT ENTITIES

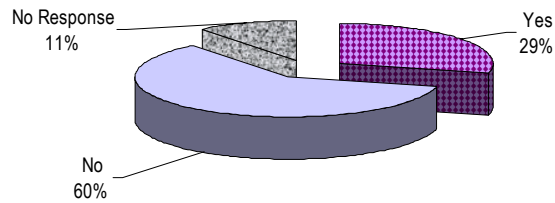


State Maritime School/M&R Schoolship Program

(Based on 9 Responses)

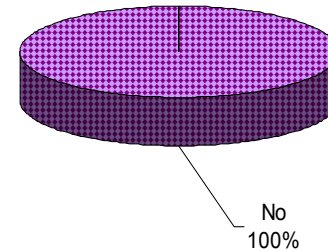
IS MARAD YOUR MAIN SUPPLIER FOR INFORMATION AND SUPPORT RELATING TO MARITIME ACTIVITIES?

Intermodal Development Program



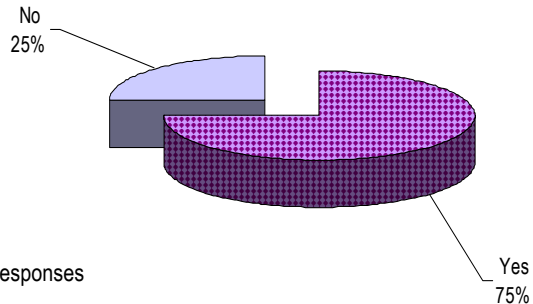
Based on 38 Responses

Ocean Freight Differential Program



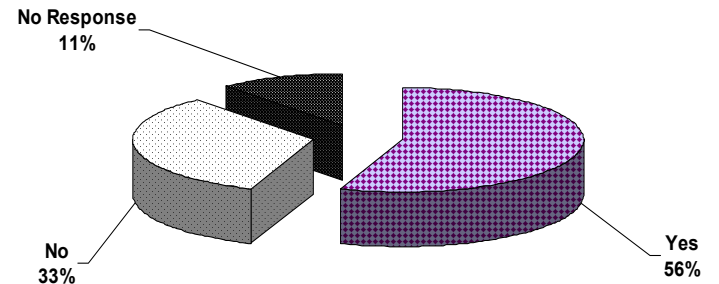
Based on 1 Response

NDRF/RRF Program



Based on 4 Responses

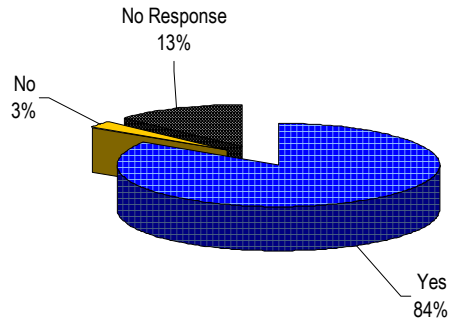
State Maritime School/ M&R Schoolship Program



Based on 9 Responses

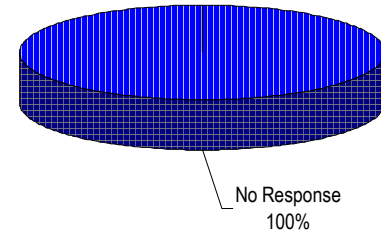
WOULD YOU RECOMMEND MARAD TO ANOTHER MEMBER OF THE MARITIME INDUSTRY OR GOVERNMENT AGENCY FOR INFORMATION AND ASSISTANCE RELATING TO THIS PROGRAM?

Intermodal Development Program



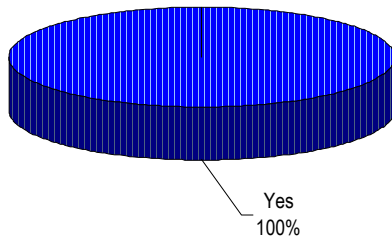
Based on 38 Responses

Ocean Freight Differential Programs



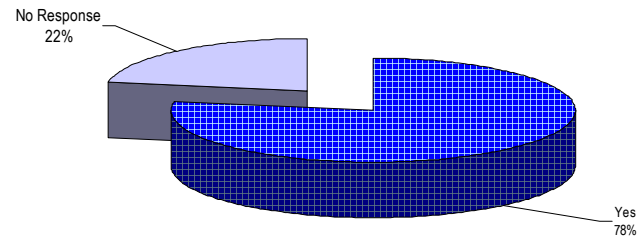
Based on 1 Response

NDRF/RRF Program



Based on 4 Responses

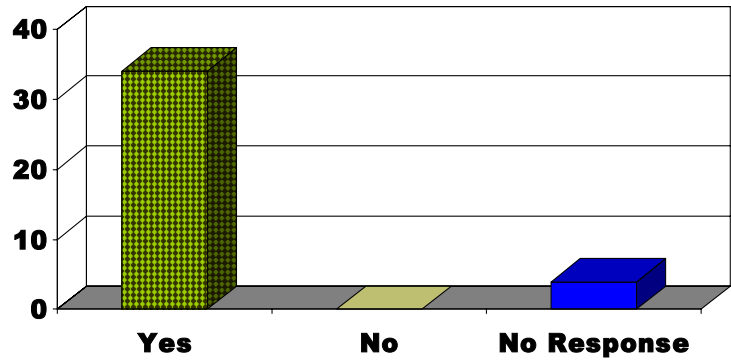
State Maritime School/M&R Schoolship Program



Based on 9 Responses

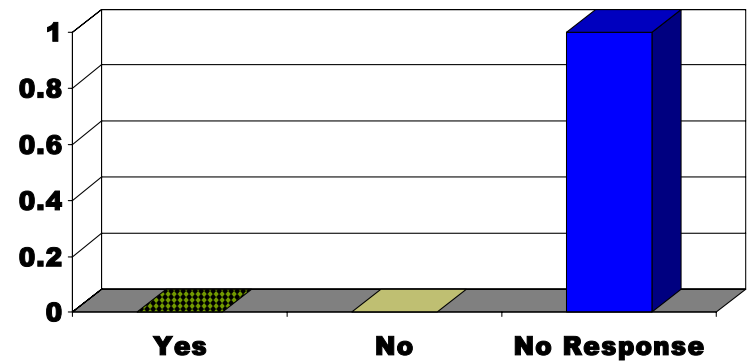
IF YOU HAD A CHOICE, WOULD YOU USE MARAD AGAIN?

Intermodal Development Program



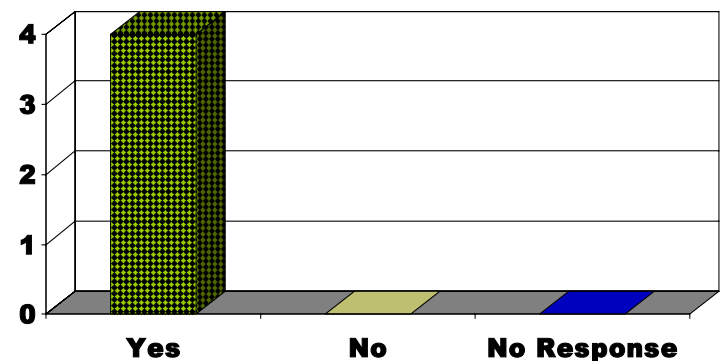
Based on 38 Responses

Ocean Freight Differential Program



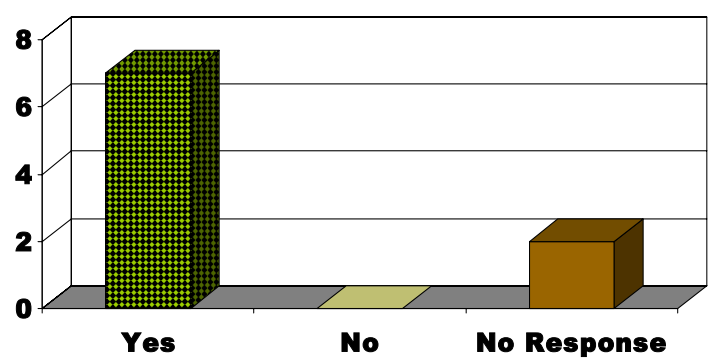
Based on 1 Response

NDRF/RRF Program



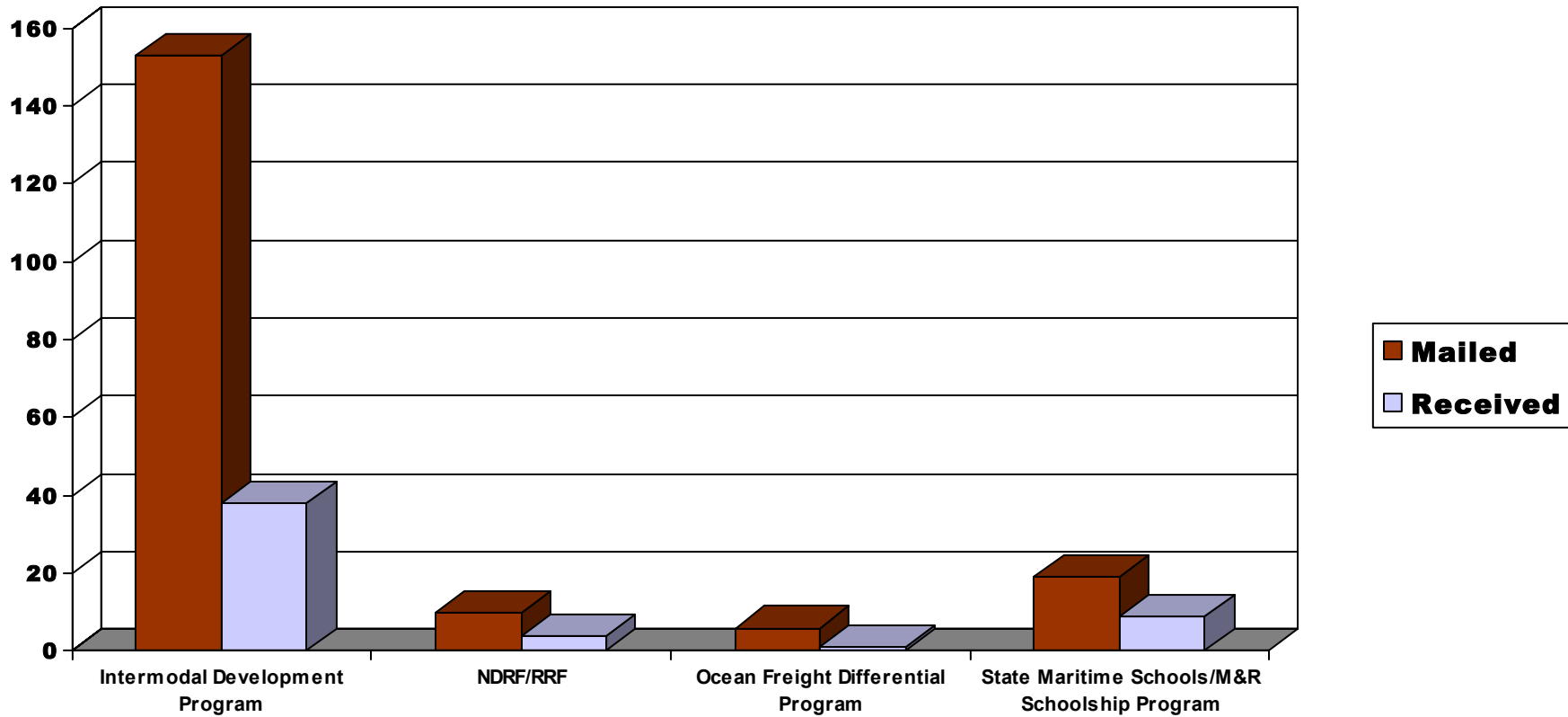
Based on 4 Responses

State Maritime Schools/M&R Schoolship Program



Based on 9 Responses

RESPONSES BY PROGRAMS



CUSTOMER SERVICE QUESTIONNAIRE

CUSTOMER SATISFACTION REPORT



CUSTOMER SERVICE QUESTIONNAIRE

U.S. Department of Transportation
Maritime Administration

A Maritime System that Serves America
With American Ships and American Labor

OMB No. 2133-0528
Expiration Date: 09/30/03

Dear Customer:

We value your feedback and would like to know how well we are meeting your needs with respect to the _____ program activity. Please take a few moments to complete the following questions that apply and return this postage paid mailer to us or fax it to (202) 366-9580. For your convenience, you may respond electronically through MARAD's Home Page (<http://www.marad.dot.gov>). This survey takes approximately 2 minutes to complete.

		Not Yes No Applicable		Unsatisfactory	Satisfactory	Excellent
1. TELEPHONE CONTACT						
a. Did you call a specific MARAD staff member?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
b. Were you assisted or correctly redirected by (respond to all that apply):						
Staff Member	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Answerer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Voice Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
c. Was call returned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Length of time to reply _____						
d. Did you use a toll free number?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
If so, did you receive assistance or direction?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
2. ELECTRONIC CONTACT						
a. Did you use E-mail or facsimile rather than telephone?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
b. Did you receive a response?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
c. Have you visited MARAD's web site at http://www.marad.dot.gov	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
d. Was the web site helpful in:						
Finding the material you needed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Finding an appropriate contact?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
(For suggestions or changes, see our comment section.)						
3. MATERIAL PROVIDED						
a. Did you receive the information/items you requested?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
b. Was the information current?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
c. Which format did you receive?	<input type="checkbox"/>	Paper	<input type="checkbox"/>	Electronic		
d. Which format is preferred?	<input type="checkbox"/>	Paper	<input type="checkbox"/>	Electronic		
4. RESPONSE						
a. Response Time						
Telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Electronic Contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
b. Completeness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
If not complete, did we explain why?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
c. Courteous Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
5. SERVICE						
a. Did someone at this agency provide you exceptional service? (please circle)				Yes	No	
b. If yes, who? (Name and Phone Number)	_____					
6. PLAIN LANGUAGE						
Is MARAD's information organized, clear, and easy to understand? (please circle)				Yes	No	
7. COMMENTS						
Please suggest specific improvements or benchmarks for comparable service: _____						

Would you like a MARAD employee to call to discuss comments? Yes No						
If yes, please provide Name/Phone Number - If no, optional						

On behalf of the Maritime Administration, thank you for evaluating our customer service. We look forward to serving you again.						
(For Office Use Only)						
Organizational Code						
Program Activity Code						
Date of Response						
Item(s) were Mailed/Faxed/E-mailed						
External or Internal						

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

CONFERENCE/EXHIBIT SURVEY

CUSTOMER SATISFACTION REPORT



CONFERENCE/EXHIBIT SURVEY

U.S. Department of Transportation
Maritime Administration

A Maritime System that Serves America
With American Ships and American Labor

OMB No. 2133-0528
Expiration Date: 09/30/03

Dear Customer:

We value your feedback and would like to know how well we are meeting your needs with respect to the _____ program activity. Please take a few moments to complete the following questions that apply and return this postage paid mailer to us or fax it to (202) 366-9580. For your convenience, you may respond electronically through MARAD's Home Page (<http://www.marad.dot.gov>). This survey takes approximately 2 minutes to complete.

<p style="text-align: center;">Please circle number indicating performance level (1 equals unsatisfactory - 5 equals excellent)</p> <p>1. PRECONFERENCE/EXHIBIT</p> <p>a. Was information about the conference and/or exhibit easily available? 1 2 3 4 5</p> <p>b. Was staff available to help you with questions regarding the conference and/or exhibit? 1 2 3 4 5</p> <p>2. CONFERENCE REPRESENTATIVES</p> <p>a. Was speaker/panel member (NAME): _____</p> <p> Knowledgeable 1 2 3 4 5</p> <p> Responsive to Questions 1 2 3 4 5</p> <p> Organized 1 2 3 4 5</p> <p>b. Was speaker/panel member (NAME): _____</p> <p> Knowledgeable 1 2 3 4 5</p> <p> Responsive to Questions 1 2 3 4 5</p> <p> Organized 1 2 3 4 5</p> <p>3. EXHIBIT BOOTH</p> <p>a. Was attendant helpful? 1 2 3 4 5</p> <p>b. Did booth/exhibit contain useful materials? 1 2 3 4 5</p> <p>4. INTERNET CONTACT</p> <p>a. Was event information available on MARAD's web site at http://www.marad.dot.gov (please circle) Yes No</p> <p>b. Was the web site helpful in:</p> <p> Finding the material you needed? 1 2 3 4 5</p> <p> Finding an appropriate contact? 1 2 3 4 5</p> <p>5. MATERIAL PROVIDED</p> <p>a. Were handouts clear and easy to understand? 1 2 3 4 5</p> <p>b. Was the information complete? 1 2 3 4 5</p> <p>c. Which format did you receive? <input type="checkbox"/> Paper <input type="checkbox"/> Electronic</p> <p>d. Which format is preferred? <input type="checkbox"/> Paper <input type="checkbox"/> Electronic</p> <p style="text-align: center;">Please Circle Yes or No</p> <p>6. WOULD YOU ATTEND AGAIN Yes No</p>	<p>7. ELECTRONIC/TELEPHONE CONTACT</p> <p>a. Did you register via E-mail or fax rather than telephone or registration form? Yes No</p> <p style="padding-left: 40px;">If yes, indicate which: E-mail Fax</p> <p>b. Did you receive confirmation? Yes No</p> <p>c. Did you use a toll free number? Yes No</p> <p>8. PLAIN ENGLISH</p> <p>Is MARAD's information organized, clear, and easy to understand? Yes No</p> <p>9. SERVICE</p> <p>a. Did someone at this agency provide you exceptional service? Yes No</p> <p>b. If yes, who? (Name and Phone Number)</p> <p>_____</p> <p>_____</p> <p>10. LENGTH OF CONFERENCE/EXHIBIT SHOULD BE</p> <p>a. 1 full day <input type="checkbox"/></p> <p>b. 1 ½ days <input type="checkbox"/></p> <p>c. 2 full days <input type="checkbox"/></p> <p>d. Other Specify: _____ <input type="checkbox"/></p> <p>11. COMMENTS</p> <p>Please provide any suggestions to improve future Conferences or exhibits. _____</p> <p>_____</p> <p>_____</p> <hr/> <p>Would you like a MARAD employee to call to discuss comments? Yes No</p> <p>If yes, please provide Name/Phone Number - If no, optional</p> <p>_____</p> <p>_____</p> <p>On behalf of the Maritime Administration, thank you for evaluating our customer service. We look forward to serving you again.</p> <p style="text-align: center;">(For Office Use Only)</p> <p>Organizational Code _____</p> <p>Program Activity Code _____</p> <p>Date of Conference/Exhibit _____</p> <p>External or Internal _____</p>
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POINTS OF CONTACT

CUSTOMER SATISFACTION REPORT

<u>Program</u>	<u>Contact/E-Mail</u>	<u>Telephone</u>
Cargo Preference Program	Mr. Thomas W. Harrelson Director, Office of Cargo Preference tom.harrelson@marad.dot.gov	(202) 366-4610
Domestic Shipping Activities	Mr. Raymond R. Barberesi Director, Office of Ports and Domestic Shipping ports.marad@marad.dot.gov	(202) 366-4357
Environmental Activities	Mr. Michael C. Carter Director, Office of Environmental Activities michael.carter@marad.dot.gov	(202) 366-8887
Intermodal Development Program	Mr. Richard L. Walker Director, Office of Intermodal Development richard.walker@marad.dot.gov	(202) 366-8888
Maritime Loan Guarantee Program	Mr. Mitchell D. Lax Director, Office of Ship Financing mitchell.lax@marad.dot.gov	(202) 366-5744
Maritime Security Program (MSP)/ Voluntary Intermodal Sealift Agreement (VISA)	Mr. Taylor E. Jones, II Director, Office of Sealift Support taylor.jones@marad.dot.gov	(202) 366-2323
Maritime Transportation Statistics	Mr. Louis Effa Office of Statistical and Economic Analysis louis.ffa@marad.dot.gov	(202) 366-9727
National Defense Reserve Fleet/ Ready Reserve Force	Mr. William F. Trost Director, Office of Ship Operations william.trost@marad.dot.gov	(202) 366-1875
National Maritime Resource and Education Center (NMREC)/	Mr. Joseph A. Byrne Director, Office of Shipbuilding and Marine Technology joseph.byrne@marad.dot.gov	(202) 366-1931
Ocean Freight Differential Program	Mr. Thomas W. Harrelson Director, Office of Cargo Preference tom.harrelson@marad.dot.gov	(202) 366-4610
Operating Differential Subsidy Program	Mr. Michael P. Ferris Director, Office of Financial and Rate Approvals Michael.ferris@marad.dot.gov	(202) 366-2324

CUSTOMER SATISFACTION REPORT

<u>Program</u>	<u>Contact/E-Mail</u>	<u>Telephone</u>
Port Conveyance Program	Mr. Raymond R. Barberesi Director, Office of Ports and Domestic Shipping ports.marad@marad.dot.gov	(202) 366-4357
Port Development Program	Mr. Raymond R. Barberesi Director, Office of Ports and Domestic Shipping ports.marad@marad.dot.gov	(202) 366-4357
Ship Operations Cooperative Program	Mr. Todd Ripley Office of Associate Administrator for Financial Approvals and Cargo Preference todd.ripley@marad.dot.gov	(202) 366-2625
State Maritime Schools/ Schoolship Program	Ms. Rita Jackson Maritime Education Programs rita.jackson@marad.dot.gov	(202) 366-0284
State Maritime Schoolship Program (M&R)	Mr. William F. Trost Director, Office of Ship Operations william.trost@marad.dot.gov	(202) 366-1875
U.S. Merchant Marine Academy	RADM Joseph D. Stewart Superintendent stewartj@usmma.edu	(516) 773-5000
Vessel Transfer Program	Mr. Taylor E. Jones, II Director, Office of Sealift Support taylor.jones@marad.dot.gov	(202) 366-2323
<u>Other Contact Points</u>		
Customer Satisfaction Program E-Mail Address:	csq@marad.dot.gov	
Statistical Information: E-Mail Address:	data@marad.dot.gov	
Web Address:	www.marad.dot.gov/statistics	
Terrorism Hotline		(800) 424-8802 or (202) 267-2675