

# *Maritime Administration Customer Satisfaction Report*

*Cargo Preference Program*

*Domestic Shipping/Short Sea Shipping Program*

*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*

*Port Conveyance*

*Port Development*

*Ship Operations Cooperative Program*

*State Maritime Schools/Schoolship Program*

*U.S. Merchant Marine Academy*

*Vessel Transfer Program*



**AUGUST 2004**

*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 2004 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 Conference/Exhibit Surveys. This report also describes follow-up actions taken for programs evaluated in previous reports.

For further information or to obtain additional copies of this report, please contact James J. Zok, MARAD's Customer Satisfaction Representative, Maritime Administration, Room 8114, 400 Seventh Street, S.W., Washington, D.C. 20590 or telephone (202) 366-0364 or Fax (202) 366-3969 or E-mail [jim.zok@marad.dot.gov](mailto:jim.zok@marad.dot.gov). The Report also is available on MARAD's web site (<http://www.marad.dot.gov>); it is listed under Programs on the home page.

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

# CUSTOMER SATISFACTION REPORT

---

## TABLE OF CONTENTS

Introduction	1
What does the 2004 Customer Satisfaction Report Show?	2
Who are the customers for these MARAD programs?	2
Are those customers satisfied with the service MARAD gives?	2
How does MARAD know that? What was the methodology?	2
What were the numbers of questionnaires sent out versus those answered?	4
What did customers say about the specific MARAD programs reviewed?	4
A. Domestic Shipping/Short Sea Shipping Program	4
B. Maritime Security Program/Voluntary Intermodal Sealift Agreement Program	4
C. Maritime Transportation Statistics	5
D. Ship Operations Cooperative Program	5
What does MARAD plan to do with this information?	5
A. All Programs	5
B. Domestic Shipping/Short Sea Shipping Program	5
C. Maritime Security Program/Voluntary Intermodal Sealift Agreement Program	5
D. Maritime Transportation Statistics	6
E. Ship Operations Cooperative Program	7
What has MARAD done with information from previous surveys?	7
A. All Programs:	7
1. Need Identified: To improve our electronic customer interface	7
2. Need Identified: To improve our partnerships with federal and non-federal entities	7
3. Need Identified: To increase MARAD's visibility with customers	8
B. Actions Taken by Specific Programs	9
1. Cargo Preference Program	9
2. Domestic Shipping/Short Sea Shipping Program	10
3. Environmental Activities	10
4. Intermodal Development Program	10
5. Maritime Loan Guarantee Program	11
6. Maritime Security Program/Voluntary Intermodal Sealift Agreement Program	11
7. Maritime Transportation Statistics	11
8. National Defense Reserve Fleet/Ready Reserve Force Program	12
9. National Maritime Resource and Education Center	12
10. Ocean Freight Differential Program	12
11. Operating Differential Subsidy (ODS) Program	13
12. Port Conveyance Program	13
13. Port Development Program	13
14. Ship Operations Cooperative Program	13
15. State Maritime Schools (SMS)/M&R Schoolship Program	14
16. U.S. Merchant Marine Academy	14
17. Vessel Transfer Program	14
18. Looking Ahead	14

## ***CUSTOMER SATISFACTION REPORT***

---

### APPENDICES

Appendix A - Program Performance Survey	A-1
Appendix B - Summary of Program Performance Survey Data	B-1
Appendix C - Conference/Exhibit Survey	C-1
Appendix D - Customer Service Questionnaire	D-1
Appendix E - Points of Contact	E-1

# ***CUSTOMER SATISFACTION REPORT***

---

## ***INTRODUCTION:***

### **What is the Maritime Administration (MARAD)?**

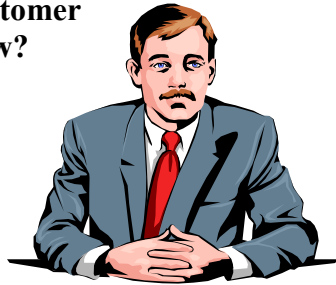
MARAD is an agency of the U.S. Department of Transportation; it has primary federal responsibility for ensuring the availability of efficient water transportation service to shippers and consumers. MARAD also seeks to ensure that the United States enjoys adequate shipbuilding and repair service, efficient 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.

# ***CUSTOMER SATISFACTION REPORT***

---

## **What does the 2004 Customer Satisfaction Report show?**

MARAD organizes its customer satisfaction reviews in three-year cycles, so that each program is evaluated every three years. The 2004 report evaluates the Domestic Shipping/Short Sea Shipping Program, which analyzes and promotes the use of waterborne transportation; Maritime Security Program/Voluntary Intermodal Sealift Agreement (MSP/VISA) Program, which are agreements with owners and operators of U.S.-flag shipping companies, provide auxiliary sealift in time of war or national emergency; Maritime Transportation Statistics, which provides a wide variety of statistics and economic analysis; and the Ship Operations Cooperative Program (SOCP), which is an industry-government cooperative bringing together U.S.-based maritime organizations to address common problems and to develop products that satisfy its members common needs. This report shows the level of customer satisfaction with each of those programs.



## **Who are the customers for these MARAD programs?**

MARAD customers for this review cycle included a wide range of industry representatives. Customer representatives included associations, attorneys, consultants, labor, port/terminal operators, shipbuilding/repairs, vessel managers, vessel operator/charterers, and vessel owners. Other customers involved with the survey included government representatives at local, state, and Federal levels and private citizens.

## **Are those customers satisfied with the service MARAD gives?**

Please note not all respondents answered every question. Percentages are based on number of responses received for each question (see Attachment B). Sixty-nine (69) percent of the respondents rated MARAD above average or excellent in meeting their needs. Fifty-nine (59) percent interact with MARAD two times or less a month. Forty-one (41) percent have been customers of MARAD 10 years or less, while 7 percent have interacted with us for 30 years or more. Thirty (30) percent cited MARAD as their primary supplier for maritime information and support. Ninety (90) percent found MARAD's information in clear and easy to understand plain language.

On specific comparison factors to other entities with which they interact, 55 percent rated MARAD better, while only 2 percent rated us worse. They responded positively about our professionalism, friendliness, and our willingness to work with customers. One area needing improvement was reliability of service. However, all but one respondent stated they would recommend MARAD, and all but one respondent indicated they would use MARAD again.

## **How does MARAD know that? What was the methodology?**

MARAD takes a survey each year, and has developed three separate 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

# *CUSTOMER SATISFACTION REPORT*

---

and to monitor the overall level of customer satisfaction. A total of 405 PPS forms were distributed to MARAD customers, 351 by hard copy and 54 electronically, and 102 responses (25 percent) were returned to MARAD. The majority of respondents (69 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 professional (65 percent), friendly (63 percent), and willing to work with our customers (62 percent). However, they felt reliability of service (4 percent) could be improved.

Individual comments made clear that respondents come to MARAD because (a) they participate in MARAD programs, (b) their organization formed a partnership with MARAD, or (c) we are a source of data and information.

B. The Conference/Exhibit Survey, Appendix C, serves as a tool to evaluate our performance at MARAD sponsored or cosponsored conferences and exhibits or those in which MARAD participates. The Conference/Exhibit Survey was used during three conferences held between April 1, 2003, and March 31, 2004. A total of 233 surveys were distributed and 56 responses (24 percent) were received.

The Conference/Exhibit Survey requests comments with regard to the conference/exhibit attended. This resulted in 20 comments being provided to MARAD. All comments were the result of three SOCP conferences held during this review cycle. Most comments were general remarks about the host facilities and tours, length of presentations and conference, and positive remarks about reversing the format to have voting held on the first day. One respondent suggested that a detailed map for finding

conference sites be placed on SOCP's web site. As a result, a map and directions were provided along with meeting agenda and logistics information for the next meeting. Another respondent suggested that electronic copies of presentations be made available prior to the conference or be available upon departure from the conference. This suggestion is currently under consideration. One respondent requested to be contacted. He expressed interest in exhibiting at the next meeting. He was contacted prior to the meeting, but was unable to participate because of the distance to the meeting site.

Eighty-two (82) percent of the respondents indicated they registered for the conferences electronically, either by E-mail or faxes. Of those responded all indicated MARAD's information was organized, clear, and easy to understand. Of respondents who responded to the question, "Would you attend again," 100 percent indicated yes.

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.

C. The Customer Service Questionnaire (CSQ), Appendix D, was designed to serve 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. However, as a result of poor responses in previous years, this survey form was not used during the rating period. However, a direct link to the survey form has been added to MARAD's Home Page. We are also working on adding a banner on the Home Page requesting our

# ***CUSTOMER SATISFACTION REPORT***

---

customers to “Help Us, Help You” by completing the CSQ.

All three forms are available on the Agency’s web site (<http://www.marad.dot.gov>). From the Home Page enter Customer Satisfaction Program located under the heading of PROGRAMS; this will directly link you to the Customer Service Surveys.

## **What were the numbers of questionnaires sent out versus those answered?**



The PPS was mailed to 405 customers, 351 by hard copy and 54 electronically, selected from customer databases provided by the targeted MARAD program offices. The overall response rate was 25 percent, which is 10 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.

## **What did customers say about the specific MARAD programs reviewed?**

### **A. Domestic Shipping/Short Sea Shipping Program:**

More than 70 percent of our respondents rated our program as better when compared to other governmental or non-governmental entities that provide the same or similar services. More than 90 percent said that they would use MARAD services again. Many of our respondents write that MARAD should continue to have relevant seminars on Short Sea Shipping and Marine Transportation System (MTS) and hope that these programs are established in MARAD.

A number of comments suggest that we have done an excellent job in upgrading our outreach brochures and the regional seminars are very informative.

### **B. Maritime Security Program/Voluntary Intermodal Sealift Agreement Program:**

This program received a number of comments from respondents. One indicated “MARAD needs to increase its stature within the Government. I believe you are hampered by lack of agency support.” One suggested MARAD provide more help to smaller concerns although more risk should be looked at. A third commented that information on programs is often segmented so that within MARAD different departments are not aware of each other’s information, and lastly one respondent wanted to make sure he was invited to JPAG conferences for VISA program participants.

Three respondents who received the survey to evaluate the MSP/VISA program took the opportunity to provide comments on other MARAD programs. The comment regarding operating cost was forwarded to the Office of Financial and Rate Approvals. A staff member contacted respondent and he stated he felt that the MSP has made ships in the program more competitive cost-wise, particularly in regards to charter rates that he has reviewed in recent years. He suggested that operators be required to provide more detailed operating cost information, but that the current program is user friendly.

With regard to the respondent who indicated they would like a Ready Reserve Force (RRF) Ship Managers contract. The Office of Ship Operations stated the Ship Manager Request for Proposal is available on the Virtual Office of Acquisition (VOA) <http://voa.marad.dot.gov>. Interested parties



# ***CUSTOMER SATISFACTION REPORT***

---

must register. The first proposal due date was July 22, 2004. Additional questions should be referred to the PCO, Ms. Gaither at 202-366-5757. Draft announcement has been on the VOA since March 2004 with periodic updates.

A third respondent indicated small business services should be given more attention and the government should have a sliding scale with respect to small concerns, the smaller the company the more help. The Office of Acquisition stated the Federal government implements a number of important programs that support small businesses. The Small Business Administration is specifically charged with assisting small businesses to successfully compete in the Federal procurement system. The Federal Acquisition Regulations require that all procurements between \$2,500 and \$100,000 be reserved for participation by small businesses. Small disadvantaged businesses receive a 10 percent price advantage in select procurements. For fiscal year 2003, MARAD awarded approximately 60 percent or \$217 million of our procurement dollars to small businesses.

## **C. Maritime Transportation Statistics:**

While there was a generally high level of satisfaction with the program, there are clearly areas where significant improvements can be made, particularly in data coverage and analysis, and in web delivery of services.

## **D. Ship Operations Cooperative Program:**

Four respondents provided comments; including one stating SOCP is a great organization. The other comments included 1) keep channels for information sharing and discussion open - increase active

participation, 2) develop a North and South America approach similar to what European union has done to promote maritime activities and 3) “open - your book a little wider, understanding government constrains, however, where possible interact more with industry.”

## **What does MARAD plan to do with this information?**

### **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 timelier, 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. Each operating program will continue to monitor and evaluate survey responses on an ongoing basis, and make feasible program modifications to meet the needs of our customers.

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. 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.

# ***CUSTOMER SATISFACTION REPORT***

---

## **B. Domestic Shipping/Short Sea Shipping Program:**

In response to comments requesting we continue relevant seminars on Short Sea Shipping and MTS, a Short Sea Shipping Conference is scheduled for October 2004 in New York City, NY.

## **C. Maritime Security Program/Voluntary Intermodal Sealift Agreement Program:**

Staff contacted respondent who had negative comments regarding MARAD - not invited to JPAG meeting, information on programs is often segmented so that within MARAD different departments are not aware of each other's information, and worse ratings than other entities on completeness, information sharing, and communication. The entire source of the respondent's irritation was that he was not invited to the JPAG meeting in January 2004. His other comments resulted from and were directed at his not receiving an invitation. The January 2004 JPAG meeting was hosted by TRANSCOM who issued the invitations. The respondent is a VISA participant with proper security clearances and should have received an invitation. TRANSCOM E-mailed an invitation to the respondent; however the E-mail address was incorrect. Respondent had previously complained to the MSP/VISA Program office on January 29, 2004, that he had not received an invitation to the JPAG meeting. On January 29, MSP/VISA Program office notified TRANSCOM of the incorrect E-mail and then notified respondent of the reason why he did not receive an invitation. Respondent thanked MSP/VISA Program office on January 29 for our efforts in taking care of his problem. Because of the respondent's comments in the PPS, the MSP/VISA Program office followed up with TRANSCOM regarding

respondent's E-mail address. TRANSCOM confirmed that it had changed respondent's E-mail address in January and that it had the respondent's correct E-mail address.

Respondent was also concerned whether he had fully complied with DOD requirements for VISA participation. We have confirmed with the Military Sealift Command (MSC) that the respondent has complied with all their requirements for continued VISA participation. We notified the respondent that he has satisfied requirements for continued VISA participation and that TRANSCOM has his correct E-mail address. Respondent stated he was satisfied with our response to his comments.

## **D. Maritime Transportation Statistics:**

In response to specific issues raised by the respondents, the Office of Statistical and Economic Analysis either has or will do the following:



1. Expand its coverage of the cruise industry by expanding its Cruise Passenger database product first to include small ships operated by major cruise brands, particularly in the luxury segment, and then to provide coverage of cruise ships operating seasonally on the Great Lakes.
2. Review the technical aspects of the Vessel Status Cards on-line system to ensure that user requirements are being met, and provide users with whatever technical assistance may be required to facilitate their use of the system.
3. Develop on-line interactive databases that will enable customers to directly access public-use datasets

# ***CUSTOMER SATISFACTION REPORT***

---

to meet the growing interest in data sharing.

4. Redesign and reorganize the [www.marad.dot.gov/marad\\_statistics](http://www.marad.dot.gov/marad_statistics) web site to move away from lists of available data tables and reports to a topical orientation focused on marine market segments, thus enabling delivery of considerably more information through a site with better “usability.”

## **E. Ship Operations Cooperative Program:**

MARAD staff will contact all SOCP member organizations at a minimum of two times throughout the fiscal year to ensure the lines of communication are open and that we have direct interaction with a wide spectrum of the maritime industry partners we serve.

## **F. Miscellaneous**

With regard to one respondent requesting to be contacted by MARAD regarding two medals, we had the Office of Sealift Support contact him. He stated he never received shipment of two medals from MARAD. However, about the time he should have received the medals he heard a “trailer” full of U.S. mail would not be delivered because of threat of contamination somewhere out where he lives. He was informed we would resend a second package. With regard to his questions about discharge and veterans benefits, he was informed that this Agency does not handle those items and he should contact the U.S. Coast Guard (USCG).

## **What has MARAD done with information from previous surveys?**

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:**

**Action 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, and Fact Sheets on MARAD programs.

The Office of the Chief Information Officer 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. To update your E-mail address or have your name added to the distribution list to receive the Office of Cargo Preference’s E-newsletter, forward your E-mail address to [sharon.jenkins@marad.dot.gov](mailto:sharon.jenkins@marad.dot.gov), for the SOCP E-newsletter, forward it to [sharon.bowers@marad.dot.gov](mailto:sharon.bowers@marad.dot.gov).

# ***CUSTOMER SATISFACTION REPORT***

---

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

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

The MTS team was formed consisting of members from the USCG, MARAD, U.S. Army Corps of Engineers, the National Oceanic and Atmospheric Administration (NOAA), 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 include U.S. citizen merchant mariners from the USCG's Merchant Mariner Licensing and Documentation system. Data collected included rating/position, marine school(s) attended, and how to contact the mariner in the event of crises 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. Department of Agriculture (USDA) and MARAD to review reimbursement and streamlining of procedures with respect to the ocean freight differential (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.

MARAD's SOCP 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 marine industry, the assimilation of a maritime careers 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 also produced a public service announcement, which won the 2003 Telly Award, on afloat career paths in the maritime industry.

# *CUSTOMER SATISFACTION REPORT*

---

MARAD is working with the Departments of Labor, Education, Defense (MSC 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 25<sup>th</sup> 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 has resulted in the creation of new media advisory kits, visits to the fleet sites, and invitations to participate in vessel sea trials.

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

Revised Title XI applications 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 (USMMA) has been broadened by outreach to other countries. The Class of 2006 and Class of 2007 each have six foreign students, all from Panama. The Class of 2008 has two foreign students, one from Panama and one from Venezuela.

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.

# ***CUSTOMER SATISFACTION REPORT***

---

## **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/Short Sea Shipping Program:**

MARAD now provides a direct shipper assistance program for the mutual benefit of customers and carriers in the oceangoing coastwise trade. Specially, 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 has developed 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.-built 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 of MARAD's National Maritime Resource and Education Center 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; and federal, state, and local governments to identify and demonstrate transferable clean emissions technology for marine use.

The OEA has also teamed with NOAA and U.S. Fish and Wildlife Service in a ballast water demonstration program in which MARAD vessels and platforms can be used for ballast water treatment technology testing.

# ***CUSTOMER SATISFACTION REPORT***

---

## **4. Intermodal Development Program:**

The Office of Intermodal Development (OID), in recognition of 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 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. Survey results have been published.

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 customers, 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, including:

In September 2003 MARAD staff member participated in and presented a speech, “Title XI: What funding is available – and what new restraints are there on the application process,” at the Gulf Offshore 2003 conference sponsored by *Marine Log* in Biloxi, MS.

# ***CUSTOMER SATISFACTION REPORT***

---

In October 2003 staff participated in the 2003 Ferries Conference in Ft. Lauderdale, FL.

In November 2003 staff participated in the 2<sup>nd</sup> Annual Short Sea Shipping Conference in Sarasota, FL. Conference addressed progress of MARAD's short sea shipping initiative and future strategies for the development of North American short sea shipping services.

In January 2004 participated in the Shipbuilder's Council meeting held in New Orleans, LA.

## **6. Maritime Security Program/Voluntary Intermodal Sealift Agreement Program:**

The program staff will continue to respond to inquiries about participation in our MSP/VISA programs in an expeditious manner. They will also continue to educate operators as to both the advantages and limitation of the programs.

## **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





# CUSTOMER SATISFACTION REPORT

---

practices and customer needs. This provided us the opportunity to consolidate and improve our business model.

## 9. National Maritime Resource and Education Center:

This program was last surveyed in 2002. No responses were received. 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 procedures for payment to improve efficiency, timeliness of reports, and reduce operating costs.



A joint task force has been formed between the USDA, U.S. Agency for International Development, and MARAD to review reimbursement procedures with respect to OFD and to amend the Memorandum of Understanding to reflect revised 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 (ODS) Program:

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 Program:

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 Conveyance Program, we have highlighted this program in recent industry outreach activities.

## 13. Port Development Program:

The Office of Ports and Domestic Shipping has significantly broadened its participation as speakers and panelist 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 2003, three membership meetings have been held.

# ***CUSTOMER SATISFACTION REPORT***

---

The first meeting focused on inland water issues and activities, the Mariner Licensing and Documentation Reorganization, and various SOCP projects and initiatives including the newly created MARAD Research, Technology, Demonstration, and Deployment initiative.

The second meeting included presentations on Smart Tow, Short Sea Shipping, Maritime Safety and Accident Investigations, Crew Endurance Management System, Ballast Water Treatment System, and Cargo Container Advanced 3-D Scanning.

During the third meeting a panel was held to address maritime safety programs and their implementation within various maritime organizations. The meeting also included presentations on Improved Life-Cycle Management software, technologies and products to improve safety, and Cellular Internet Connectivity Applications.

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

## **15. State Maritime Academies (SMA)/Maintenance & Repair (M&R) Schoolship Program:**

The SMA 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 program performance survey (PPS) was necessary to meet the needs of the USMMA. In conjunction with the next scheduled accreditation review, a draft PPS has been prepared to reflect the USMMA program. The USMMA PPS will solicit comments regarding the graduate and post programs and the Global Maritime and Transportation School (GMATS).



## **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. They also provide updates on application status.

## **18. Looking Ahead:**

As more cycles are completed, customer service will be more responsive, and customer satisfaction should grow. The 2005 report will include the Ship Disposal Program, which will be reviewed for the first time.

***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 (2004), (2007)

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

Second Year (2005), (2008)

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

Third Year (2006), (2009)

Intermodal Development Program  
National Defense Reserve Fleet/Ready Reserve Force  
Ocean Freight Differential Program  
State Maritime Academies - Schoolship Maintenance and Operations  
State Maritime Academies - Student Incentive Payment Program  
U.S. Merchant Marine Academy\*

\* 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: 09/30/06

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) 366-3969. 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: _____		
<b>FOR OFFICE USE ONLY</b>			
	Organizational Code _____		
	Program Activity Code _____		
	Date Mailed _____		

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.

***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>
Association	5	5
Consultant	6	6
Government/Federal	8	8
Individual	5	5
Legal	7	7
Port/Terminal	8	8
Shipbuilder/repairs	5	5
Vessel Manager	5	5
Vessel Operator/Charterer	11	11
Vessel Owner	17	16
Other*	25	24

(\* Education-1, Government/State-Local-1, Insurer-1; Intermodal-1, International-2, Labor-3, Manufacturer-1, Maritime Training-3, Offshore-1, Port Authority-1, Truck Operator-1, University-2, No Response -7)

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

	<u>Number</u>	<u>Percentage</u>
Excellent	23	22
Above Average	47	46
Average	17	17
Below Average	5	5
Unsatisfactory	1	1
No Response	9	9

**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	24 (23)	39 (38)	20 (20)	9 (10)	0 (0)	10 (10)
During Transaction	28 (27)	38 (37)	18 (18)	9 (10)	0 (0)	9 (9)
Follow-up	24 (23)	38 (37)	20 (20)	10 (10)	1 (1)	9 (9)

(Percentage is in parentheses)



## CUSTOMER SATISFACTION REPORT

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

	<u>Number</u>	<u>Percentage</u>
Less Than 1 Year	8	8
1-5 Years	21	20
6-10 years	13	13
11-15 years	8	8
16-20 years	8	8
21-25 years	8	8
26-29 years	2	2
30 plus	7	7
No Response	27	26

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

	<u>Number</u>	<u>Percentage</u>
2 times or less	60	59
3-5 times	18	17
6-8 times	4	5
More than 8 times	8	8
No Response	12	11

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

	<u>Worse</u>	<u>Same</u>	<u>Better</u>	<u>No Response</u>
Reliability	4 (4)	39 (38)	52 (51)	7 (7)
Timeliness	3 (3)	37 (36)	55 (54)	7 (7)
Completeness	3 (3)	38 (37)	51 (50)	10 (10)
Friendliness	1 (1)	30 (29)	64 (62)	8 (8)
Availability of Service	3 (3)	48 (47)	42 (41)	9 (9)
Assistance	2 (2)	37 (37)	54 (54)	7 (7)
Ethical Conduct	0 (0)	35 (33)	59 (57)	11 (10)
Information Sharing	3 (3)	39 (40)	49 (49)	8 (8)
Communication	3 (3)	34 (33)	57 (56)	8 (8)
Responsiveness	3 (3)	32 (31)	59 (58)	8 (8)
Professionalism	0 (0)	29 (28)	66 (65)	7 (7)
Willingness to Work with Customer	1 (1)	32 (30)	63 (62)	7 (7)

(Percentage in parentheses)

## CUSTOMER SATISFACTION REPORT

### 7. *Is MARAD your main supplier for information and support relating to maritime activities?*

	<u>Number</u>	<u>Percentage</u>
Yes	31	30
No	61	60
No Response	10	10

### 8. *Would you recommend MARAD?*

	<u>Number</u>	<u>Percentage</u>
Yes	92	90
No	1	1
No Response	9	9

### 9. *Would you use MARAD again?*

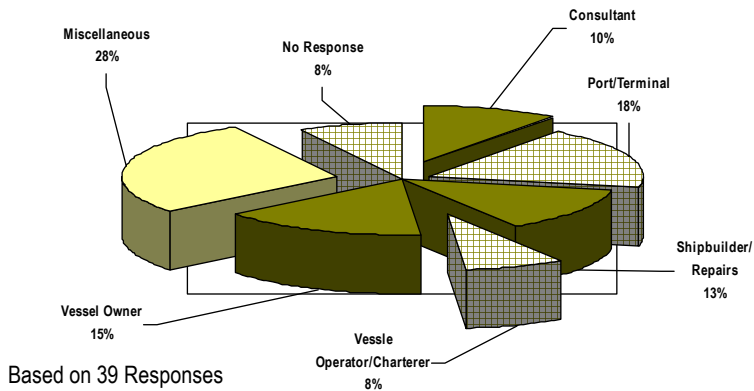
	<u>Number</u>	<u>Percentage</u>
Yes	94	92
No	1	1
No Response	7	7

### 10. *Responses by Programs*

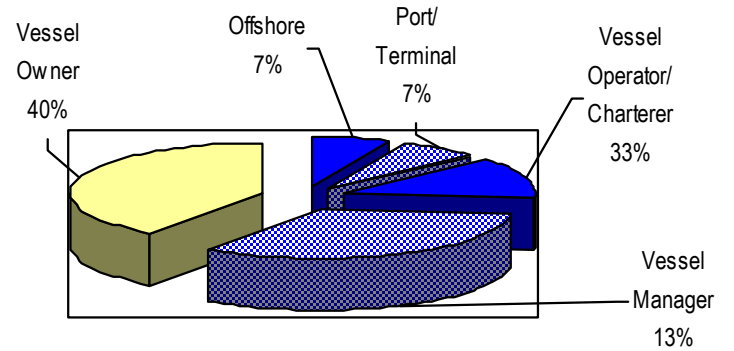
	<u>Mailed</u>	<u>Received</u>	<u>Percentage</u>
Domestic Shipping/Short Sea Shipping Program	165	39	25
MSP/VISA	51	15	29
Ship Operations Cooperative Program	46	14	30
Maritime Transportation Statistics	143	34	24

# TYPE OF RESPONDENT

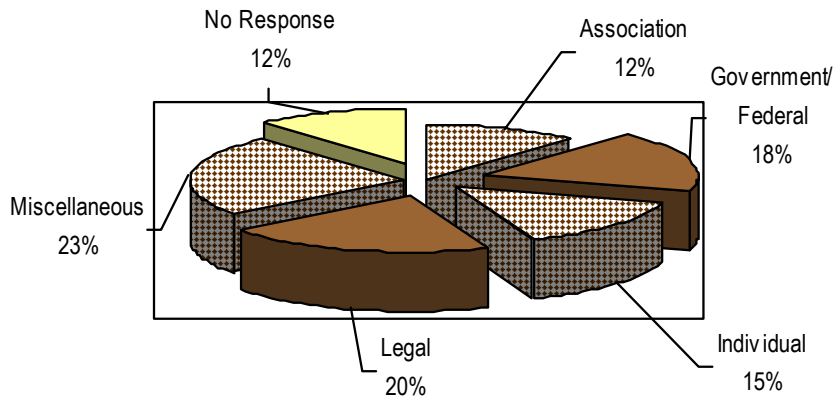
## Domestic Shipping/Short Sea Shipping



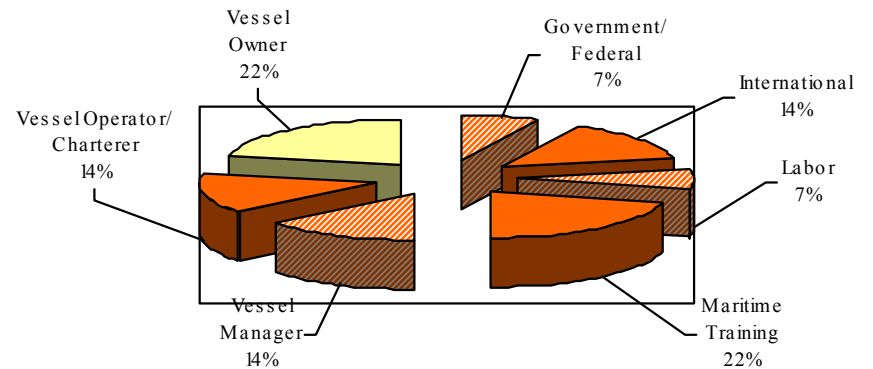
## MSP/VISA



## Maritime Transportation Statistics

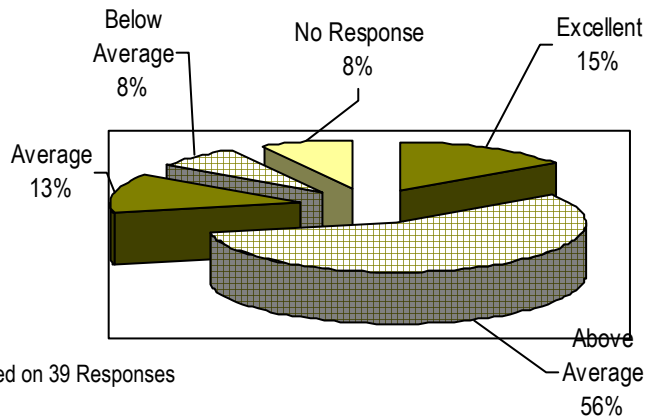


## Ship Operations Cooperative Program



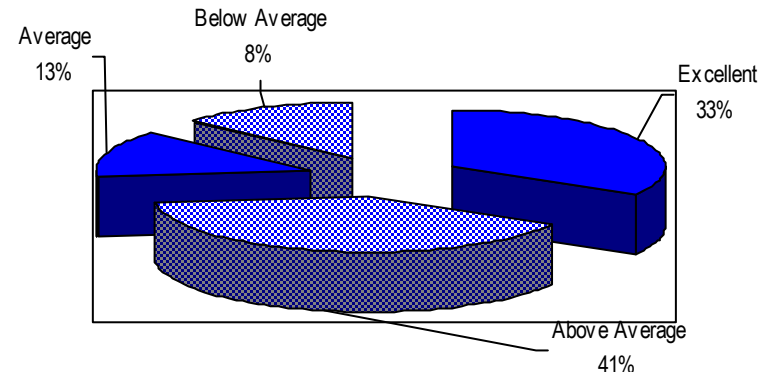
# How Successful Were Programs in Meeting Your Needs

## Domestic Shipping/Short Sea Shipping



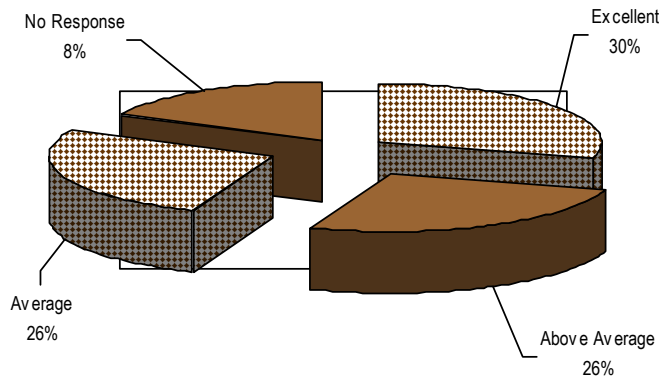
Based on 39 Responses

## MSP/VISA



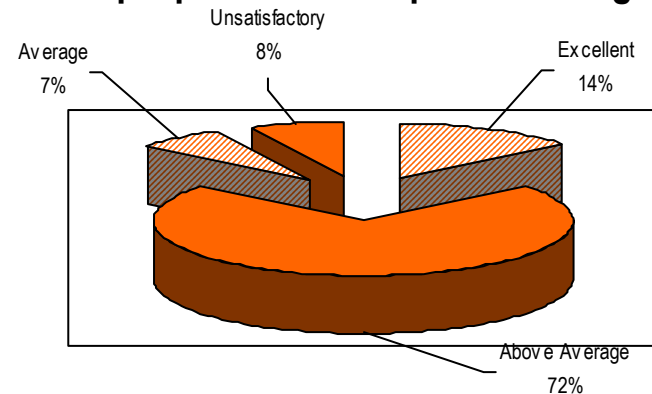
Based on 15 Responses

## Maritime Transportation Statistics



Based on 34 Responses

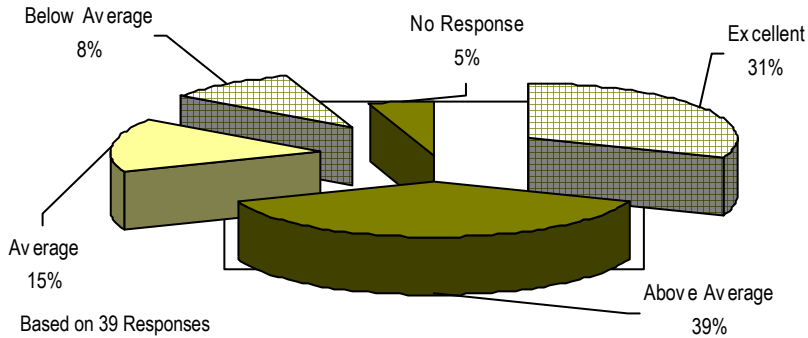
## Ship Operations Cooperative Program



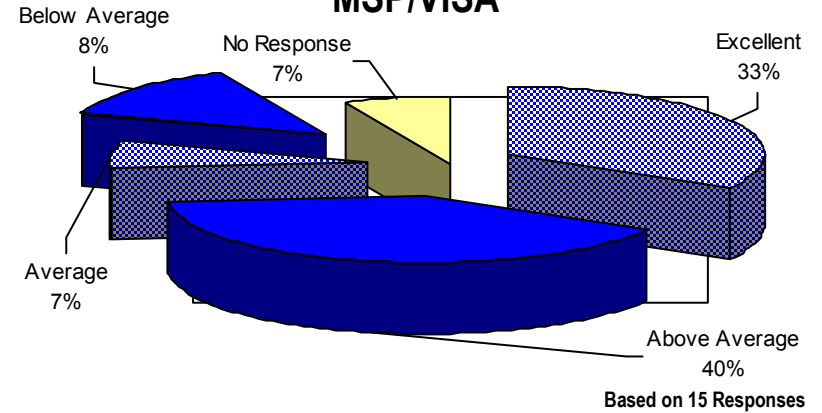
Based on 14 Responses

# HOW WOULD YOU RATE MARAD ON OUTREACH INITIATIVES?

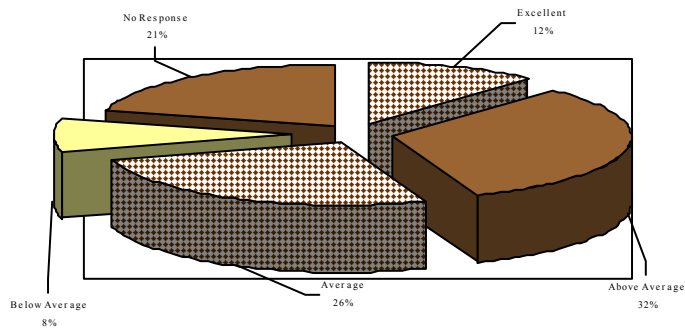
## Domestic Shipping/Short Sea Shipping



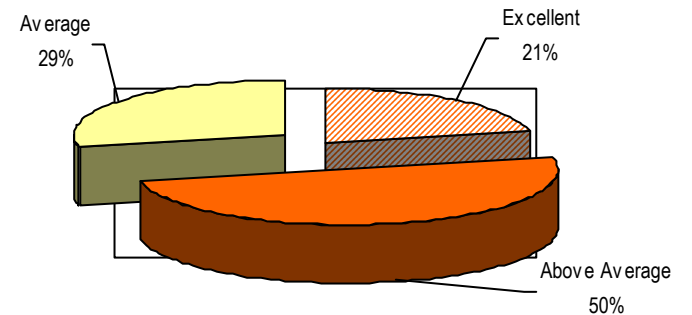
## MSP/VISA



## Maritime Transportation Statistics



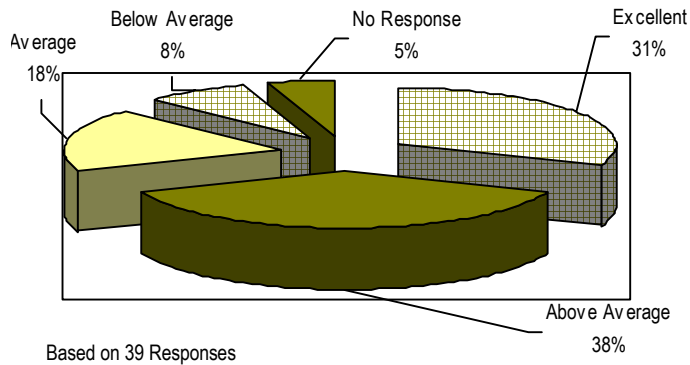
## Ship Operations Cooperative Program



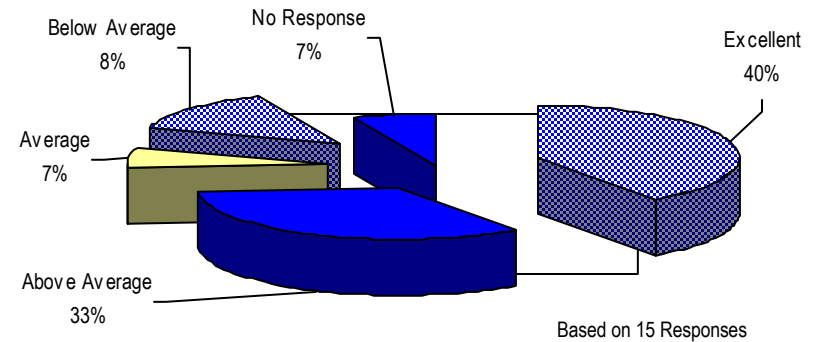
## Initial Contact

# HOW WOULD YOU RATE MARAD ON OUR OUTREACH INITIATIVES?

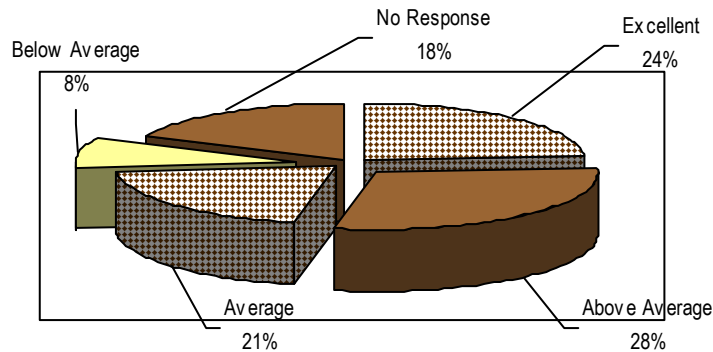
## Domestic Shipping/Short Sea Shipping



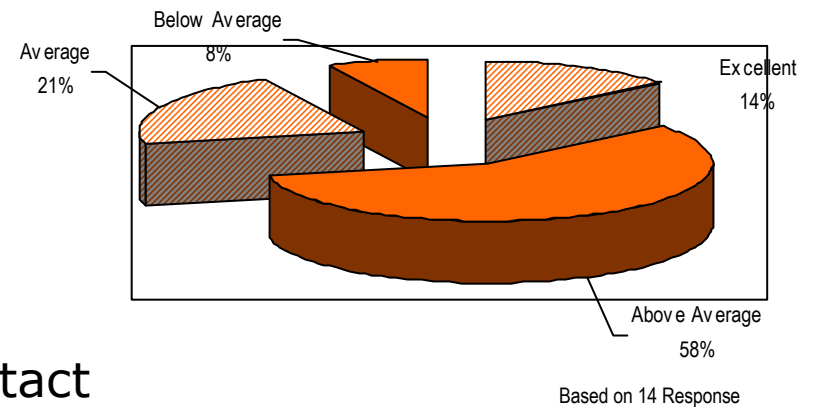
## MSP/VISA



## Maritime Transportation Statistics



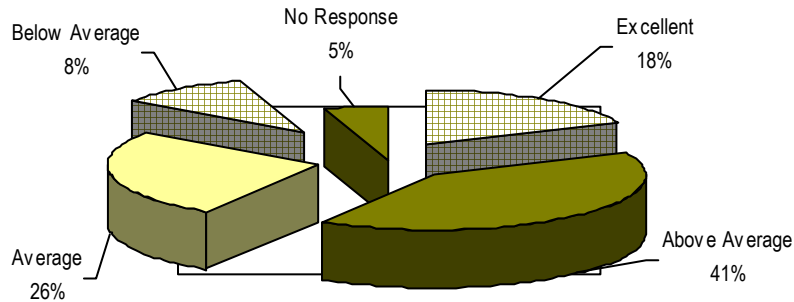
## Ship Operations Cooperative Program



During Contact

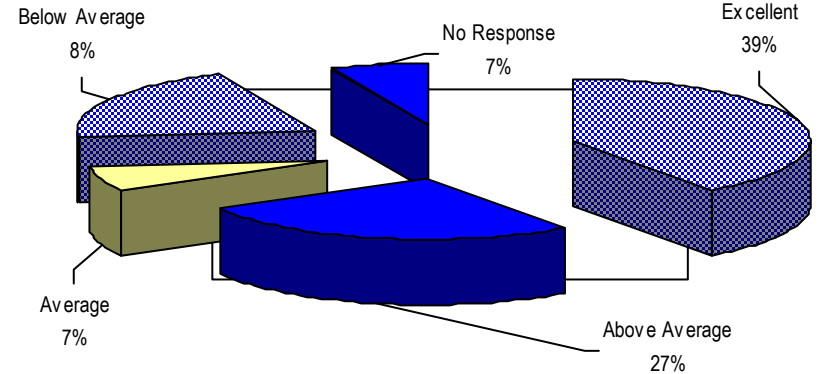
# HOW WOULD YOU RATE MARAD ON OUR OUTREACH INITIATIVES?

## Domestic Shipping/Short Sea Shipping



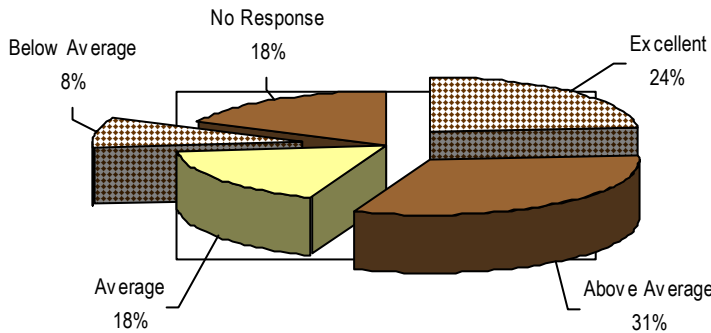
Based on 39 Responses

## MSP/VISA



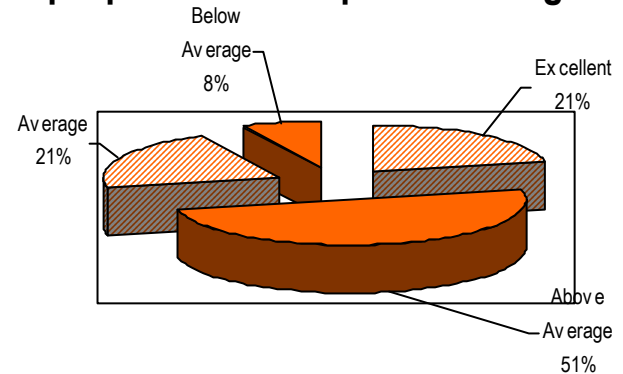
Based on 15 Responses

## Maritime Transportation Statistics



Based on 34 Responses

## Ship Operations Cooperative Program

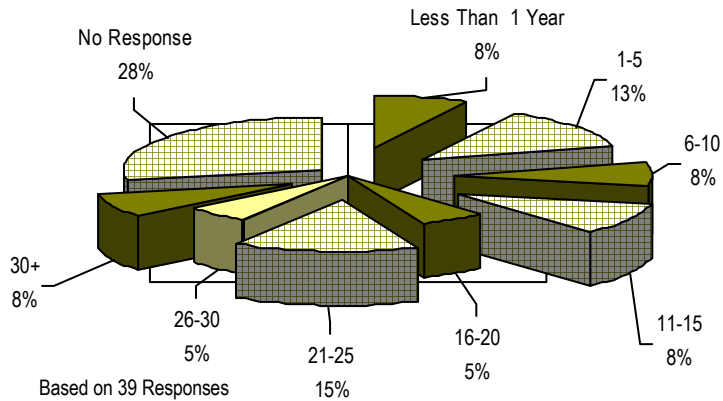


Based on 14 Responses

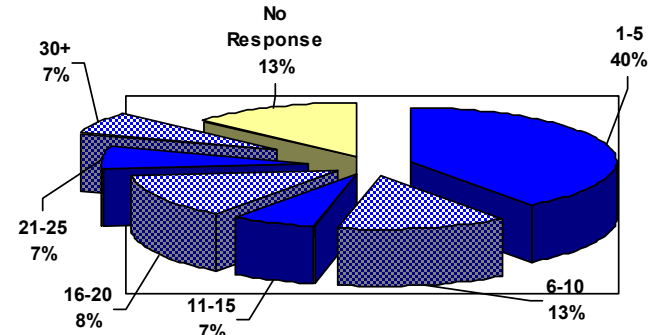
## Follow-up Contact

# HOW LONG HAS YOUR ORGANIZATION BEEN A MARAD CUSTOMER?

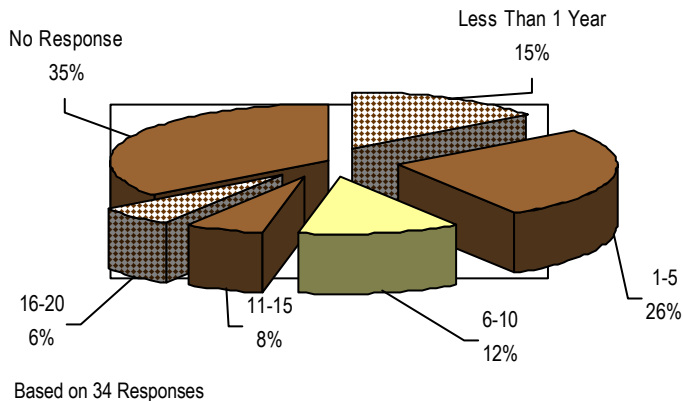
## Domestic Shipping/Short Sea Shipping



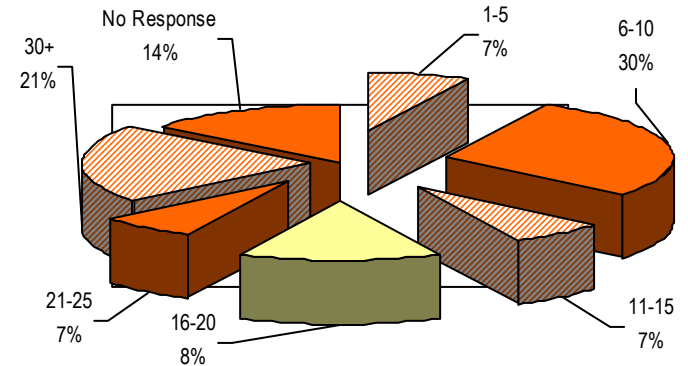
## MSP/VISA



## Maritime Transportation Statistics



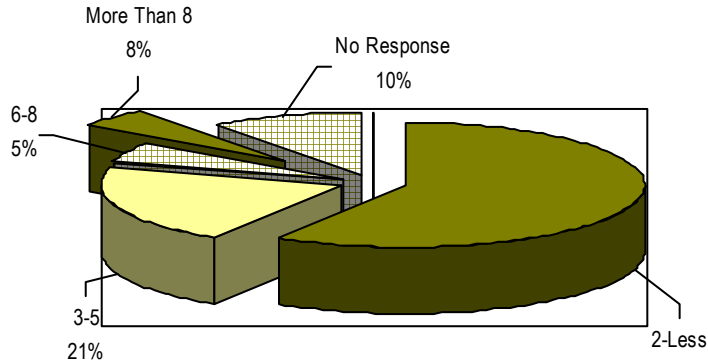
## Ship Operations Cooperative Program





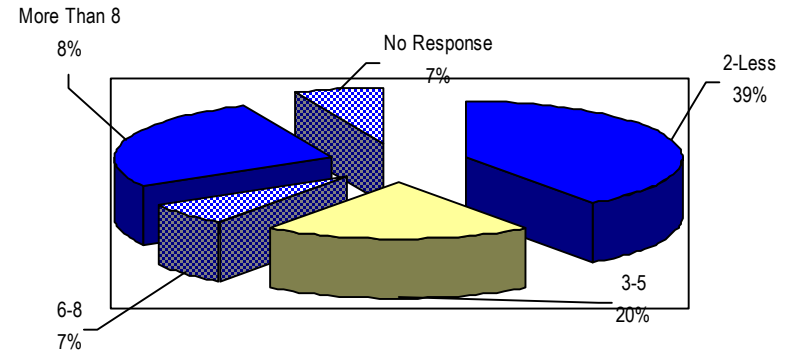
# WHAT IS YOUR AVERAGE LEVEL OF INTERACTION WITH MARAD ON A MONTHLY BASIS?

## Domestic Shipping/Short Sea Shipping



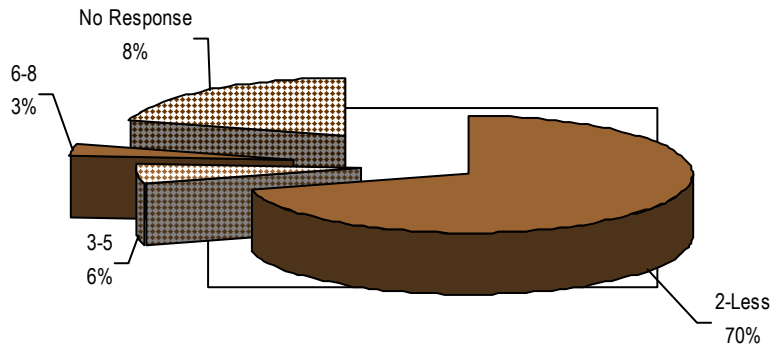
Based on 39 Responses

## MSP/VISA



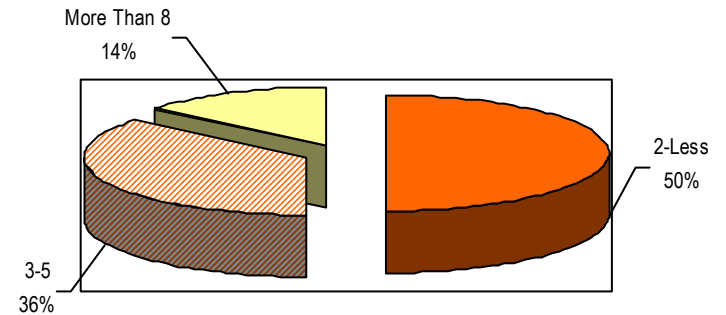
Based on 15 Responses

## Maritime Transportation Statistics



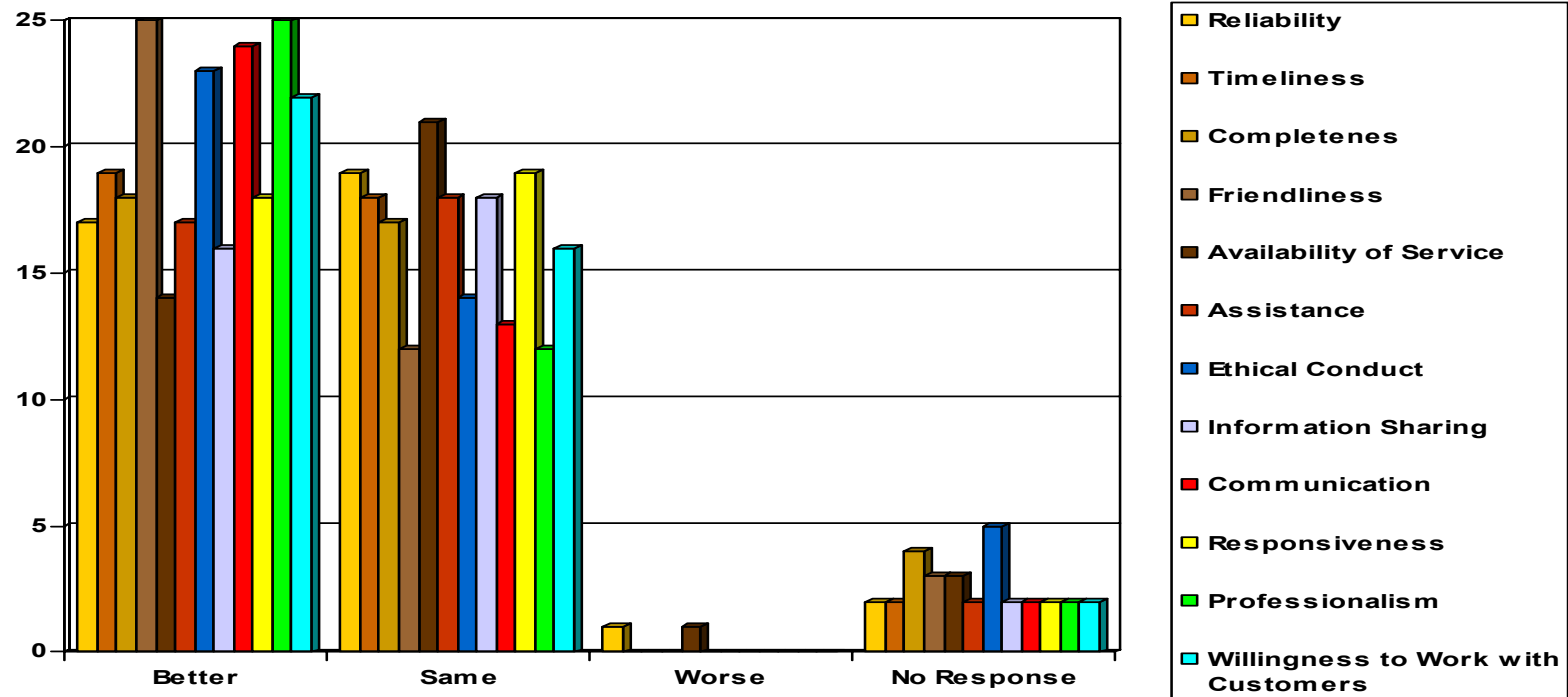
Based on 34 Responses

## Ship Operations Cooperative Program



Based on 14 Responses

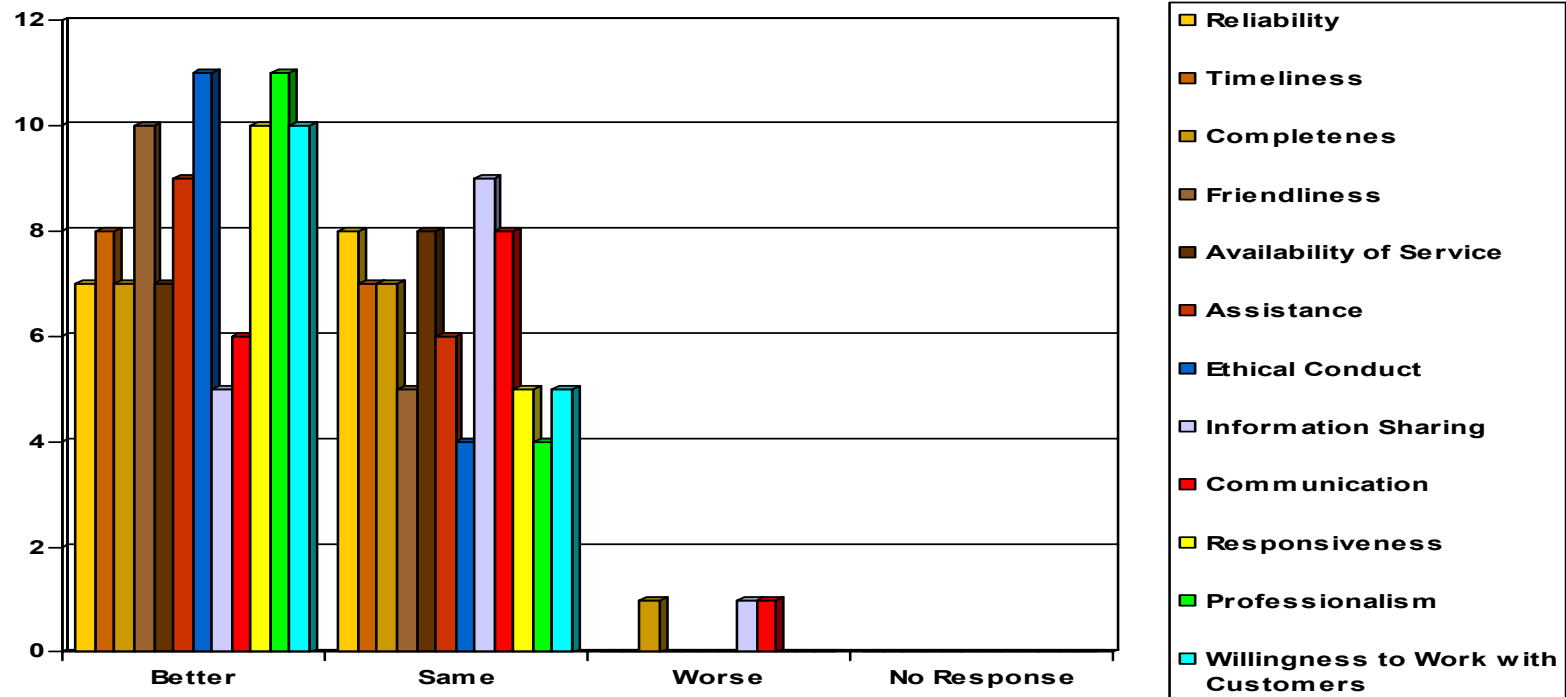
# COMPARISON TO OTHER GOVERNMENT AND NON-GOVERNMENT ENTITIES



## Domestic Shipping/Short Sea Shipping

Based on 39 Responses

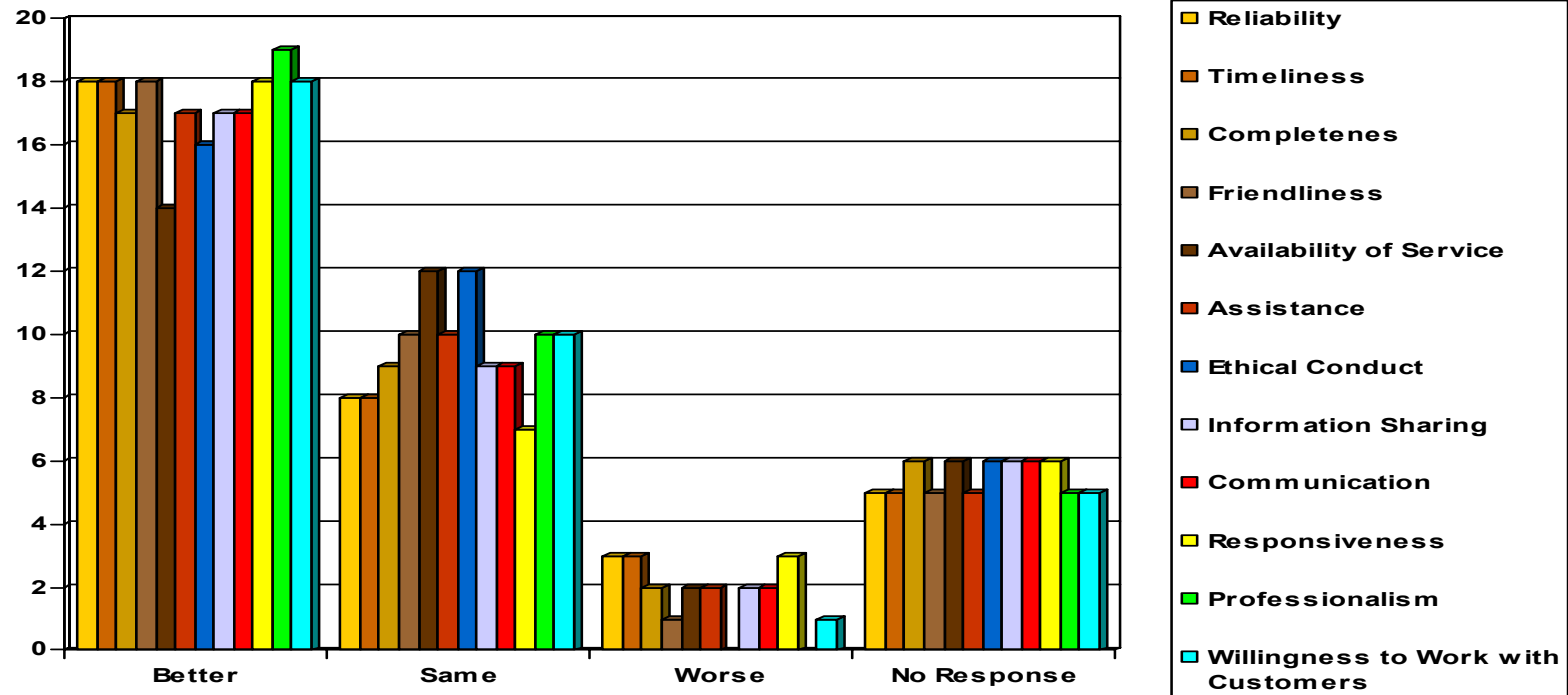
# COMPARISON TO OTHER GOVERNMENT AND NON-GOVERNMENT ENTITIES



Maritime Security Program/Voluntary Intermodal Sealift Agreement Program

Based on 15 Responses

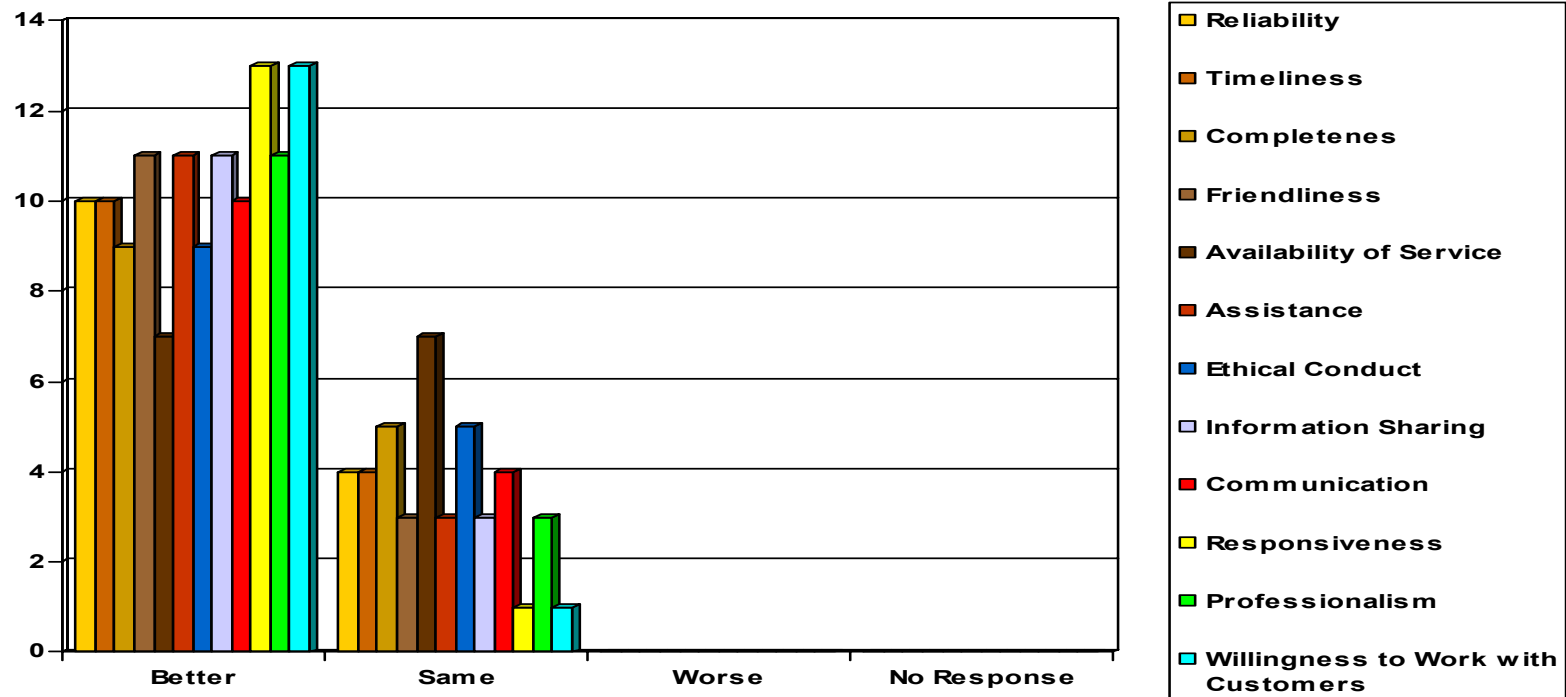
# COMPARISON TO OTHER GOVERNMENT AND NON-GOVERNMENT ENTITIES



## Maritime Transportation Statistics

Based on 34 Responses

# COMPARISON TO OTHER GOVERNMENT AND NON-GOVERNMENT ENTITIES

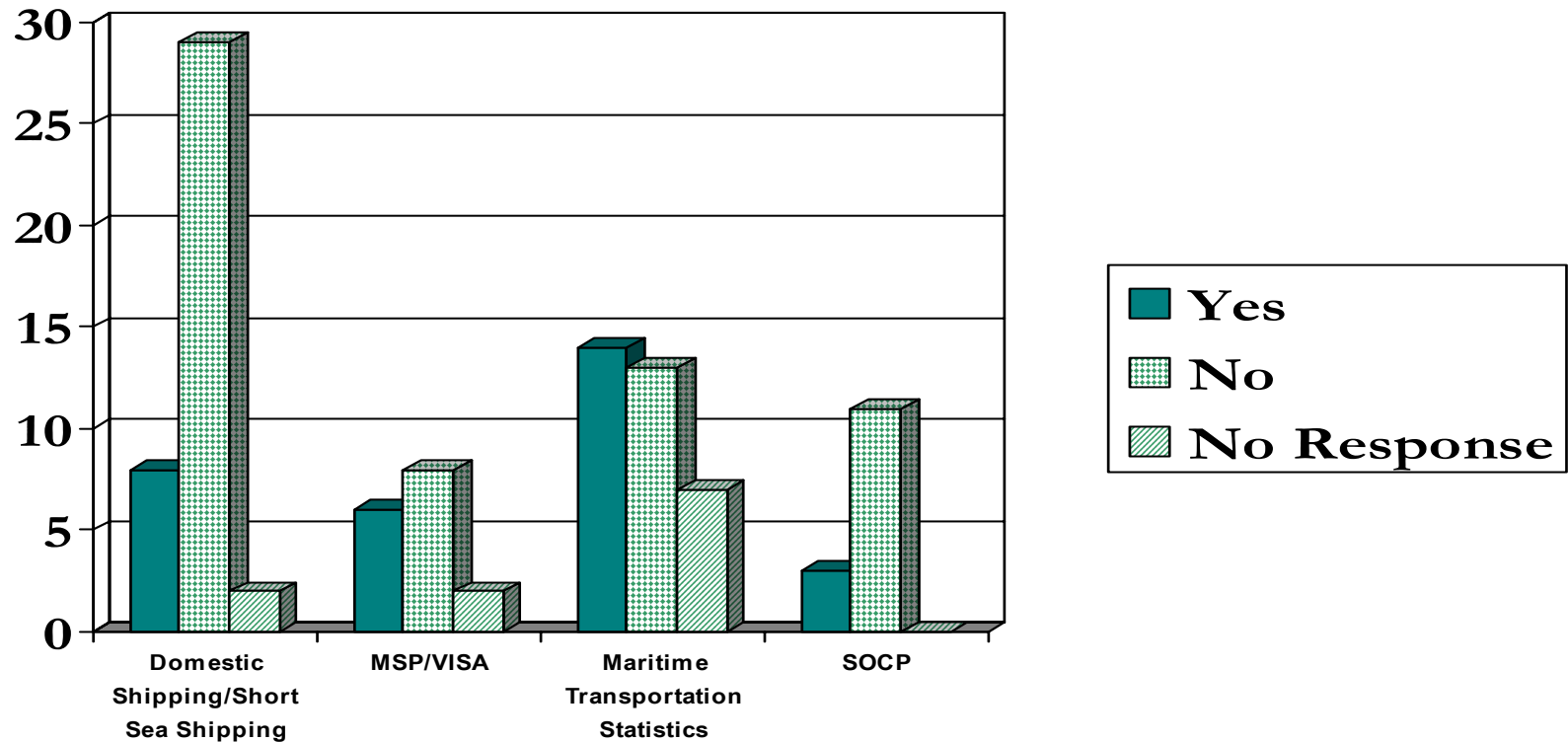


## Ship Operations Cooperative Program

Based on 14 Responses

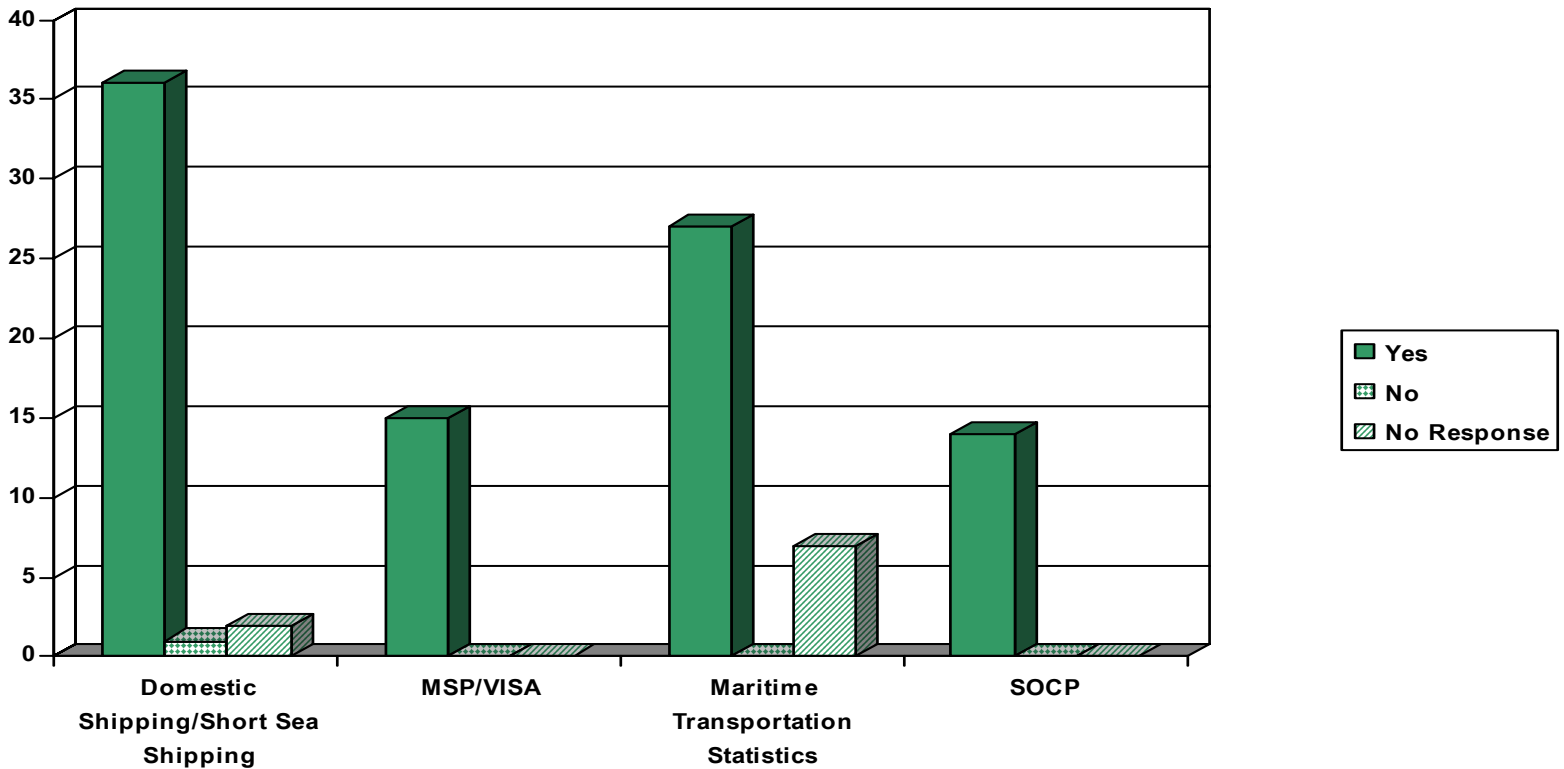
# IS MARAD YOUR MAIN SUPPLIER FOR INFORMATION AND SUPPORT RELATING TO MARITIME ACTIVITIES?

---



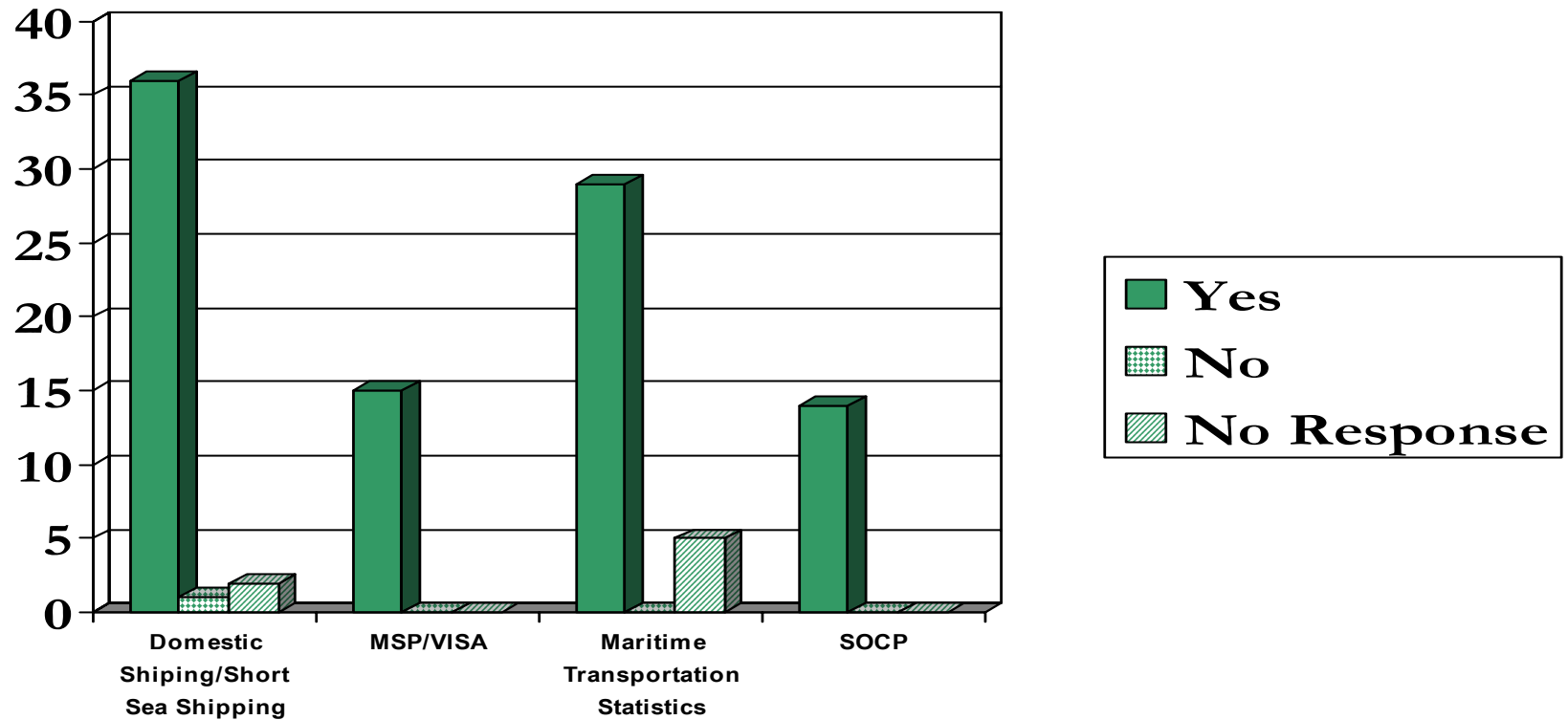
# WOULD YOU RECOMMEND MARAD TO ANOTHER MEMBER OF THE MARITIME INDUSTRY OR GOVERNMENT AGENCY FOR INFORMATION AND ASSISTANCE RELATING TO THIS PROGRAM?

---



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

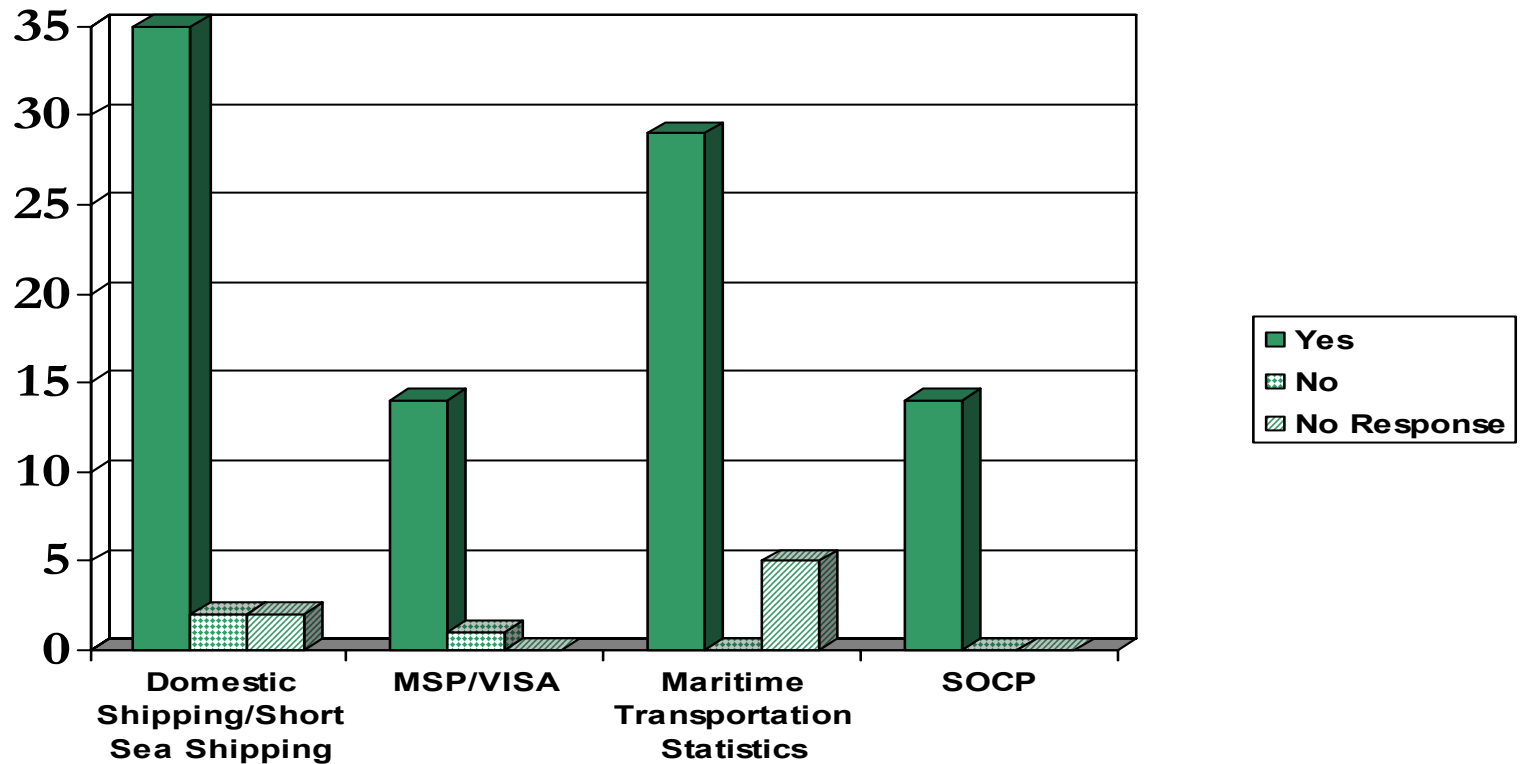
---





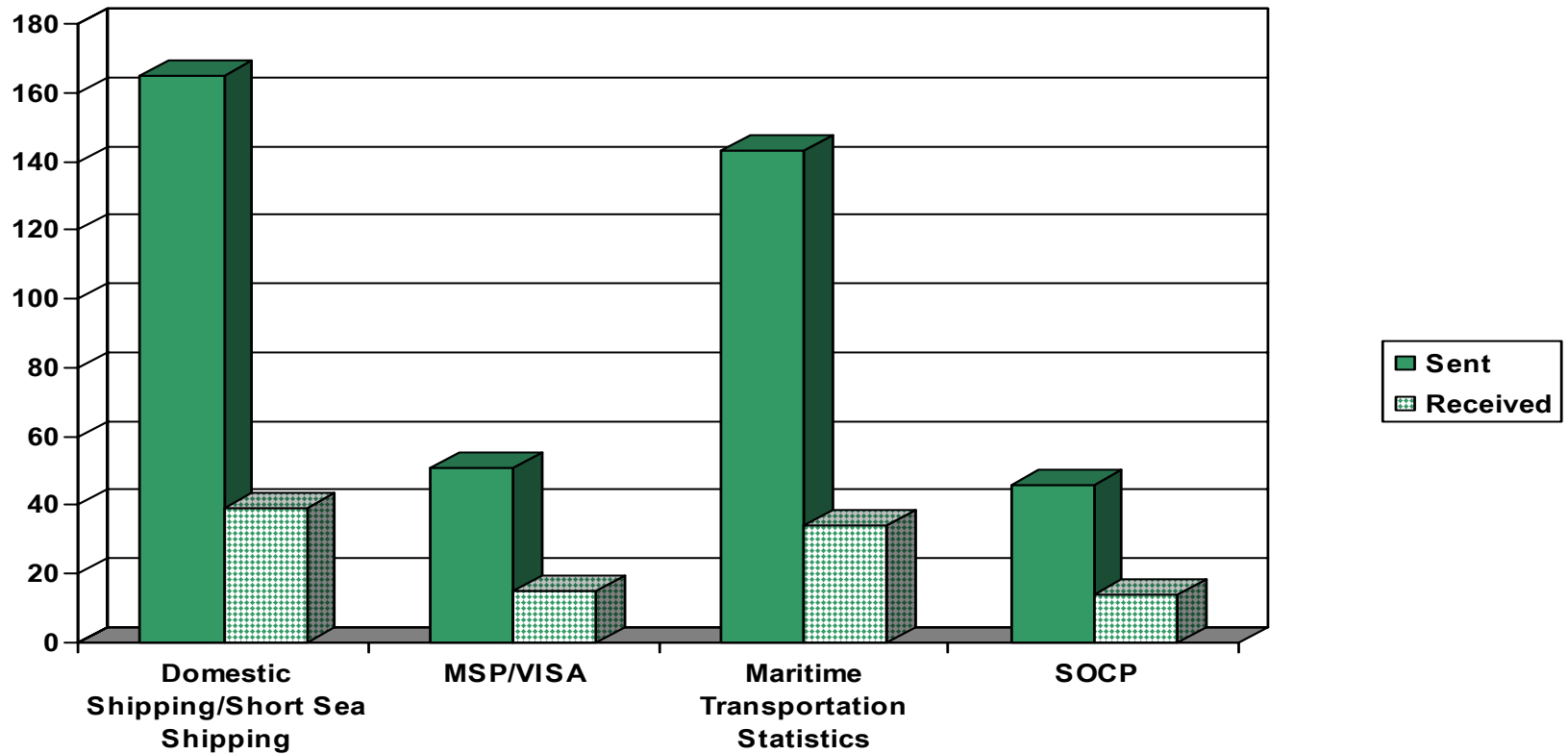
# IS MARAD'S INFORMATION IN CLEAR AND EASY TO UNDERSTAND PLAIN LANGUAGE?

---



# RESPONSES BY PROGRAMS

---



*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: 09/30/06

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 align="center"><b>Please circle number indicating performance level (1 equals unsatisfactory - 5 equals excellent)</b></p> <p><b>1. PRECONFERENCE/EXHIBIT</b></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><b>2. CONFERENCE REPRESENTATIVES</b></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><b>3. EXHIBIT BOOTH</b></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><b>4. INTERNET CONTACT</b></p> <p>a. Was event information available on MARAD's web site at <a href="http://www.marad.dot.gov">http://www.marad.dot.gov</a> (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><b>5. MATERIAL PROVIDED</b></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 align="center"><b>Please Circle Yes or No</b></p> <p><b>6. WOULD YOU ATTEND AGAIN</b>      Yes    No</p>	<p><b>7. ELECTRONIC/TELEPHONE CONTACT</b></p> <p>a. Did you register via E-mail or fax rather than telephone or registration form?      Yes    No</p> <p>    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><b>8. PLAIN ENGLISH</b></p> <p>Is MARAD's information organized, clear, and easy to understand?      Yes    No</p> <p><b>9. SERVICE</b></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><b>10. LENGTH OF CONFERENCE/EXHIBIT SHOULD BE</b></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><b>11. COMMENTS</b></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 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>
--	--

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 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: 09/30/06

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.

	Yes	No	Not Applicable	Unsatisfactory	Satisfactory
<b>1. TELEPHONE CONTACT</b>					
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"/>		
<b>2. ELECTRONIC CONTACT</b>					
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 <a href="http://www.marad.dot.gov">http://www.marad.dot.gov</a>	<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.)					
<b>3. MATERIAL PROVIDED</b>					
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"/>	<input type="checkbox"/>			
Paper			<input type="checkbox"/>		
Electronic			<input type="checkbox"/>		
d. Which format is preferred?	<input type="checkbox"/>	<input type="checkbox"/>			
Paper			<input type="checkbox"/>		
Electronic			<input type="checkbox"/>		
<b>4. RESPONSE</b>					
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"/>		
<b>5. SERVICE</b>					
a. Did someone at this agency provide you exceptional service? (please circle)				Yes	No
b. If yes, who? (Name and Phone Number)	_____				
	_____				
<b>6. PLAIN LANGUAGE</b>					
Is MARAD's information organized, clear, and easy to understand? (please circle)				Yes	No
<b>7. COMMENTS</b>					
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					

# *POINTS OF CONTACT*

## ***CUSTOMER SATISFACTION REPORT***

---

<b><u>Program</u></b>	<b><u>Contact/E-Mail</u></b>	<b><u>Telephone</u></b>
Cargo Preference Program	Mr. Thomas W. Harrelson Director, Office of Cargo Preference <a href="mailto:tom.harrelson@marad.dot.gov">tom.harrelson@marad.dot.gov</a>	(202) 366-4610
Domestic Shipping/ Short Sea Shipping Program	Richard J. Lolich Acting Director, Office of Ports and Domestic Shipping <a href="mailto:ports.marad@marad.dot.gov">ports.marad@marad.dot.gov</a>	(202) 366-0704
Environmental Activities	Mr. Michael C. Carter Director, Office of Environmental Activities <a href="mailto:michael.carter@marad.dot.gov">michael.carter@marad.dot.gov</a>	(202) 366-8887
Intermodal Development Program	Mr. Richard L. Walker Director, Office of Intermodal Development <a href="mailto:richard.walker@marad.dot.gov">richard.walker@marad.dot.gov</a>	(202) 366-8888
Maritime Loan Guarantee Program	Mr. Mitchell D. Lax Director, Office of Ship Financing <a href="mailto:mitchell.lax@marad.dot.gov">mitchell.lax@marad.dot.gov</a>	(202) 366-5744
Maritime Security Program (MSP)/ Voluntary Intermodal Sealift Agreement (VISA)	Mr. Taylor E. Jones, II Director, Office of Sealift Support <a href="mailto:taylor.jones@marad.dot.gov">taylor.jones@marad.dot.gov</a>	(202) 366-2323
Maritime Transportation Statistics	Robert Brown Office of Statistical and Economic Analysis <a href="mailto:bob.brown@marad.dot.gov">bob.brown@marad.dot.gov</a>	(202) 366-2277
	Gail Perkins Office of Statistical and Economic Analysis <a href="mailto:gail.perkins@marad.dot.gov">gail.perkins@marad.dot.gov</a>	(202) 366-2297
National Defense Reserve Fleet/ Ready Reserve Force	Mr. William F. Trost Director, Office of Ship Operations <a href="mailto:william.trost@marad.dot.gov">william.trost@marad.dot.gov</a>	(202) 366-1875
National Maritime Resource and Education Center (NMREC)/	Mr. Joseph A. Byrne Director, Office of Shipbuilding and Marine Technology <a href="mailto:joseph.byrne@marad.dot.gov">joseph.byrne@marad.dot.gov</a>	(202) 366-1931
Ocean Freight Differential Program	Mr. Thomas W. Harrelson Director, Office of Cargo Preference <a href="mailto:tom.harrelson@marad.dot.gov">tom.harrelson@marad.dot.gov</a>	(202) 366-4610
Operating Differential Subsidy Program	Mr. Michael P. Ferris Director, Office of Financial and Rate Approvals <a href="mailto:Michael.ferris@marad.dot.gov">Michael.ferris@marad.dot.gov</a>	(202) 366-2324



## **CUSTOMER SATISFACTION REPORT**

---

<b><u>Program</u></b>	<b><u>Contact/E-Mail</u></b>	<b><u>Telephone</u></b>
Port Conveyance Program	Richard J. Lolich Director, Office of Ports and Domestic Shipping <a href="mailto:ports.marad@marad.dot.gov">ports.marad@marad.dot.gov</a>	(202) 366-0704
Port Development Program	Richard J. Lolich Director, Office of Ports and Domestic Shipping <a href="mailto:ports.marad@marad.dot.gov">ports.marad@marad.dot.gov</a>	(202) 366-0704
Ship Operations Cooperative Program	Mr. Todd Ripley Office of Associate Administrator for Financial Approvals and Cargo Preference <a href="mailto:todd.ripley@marad.dot.gov">todd.ripley@marad.dot.gov</a>	(202) 366-2625
State Maritime Academies/ Schoolship Program	Mr. William F. Trost Director, Office of Ship Operations <a href="mailto:william.trost@marad.dot.gov">william.trost@marad.dot.gov</a>	(202) 366-1875
State Maritime Academies/ Schoolship Program (M&R)	Mr. William F. Trost Director, Office of Ship Operations <a href="mailto:william.trost@marad.dot.gov">william.trost@marad.dot.gov</a>	(202) 366-1875
U.S. Merchant Marine Academy	RADM Joseph D. Stewart Superintendent <a href="mailto:stewartj@usmma.edu">stewartj@usmma.edu</a>	(516) 773-5000
Vessel Transfer Program	Mr. Taylor E. Jones, II Director, Office of Sealift Support <a href="mailto:taylor.jones@marad.dot.gov">taylor.jones@marad.dot.gov</a>	(202) 366-2323
<b><u>Other Contact Points</u></b>		
Customer Satisfaction Program E-Mail Address:	<a href="mailto:csq@marad.dot.gov">csq@marad.dot.gov</a>	
Statistical Information: E-Mail Address:	<a href="mailto:data@marad.dot.gov">data@marad.dot.gov</a>	
Web Address:	<a href="http://www.marad.dot.gov/marad_statistics">www.marad.dot.gov/marad_statistics</a>	
Terrorism Hotline		(800) 424-8802 or (202) 267-2675