

Customer Satisfaction Results for FY 2005 by Category

CATEGORY	UNFAV %	FAV %
1. Communication	20.8%	79.2%
2. Accessibility	19.5%	80.5%
3. Timeliness	19.7%	80.3%
4. Solutions	20.9%	79.1%
5. Professionalism	12.1%	87.9%
6. Overall	13.4%	86.6%

Method of collection: Zoomerang

Logistics Overall FY 05

