

2000 Participating Carrier Customer Satisfaction Indexes

Listed below in alphabetical order are the household goods carriers participating in GSA's Domestic Centralized Household Goods Traffic Management Program as of the end of Calendar Year 1999. Based on surveys received from relocating Federal employees and Federal traffic managers for moves picked up and delivered during CY1999, customer satisfaction with each carrier in the program was evaluated. Evaluation of customer satisfaction is performed annually. Subject to a number of criteria agreed to by both GSA and the household goods moving industry, a carrier either received a Customer Satisfaction Index (CSI), or did not. The carriers listed below as "Unindexed" did not qualify for a CSI. The entries for the remaining carriers show each carrier's CSI. A CSI of 100 indicates average customer satisfaction. These CSI's are effective from November 1, 2000 through October 31,2001, when new CSI's will be issued.

SCAC	CARRIER-NAME	CSI
AAIM-D	AACTION MOVING & STORAGE	Unindexed
AALF-D	AALCO FORWARDING INC	Unindexed
AARV-D	AARO MOVING SYSTEMS INC	<b>109.65</b>
AASH	AAA MOVING & STORAGE	Unindexed
AAVP-D	AMERICAN VANPAC CARRERIS INC.	Unindexed
ABCH-D	ABC MOVING INC	Unindexed
ABLY	ABLE MOVERS	Unindexed
ACMH-D	M.A. ELLEFSON & SON INC DBA AC	Unindexed
ADIM-D	ADRIANA INTERNATIONAL MOVERS	Unindexed
ADOL-D	AMBASSADOR RELOCATIONS INC	Unindexed
ADMV	ADVANCE CORPORATION	Unindexed
AERM-D	MAYFLOWER TRANSIT CO	<b>102.22</b>
AFFH	AMERICAN FAST FREIGHT INC	Unindexed
AFTS-D	AFFILIATED TRANSPORTATION SYST	Unindexed
ALDS-D	ALEXANDER'S MOVING & STORAGE	<b>102.37</b>
ALLV-D	ALLIED VAN LINES INC.	<b>98.54</b>
ALTF	ALPINE TRANSFER INC.	Unindexed
AMJV-D	ABLE MOVING & STORAGE	Unindexed
AMRB-D	AMERICAN RED BALL TRANSIT CO	Unindexed
AMSO-D	AAA MOV & STG OF TAMPA	Unindexed
AMSQ-D	AMERICAN SEC. STG OF ANNAPOLIS	Unindexed
AMWM-D	AMADOR WORLDWIDE MOVING & STG	Unindexed
ANBP	A & B TRANSPORTATION SERVICES	Unindexed
ANPS-D	A & P SHIPPING CORPORATION	Unindexed
ANRT-D	ALMAC ATLANTIC N/A	Unindexed
ANVL-D	ANDREWS VAN LINES INC	Unindexed
AOLF-D	A OLYMPIC FORWARDER	Unindexed
APOV-D	APOLLO VAN LINES INC	<b>108.23</b>
APVN-D	APACA VAN LINES INC	Unindexed
ARCA	ACE RELOCATION SYSTEMS, INC.	Unindexed
ARIM	ARNOLD INTERNATIONAL MOVERS	Unindexed
ARMS-D	A ROYAL MOV & STG	Unindexed
ARMT-D	ARMSTRONG RELOCATION	Unindexed
ARNA-D	A ARNOLD & SON	<b>102.82</b>
ARPV-D	PAUL ARPIN VAN LINES, INC.	<b>98.85</b>
ARWG-D	AAROW MOVING & STORAGE	Unindexed
ASVL	A-1 STEVENS VAN LINES INC.	Unindexed
ATVL-D	ATLAS VAN LINES, INC.	<b>96.9</b>
AVAS-D	AMERICAN VAN SERVICES INC	Unindexed
AVLC-D	AIR VAN LINES INT'L INC	<b>111.96</b>
AWYV-D	AMERICAN WAY VAN LINES	Unindexed

SCAC	CARRIER-NAME	CSI
BAIP-D	PARKER BAILEY & SONS	Unindexed
BAGB	BAGBY TRANSFER COMPANY	Unindexed
BAKT-D	BAKER MOV & STG	Unindexed
BARK	BARKLEY TRUCK LINES, INC.	Unindexed
BBMS-D	BRANTLEY BROTHER MOVING & STG	Unindexed
BEKS-D	BEKINS NORTHWEST	Unindexed
BEMI	BENTON MOVING SERVICES	Unindexed
BEMJ-D	BEMIDJI TRANSFER INC	Unindexed
BERV-D	BERRY VAN LINES INC	Unindexed
BHSV	BHS/RED BALL TRF & STG	Unindexed
BKHM-D	BLACK HILLS MOVERS INC	Unindexed
BKST-D	BROOKS TRSF & STG	Unindexed
BLMJ-D	BELL MOVING & STORAGE	Unindexed
BLSG-D	BALLARD STG & TSFR	Unindexed
BLTF-D	BLAIR TRANSFER & STORAGE INC	Unindexed
BMNN	BELTMANN NORTH AMERICAN	Unindexed
BMOV-D	BARRETT M & S	Unindexed
BNBF-D	B & B FORWARDING INC	Unindexed
BRRE-D	BARRIEAU EXPRESS INC	<b>98.78</b>
BRQV	BLUE RIBBON VAN & STORAGE	Unindexed
BSKS	BIG SKY TRANSFER & STORAGE, INC	Unindexed
BSIM-D	BASTIAN MOV & STG	Unindexed
BSMS-D	BAY STATE MOVING & STORAGE	Unindexed
BUSQ-D	BURRIS TRANSFER & STORAGE CO	Unindexed
BUSV	BURNHAM SERVICE COMPANY INC	<b>106.99</b>
BVLC-D	BEKINS VAN LINES CO.	Unindexed
CCWF-D	CONTAINER CONCEPTS	Unindexed
CENI	CENTRE CARRIERS CORP	Unindexed
CENP-D	CENTRAL TRANSPORTATION SYS	Unindexed
CHAP	CHAMBERS MOVING & STORAGE INC	Unindexed
CHFA-D	CHIEF TRANSFER & STORAGE INC	<b>111.72</b>
CHIM-D	CHIPMAN CORPORATION	Unindexed
CIMV-D	CITY MOVING SYSTEMS	Unindexed
CKCH	C.H. COAKLEY & CO.	Unindexed
CLFO	CALIFORNIA MOVERS EXPRESS, INC	Unindexed
CLRD-D	CLARK & REID PACK & MOV	Unindexed
CLWA-D	CALAWAY TSF & STG INC	Unindexed
CLYL	CARLYLE VAN LINES, INC.	Unindexed
CMGS	COLLINS MOVING SYSTEMS	Unindexed
CMVH-D	CENTRY MOVING & STORAGE	Unindexed
COOM-D	COOK MOVING SYSTEMS INC	<b>80.24</b>
COVA-D	COVAN WORLD-WIDE MOVING INC	<b>73.4</b>
COWE-D	COWEN TRANSFER & STORAGE	Unindexed
CPCY-D	CAPITAL CITY TRANSFER	Unindexed
CRMF	CROWN MOVING COMPANY, INC.	Unindexed
CRWD	CROWDER TRANSFER & STORAGE	Unindexed
CSWP	CHABOT & SON WESTERN EXPRESS	Unindexed
CTMS-D	CENTRAL MOVING & STORAGE CO	Unindexed
CUMG-D	CUMMINGS TRANSFER CO	Unindexed
CURT	COURTESY MOVING SERVICE	Unindexed
CVLC-D	CARTWRIGHT VAN LINES INC	<b>79.93</b>
CVLS-D	CONTINENTAL VAN LINES	Unindexed
CWMD	COWEN TRANSFER & STORAGE CO.	Unindexed
CVMQ-D	COR-O-VAN MOVING & STORAGE	Unindexed
CWMV-D	CROWN OVERSEAS FORWARDER	Unindexed
CWNQ-D	COWEN MOVING & STORAGE CO INC	Unindexed
CYMQ-D	COY'S MOVING & STORAGE INC	Unindexed
DBMS	DENOYER BROTHERS MOVING AND ST	Unindexed
DCKM	DIRCKS MOVING SERVICES INC.	Unindexed
DODG-D	DODGE MOVING & STORAGE CO INC	Unindexed
DORD-D	DOOR TO DOOR MOVING & STORAGE	Unindexed

SCAC	CARRIER-NAME	CSI
DVMP-D	DEVRIES MOVING & PACKING & STG	Unindexed
EASG-D	EAST SIDE VAN & STORAGE CO.	Unindexed
EGEV-D	EAGLE VAN LINES INC	Unindexed
EMCI-D	EMERALD CITY INTERNATIONAL	Unindexed
EMOG-D	EWING MOVING SERVICE INC	Unindexed
ESCM-D	ESCANABA MOVING SYSTEMS INC	Unindexed
EVSG-D	EUREKA VAN & STORAGE	Unindexed
FDMS-D	FEDERAL M&S	Unindexed
FIMV	FIAMINGO MOVING AND STORAGE, INC	Unindexed
FOGA-D	FOGARTY VAN LINES, INC.	Unindexed
FRMV-D	A-1 FREEMAN MOVING & STORAGE	Unindexed
FRWM	FRY WAGNER MOVING & STORAGE	Unindexed
FVLI	FRONTIER VAN LINES INTERNATIONAL	Unindexed
GDNN	GOLDEN NORTH VAN LINES, INC.	Unindexed
GLBM-D	GLOBAL MOVING SYSTEMS	Unindexed
GLMN-D	GALLUP MOVING & STORAGE	Unindexed
GLTT-D	GOLLOT & SONS TSF & STG	Unindexed
GLUL-D	GLOBAL VAN LINES	<b>96.38</b>
GMAS-D	GRAHAM MOVING & STORAGE	Unindexed
GMVO-D	GREENS MOVING & STORAGE INC	Unindexed
GNVL-D	GUNN VAN LINES INC	Unindexed
GOLT-D	GOLDEN TRANSFER COMPANY	Unindexed
GRMT-D	GREENMOUNT MOVING & STORAGE	<b>95.02</b>
GRVI-D	GRAEBEL VAN LINES INC.	<b>100.98</b>
GSEL-D	GSELL MOVING & STORAGE	Unindexed
GTFS-D	GLENDIVE TRSF & STG CO D/B/A M	Unindexed
HCDF-D	HC&D FORWARDERS INTERNATIONAL	Unindexed
HEFE-D	HEFLEBOWER TRANSFER & STORAGE	Unindexed
HEMD	DON HEMSTED'S VAN & STORAGE, INC	Unindexed
HILI	HI-LINE TRANSFER & STORAGE, INC	Unindexed
HKMS	KACHINA MOVING & STORAGE OF NE	Unindexed
HMMG-D	HAMILTON MOVING & STORAGE CO	Unindexed
HNSC	H & S TRANSFER COMPANY, INC.	Unindexed
HOMS-D	HOME MOVING & STORAGE	Unindexed
HRZM-D	HORIZON MOVING SYSTEMS INC	<b>93.55</b>
HTSQ-D	HILLDRUP TRANSFER & STORAGE	<b>101.37</b>
HUMS-D	HUMBOLDT MOVING & STORAGE	Unindexed
ICCQ-D	INTERSTATE MOVING & STORAGE CO	Unindexed
IDLQ-D	IDEAL WAY MOVERS INC	<b>105.43</b>
ICNE-D	INTERCONEX, INC.	Unindexed
ICXE	INTERCONEX, INC.	Unindexed
IGOV-D	I-GO VAN & STORAGE	Unindexed
IMVG-D	INTERNATIONAL MOV INC	Unindexed
INIC-D	INTERSTATE INTERNATIONAL INC	<b>98.26</b>
INVA-D	INTERSTATE VAN LINES INC	Unindexed
IGBR	ITS GLOBAL RELOCATION SERVICES	Unindexed
ITSG-D	INTERCONTINENTAL TRANSPORT'N	Unindexed
JBRA-D	JABBOUR & RANDOLPH CORP	Unindexed
JENN-D	JENSEN FAGAN MOVERS	Unindexed
JKMS-D	JK MOVING & STORAGE INC	<b>107.35</b>
JRPO-D	J & R TRANSPORTATION INC	Unindexed
JSAM-D	JOHNSON STORAGE & MOVING CO.	<b>106.11</b>
KEWK	KENNEWICK TRANSFER & STORAGE	Unindexed
KSMG-D	K & S MOVING SYSTEMS INC	Unindexed
KTFI	KING TRANSFER & STORAGE CO	Unindexed
LBVN-D	LIBERTY VAN LINES	Unindexed
LILE-D	AMERICAN MOVERS DBA LILE INT'L	Unindexed
LMVC-D	LEONARDS MOVERS CORP	Unindexed
LNCM-D	LINCOLN MOVING & STORAGE	<b>107.4</b>
LRST-D	LARSEN TRANSFER CO	Unindexed
LTSO	LASSEN TRANSFER & STORAGE	<b>111.96</b>

SCAC	CARRIER-NAME	CSI
LUTH-D	LUTHER TRANSFER & STORAGE	Unindexed
LWMO-D	LAWRENCE MOVING & STORAGE CO	Unindexed
LWRS-D	LAWRENCE TRANSPORTATION SYSTEM	<b>111.25</b>
LXTS-D	LUX TRANSFER & STORAGE INC	Unindexed
LYNM	LYNN MOVING AND STORAGE INC.	Unindexed
MBRV-D	MCCAULEY BROTHERS MOVING & STG	Unindexed
MCCG-D	MCCOLLISTER'S MOVING & STORAGE	<b>96.39</b>
MCHO-D	MITCHELL MOVING & STORAGE CO	Unindexed
MCLJ-D	MCLAUGHLIN TRANSPORT SYS	Unindexed
MDMB-D	MID-WEST MOVING & STORAGE	Unindexed
MDSI-D	MID-STATE MOVING & STORAGE INC	Unindexed
MEMN-D	METRO MOVING SVC INC	Unindexed
MEPA-D	MERCHANTS MOVING & STORAGE	Unindexed
MERS	MERCHANTS MOVING & STORAGE, INC	Unindexed
MLMP	MALLORY MOVING & STORAGE INC.	Unindexed
MMGV-D	MCINTURFF MOVING & STORAGE INC	Unindexed
MMMS	MOORE & MOORE MOVING	Unindexed
MMOG-D	MOUNTAIN MOVING & STORAGE	Unindexed
MMVB-D	MERCHANTS MOVING & STORAGE INC	Unindexed
MOGM-D	MORGAN VAN LINES INC.	Unindexed
MOVS-D	MITCHELL OVERSEAS MOVERS INC	<b>99.73</b>
MOVV	THE MOVERS INC	Unindexed
MOYS-D	MOYER & SONS INC	<b>107.48</b>
MPKM-D	MOVERS PAK-MAN, INC.	Unindexed
MRGQ-D	MERGENTHALER TRANSFER	Unindexed
MTAT-D	MONTANA TRANSFER CO	<b>106.16</b>
MVNI-D	MASTER VAN & STORAGE	Unindexed
NAVL-D	NATIONAL VAN LINES, INC.	<b>103.38</b>
NCMG-D	NORTH COAST MOVING & STG	Unindexed
NOAM-D	NORTH AMERICAN VAN LINES	<b>99.24</b>
NOFF	NOFFS/ATLANTIC RELOCATION SYS.	Unindexed
NOWM-D	NORTHWEST MOVING SERVICES INC	Unindexed
NVSG-D	NEVIL STORAGE CO/SAN JOSE	Unindexed
NWBR-D	NELSON WESTERBERG INC	Unindexed
NWVN-D	NEW WORLD VAN LINES INC	Unindexed
OFMO-D	OLSEN & FIELDING MOVING SVC.	Unindexed
OKMO-D	OK MOVING & STORAGE CO	Unindexed
OKTA	OK TRANSFER & STORAGE	Unindexed
ONMO-D	O'NEIL RELOCATION (DOM)	<b>104.74</b>
PAAV-D	PAN AMERICAN VAN LINES INC	<b>104.4</b>
PACV-D	PACIFIC VAN & STORAGE CO	Unindexed
PAXT-D	PAXTON VAN LINES INC	Unindexed
PEOW-D	PEOPLES WAREHOUSE INC	Unindexed
PFMV-D	PROFESSIONAL MOVERS INC	Unindexed
PLNE-D	PLANES MOVING & STORAGE INC	<b>98.58</b>
PRDSMD	PRUDENTIALRELOCATION	Unindexed
PRKS-D	PARKS MOVING & STORAGE	Unindexed
PUBL	PUBLIC SERVICE MOVERS, INC.	Unindexed
PULN-D	PULLEN MOVING CO	Unindexed
PVLN	PIONEER VAN LINES, INC.	Unindexed
QULR	QUALITY TRANSPORT SVC	Unindexed
RAOS-D	RAINIER OVERSEAS INC	Unindexed
RAZO-D	RAZORBACK MOVING AND STORAGE	Unindexed
RELB	RELIABLE TRANSFER CORP.	Unindexed
RFMV-D	ROCKY FORD MOVING INC	Unindexed
RKMM	ROCKY MOUNTAIN MOVING & STORAGE	Unindexed
RMVG-D	RAMAR MOVING SYS	Unindexed
SBMV	SUBURBAN MOVING & STORAGE, CO.	Unindexed
SCHB	SCHAAP MOVING SYSTEMS, INC.	Unindexed
SCYT	STACEY TRANSFER & STORAGE	Unindexed
SDLS	SMITH DRAYLINE & STORAGE CO.,	Unindexed

SCAC	CARRIER-NAME	CSI
SECQ	SECURITY STORAGE CO INC	Unindexed
SELI	SELLS SERVICE, INC.	Unindexed
SHMB-D	SBNIC	<b>101.29</b>
SHSP-D	SENATE FORWARDING INC	Unindexed
SINA-D	SINCLAIR MOVING & STORAGE	Unindexed
SKPM-D	SKIPWORTH MOVING SYSTEM INC	Unindexed
SMBR-D	SMITH BROTHER'S MOVING SERVICE	<b>108.61</b>
SMOG-D	SIRACUSA MOVING & STORAGE	Unindexed
SMOI-D	STEARNS MOVING & STORAGE INC	Unindexed
SMQF-D	SMITH TRANSFER & STORAGE	<b>101.6</b>
SMSO-D	SNOW MOVING & STORAGE INC	<b>104.84</b>
SODE-D	SOURDOUGH EXPRESS INC	Unindexed
SOHM-D	SOUTH HILLS MOVERS INC	<b>109.15</b>
SPGS-D	SHEPARDS INC	Unindexed
SRFQ-D	STAR TRANSFER INC	<b>110.35</b>
STAC-D	STAR MOVING & STORAGE, INC.	Unindexed
STHW-D	SOUTHWEST TRANSFER & STORAGE	Unindexed
STVL-D	STARCK VAN LINES INC	<b>107.82</b>
SUDR-D	STUDDARD TSF & STG	Unindexed
SUVL-D	SUDDATH VAN LINES INC	<b>96.8</b>
SVAN-D	SEATON VAN LINES	<b>99.64</b>
SVLC-D	STARCK VAN LINES OF COLUMBUS	Unindexed
SVLI	SECURITY VAN LINES, INC.	Unindexed
SVLM-D	STEVENS WORLDWIDE VAN LINES	<b>101.09</b>
SVMQ-D	ST VRAIN MOVING & STORAGE CO	Unindexed
SWMW-D	STEWART MOVING & STORAGE SYST.	Unindexed
SWNM-D	SWAN MOVING & STORAGE	Unindexed
SWRM-D	SWARTZ MOVING & STORAGE CO	Unindexed
SWWD-D	STATEWIDE TRANSPORTATION INC	Unindexed
TCMM	TOWN & COUNTRY MOVERS INC.	Unindexed
THOI-D	THOMAS TSF & STG	Unindexed
TNNQ-D	TENNYSON TRANSFER & STORAGE	Unindexed
TOTP-D	TODD TRANSPORTATION CO	Unindexed
TRAG	TRADING POST MOVING & STORAGE	Unindexed
TWDV-D	TRANS WORLD MOVING SYTEMS INC	Unindexed
UNID-D	UNITED MOVING & STORAGE	Unindexed
UVLN-D	UNITED VAN LINES INC	<b>98.67</b>
VIVL-D	VICTORY VAN LINES INC	Unindexed
WACO-D	A C WHITE TRANSFER & STORAGE	Unindexed
WBRC	WALSH BROTHERS, INC.	Unindexed
WCMG-D	WEST COAST MOVING SYSTEMS INC	Unindexed
WDLA	WOODLAND MOVING AND WAREHOUSE	Unindexed
WELE-D	WELESKI TRANSFER INC	Unindexed
WEMS-D	WEST END MOVING & STORAGE CO	Unindexed
WHTN	WHEATON WORLD WIDE MOVING	Unindexed
WIFD-D	WORLD INTERNATIONAL FORWARDING	Unindexed
WRNC-D	BUD'S MOV & STG DBA ROGER WARD	Unindexed
WSLI	WANSLEY MOVING & STORAGE	Unindexed
WVAN-D	WARES VAN & STORAGE	Unindexed
YNMS-D	YOUNG MOVING & STORAGE	Unindexed
ZENV-D	ZENITH VAN & STORAGE INC	Unindexed