

Military Surface Deployment and Distribution Command (SDDC)

Industry Partnership Survey

The Military Surface Deployment and Distribution Command (SDDC) provides global surface deployment command & control and distribution services to meet the nation's objectives. SDDC needs your help to measure its performance and make improvements.

This survey is intended for SDDC commercial industry partners, or vendors, including carriers and agents. We need your input to strengthen the SDDC-industry relationship, and thereby, to provide the best possible customer service to DoD Warfighters.

Your response will have no impact on eligibility for future contracts. Please answer all questions based on your personal experience with SDDC during the last 12 months. **Your answers are kept confidential.** We will share the combined survey results with all industry partners.

Not all sections of the survey will be applicable to you. Please answer only those questions related to the SDDC programs you provide with services. If you wish to provide suggestions for improvement on any aspect of support or want to qualify your answer to any question, please use the *Comments* section at the end of the survey.

This survey should take about 15 minutes to complete.

Thank you for your help.



Overall Satisfaction

The Military Surface Deployment and Distribution Command (SDDC) provides ocean terminal, commercial ocean liner, deployment engineering, road, rail, and household goods traffic management services to deploy, sustain, and redeploy U.S. forces globally. SDDC is responsible for surface transportation and is the interface between DoD shippers and commercial carriers. SDDC is responsible for the establishment and maintenance of contracts, solicitations and agreements with the carrier industry to deploy and distribute Department of Defense (DoD) supplies and personal property worldwide. It also transports troops and material to ports of departure in the United States and overseas and manages 24 ports worldwide. SDDC is a major subordinate command of the Army Material Command (AMC) and the surface component of the U.S. Transportation Command (USTRANSCOM).

Q-1 Overall, to what extent are you satisfied or dissatisfied with the relationship between your organization and the Military Surface Deployment and Distribution Command (SDDC)?

Select **one** answer.

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied

General Policies/Procedures

Q-2 To what extent do you agree or disagree with the following statements concerning SDDC's policies and procedures?

Select **one** answer for each statement.

Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A or Don't Know
SDDC's regulations and requirements are clear and easy to understand	1	2	3	4	5	6
SDDC conducts contract operations with high standards of integrity	1	2	3	4	5	6
SDDC works closely with me to monitor contract performance	1	2	3	4	5	6
SDDC works closely with me to ensure cargo is delivered by agreed-upon delivery dates	1	2	3	4	5	6
SDDC provides good In-transit Visibility (ITV) on the status and location of assets in the distribution system	1	2	3	4	5	6

SDDC uses appropriate tools (e.g., automation, electronic commerce, internet) to make my job easier	1	2	3	4	5	6
I find it easy to contact the right SDDC office to meet my needs	1	2	3	4	5	6

Resource Management

Q-3 To what extent do you agree or disagree with the following statements concerning SDDC's management of financial resources?

Select **one** answer for each statement.

Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A or Don't Know
SDDC Resource Management responds to industry billing inquiries in a timely manner	1	2	3	4	5	6
Process for PowerTrack payments works well	1	2	3	4	5	6
PowerTrack E bills are documented/processed in a timely manner	1	2	3	4	5	6
Non-PowerTrack invoices are processed within 30 days	1	2	3	4	5	6

Collaboration

Q-4 To what extent do you agree or disagree with the following statements concerning SDDC's collaboration with commercial industry partners?

Select **one** answer for each statement.

Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A or Don't Know
SDDC effectively collaborates with industry partners to meet mission objectives	1	2	3	4	5	6
SDDC collaborates with me on distribution/deployment services early in the planning process	1	2	3	4	5	6
SDDC collaborates with me during execution of distribution/deployment services	1	2	3	4	5	6
SDDC collaborates with me after distribution/deployment services are fulfilled	1	2	3	4	5	6

Communication

Q-5 To what extent do you agree or disagree with the following statements concerning SDDC's communication with commercial industry partners?

Select **one** answer for each statement.

Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A or Don't Know
Information necessary to do business with SDDC is communicated to me in a timely manner	1	2	3	4	5	6
Information about SDDC organizational and policy changes is clearly communicated to me	1	2	3	4	5	6

Q-6 On Average, how often do you communicate with SDDC representatives?

1. Daily
2. Weekly
3. Monthly
4. Quarterly
5. Yearly
6. Less than yearly
7. I have never communicated with SDDC representatives (Skip to Q-9)
8. Don't know

Q-7 To what extent do you use the following methods to communicate with representatives when conducting business with SDDC?

Select **one** answer for each method.

Method	Always	Very Often	Somewhat Often	Not Very Often	Not At All	N/A or Don't Know
Face-to-face (personal contact and meetings)	1	2	3	4	5	6
Printed media (letters, official documents, presentations)	1	2	3	4	5	6
Voice and audiovisual (VTC, telephone, teleconference)	1	2	3	4	5	6
Electronic (e-mail, SDDC Website, your company's Website)	1	2	3	4	5	6

Q-8 When you contact SDDC representatives, how long does it generally take to get an answer to your question or request?

Select **one** answer.

1. Within the same business day
2. 1 to 3 business days
3. 4 to 5 business days
4. More than 5 business days
5. They do not get back to me

Q-9 Overall, to what extent do you agree or disagree with the following statements about the availability/responsiveness of SDDC representatives?

Select **one** answer for each statement.

Aspect	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A or Don't Know
SDDC representatives are available when I need to communicate with them	1	2	3	4	5	6
Representatives respond to my phone calls in a timely manner	1	2	3	4	5	6
Representatives respond to electronic communications (e.g., email, fax) in a timely manner	1	2	3	4	5	6
Representatives respond to paper-based communications in a timely manner	1	2	3	4	5	6
Representatives provide good assistance/follow-ups	1	2	3	4	5	6

Electronic Transportation Acquisition (ETA) Website

The Electronic Transportation Acquisition (ETA) system provides a single point of entry to the transportation community through the use of the Worldwide Web. The SDDC ETA system provides access to SDDC transportation systems as well as links to other transportation sites. The ETA system is divided into three major transportation categories: Freight/Cargo, Personal Property, and General Services.

Q-10 On average, how often do you visit the ETA Website?

Select **one** answer.

1. Daily
2. Weekly
3. Monthly
4. Quarterly
5. Yearly
6. Less than yearly
7. I have not visited the ETA Website (Skip to Q-13)
8. Don't know

Q-11 Do you have a username/password to access the ETA Website?

Select **one** answer.

1. Yes
2. No, never have
3. Did have, but not any more

Q-12 To what extent do you agree or disagree with the following statements about the ETA Website?

Select **one** answer for each statement.

Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A or Don't Know
Overall, I am satisfied with the ETA Website	1	2	3	4	5	6
The information on the ETA Website is updated regularly	1	2	3	4	5	6
The information on the ETA Website is accurate	1	2	3	4	5	6
The information on the ETA Website is useful	1	2	3	4	5	6
The ETA Website is easy to navigate	1	2	3	4	5	6
The information on the ETA Website meets my organization's needs	1	2	3	4	5	6
The Defense Table of Official Distances (DTOD) is easy to work with	1	2	3	4	5	6
The DTOD distance calculation and mapping functions provide accurate information	1	2	3	4	5	6

Global Domestic Distribution (Domestic Route Orders, TTC II, FCRP)

Global Domestic Distribution provides a wide range of value added services and capabilities. In order to meet SDDC's Global Distribution mission, the Global Distribution Domestic team manages all aspects of surface transportation within CONUS from carrier acquisition through the execution of shipment distribution functions.

Q-13 Did you provide services to the Global Domestic Distribution program over the past year?

Select **one** answer.

1. Yes
2. No (Skip to Q-18)

Q-14 To what extent do you agree or disagree with the following statements concerning the Global Domestic Distribution program?

Select **one** answer for each statement.

Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A or Don't Know
Overall, I am satisfied with the Global Domestic Distribution policies/procedures	1	2	3	4	5	6
My products and services are clearly understood	1	2	3	4	5	6
My transportation services are evaluated accurately and fairly	1	2	3	4	5	6
Information that I need to do business with Global Domestic Distribution is provided in a timely manner	1	2	3	4	5	6
Global Domestic Distribution rules and regulations are clear and easy to understand	1	2	3	4	5	6
Freight carrier qualification standards promote safety for DoD's industry partners	1	2	3	4	5	6
Freight carrier qualification standards promote reliability for DoD's industry partners	1	2	3	4	5	6
Freight solicitations are clearly written	1	2	3	4	5	6
Freight solicitations contain reasonable business requirements	1	2	3	4	5	6

Q-15 To what extent do you agree or disagree with the following statements concerning Global Domestic Distribution representatives?

Select **one** answer for each statement.

Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A or Don't Know
I can usually reach the person I need to talk to	1	2	3	4	5	6
Representatives are knowledgeable in their subject area	1	2	3	4	5	6
Representatives answer my questions quickly regardless of the staff person involved	1	2	3	4	5	6
Representatives answer my questions accurately regardless of the staff person involved	1	2	3	4	5	6
Representatives resolve freight problems in a timely manner	1	2	3	4	5	6
Representatives resolve freight problems fairly	1	2	3	4	5	6
Representatives deal with me in a courteous, businesslike manner	1	2	3	4	5	6

Q-16 To what extent do you agree or disagree with the following statements concerning Global Domestic Distribution processes?

Select **one** answer for each statement.

Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A or Don't Know
Freight traffic distribution processes are fair and equitable	1	2	3	4	5	6
Process for resolving freight problems is efficient	1	2	3	4	5	6
Process for resolving freight problems is fair	1	2	3	4	5	6

Q-17 In the past year, about how many times did your organization provide services to the Global Domestic Distribution program?

Select **one** answer.

1. Never
2. 1-100 times
3. 101-1,000 times
4. 1,001-10,000 times
5. 10,001-100,000 times
6. More than 100,000 times

Arms, Ammunition & Explosives (AA&E)

The AA&E program is charged with implementing DoD transportation policies and ensuring compliance with applicable DoD, federal, state, local, and international regulations. AA&E provides guidance concerning safe and secure transport of hazardous materials in commerce and ensures sensitive and classified AA&E items have minimum transportation protective services.

Q-18 Did you work with the Arms, Ammunition & Explosives (AA&E) program over the past year?

Select **one** answer.

3. Yes
4. No (Skip to Q-20)

Q-19 To what extent do you agree or disagree with the following statements concerning the AA&E program?

Select **one** answer for each statement.

Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A or Don't Know
AA&E provides clear guidance on the safe and secure transport of hazardous materials	1	2	3	4	5	6
AA&E communicates information on government transportation regulations in a timely manner	1	2	3	4	5	6
AA&E does a good job of assuring sensitive and classified materials are transported safely	1	2	3	4	5	6

Information that I need to do business with AA&E is provided in a timely manner	1	2	3	4	5	6
AA&E is well organized to meet my business needs	1	2	3	4	5	6
AA&E rules and regulations are clear and easy to understand	1	2	3	4	5	6
My products and services are clearly understood	1	2	3	4	5	6
My transportation services are evaluated accurately and fairly	1	2	3	4	5	6
AA&E is easy to work with	1	2	3	4	5	6
AA&E representatives respond professionally to my questions and service requests	1	2	3	4	5	6

Defense Transportation and Tracking System (DTTS)

DTTS is the single DoD program tasked to ensure the safe and secure movement of all DoD AA&E and other sensitive material in CONUS. In support of this mission DTTS uses satellite technology to track commercial vehicles and provide 24/7 assistance to distressed freight carriers. DTTS also initiates contact with law enforcement and appropriate DoD entities anytime an emergency panic signal is received.

Q-20 Did you work with the Defense Transportation and Tracking System (DTTS) over the past year?

Select **one** answer.

1. Yes
2. No (Skip to Q-22)

Q-21 To what extent do you agree or disagree with the following statements concerning DTTS?

Select **one** answer for each statement.

Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A or Don't Know
DTTS is a good tool for ensuring the safe movement of sensitive DoD materials	1	2	3	4	5	6
DTTS is easy to work with	1	2	3	4	5	6

DTTS representatives respond professionally to my questions and service requests	1	2	3	4	5	6
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Freight Global Distribution Program

Cargo distribution and port management are the two critical process components of the surface distribution mission. To meet this mission, SDDC Global Distribution professionals develop best value transportation contracts and container-leasing agreements, which support the transportation management of freight such as tanks, fuel, ammunition, combat vehicles, food, and other commodities to locations within CONUS and throughout the world. In support of the port management function, SDDC serves as the single port manager (SPM) at 25 locations worldwide and as such is responsible for all aspects of the ship loading and un-loading process. Beyond providing SPM support, SDDC can establish port operations anywhere and anytime that there is a need.

Q-22 Did you provide services for the Freight Global Distribution program over the past year?

Select **one** answer.

1. Yes
2. No (Skip to Q-27)

Q-23 To what extent do you agree or disagree with the following statements concerning the Freight Global Distribution program?

Select **one** answer for each statement.

Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A or Don't Know
Overall, I am satisfied with Freight Global Distribution policies/procedures	1	2	3	4	5	6
My products and services are clearly understood	1	2	3	4	5	6
My transportation services are evaluated accurately and fairly	1	2	3	4	5	6
Information that I need to do business with the Freight Global Distribution program is provided in a timely manner	1	2	3	4	5	6
Freight Global Distribution program rules and regulations are clear and easy to understand	1	2	3	4	5	6

Freight carrier qualification standards promote safety for DoD's industry partners	1	2	3	4	5	6
Freight carrier qualification standards promote reliability for DoD's industry partners	1	2	3	4	5	6
Ocean contracts are clearly written	1	2	3	4	5	6
Ocean contracts contain reasonable business requirements	1	2	3	4	5	6

Q-24 To what extent do you agree or disagree with the following statements concerning Freight Global Distribution representatives?

Select **one** answer for each statement.

Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A or Don't Know
I can usually reach the person I need to talk to	1	2	3	4	5	6
Representatives are knowledgeable in their subject area	1	2	3	4	5	6
Representatives answer my questions quickly regardless of the staff person involved	1	2	3	4	5	6
Representatives answer my questions accurately regardless of the staff person involved	1	2	3	4	5	6
Representatives work export release and customs issues in a timely manner	1	2	3	4	5	6
Representatives work export release and customs issues accurately	1	2	3	4	5	6
Representatives resolve freight problems in a timely manner	1	2	3	4	5	6
Representatives resolve freight problems fairly	1	2	3	4	5	6
Representatives deal with me in a courteous, businesslike manner	1	2	3	4	5	6

Q-25 To what extent do you agree or disagree with the following statements concerning Freight Global Distribution processes?

Select **one** answer for each statement.

Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A or Don't Know
Cargo distribution processes are fair and equitable	1	2	3	4	5	6
Process for resolving cargo problems is efficient	1	2	3	4	5	6
Process for resolving cargo problems is fair	1	2	3	4	5	6

Q-26 In the past year, about how many times did your organization provide services to the Freight Global Distribution program?

Select **one** answer.

1. Never
2. 1-100 times
3. 101-1,000 times
4. 1,001-10,000 times
5. 10,001-100,000 times
6. More than 100,000 times

Personal Property Traffic Management Program

The Personal Property Traffic Management Program provides personal property support to USTRANSCOM, the military services, OSD, other DoD agencies, and other Federal agencies when appropriate. The program coordinates issues and provides subject matter expertise to other SDDC offices and agencies to promote maximum efficiency and effectiveness for DoD.

This section of the survey refers to the current personal property program and not to the Families First Program or to any previous pilot program.

Q-27 Did you provide services for the Personal Property Traffic Management program over the past year?

Select **one** answer.

1. Yes
2. No (Skip to Q-33)

Q-28 To what extent do you agree or disagree with the following statements concerning Personal Property Traffic Management policies/procedures?

Select **one** answer for each statement.

Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A or Don't Know
Overall, I am satisfied with the Personal Property Traffic Management policies/procedures	1	2	3	4	5	6
Personal property carrier qualification standards promote safety for DoD's industry partners	1	2	3	4	5	6
Personal property carrier qualification standards promote reliability for DoD's industry partners	1	2	3	4	5	6

Q-29 To what extent do you agree or disagree with the following statements concerning the Personal Property Traffic Management program?

Select **one** answer for each statement.

Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A or Don't Know
My products and services are clearly understood	1	2	3	4	5	6
My transportation services are evaluated accurately and fairly	1	2	3	4	5	6
Information that I need to do business with Personal Property Traffic Management program is provided in a timely manner	1	2	3	4	5	6
Personal Property Traffic Management program is well organized to meet my business needs	1	2	3	4	5	6

Personal Property Traffic Management program rules and regulations are clear and easy to understand	1	2	3	4	5	6
Domestic Personal Property Rate Solicitation is clearly written	1	2	3	4	5	6
Domestic Personal Property Rate Solicitation contains reasonable business requirements	1	2	3	4	5	6
International Personal Property Rate Solicitation is clearly written	1	2	3	4	5	6
International Personal Property Rate Solicitation contains reasonable business requirements	1	2	3	4	5	6

Q-30 To what extent do you agree or disagree with the following statements concerning the Personal Property Traffic Management representatives?

Select **one** answer for each statement.

Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A or Don't Know
I can usually reach the person I need to talk to	1	2	3	4	5	6
Carrier Qualifications and Performance representatives answer my questions in a timely manner	1	2	3	4	5	6
Domestic Program representatives answer my questions in a timely manner	1	2	3	4	5	6
Global Privately Owned Vehicles Program representatives answer my questions in a timely manner	1	2	3	4	5	6
International Program representatives answer my questions in a timely manner	1	2	3	4	5	6
Non-Temp Storage Program representatives answer my questions in a timely manner	1	2	3	4	5	6

Representatives resolve personal property problems in a timely manner	1	2	3	4	5	6
Representatives resolve personal property problems fairly	1	2	3	4	5	6
Representatives deal with me in a courteous, businesslike manner	1	2	3	4	5	6

Q-31 To what extent do you agree or disagree with the following statements concerning Personal Property Traffic Management processes?

Select **one** answer for each statement.

Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A or Don't Know
Process for managing personal property business is good	1	2	3	4	5	6
Distribution processes are fair and equitable	1	2	3	4	5	6
Process for resolving personal property problems is efficient	1	2	3	4	5	6
Process for resolving personal property problems is fair	1	2	3	4	5	6

Q-32 In the past year, about how many times did your organization provide services to the Personal Property Traffic Management program?

Select **one** answer.

1. Never
2. 1-100 times
6. 101-1,000 times
7. 1,001-10,000 times
8. 10,001-100,000 times
6. More than 100,000 times

Transportation Engineering Agency (TEA)

SDDCTEAs mission is to improve the global deployability and sustainment of U.S. Armed Forces by providing the Department of Defense (DoD) with transportation engineering, policy guidance, research, and analytical expertise to support the National Military Strategy. As DoD's deployment engineering and analysis expert, SDDCTEAs functions include:

- *Executing the Highway, Railroads, and Ports for National Defense Programs*
- *Conducting force deployability, surface distribution, transportation infrastructure, and operations/exercise analyses*
- *Ensuring transportability design influence, criteria, and critical movement considerations are integrated into DoD's acquisition process*
- *Formulating movement procedures for existing and future materiel*
- *Developing deployability analysis techniques and transportation models and simulations*
- *Managing the acquisition and distribution of authoritative transportation data in support of deployment requirements*

Q-33 Did you provide services to the Transportation Engineering Agency (TEA) over the past year?

Select **one** answer.

1. Yes
2. No (Skip to Q-35)

Q-34 To what extent do you agree or disagree with the following statements concerning Transportation Engineering Agency (TEA) operations?

Select **one** answer for each statement.

Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A or Don't Know
Information that I need to do business with TEA is provided in a timely manner	1	2	3	4	5	6
TEA is well organized to meet my business needs	1	2	3	4	5	6
TEA rules and regulations are clear and easy to understand	1	2	3	4	5	6
My products and services are clearly understood	1	2	3	4	5	6
My transportation engineering and analytical services are evaluated accurately and fairly	1	2	3	4	5	6
TEA is easy to work with	1	2	3	4	5	6
TEA representatives respond professionally to my service requests	1	2	3	4	5	6

Deployment Support Teams

Deployment Support Teams are organized within SDDC to assist in the planning, staging, and preparation of unit equipment and personnel conducting worldwide movement by surface or air. DSTs provide deployment assistance to the Division or Installation Transportation Officer (DTO/ITO) and the port operating units and assist units with movement to designated nodes Aerial/Sea Port of Embarkation (A/SPOE) or Aerial/Sea Port of Debarkation (A/SPOD).

Mission essential tasks for the DST include:

- *Assistance in the planning and execution of the staging and outloading of deploying unit equipment destined for the port of embarkation*
- *Providing liaison and coordination to installation/ major command for the movement of units to designated ports of embarkation*
- *Coordinating rail and truck loading plans*
- *Monitoring preparation of documents in accordance with Military Standard Transportation and Movement Procedures (MILSTAMP)*
- *Supporting “end-to-end” distribution processes*

Q-35 Did you provide services to a Deployment Support Team over the past year?

Select **one** answer.

1. Yes
2. No (Skip to Q-37)

Q-36 To what extent do you agree or disagree with the following statements regarding Deployment Support Team (DST) operations?

Select **one** answer for each statement.

Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A or Don't Know
Information that I need to do business with the DSTs is provided in a timely manner	1	2	3	4	5	6
DSTs are well organized to meet my business needs	1	2	3	4	5	6
DST rules and regulations are clear and easy to understand	1	2	3	4	5	6
My products and services are clearly understood	1	2	3	4	5	6
My transportation services are evaluated accurately and fairly	1	2	3	4	5	6
The DSTs are easy to work with	1	2	3	4	5	6

Unit Move/Port Operations

USTRANSCOM through SDDC is the DoD-designated Single Port Manager (SPM) for all common user ports worldwide. The SPM performs those functions necessary to support the strategic flow of the deploying forces' equipment and sustainment supply in the SPOE and hand-off to the theater Joint Force Commander (JFC) in the SPOD. The SPM is responsible for providing strategic deployment status information to the JFC and workload the SPOD port operator based on the JFC's priorities and guidance.

Units deploy equipment and supplies by sea through a port that is generally commanded or contracted by SDDC. SDDC's deployment duties and responsibilities include:

- *Determining movement requirements and coordinating vessel selection with MSC.*
- *Preparing and issuing port call messages.*
- *Receiving, staging, and transshipping unit equipment in the port.*
- *Establishing and directing port communications, safety policies, and physical security procedures.*
- *Regulating military traffic within the port.*
- *Directing DSTs to assist deploying units.*
- *Assisting ITOs and traffic managers in shipping unit equipment and supplies to the POE.*
- *Developing stow plans, supervising vessel loading, inspecting vessel readiness, and providing documentation.*

Q-37 Did you provide services to SDDC Unit/Move Port Operations over the past year?

Select **one** answer.

1. Yes
2. No (Skip to Q-39)

Q-38 To what extent do you agree or disagree with the following statements regarding SDDC Unit Move/Port Operations?

Select **one** answer for each statement.

Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A or Don't Know
Information that I need to do business with Unit Move/Port Operations is provided in a timely manner	1	2	3	4	5	6
Unit Move/Port Operations is well organized to meet my business needs	1	2	3	4	5	6
Unit Move/Port Operations rules and regulations are clear and easy to understand	1	2	3	4	5	6
My products and services are clearly understood	1	2	3	4	5	6
My transportation services are evaluated accurately and fairly	1	2	3	4	5	6
Unit Move/Port Operations is easy to work with	1	2	3	4	5	6
Unit Move/Port Operations' representatives respond professionally to my service requests	1	2	3	4	5	6

Global Container Management

The SDDC Global Container Management (GCM) program provides DoD customers with container management policy, planning, and guidance in peace and war to support unit and sustainment operations worldwide. In coordination with Services and Combatant Commands (COCOMs), GCM:

- Establishes policies, directives, instructions and decision memorandums
- Monitors and provides ITV on the movement of non-government owned assets
- Manages DoD owned cargo containers not under COCOM control, classified as special purpose and/or on unit property books
- Assists COCOMs with container knowledge management in theater and developing container pool and recycling solutions
- Provides Web-based single source container information management system (IMS) development and operation and metrics for managing worldwide assets

Q-39 Did you provide services to Global Container Management (GCM) over the past year?

Select **one** answer.

3. Yes
4. No (Skip to Q-41)

Q-40 To what extent do you agree or disagree with the following statements regarding Global Container Management (GCM) operations?

Select **one** answer for each statement.

Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A or Don't Know
Information that I need to do business with GCM is provided in a timely manner	1	2	3	4	5	6
GCM is well organized to meet my business needs	1	2	3	4	5	6
GCM rules and regulations are clear and easy to understand	1	2	3	4	5	6
My products and services are clearly understood	1	2	3	4	5	6
My products and services are evaluated accurately and fairly	1	2	3	4	5	6
GCM is easy to work with	1	2	3	4	5	6

SDDC BRAC (Base Realignment and Closure)

In accordance with the 2005 Base Realignment and Closure Commission's recommendations, SDDC has begun phased relocations of its Headquarters, Transportation Engineering Agency, and Operations Center to Scott Air Force Base, Illinois. This realignment brings SDDC, the Army component of the U.S. Transportation Command (USTRANSCOM), to the same location, along with the Air Component, Air Mobility Command.

Q-41 To what extent do you agree or disagree with the following statements concerning SDDC's move to Scott Air Force Base, IL due to the BRAC?

Select **one** answer for each statement.

Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A or Don't Know
I have received sufficient information about SDDC's relocation to Scott Air Force Base, IL	1	2	3	4	5	6
Most of the communications about the SDDC's relocation come by official communication rather than through word of mouth	1	2	3	4	5	6
The messages I have received about SDDC's relocation have been clear and informative	1	2	3	4	5	6
The details of SDDC's relocation are being communicated to me in a timely manner	1	2	3	4	5	6
The quality of information I have received on SDDC contracting operations has remained consistent during BRAC relocation	1	2	3	4	5	6
The level of service I have received from SDDC representatives has remained consistent during BRAC relocation	1	2	3	4	5	6
The BRAC relocation to Scott Air Force Base and related changes will help SDDC improve its operations	1	2	3	4	5	6
SDDC changes due to the BRAC are consistent with the DoD's long-term vision	1	2	3	4	5	6

Q-42 What is the best method for you to receive information about the SDDC relocation to Scott AFB?

Select **one** answer.

1. SDDC Internet Website
2. SDDC Symposium
3. Email
4. Newsletter/press releases
5. Pamphlet
6. Other (please specify) _____

SDDC Contracting Center

This section refers to the Contracting Office within SDDC rather than to the overall SDDC organization or to the functional program offices (freight, passenger or personal property/POV) evaluated in previous sections of the survey. The following questions are focused on SDDC's acquisition/procurement personnel, offices, actions and requirements rather than distribution management.

Q-43 Have you dealt with the SDDC Contracting Center over the past year?

Select **one** answer.

1. Yes
2. No (Skip to Q-46)

Q-44 To what extent do you agree or disagree with the following statements concerning the SDDC Contracting Center?

Select **one** answer for each statement.

Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A or Don't Know
Communicates well with me before contracts are awarded	1	2	3	4	5	6
Communicates well with me after contracts are awarded	1	2	3	4	5	6
Information that I need to do business with SDDC is provided in a timely manner	1	2	3	4	5	6
Contracting Center is well organized to communicate customer's requirements	1	2	3	4	5	6

SDDC's specific regulations and requirements are clear and easy to understand	1	2	3	4	5	6
Contracts are clearly written	1	2	3	4	5	6
Contracts contain reasonable business requirements	1	2	3	4	5	6
Contract problems are resolved in a timely manner	1	2	3	4	5	6
Contract problems are resolved fairly	1	2	3	4	5	6

Q-45 To what extent do you agree or disagree that the following SDDC Contracting Center representatives deal with you in a courteous, businesslike manner?

Select **one** answer for each statement.

Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A or Don't Know
Business Support Division (IT/Symposium Contracts)	1	2	3	4	5	6
Transportation IM/Terminal Services Division	1	2	3	4	5	6

Priorities for Improvement

Q-46 If you could make improvements in the SDDC/Industry Partner relationship, which of the following would you select?

Select up to **three (3)** answers.

1. Improved collaboration between SDDC and commercial industry partners
2. Better communication
3. Better SDDC staff technical knowledge of my products, services, and capabilities
4. Better understanding of my business
5. Improved SDDC Website
6. Improved use of technology
7. Increased training and development of SDDC staff
8. More efficient work processes
9. More responsive SDDC staff
10. Simpler processes
11. Other: (please specify) _____

Background Information

Q-47 Which of the following best describes your organization?

Select **one** answer.

1. Air carrier
2. Barge carrier
3. Bus carrier
4. Car rental carrier
5. Ocean carrier
6. Rail carrier
7. Truck carrier
8. Multiple mode carrier
9. Other: (please specify) _____

Q-48 How many years has your organization done business with SDDC?

Select **one** answer.

1. Less than 1 year
2. 1 to 5 years
3. 6 to 10 years
4. 11 to 20 years
5. More than 20 years
6. Don't know

Q-49 Which SDDC offices do you routinely do business with?

Select **all** that apply.

1. SDDC Headquarters, Scott Air Force Base, IL
2. SDDC Operations Center, Fort Eustis, VA
3. Transportation Engineering Agency (TEA), Scott Air Force Base, IL
4. USTRANSCOM, Scott Air Force Base, IL
5. 595th Transportation Group, Port Shuaiba, KU
6. 597th Transportation Group, Fort Eustis, VA

7. 598th Transportation Group, Rotterdam, the Netherlands
8. 599th Transportation Group, Wheeler Army Airfield, Wahiawa, HI
9. Central Regional Storage Management Office, (RSMO), Topeka, KS
10. Northeast Regional Storage Management Office, (RSMO), Fort Monmouth, NJ
11. Southeast Regional Storage Management Office (RSMO), Atlanta, GA
12. Western Regional Storage Management Office, (RSMO), Concord, CA
13. Other: (please specify) _____

Q-50 What are the total annual revenues of your company?

Select **one** answer.

1. Less than \$5M
2. \$5-\$10M
3. \$10-\$50M
4. \$50-\$100M
5. \$100-\$500M
6. More than \$500M
7. Don't know

Specific Comments

If you answered a question with “Strongly Disagree” or “Very Dissatisfied”, the question appears below with space to provide comments or elaborate on your answer. If you do not want to comment on these items, please click on the “Next” tab.

You answered "Very Dissatisfied" for the question: [insert question]

Please describe the reason for your dissatisfaction.

You answered "Strongly Disagree" for the question: [insert question]

Please describe the reason for your disagreement.

General Comments

We welcome your comments!

Please use the space below to elaborate on answers to previous questions, to suggest specific changes that would improve SDDC contracting performance, or to identify issues or concerns.

SUBMIT SURVEY

Thank you for your feedback. We value your opinions about SDDC partnering performance and will use your input to drive improvement efforts.

