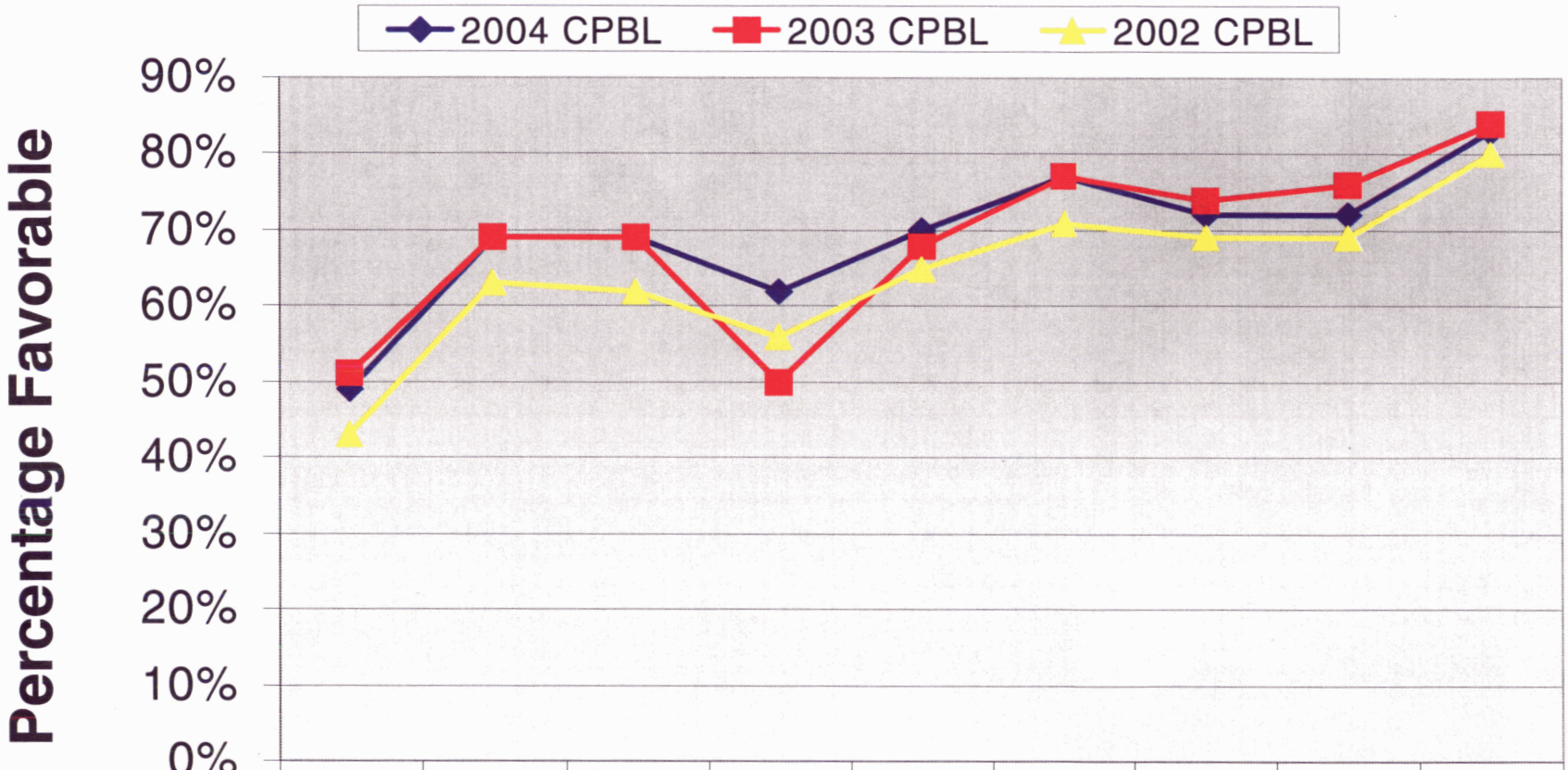
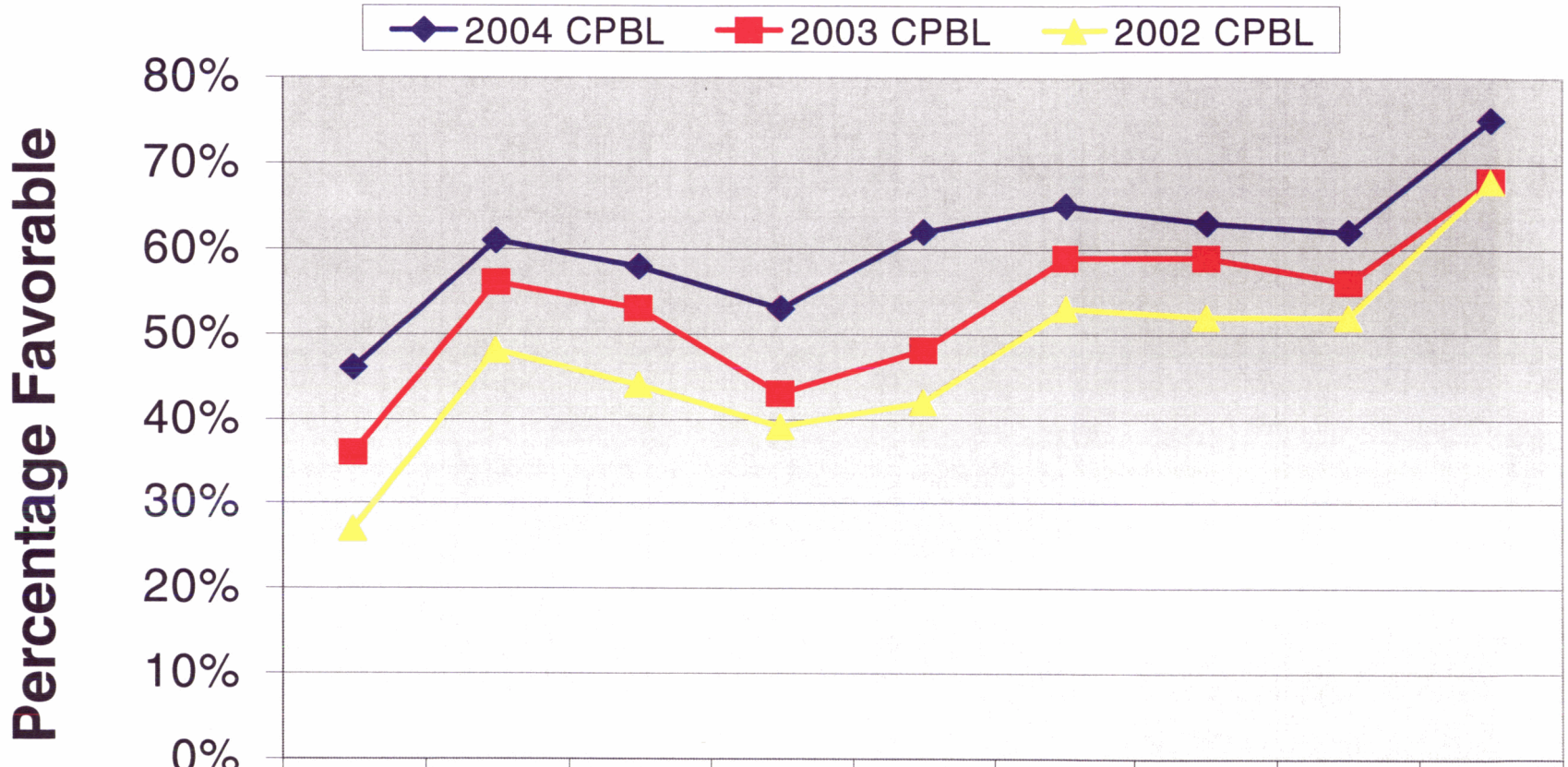
CP Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	49%	69%	69%	62%	70%	77%	72%	72%	83%
2003 CPBL	51%	69%	69%	50%	68%	77%	74%	76%	84%
2002 CPBL	43%	63%	62%	56%	65%	71%	69%	69%	80%

Note: Data includes Contractor and PMO Responses

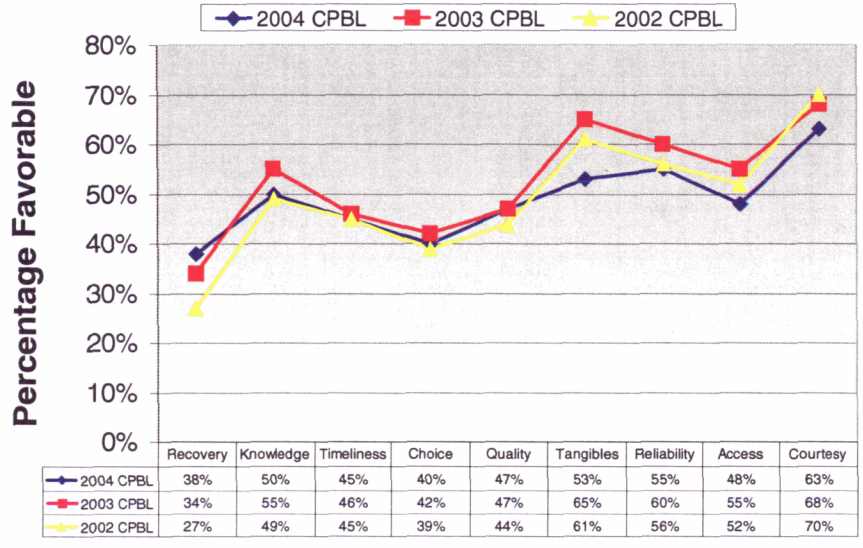
VP Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	46%	61%	58%	53%	62%	65%	63%	62%	75%
2003 CPBL	36%	56%	53%	43%	48%	59%	59%	56%	68%
2002 CPBL	27%	48%	44%	39%	42%	53%	52%	52%	68%

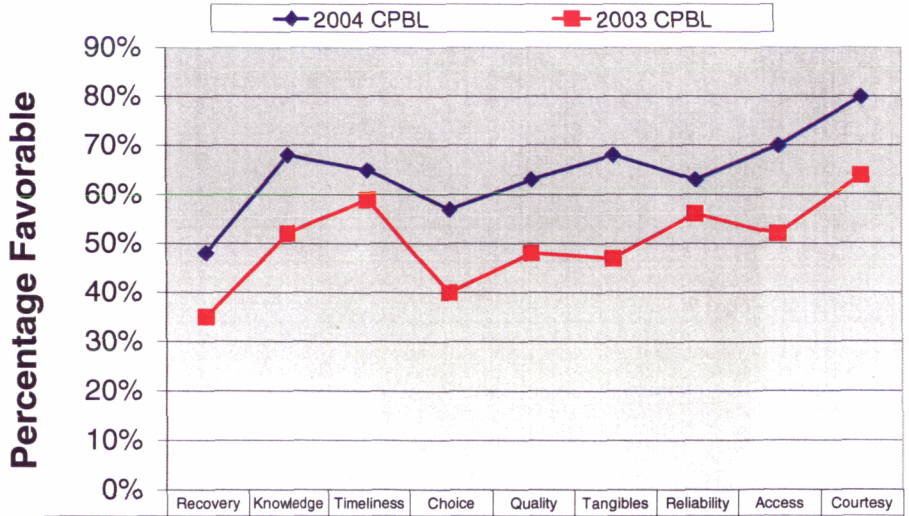
Note: Data includes Vendor and FM Responses

Navy Vendor Customer Satisfaction Results



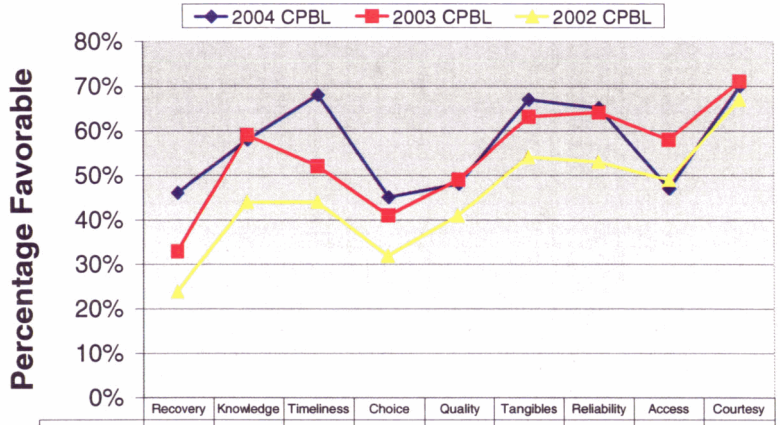
	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	38%	50%	45%	40%	47%	53%	55%	48%	63%
2003 CPBL	34%	55%	46%	42%	47%	65%	60%	55%	68%
2002 CPBL	27%	49%	45%	39%	44%	61%	56%	52%	70%

Navy FM Customer Satisfaction Results



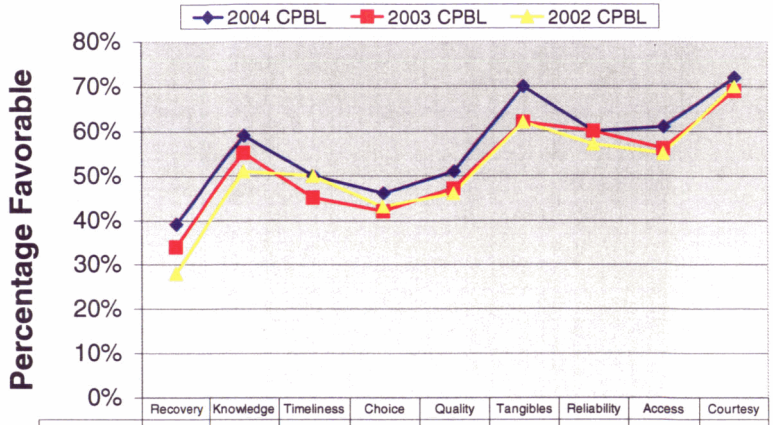
	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	48%	68%	65%	57%	63%	68%	63%	70%	80%
2003 CPBL	35%	52%	59%	40%	48%	47%	56%	52%	64%

Cleveland Vendor Customer Satisfaction Results



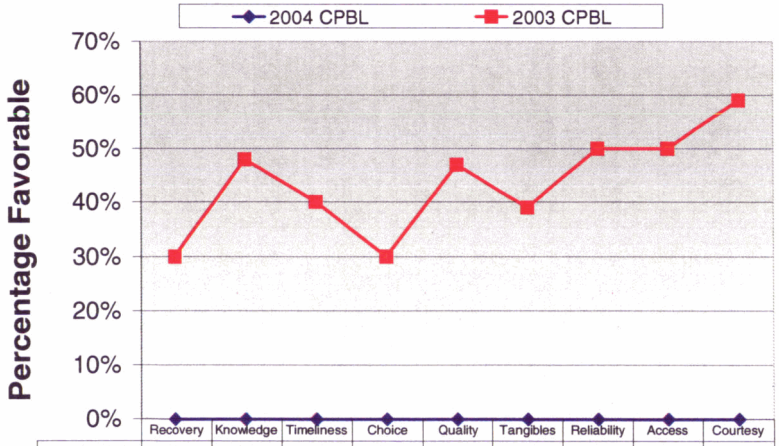
	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	46%	58%	68%	45%	48%	67%	65%	47%	70%
2003 CPBL	33%	59%	52%	41%	49%	63%	64%	58%	71%
2002 CPBL	24%	44%	44%	32%	41%	54%	53%	49%	67%

Charleston Vendor Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	39%	59%	50%	46%	51%	70%	60%	61%	72%
2003 CPBL	34%	55%	45%	42%	47%	62%	60%	56%	69%
2002 CPBL	28%	51%	50%	43%	46%	62%	57%	55%	70%

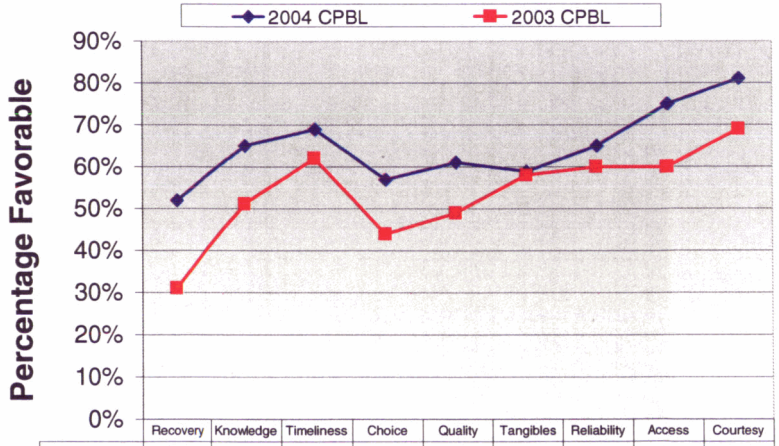
Cleveland FM Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	0%	0%	0%	0%	0%	0%	0%	0%	0%
2003 CPBL	30%	48%	40%	30%	47%	39%	50%	50%	59%

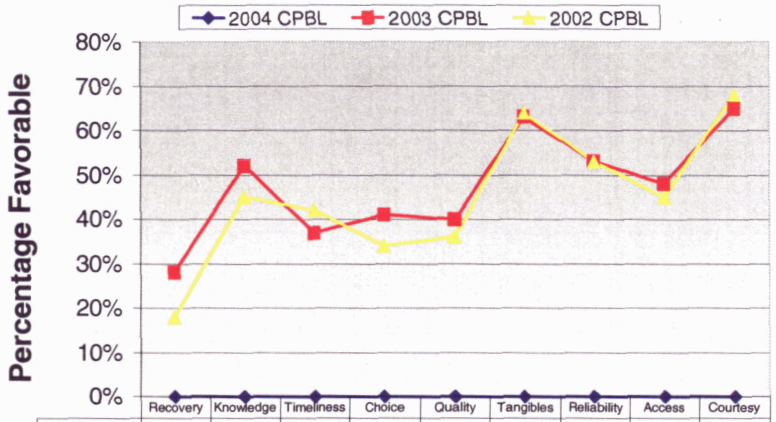
Note: Less than 10 responses received for 2004

Charleston FM Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	52%	65%	69%	57%	61%	59%	65%	75%	81%
2003 CPBL	31%	51%	62%	44%	49%	58%	60%	60%	69%

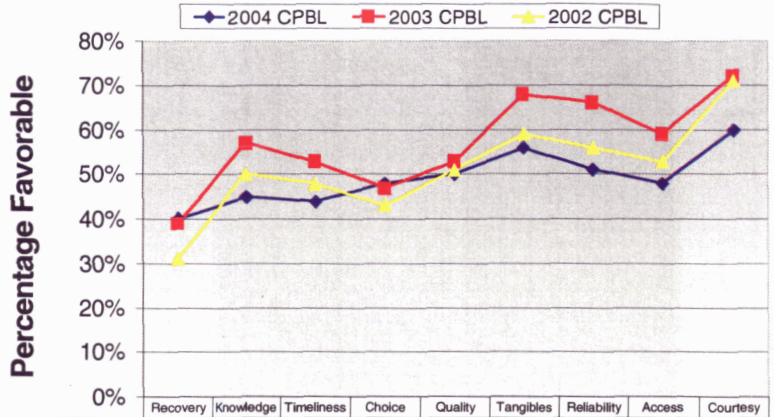
Japan Vendor Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	0%	0%	0%	0%	0%	0%	0%	0%	0%
2003 CPBL	28%	52%	37%	41%	40%	63%	53%	48%	65%
2002 CPBL	18%	45%	42%	34%	36%	64%	53%	45%	68%

Note: Less than 10 responses received for 2004

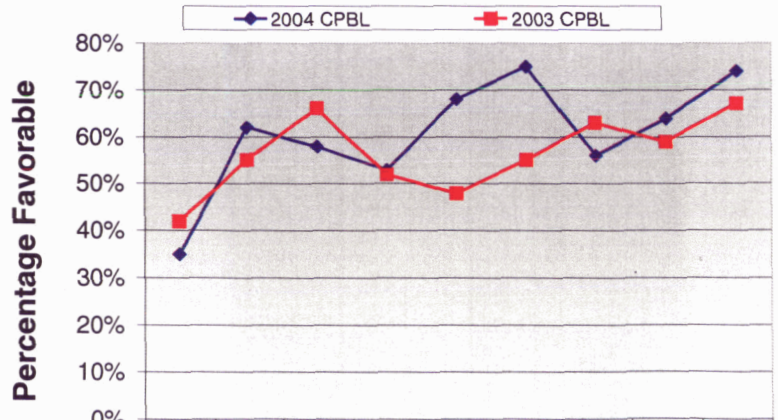
Norfolk Vendor Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	40%	45%	44%	48%	50%	56%	51%	48%	60%
2003 CPBL	39%	57%	53%	47%	53%	68%	66%	59%	72%
2002 CPBL	31%	50%	48%	43%	51%	59%	56%	53%	71%

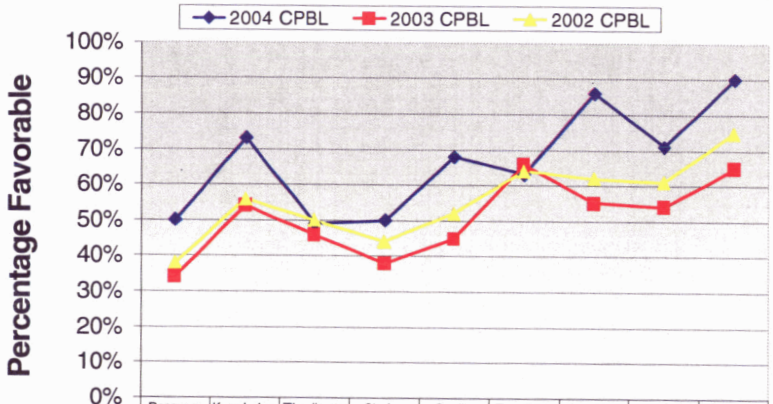
No Data to Report

Norfolk FM Customer Satisfaction Results



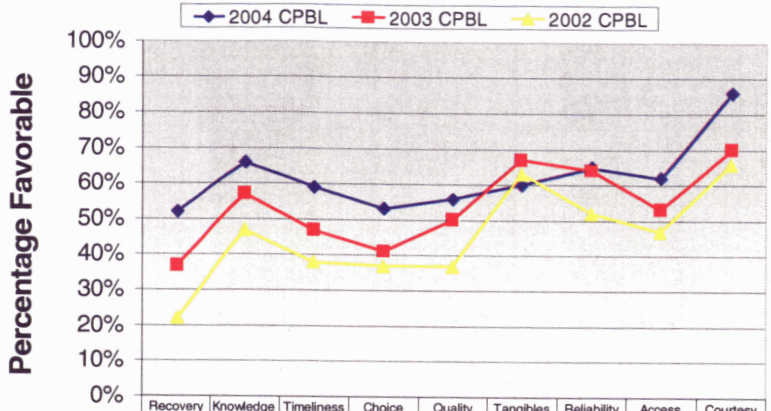
	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	35%	62%	58%	53%	68%	75%	56%	64%	74%
2003 CPBL	42%	55%	66%	52%	48%	55%	63%	59%	67%

Honolulu Vendor Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	50%	73%	49%	50%	68%	63%	86%	71%	90%
2003 CPBL	34%	54%	46%	38%	45%	66%	55%	54%	65%
2002 CPBL	38%	56%	50%	44%	52%	64%	62%	61%	75%

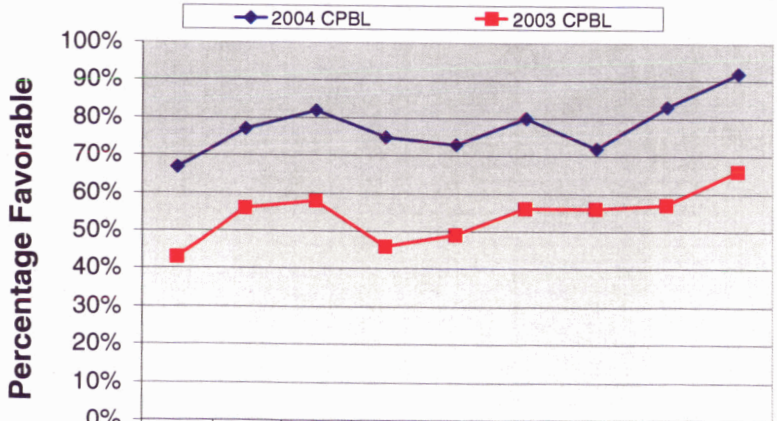
Pensacola Vendor Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	52%	66%	59%	53%	56%	60%	65%	62%	86%
2003 CPBL	37%	57%	47%	41%	50%	67%	64%	53%	70%
2002 CPBL	22%	47%	38%	37%	37%	63%	52%	47%	66%

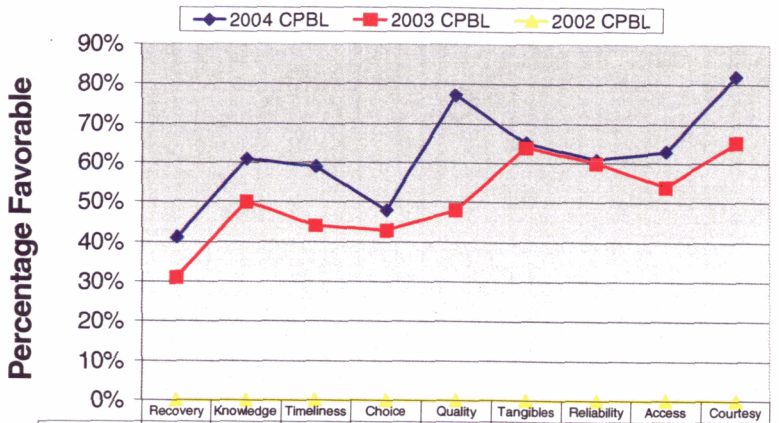
No Data to Report

Pensacola FM Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	67%	77%	82%	75%	73%	80%	72%	83%	92%
2003 CPBL	43%	56%	58%	46%	49%	56%	56%	57%	66%

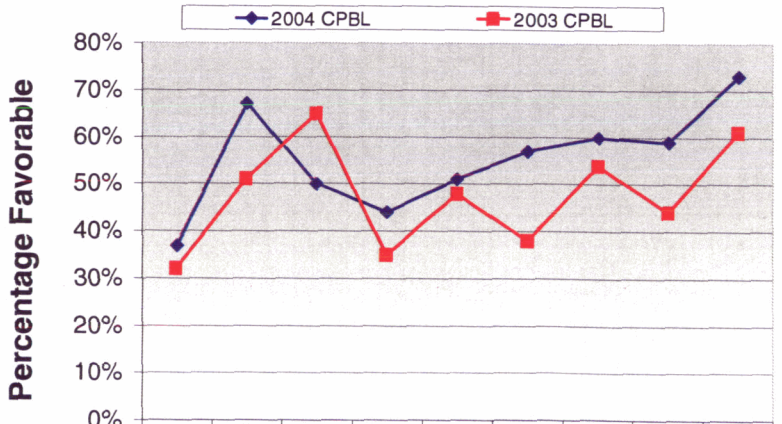
San Diego Vendor Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	41%	61%	59%	48%	77%	65%	61%	63%	82%
2003 CPBL	31%	50%	44%	43%	48%	64%	60%	54%	65%
2002 CPBL	0%	0%	0%	0%	0%	0%	0%	0%	0%

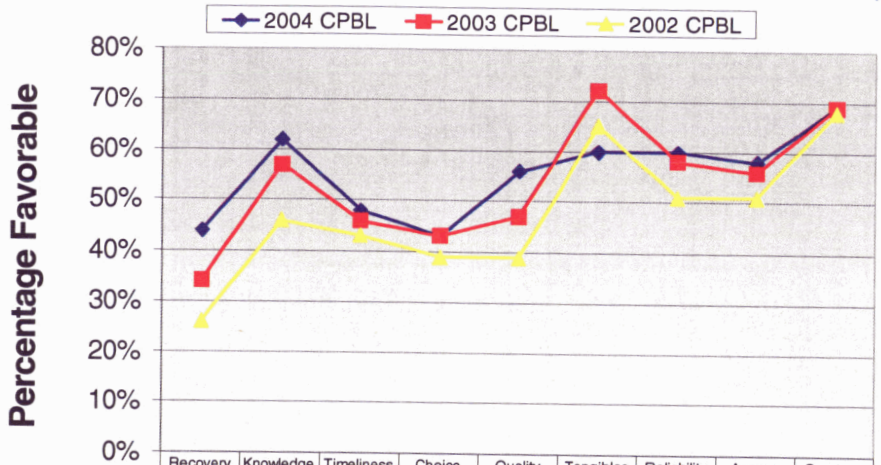
Note: Less than 10 responses received for 2002

San Diego FM Customer Satisfaction Results



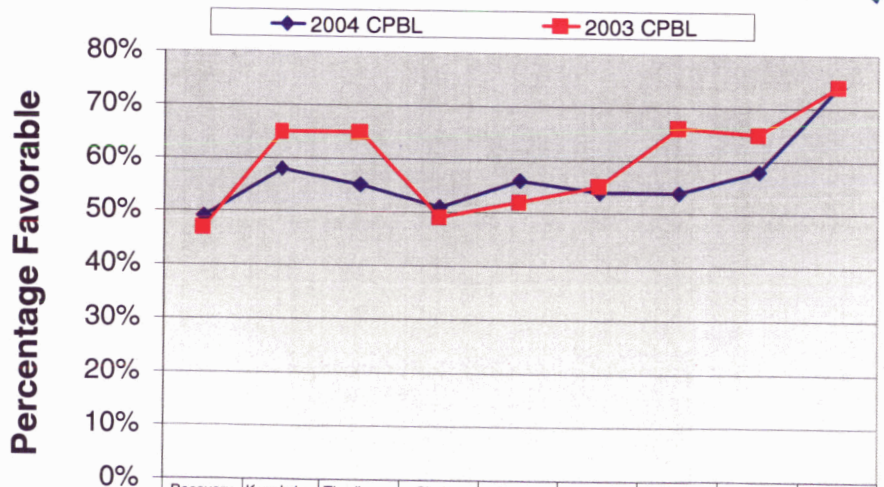
	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	37%	67%	50%	44%	51%	57%	60%	59%	73%
2003 CPBL	32%	51%	65%	35%	48%	38%	54%	44%	61%

Army Vendor Customer Satisfaction Results



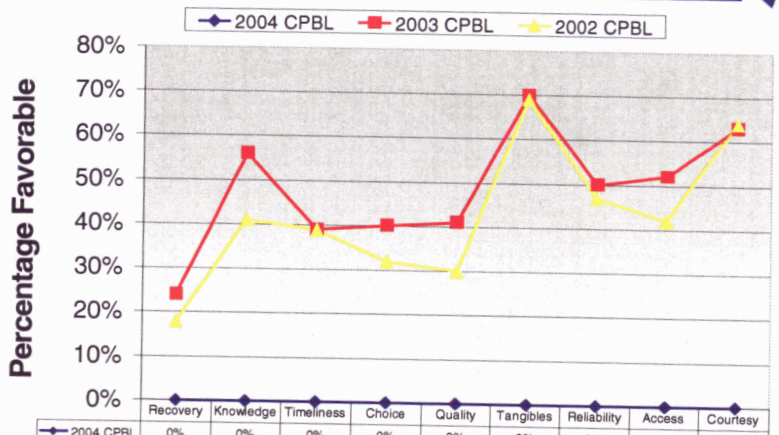
	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	44%	62%	48%	43%	56%	60%	60%	58%	69%
2003 CPBL	34%	57%	46%	43%	47%	72%	58%	56%	69%
2002 CPBL	26%	46%	43%	39%	39%	65%	51%	51%	68%

Army FM Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	49%	58%	55%	51%	56%	54%	54%	58%	74%
2003 CPBL	47%	65%	65%	49%	52%	55%	66%	65%	74%

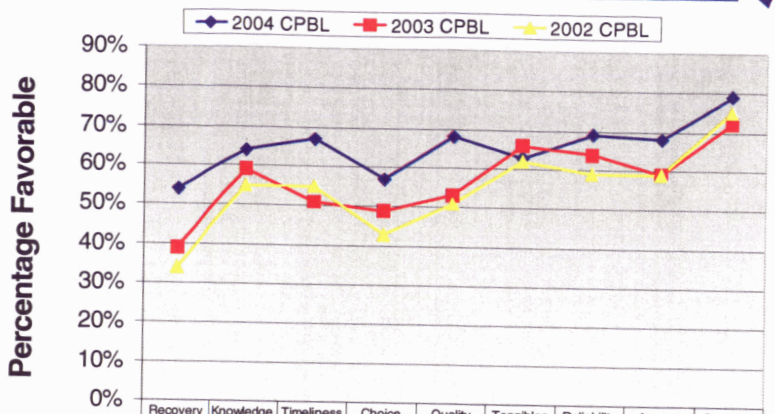
Europe Vendor Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	0%	0%	0%	0%	0%	0%	0%	0%	0%
2003 CPBL	24%	56%	39%	40%	41%	70%	50%	52%	63%
2002 CPBL	18%	41%	39%	32%	30%	69%	47%	42%	64%

Note: Less than 10 responses received for 2004

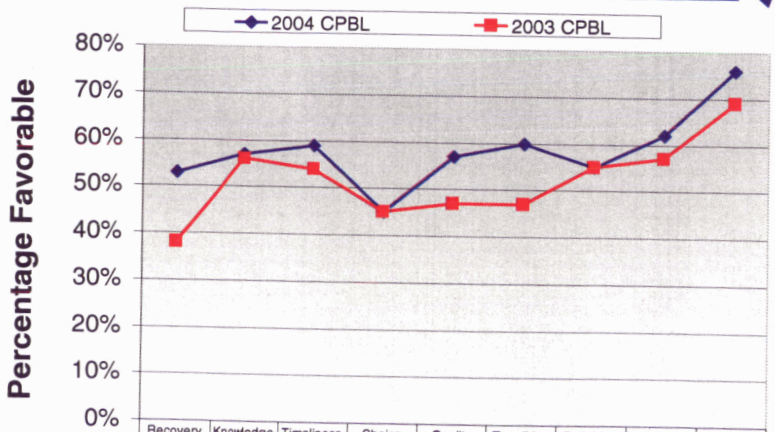
Indianapolis Vendor Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	54%	64%	67%	57%	68%	63%	69%	68%	79%
2003 CPBL	39%	59%	51%	49%	53%	66%	64%	59%	72%
2002 CPBL	34%	55%	55%	43%	51%	62%	59%	59%	75%

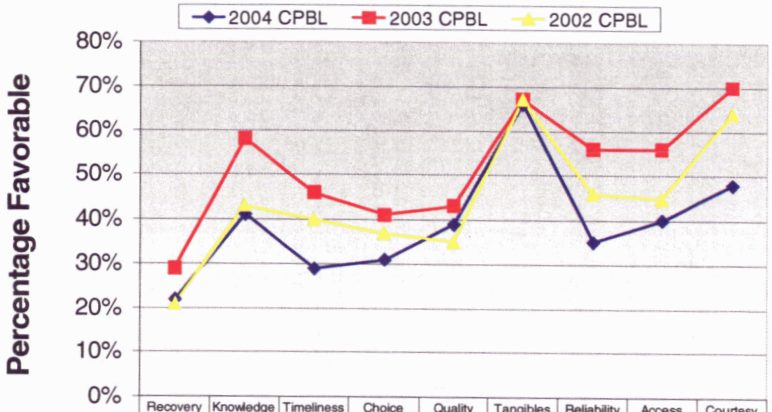
No Data to Report

Indianapolis FM Customer Satisfaction Results



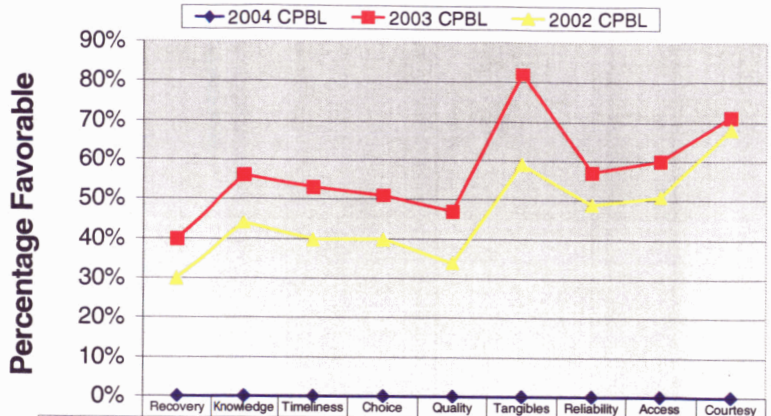
	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	53%	57%	59%	45%	57%	60%	55%	62%	76%
2003 CPBL	38%	56%	54%	45%	47%	47%	55%	57%	69%

Lawton Vendor Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	22%	41%	29%	31%	39%	66%	35%	40%	48%
2003 CPBL	29%	58%	46%	41%	43%	67%	56%	56%	70%
2002 CPBL	21%	43%	40%	37%	35%	67%	46%	45%	64%

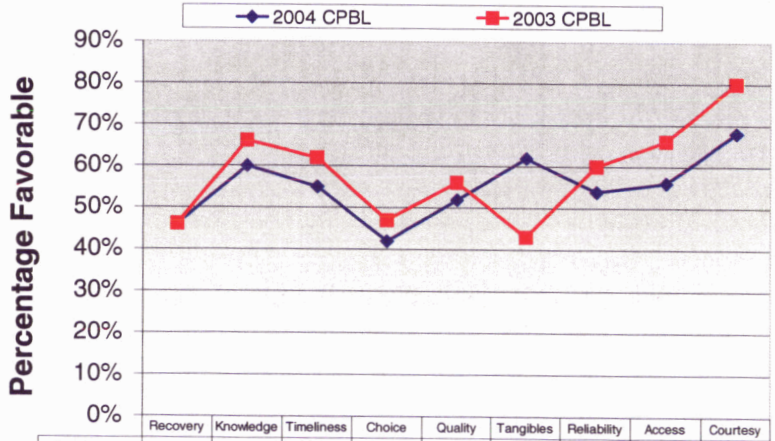
Lexington Vendor Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	0%	0%	0%	0%	0%	0%	0%	0%	0%
2003 CPBL	40%	56%	53%	51%	47%	82%	57%	60%	71%
2002 CPBL	30%	44%	40%	40%	34%	59%	49%	51%	68%

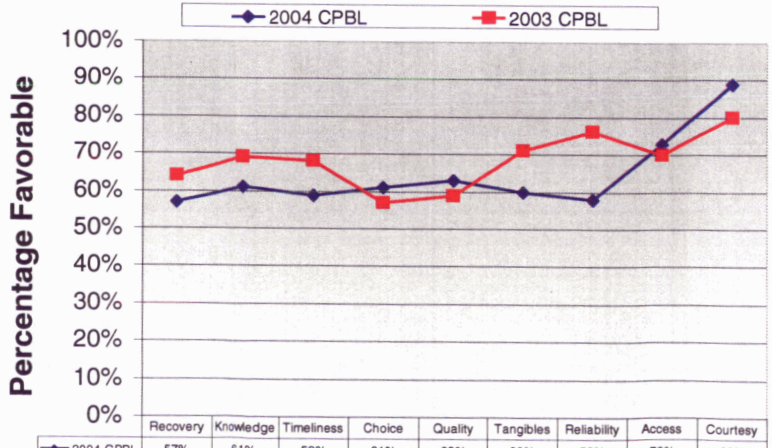
Note: Less than 10 responses received for 2004

Lawton FM Customer Satisfaction Results



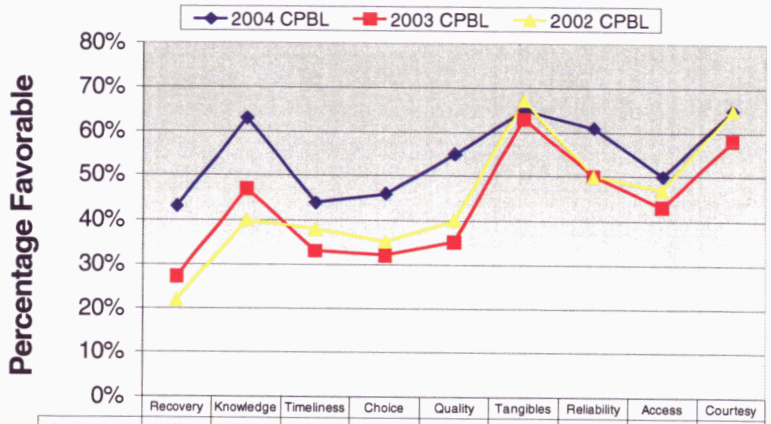
	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	46%	60%	55%	42%	52%	62%	54%	56%	68%
2003 CPBL	46%	66%	62%	47%	56%	43%	60%	66%	80%

Lexington FM Customer Satisfaction Results



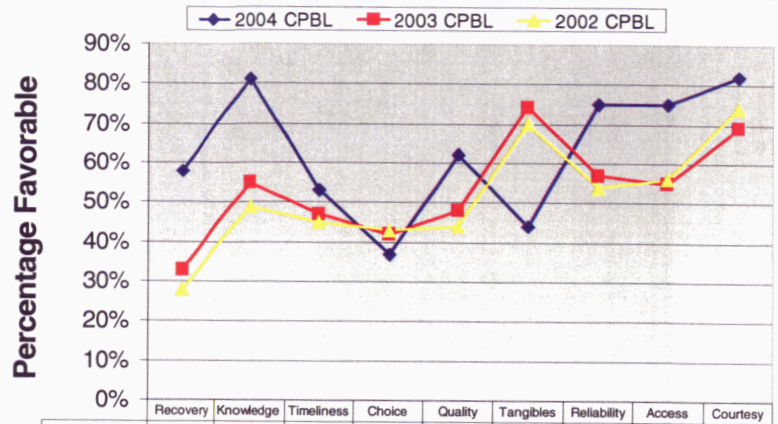
	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	57%	61%	59%	61%	63%	60%	58%	73%	89%
2003 CPBL	64%	69%	68%	57%	59%	71%	76%	70%	80%

Orlando Vendor Customer Satisfaction Results



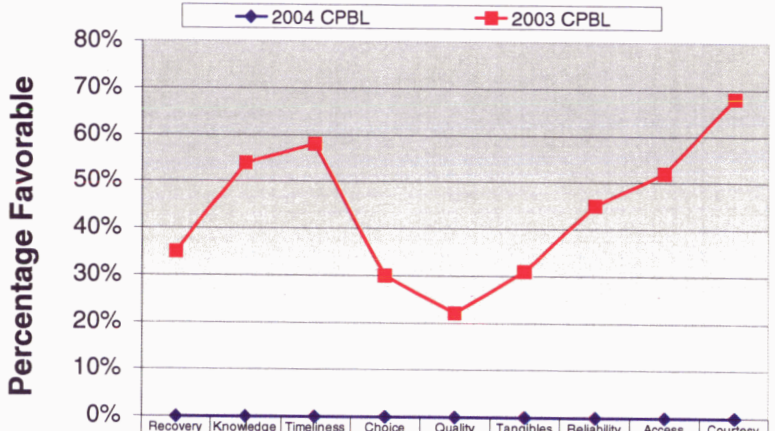
	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	43%	63%	44%	46%	55%	65%	61%	50%	65%
2003 CPBL	27%	47%	33%	32%	35%	63%	50%	43%	58%
2002 CPBL	22%	40%	38%	35%	40%	67%	50%	47%	65%

Rock Island Vendor Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	58%	81%	53%	37%	62%	44%	75%	75%	82%
2003 CPBL	33%	55%	47%	42%	48%	74%	57%	55%	69%
2002 CPBL	28%	49%	45%	43%	44%	70%	54%	56%	74%

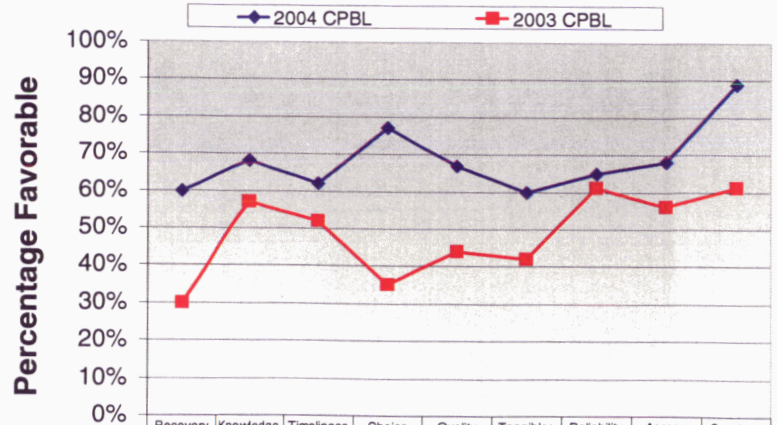
Orlando FM Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	0%	0%	0%	0%	0%	0%	0%	0%	0%
2003 CPBL	35%	54%	58%	30%	22%	31%	45%	52%	68%

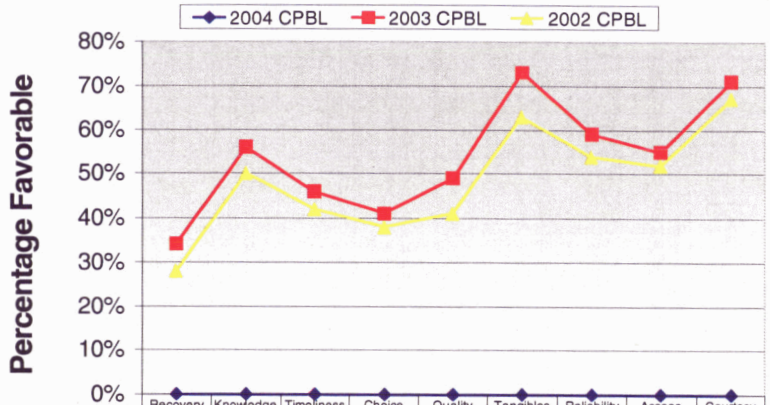
Note: Less than 10 responses received for 2004

Rock Island FM Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	60%	68%	62%	77%	67%	60%	65%	68%	89%
2003 CPBL	30%	57%	52%	35%	44%	42%	61%	56%	61%

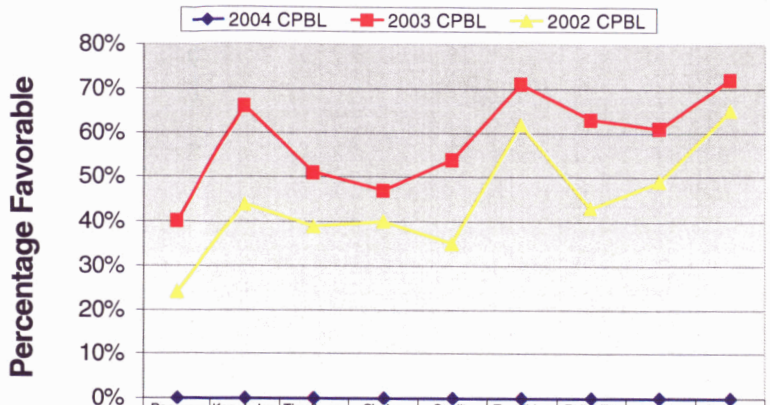
Rome Vendor Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	0%	0%	0%	0%	0%	0%	0%	0%	0%
2003 CPBL	34%	56%	46%	41%	49%	73%	59%	55%	71%
2002 CPBL	28%	50%	42%	38%	41%	63%	54%	52%	67%

Note: Less than 10 responses received for 2004

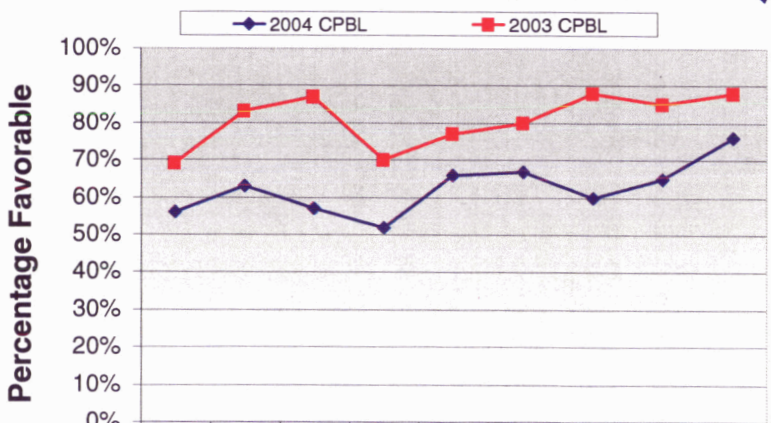
Seaside Vendor Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	0%	0%	0%	0%	0%	0%	0%	0%	0%
2003 CPBL	40%	66%	51%	47%	54%	71%	63%	61%	72%
2002 CPBL	24%	44%	39%	40%	35%	62%	43%	49%	65%

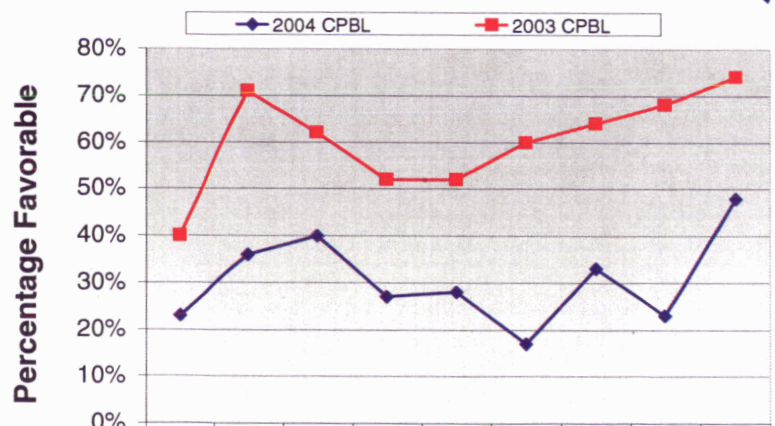
Note: Less than 10 responses received for 2004

Rome FM Customer Satisfaction Results



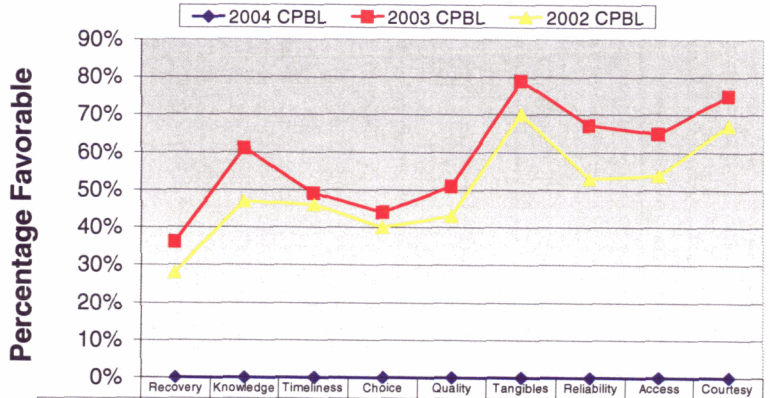
	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	56%	63%	57%	52%	66%	67%	60%	65%	76%
2003 CPBL	69%	83%	87%	70%	77%	80%	88%	85%	88%

Seaside FM Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	23%	36%	40%	27%	28%	17%	33%	23%	48%
2003 CPBL	40%	71%	62%	52%	52%	60%	64%	68%	74%

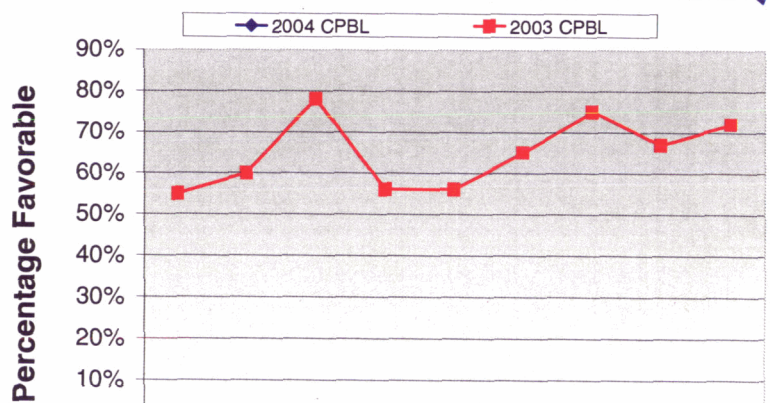
St. Louis Vendor Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	0%	0%	0%	0%	0%	0%	0%	0%	0%
2003 CPBL	36%	61%	49%	44%	51%	79%	67%	65%	75%
2002 CPBL	28%	47%	46%	40%	43%	70%	53%	54%	67%

Note: Less than 10 responses received for 2004

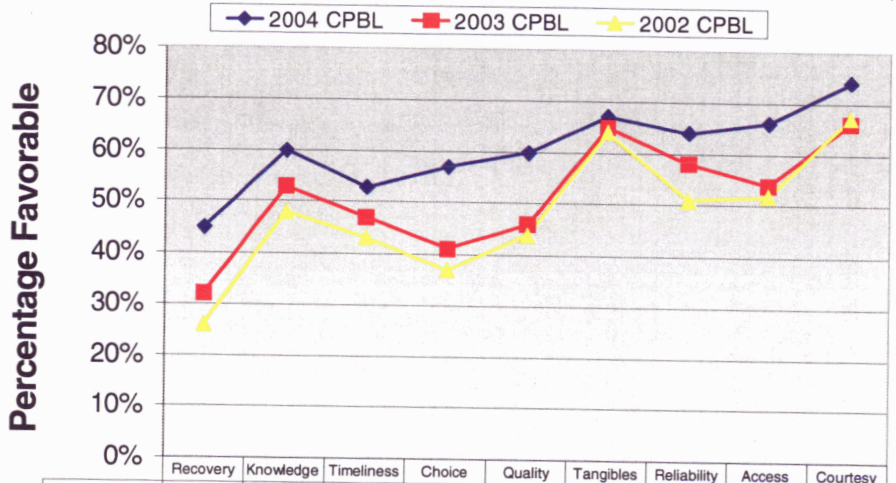
St. Louis FM Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	0%	0%	0%	0%	0%	0%	0%	0%	0%
2003 CPBL	55%	60%	78%	56%	56%	65%	75%	67%	72%

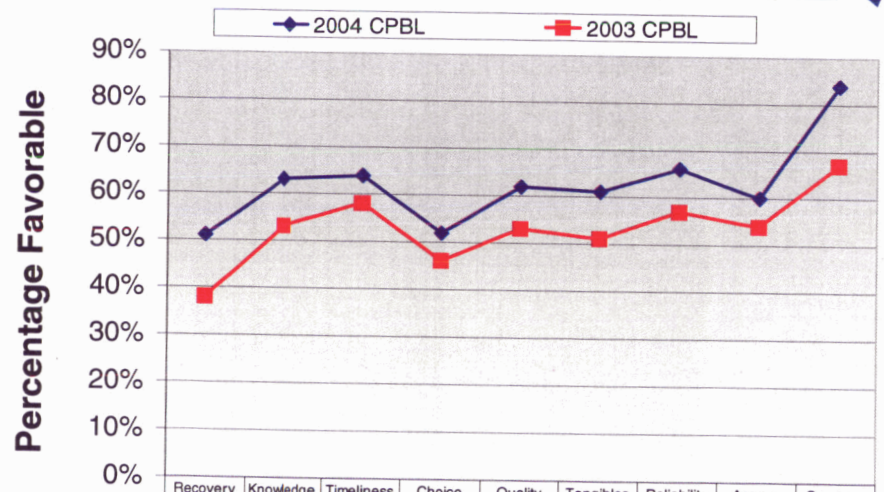
Note: Less than 10 responses received for 2004

Air Force Vendor Customer Satisfaction Results



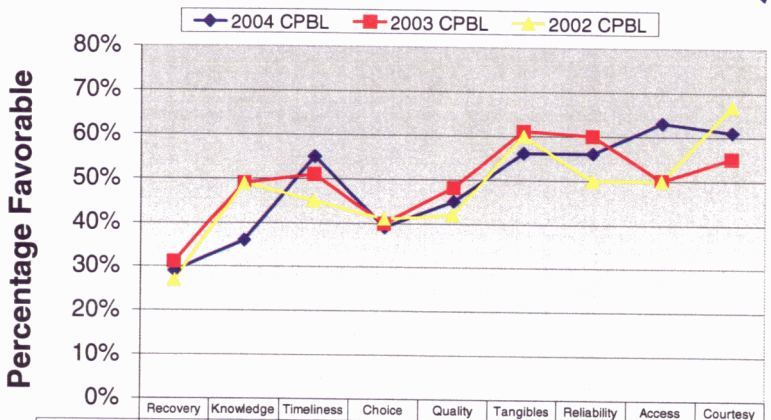
	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	45%	60%	53%	57%	60%	67%	64%	66%	74%
2003 CPBL	32%	53%	47%	41%	46%	65%	58%	54%	66%
2002 CPBL	26%	48%	43%	37%	44%	64%	51%	52%	67%

Air Force FM Customer Satisfaction Results



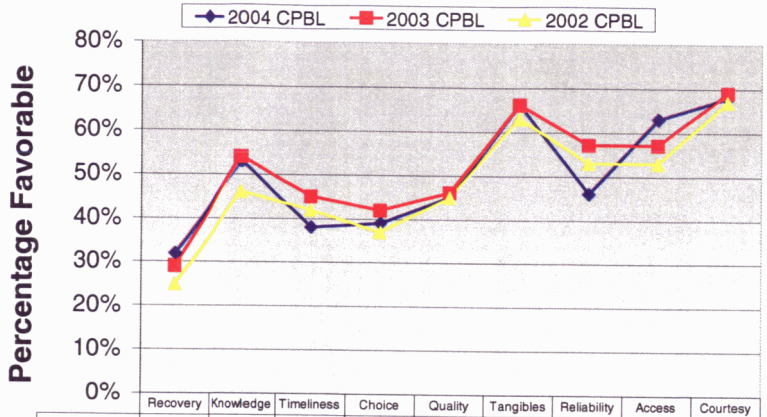
	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	51%	63%	64%	52%	62%	61%	66%	60%	84%
2003 CPBL	38%	53%	58%	46%	53%	51%	57%	54%	67%

Denver Vendor Customer Satisfaction Results



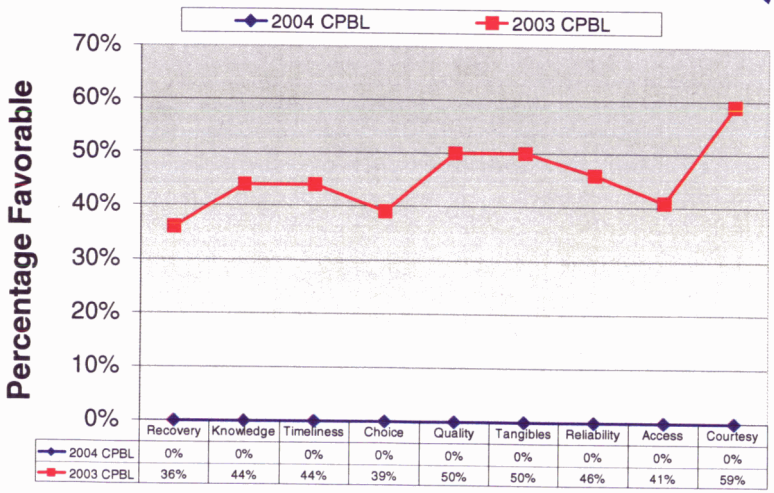
	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	29%	36%	55%	39%	45%	56%	56%	63%	61%
2003 CPBL	31%	49%	51%	40%	48%	61%	60%	50%	55%
2002 CPBL	27%	49%	45%	41%	42%	60%	50%	50%	67%

Dayton Vendor Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	32%	53%	38%	39%	45%	66%	46%	63%	68%
2003 CPBL	29%	54%	45%	42%	46%	66%	57%	57%	69%
2002 CPBL	25%	46%	42%	37%	45%	63%	53%	53%	67%

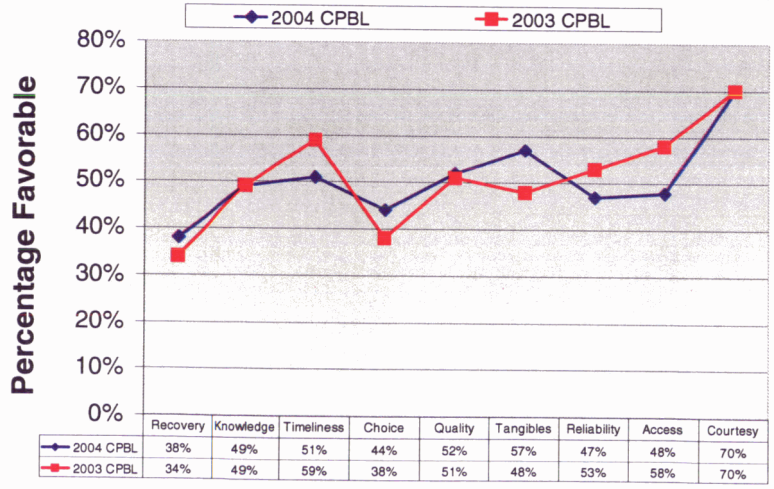
Denver FM Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	0%	0%	0%	0%	0%	0%	0%	0%	0%
2003 CPBL	36%	44%	44%	39%	50%	50%	46%	41%	59%

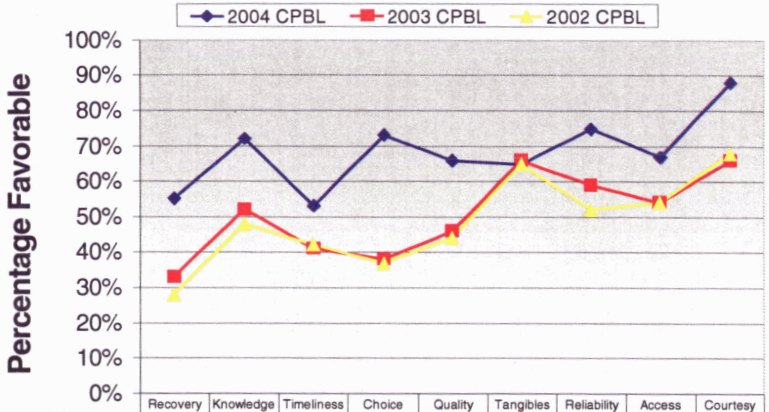
Note: Less than 10 responses received for 2004

Dayton FM Customer Satisfaction Results



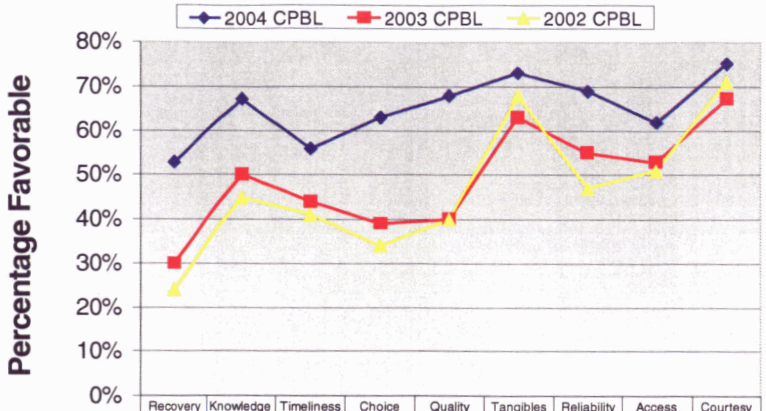
	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	38%	49%	51%	44%	52%	57%	47%	48%	70%
2003 CPBL	34%	49%	59%	38%	51%	48%	53%	58%	70%

Limestone Vendor Customer Satisfaction Results



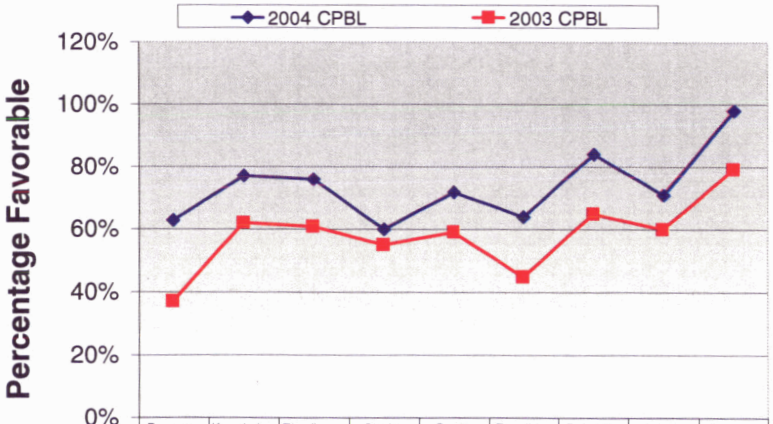
	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	55%	72%	53%	73%	66%	65%	75%	67%	88%
2003 CPBL	33%	52%	41%	38%	46%	66%	59%	54%	66%
2002 CPBL	28%	48%	42%	37%	44%	65%	52%	54%	68%

Omaha Vendor Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	53%	67%	56%	63%	68%	73%	69%	62%	75%
2003 CPBL	30%	50%	44%	39%	40%	63%	55%	53%	67%
2002 CPBL	24%	45%	41%	34%	40%	68%	47%	51%	71%

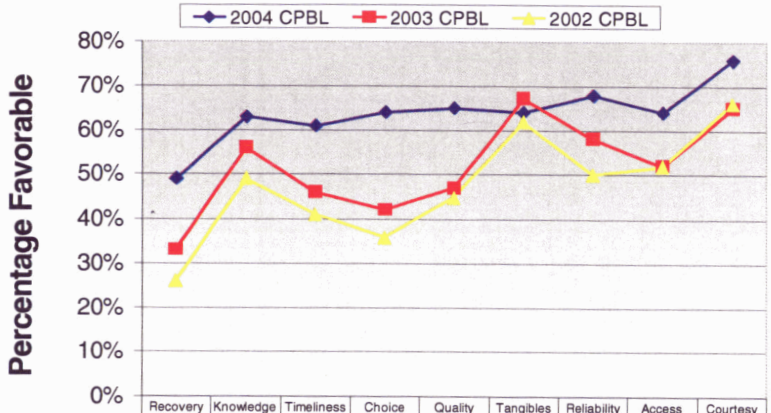
Limestone FM Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	63%	77%	76%	60%	72%	64%	84%	71%	98%
2003 CPBL	37%	62%	61%	55%	59%	45%	65%	60%	79%

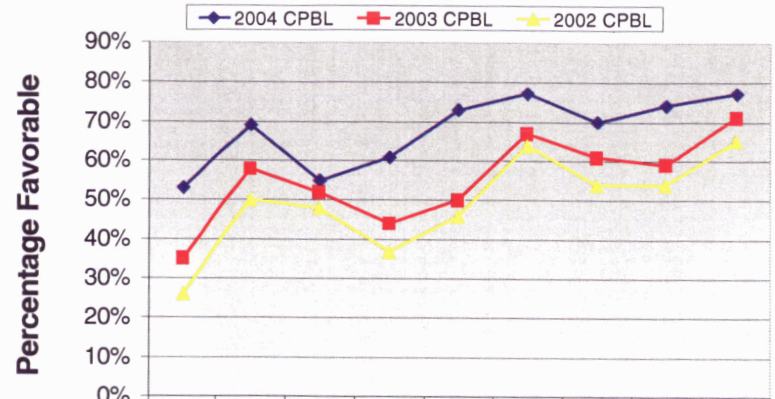
No Data to Report

San Antonio Vendor Customer Satisfaction Results



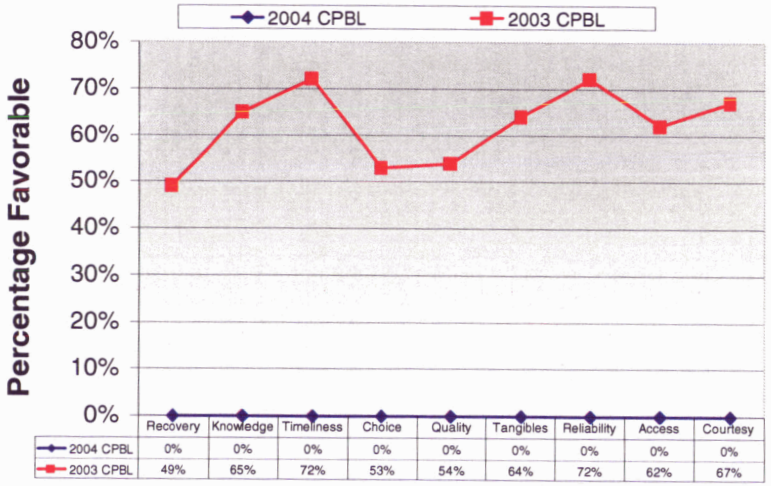
	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	49%	63%	61%	64%	65%	64%	68%	64%	76%
2003 CPBL	33%	56%	46%	42%	47%	67%	58%	52%	65%
2002 CPBL	26%	49%	41%	36%	45%	62%	50%	52%	66%

San Bernardino Vendor Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	53%	69%	55%	61%	73%	77%	70%	74%	77%
2003 CPBL	35%	58%	52%	44%	50%	67%	61%	59%	71%
2002 CPBL	26%	50%	48%	37%	46%	64%	54%	54%	65%

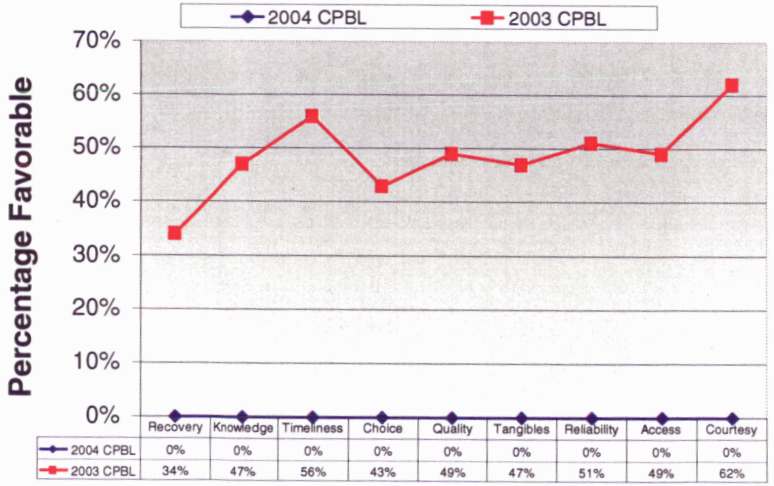
San Antonio FM Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	0%	0%	0%	0%	0%	0%	0%	0%	0%
2003 CPBL	49%	65%	72%	53%	54%	64%	72%	62%	67%

Note: Less than 10 responses received for 2004

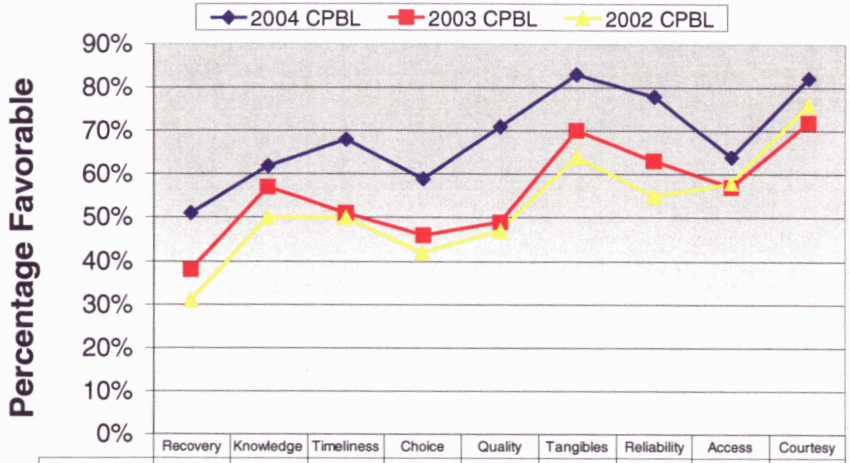
San Bernardino FM Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	0%	0%	0%	0%	0%	0%	0%	0%	0%
2003 CPBL	34%	47%	56%	43%	49%	47%	51%	49%	62%

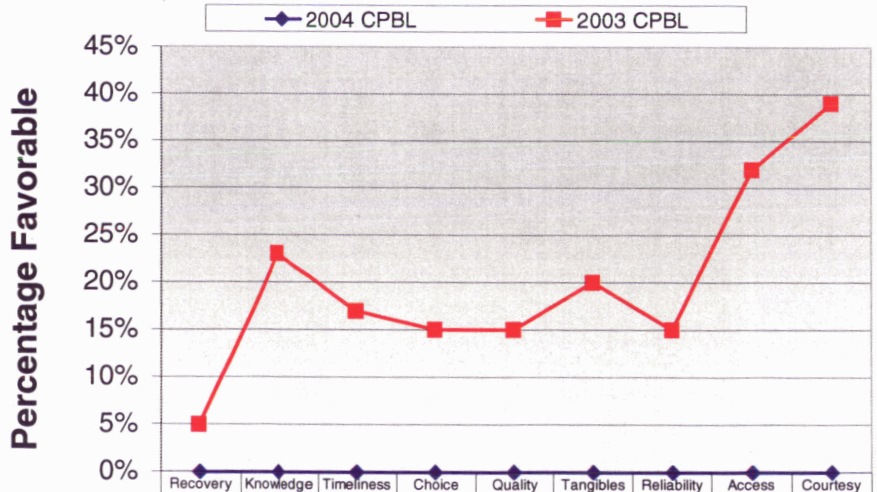
Note: Less than 10 responses received for 2004

Marine Corps Vendor Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	51%	62%	68%	59%	71%	83%	78%	64%	82%
2003 CPBL	38%	57%	51%	46%	49%	70%	63%	57%	72%
2002 CPBL	31%	50%	50%	42%	47%	64%	55%	58%	76%

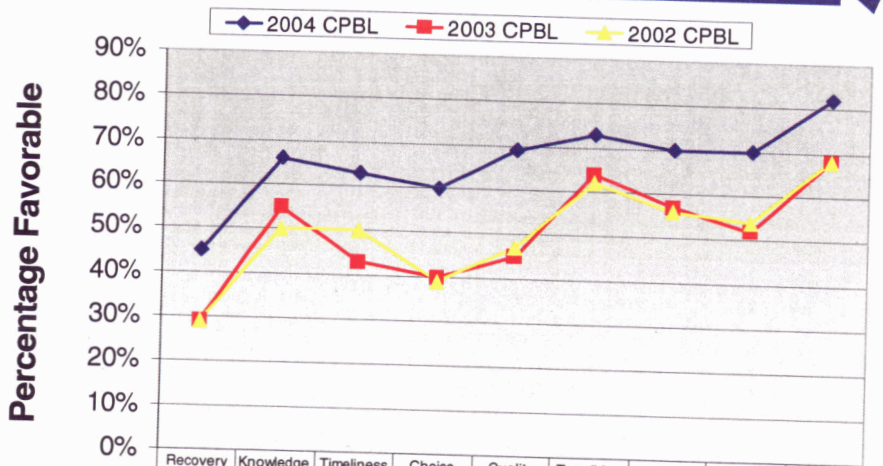
Marine Corps FM Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	0%	0%	0%	0%	0%	0%	0%	0%	0%
2003 CPBL	5%	23%	17%	15%	15%	20%	15%	32%	39%

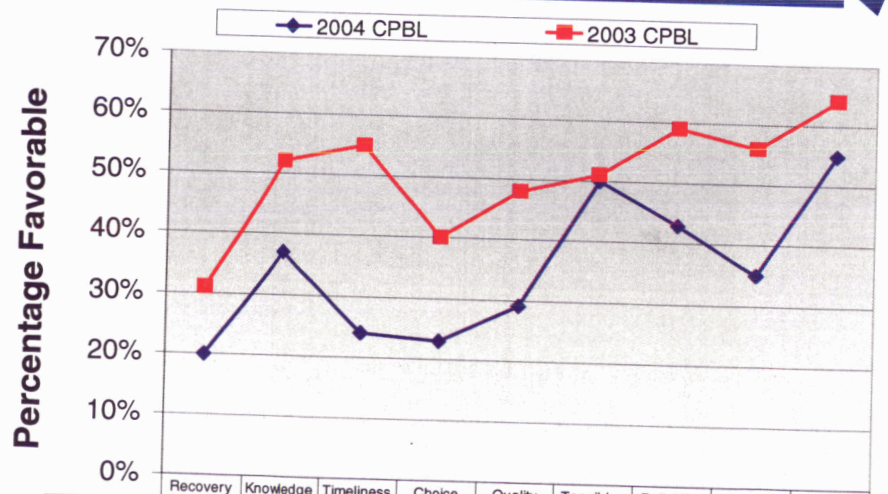
Note: Less than 10 responses received for 2004

Def. Agencies Vendor Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	45%	66%	63%	60%	69%	73%	70%	70%	82%
2003 CPBL	29%	55%	43%	40%	45%	64%	57%	52%	68%
2002 CPBL	29%	50%	50%	39%	47%	62%	56%	54%	68%

Def. Agencies FM Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	20%	37%	24%	23%	29%	50%	43%	35%	55%
2003 CPBL	31%	52%	55%	40%	48%	51%	59%	56%	64%