

From: tf@garritygraham.com
Sent: Thursday, September 06, 2012 6:54 PM
To: Duffy, Daniel
Cc: Torres Rojas, Genara; Van Duyne, Sheree
Subject: Freedom of Information Online Request Form

Information:

First Name: Thomas
Last Name: Foti
Company: Garrity Graham Murphy Garofalo & Flinn
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Mailing Address 2: 72 Eagle Rock Ave
City: East Hanover
State: NJ
Zip Code: 07936
Email Address: tf@garritygraham.com
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Required copies of the records: Yes

List of specific record(s):

Copy of the Port Users Group: Container Terminal Customer Satisfaction Study published by Lieberman Research Group in March, 2010 and all survey raw data including results from 602 phone interviews by Lieberman Research Group and now in possession of Port Authority of NYNJ with a list of all participants in the study

THE PORT AUTHORITY OF NY & NJ

FOI Administrator

August 27, 2013

Mr. Thomas Foti
Garrity Graham Murphy Garofalo & Flinn
P.O. Box 438
East Hanover, NJ 07936

Re: Freedom of Information Reference No. 13465

Dear Mr. Foti:

This is a response to your September 6, 2012 request, which has been processed under the Port Authority's Freedom of Information Code (the "Code", copy enclosed), for a copy of the Port Users Group: Container Terminal Customer Satisfaction Study published by Lieberman Research Group in March, 2010 and all survey raw data including results from 602 phone interviews by Lieberman Research Group and now in possession of the PA with a list of all participants in the study.

Material responsive to your request and available under the Code can be found on the Port Authority's website at <http://www.panynj.gov/corporate-information/foi/13465-O.pdf>.

Certain material responsive to your request is exempt from disclosure pursuant to exemptions (1) and (2a) of the Code.

Please refer to the above FOI reference number in any future correspondence relating to your request.

Very truly yours,



Ann L. Qureshi
FOI Administrator

Enclosure

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New York, NY 10003
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Container Terminal Customer Satisfaction Study

Prepared for Port Users Group:

The Port Authority of New York & New Jersey

March, 2010

Submitted by:



98 Cutter Mill Road
Great Neck, NY 11021
(516) 829-8880 fax (516) 829-9419
millsd@liebermanresearch.com

Objectives & Method

Objectives

- The objective of this research is to measure current performance and identify changes in customer satisfaction with the Port and its six container terminals.
- This research is designed to understand what customers think of the Port overall and on specific customer service dimensions.
- This report focuses on the attitudes of customers towards the Port of NY and NJ.

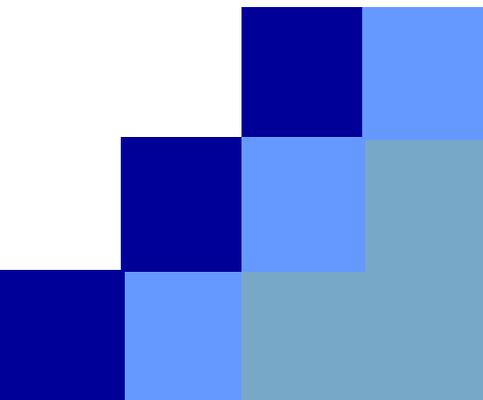
Method

Who: : A total of 602 customer interviews were completed as follows:

- 60 Ocean Carriers
- 180 Truckers
- 181 Intermediaries
- 181 Importers/Exporters

How: Telephone Interviews

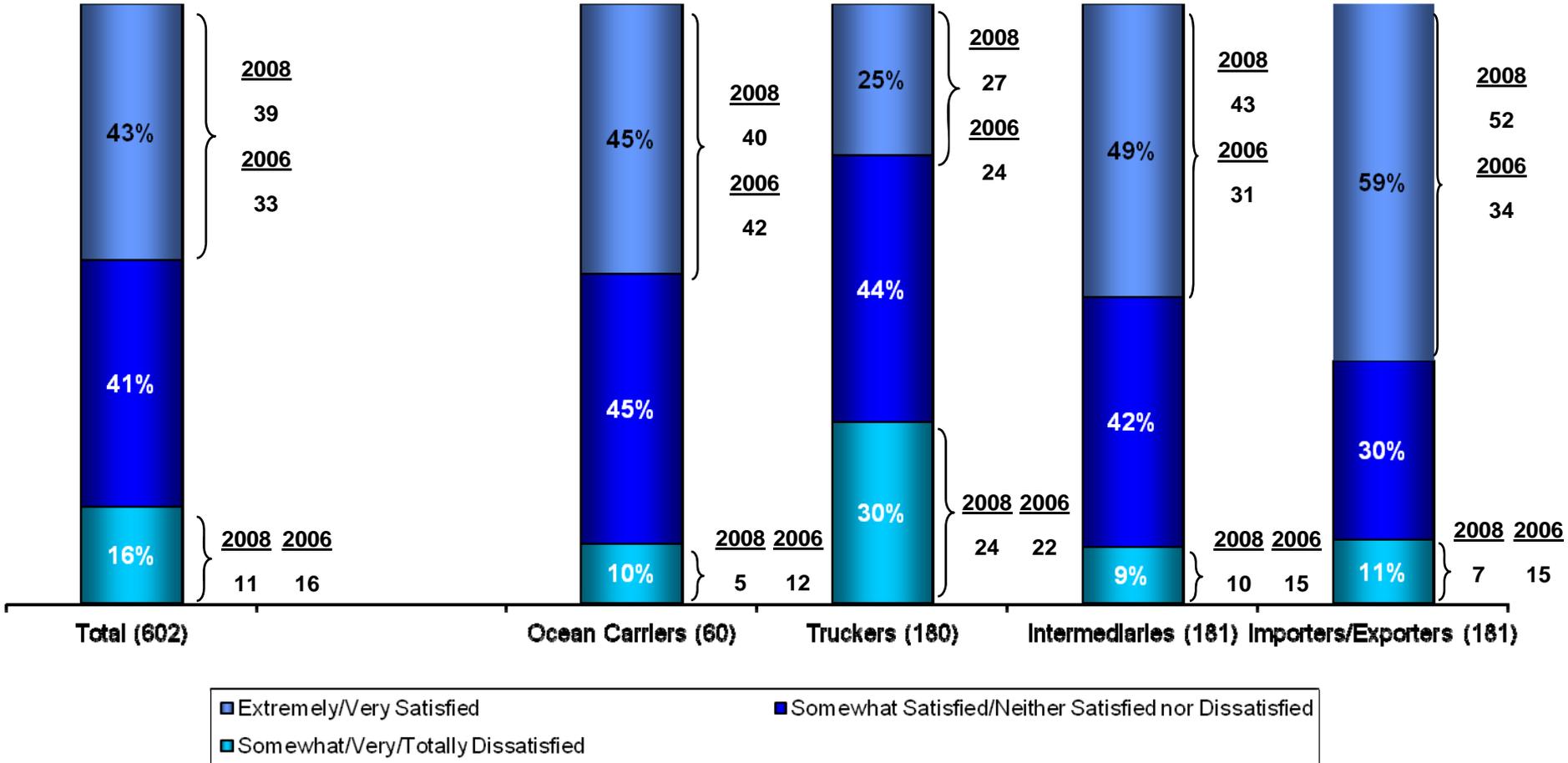
When: August through September of 2010



Ratings of the Port

Overall Satisfaction with Port Services – Total 2010

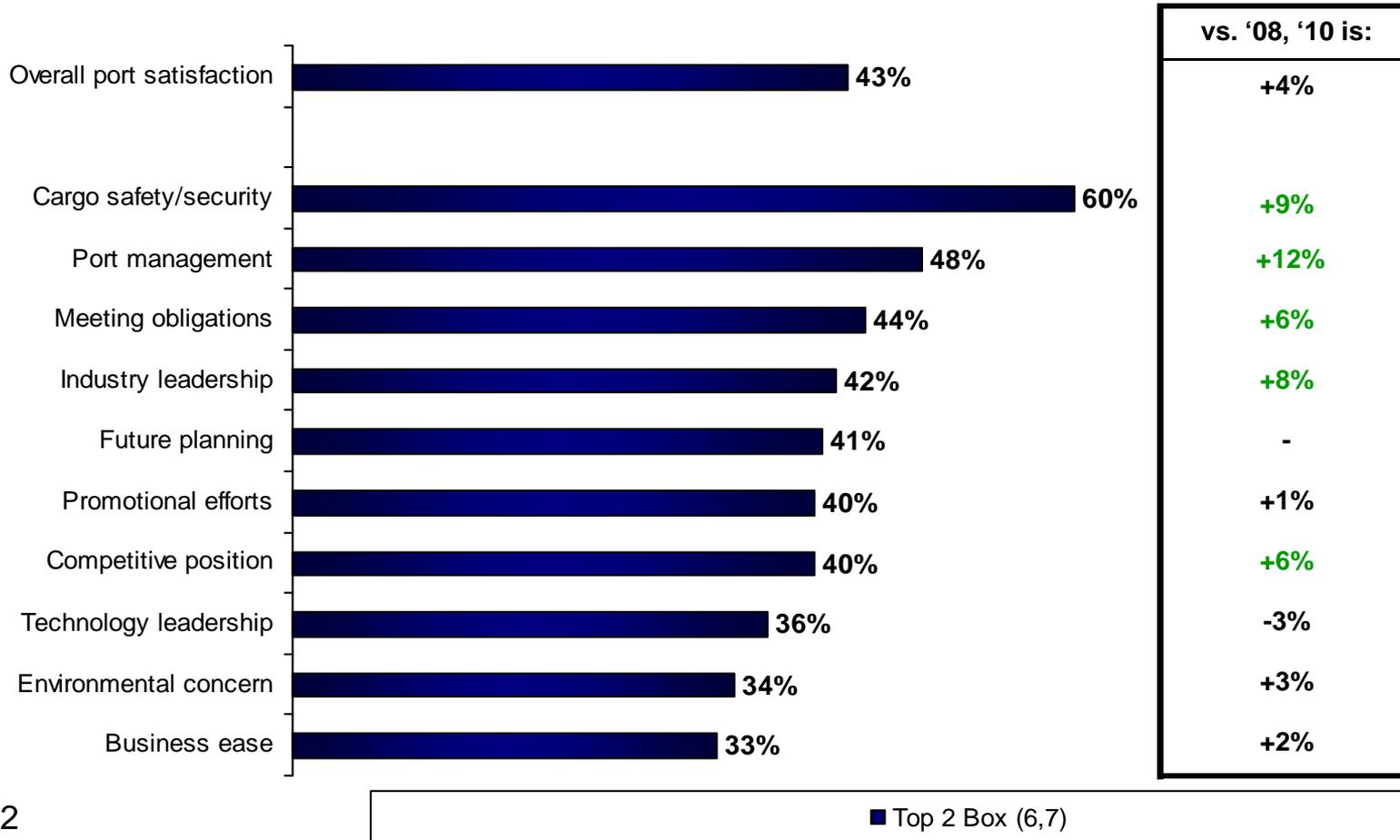
About two in five customers of the Port of NY and NJ are satisfied with services in 2010, with Intermediaries and Importers/Exporters exhibiting the greatest continued improvement since 2006.



Q.A2 What is your overall satisfaction with the services provided by the Port? Would you say that you are...?

Port Reputation Ratings – Total

Port ratings improved compared to 2008, especially for ratings of port management, safety/security, industry leadership, meeting obligations and competitive position. Technological leadership declined slightly and along with business ease remains least associated with the Port.



Green indicates significant increase compared to previously tested year.

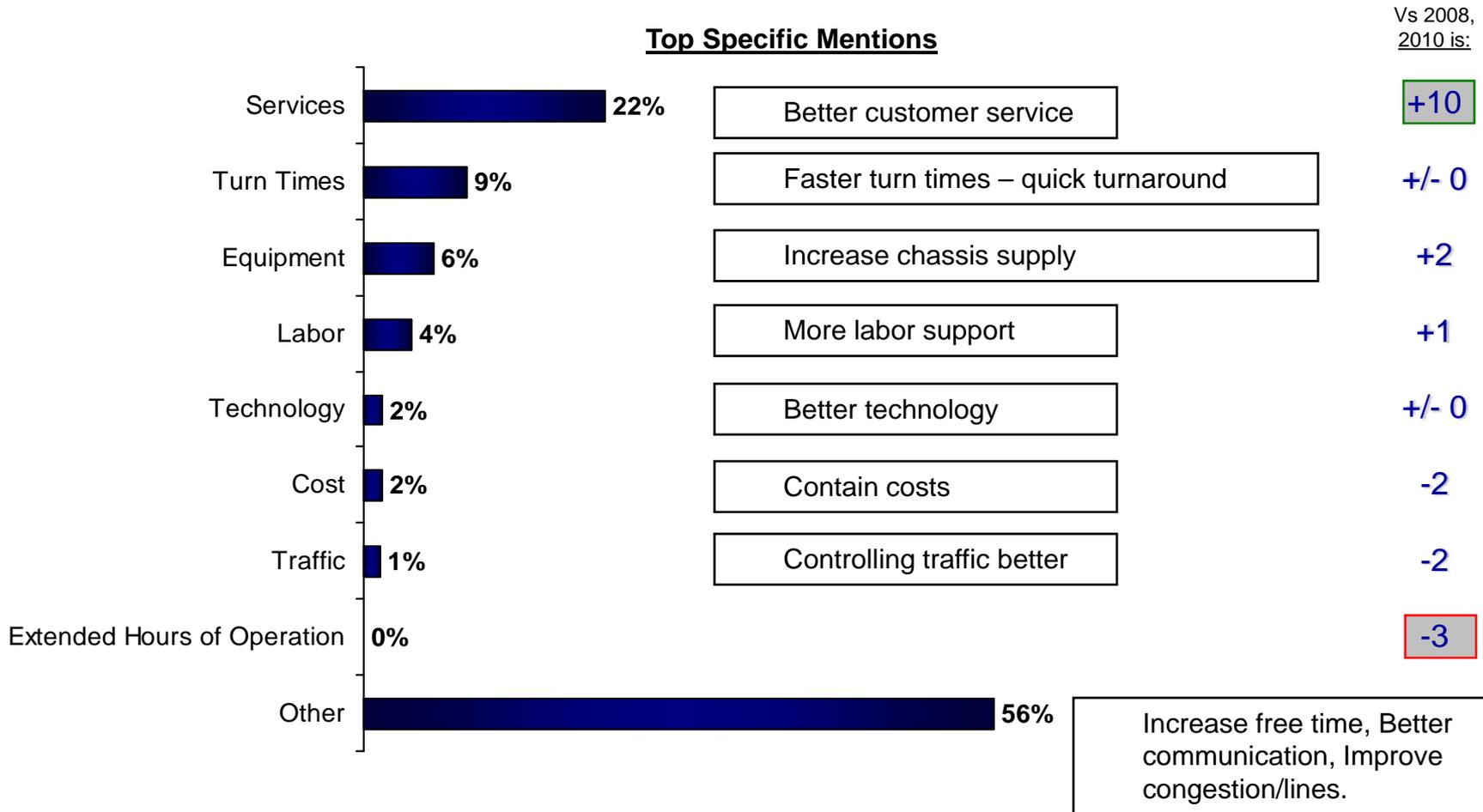
Q.A1 Using a seven-point scale where “7” means “EXCELLENT” and “1” means “POOR,” please rate the Port’s reputation on each item.

Q.A2 What is your overall satisfaction with the services provided by the Port? Would you say that you are...?

**Material Exempt Under
Exemption (2.a.)**

Port of New York and New Jersey Improvements - Total

Better customer service appears to be a key dimension related to improving satisfaction with the Port—along with improving turn times and the supply of chassis.



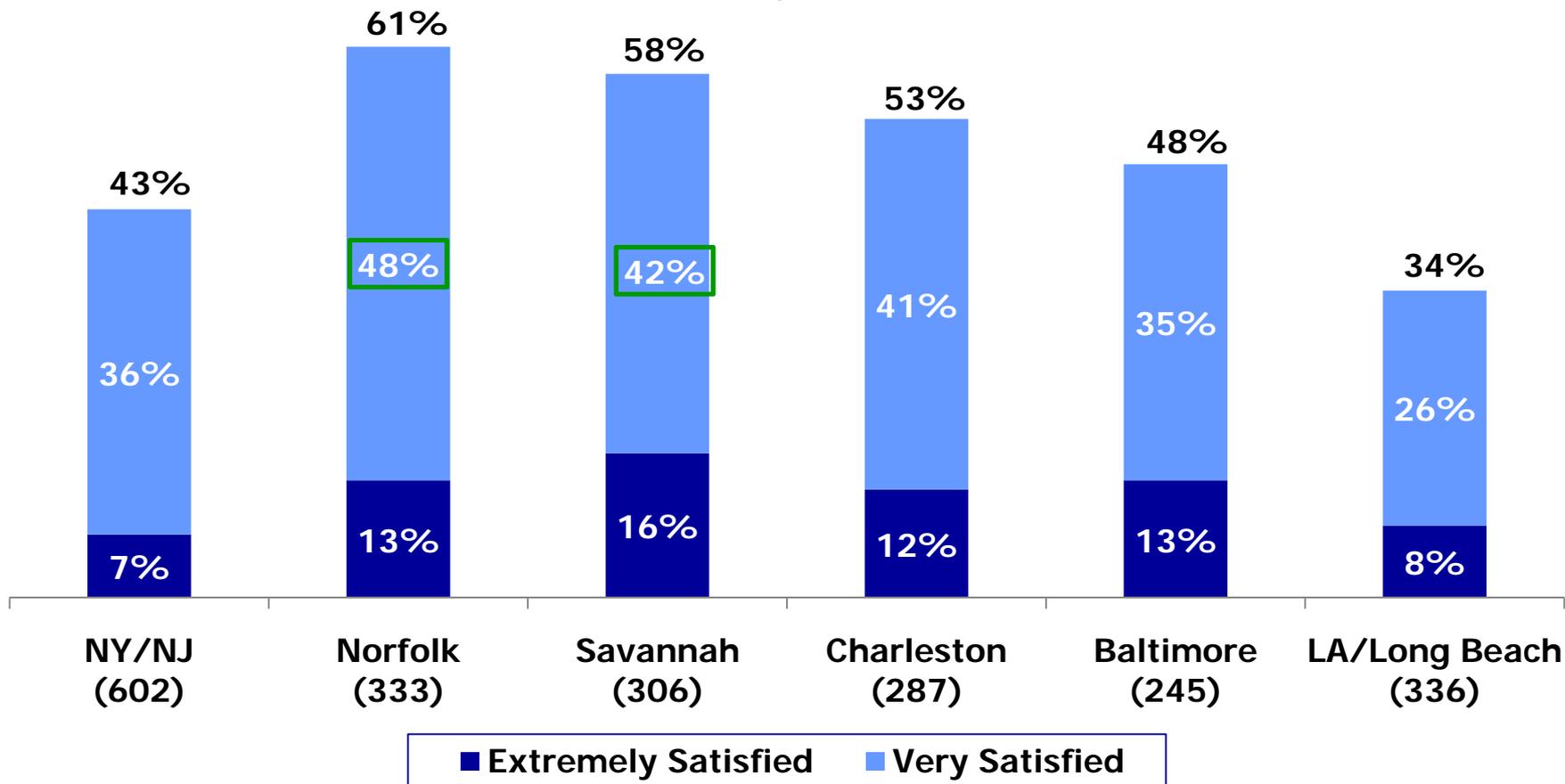
Green indicates significant increase compared to previously tested year. Red indicates significant decrease compared to previously tested year.

Q.D19 Now, please think about the Port as a whole. Could you please tell me the one or two improvements that could realistically be undertaken by the Port of New York and New Jersey that would have the most positive impact on your company's satisfaction with the Port? [PROBE] Anything else?

Satisfaction With Competitive Ports – – Conducted Business in Each Port

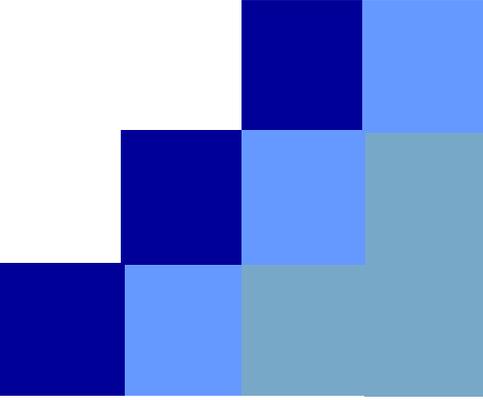
Compared to other Port's—NY/NJ is viewed less positively as compared to Savannah and Norfolk, on par with Baltimore and slightly more favorably than LA/Long Beach.

Top 2 Box



QA2 What is your overall satisfaction with the services provided by the Port? Would you say that you are...?

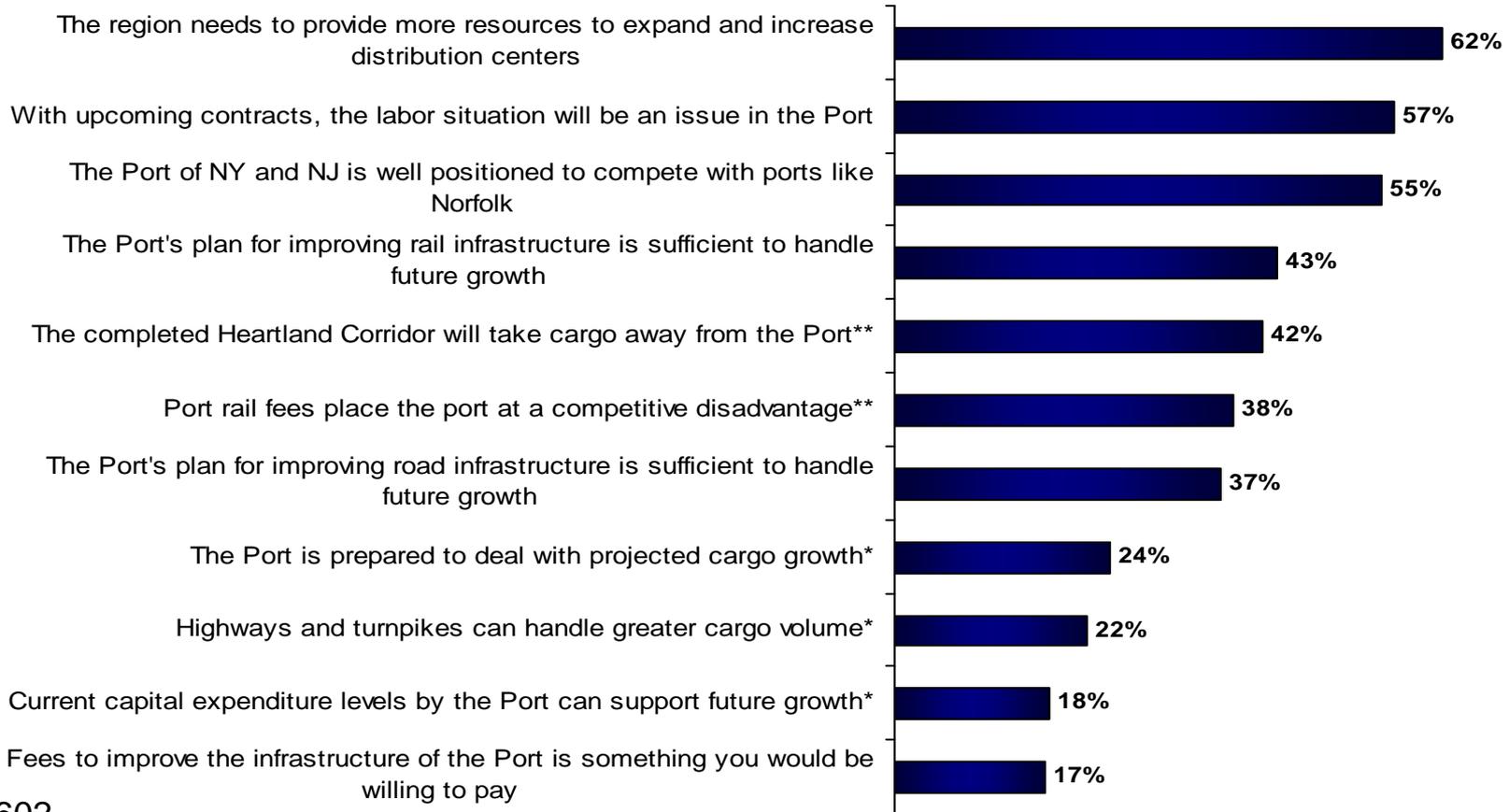
QE8 What is your overall satisfaction with the services provided by each of the following Port's that I read to you and that you do business with? How about (READ PORT). Would you say that you are...? [READ LIST AND OBTAIN ONE ANSWER FOR EACH PORT] with the services provided by (PORT)



Issues Facing The Port of NY/NJ

Agreement with Statements – Total – Top 2 Box

Despite the perception that the region needs to provide more resources to expand and increase distribution centers and the belief that current capital expenditure levels are insufficient to support future growth, customers are not willing to pay fees to improve the infrastructure.



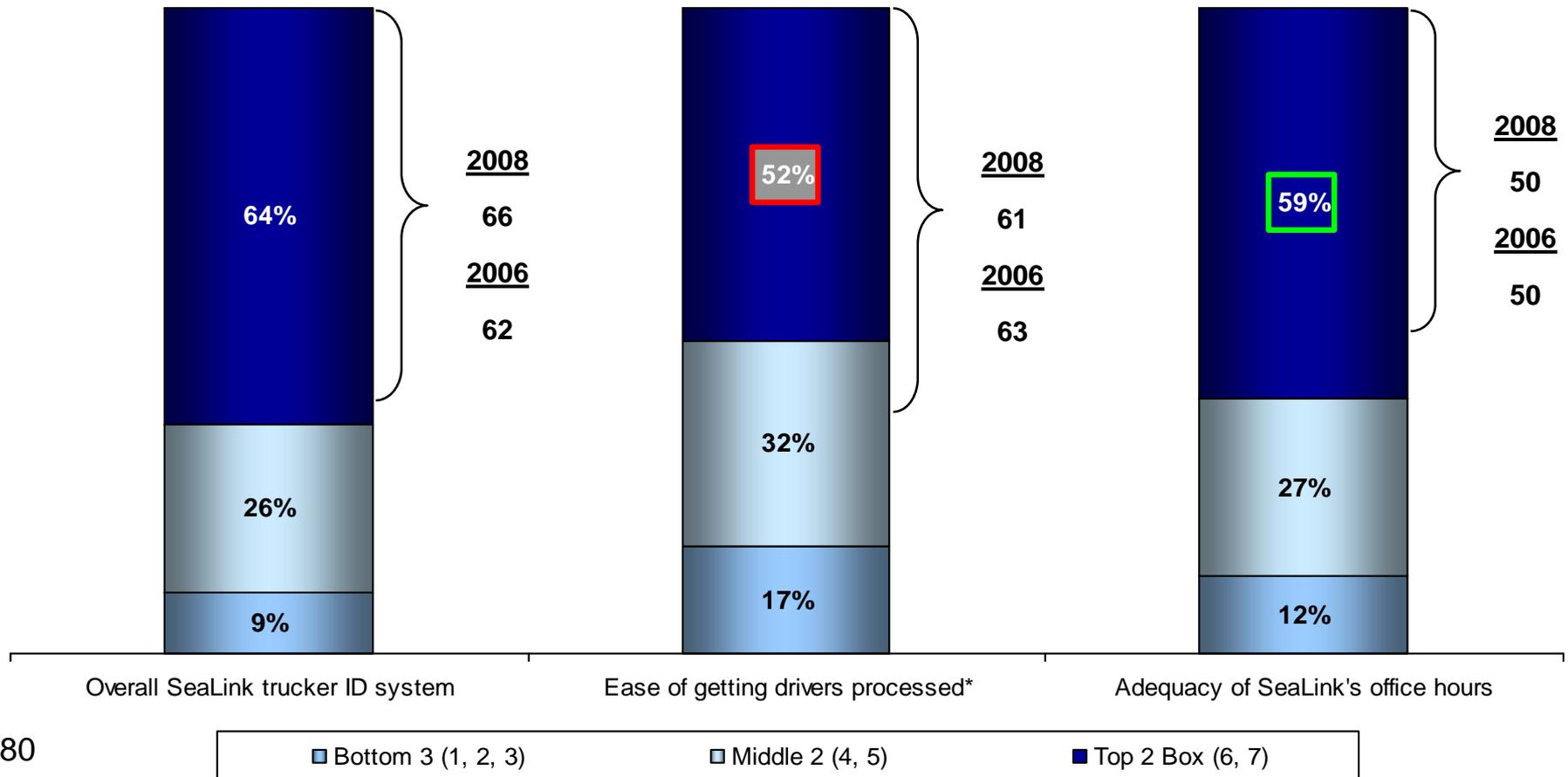
N=602

** Only asked of Ocean Carriers

QE7a. Using a scale from 1 to 5, where 1 means "Disagree completely" and 5 means "Agree completely", how much do you agree or disagree with the following statements?

Ratings of SeaLink Trucker ID System – Truckers

Overall, the SeaLink Trucker ID System continues to be well regarded. However, in 2010, ratings improved for the adequacy of the office hours but decreased for the ease of getting processed.



N=180

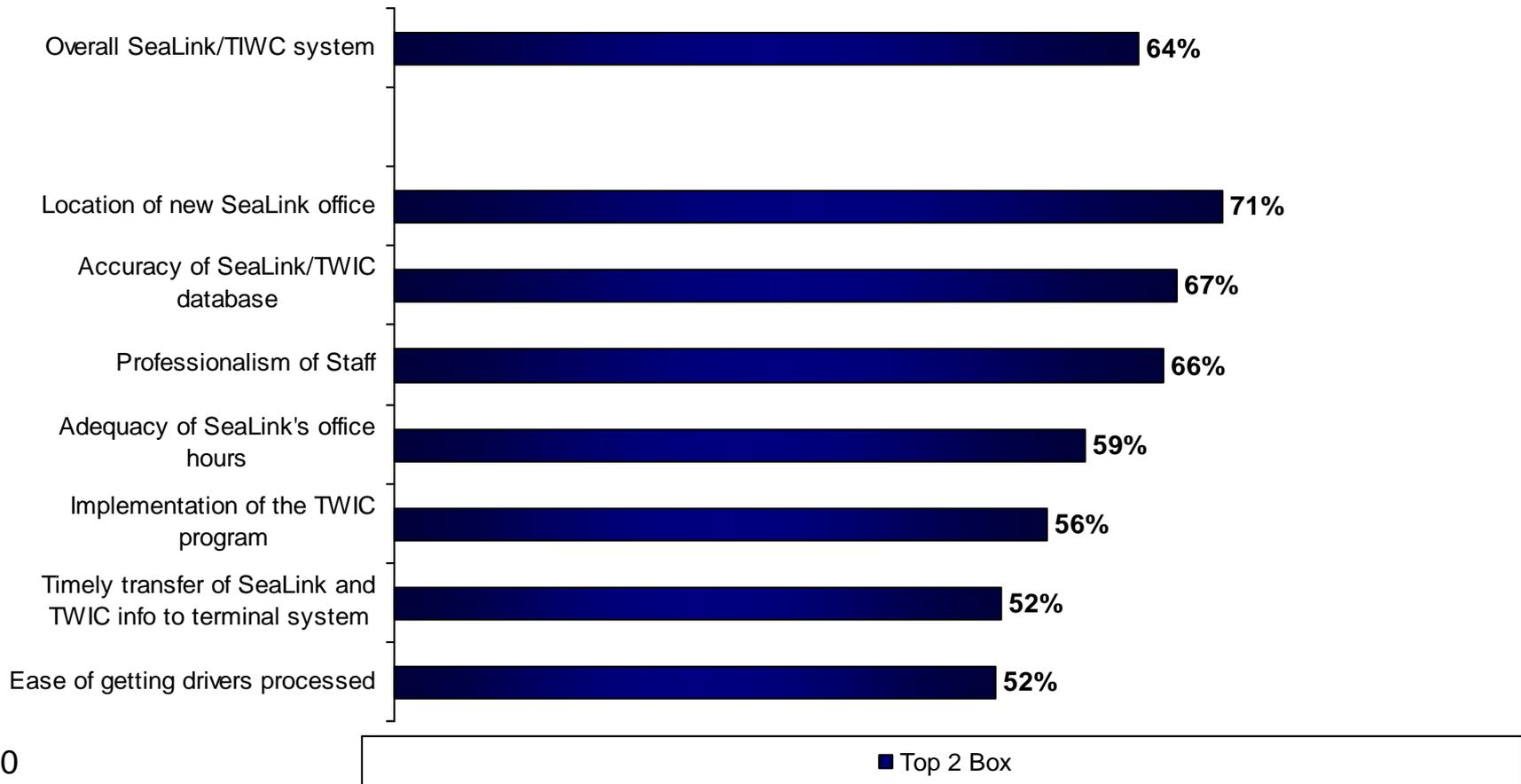
*2008 wording: Ease of getting processed for a SeaLink ID card.

Green box indicates significant increase compared to previously tested year. Red box indicates significant decrease compared to previously tested year.

Q.B1 Using the same "1" to "7" scale, where "7" means "EXCELLENT" and "1" means "POOR," please rate the SeaLink trucker identification system in place at the Port of New York & New Jersey. First, how about the... [INSERT ATTRIBUTE]?

SeaLink/TWIC System Ratings – Truckers

Truckers rate the location of the new SeaLink office, the accuracy of the database and the professionalism of the staff most positively. Ease of getting drivers processed and timely transfers are less well regarded.

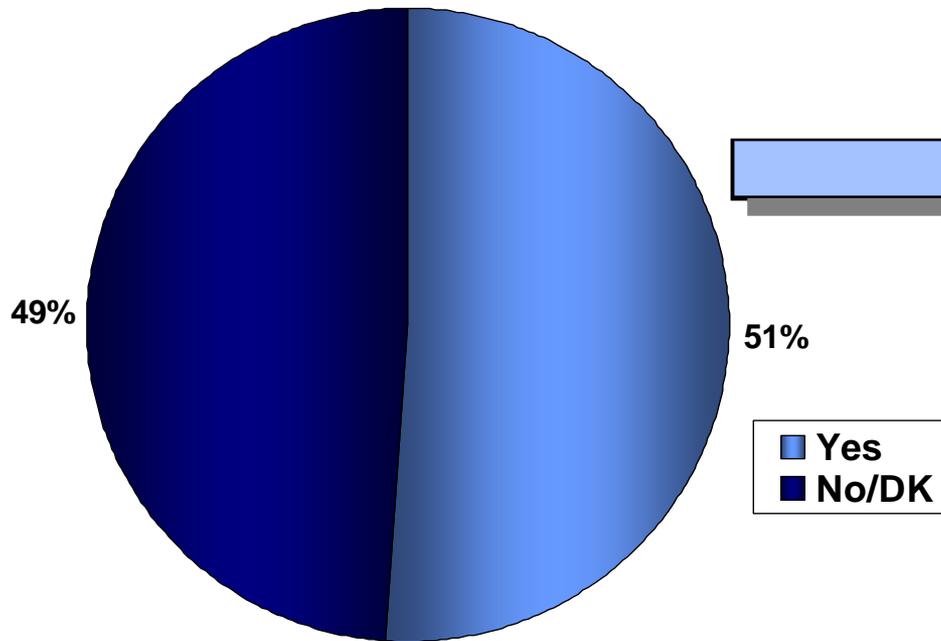


Green indicates significant increase compared to previously tested year. Red indicates significant decrease compared to previously tested year.
Q.B1 Using the same "1" to "7" scale, where "7" means "EXCELLENT" and "1" means "POOR," please rate the SeaLink trucker identification system in place at the Port of New York & New Jersey. First, how about the... [INSERT ATTRIBUTE]?

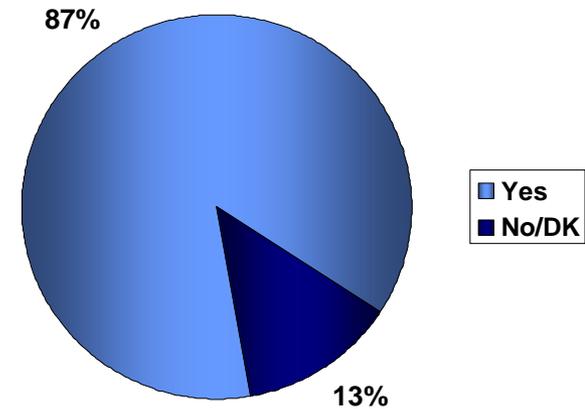
Clean Air Initiatives - Total

About half of the Port customers are aware of the clean air initiatives. Most of those who are aware of the initiatives support them.

Aware of Clean Air Initiatives



Support Initiatives



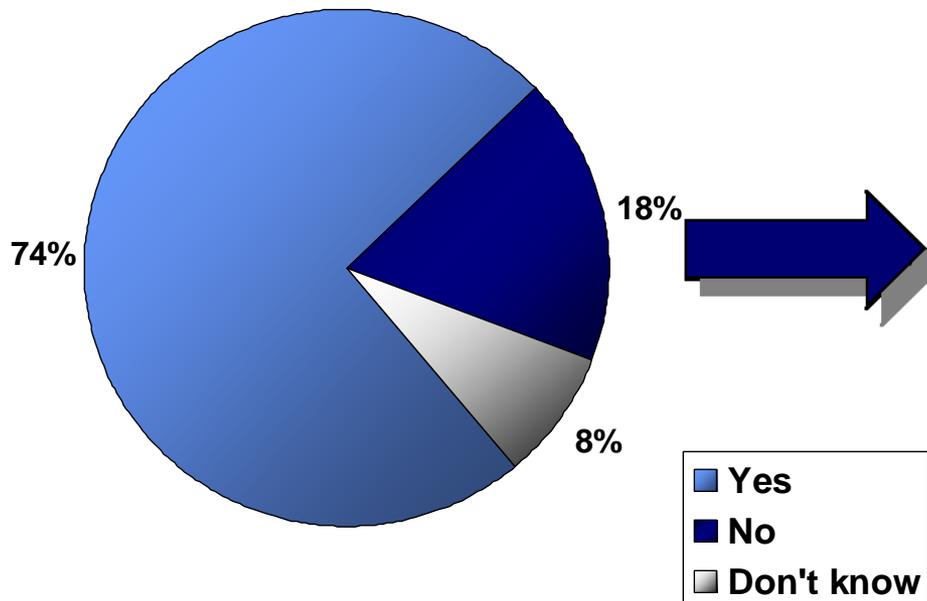
N=602

QE6a Are you familiar with the Port of New York and New Jersey's clean air initiatives?
QE6b Do you support these initiatives?

Truck Replacement Program – Among Those Aware of the Clean Air Initiative

Most customers favor the truck replacement program, but those who don't are concerned about the expense of replacing trucks, especially trucks in working order, which is cited as the key reason for their feeling.

Whether Favor Truck Replacement Program



Primary Reasons Don't Favor Program:

Nothing Wrong With Old Trucks:

I don't think the trucks should be replaced if they are in working order. They have their emission and smoke tested, that should be fine.

Because I think that a truck that is in good condition should be allowed, they should give initial test and if it is road worthy, it should be accepted. Should be given emission test and put a sticker on the truck and it should be good for a year.

Too Costly To Replace Trucks:

It hurts drivers that are struggling right now. They are having a hard time purchasing a new truck and a hard enough time to put food on the table.

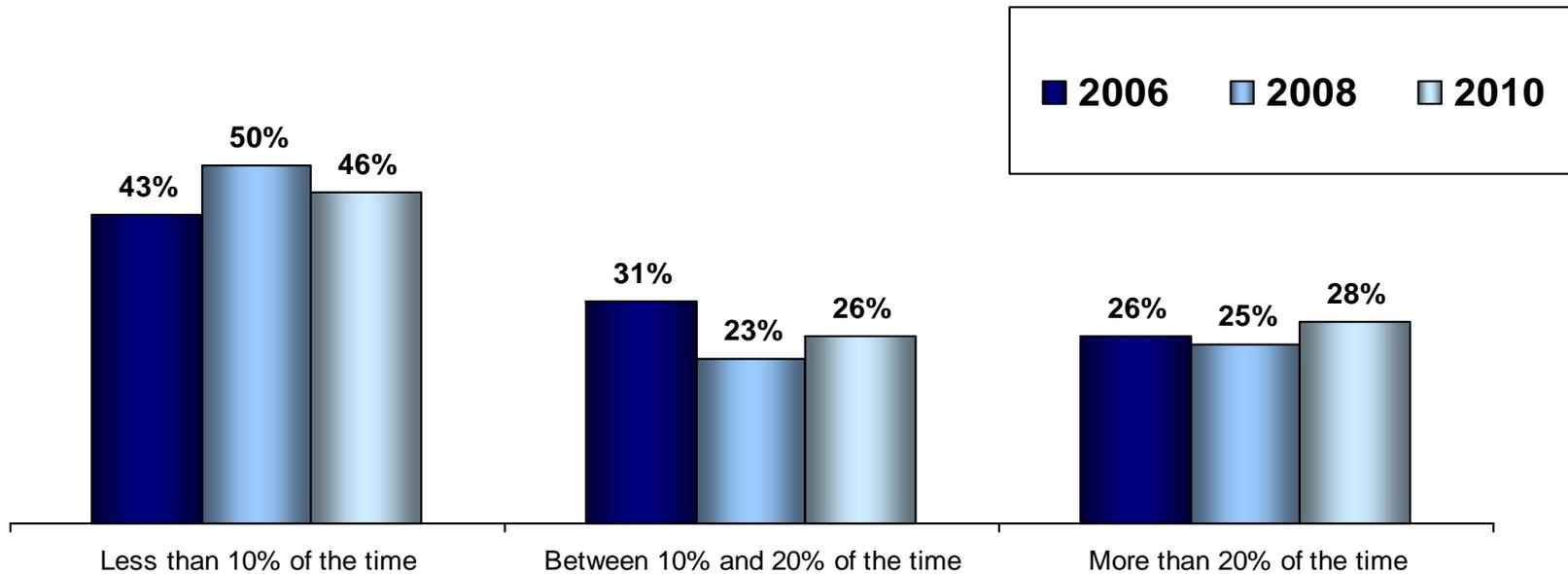
Well, because for one business is real bad, and second you are obligating owner operated and companies to change their equipment that is in good condition in a bad economical time.

N=284

QE6c Are you in favor of the truck replacement program instituted by the port?
QE6d Why don't you favor the truck replacement program? (RECORD VERBATIM)

Trouble Window – Truckers

The percentage of time Truckers visit the trouble window has remained fairly stable over time.

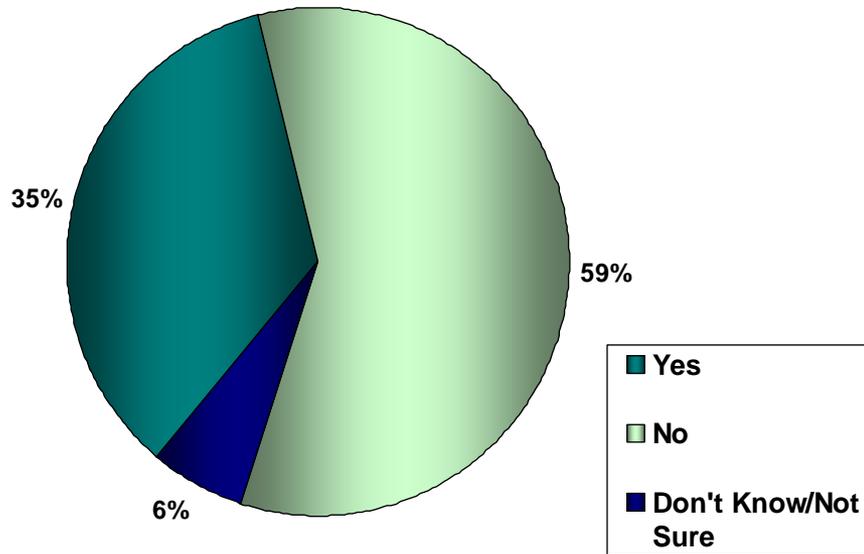


Q.D9 How often do you go to the "trouble window" to resolve issues?

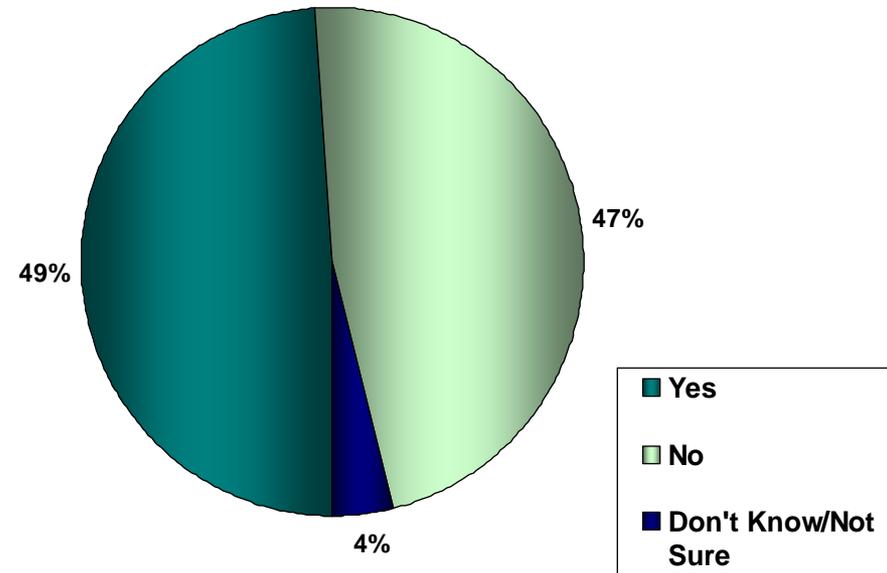
Benefits Associated with an Appointment System – Total

About one third of customers (35%) think implementing an appointment system would result in a cost savings. Customers are split on whether an appointment system would yield improved service.

Realize a Cost Savings



Have Improved Service

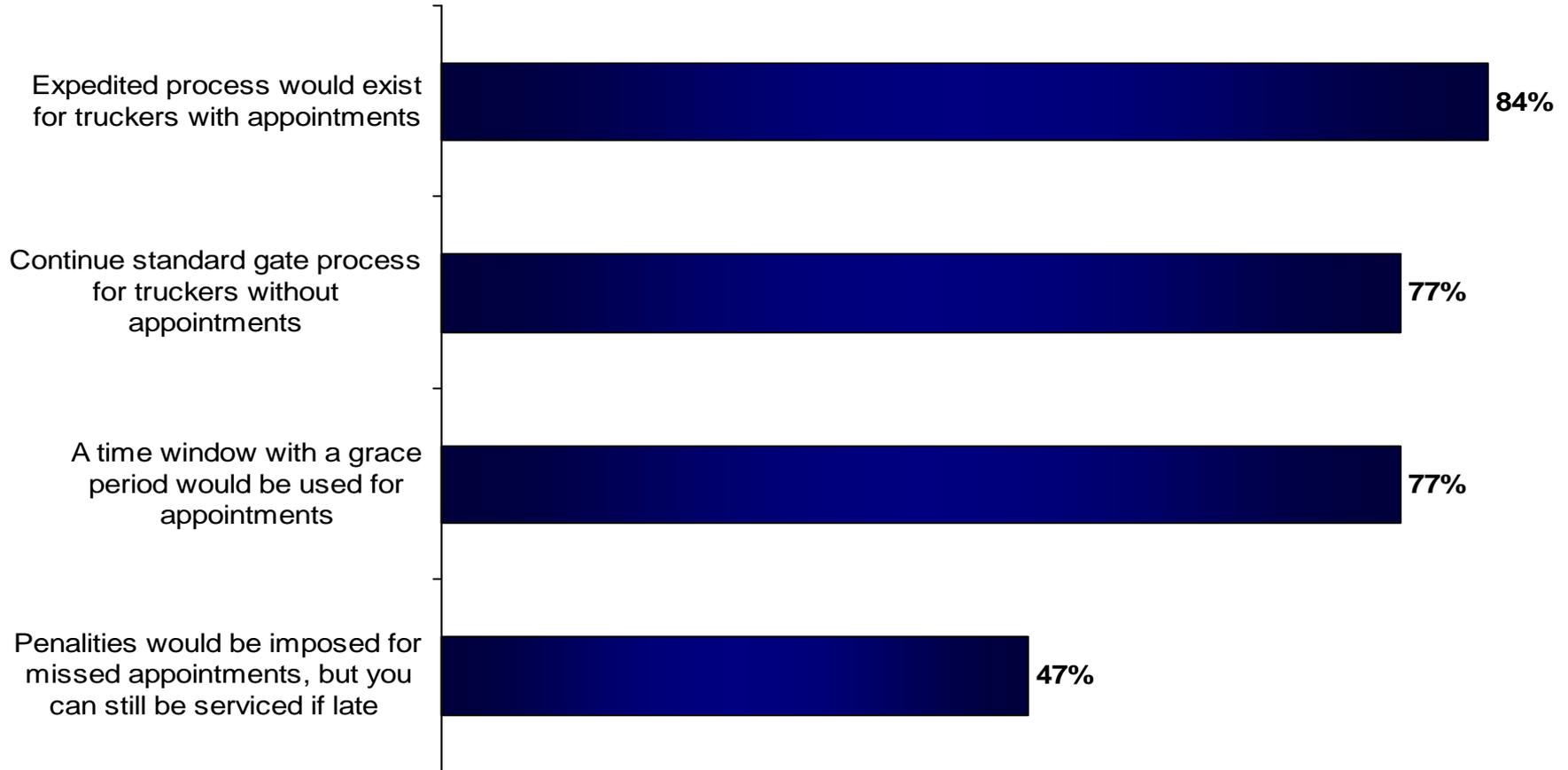


N = 602

QD2d If an appointment system is implemented in the Port of New York and New Jersey do you think...
You would realize a cost savings?
You would have improved service?

Expectations Associated with an Appointment System – Total

Most customers expect an appointment system would include an expedited process for Truckers with appointments, that there would be a time window with a grace period for appointments, and that the standard gate process would continue for Truckers without appointments. Only half expect they would pay a penalty but could still be serviced if late.

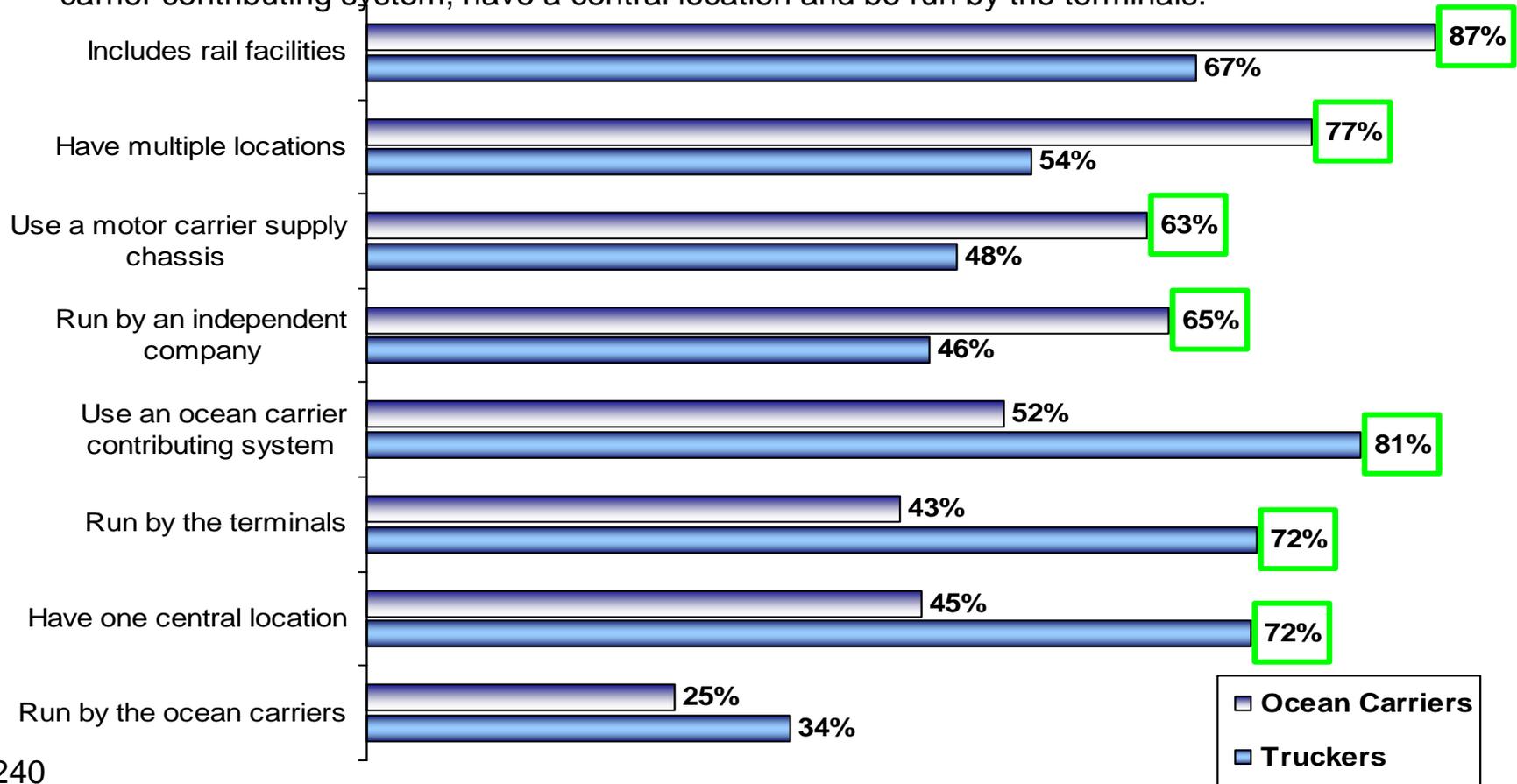


N=602

QD2e And which of the following would you expect to be part of an appointment system.... (RECORD YES ANSWERS ONLY)

Expectations for Common Chassis Pool – Truckers vs Ocean Carriers

Expectations for a common chassis pool differ by customer group. Ocean carriers are more likely to expect it will include rail facilities, multiple locations, use a motor carrier to supply chassis and be run by an independent company. Truckers are more likely to expect the pool to use an ocean carrier contributing system, have a central location and be run by the terminals.



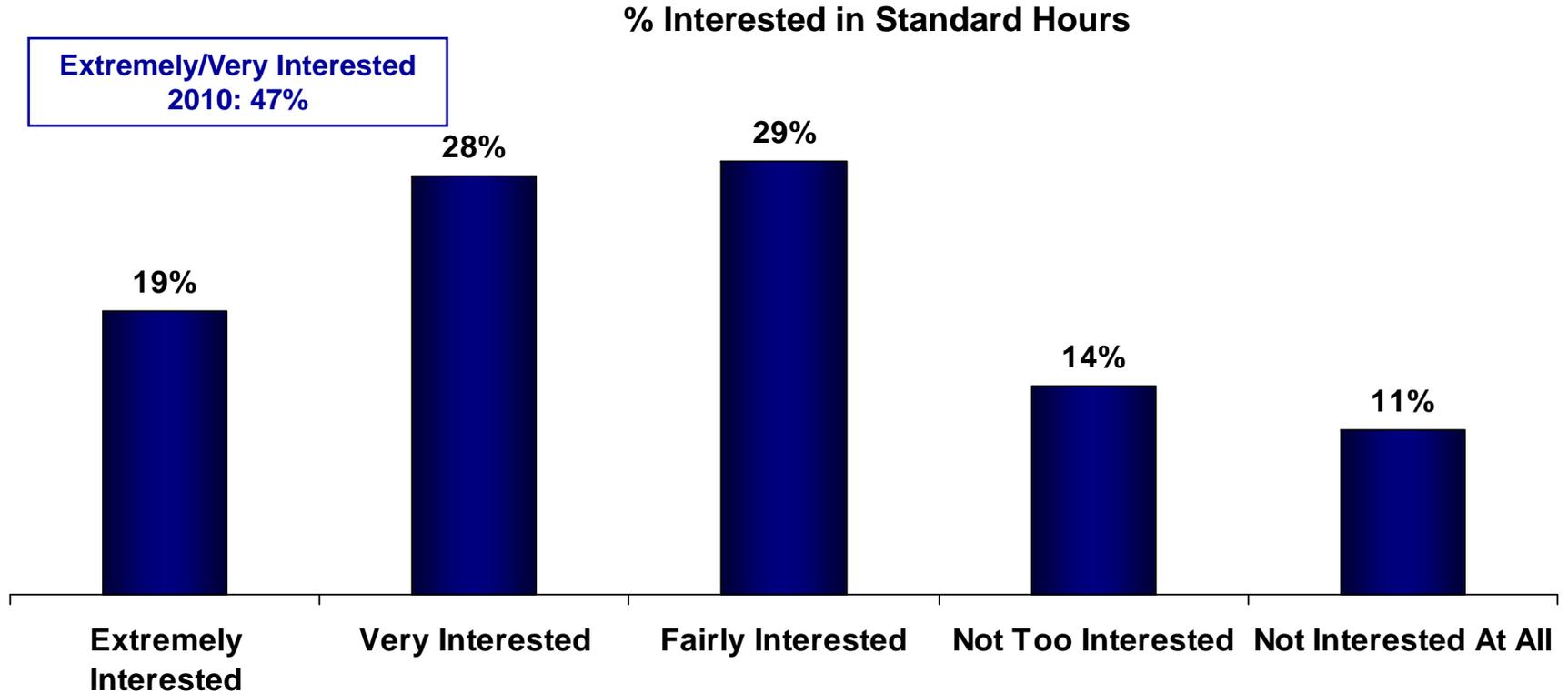
N=240

Green Box indicates a statistically significant difference between Ocean Carriers and Truckers.

QD6a If a common chassis pool is implemented in the Port, please tell me which of the following should be part of the system? (READ LIST AND RECORD ONLY MENTIONED AS SHOULD BE PART OF POOL)

Standardized Hours for Port Operation - Total

Customers generally express at least some interest in having standardized hours across terminals—with a minority of customers being negative toward this idea.

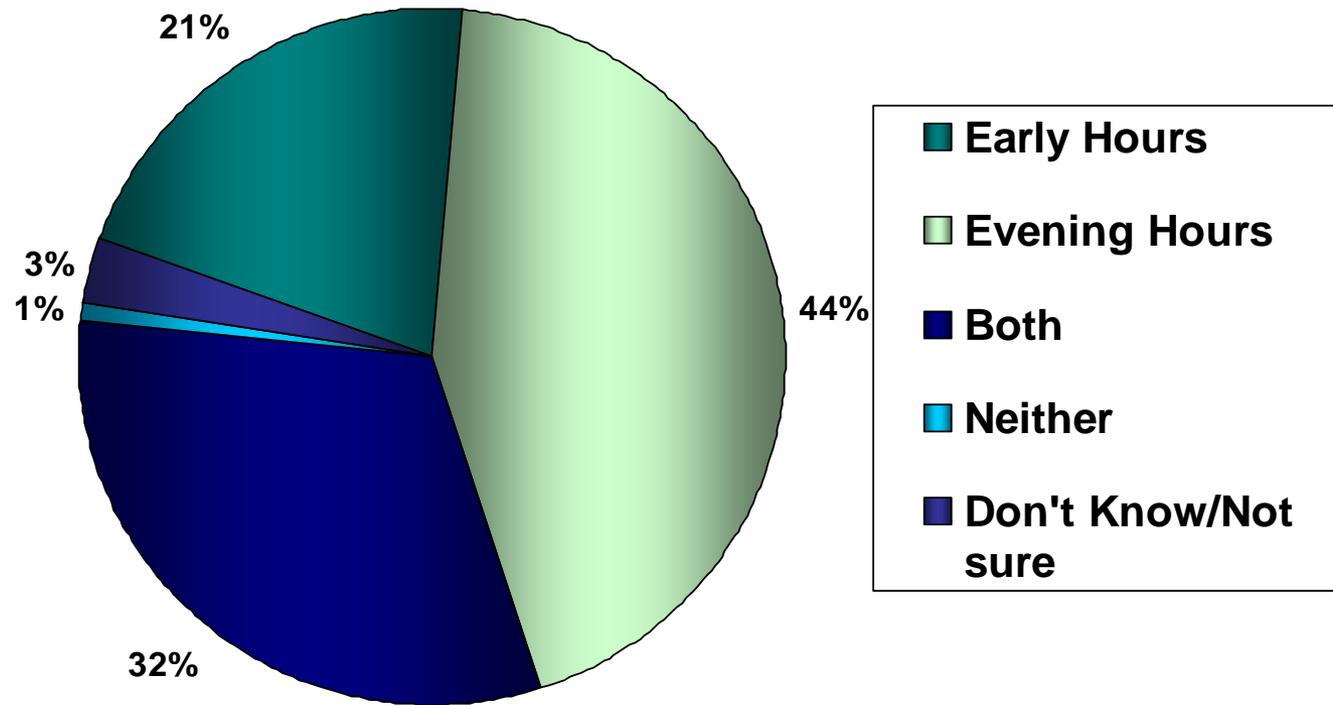


N = 602

Q.D2b Are you interested in having standardized hours of operation in the Port —meaning opening and closing would be the same at each terminal? (READ LIST)

Hours Of Operation Preference - Total

An extension of evening hours (up to midnight) or both evening and early hours (starting at 5am) is most preferred among customers.

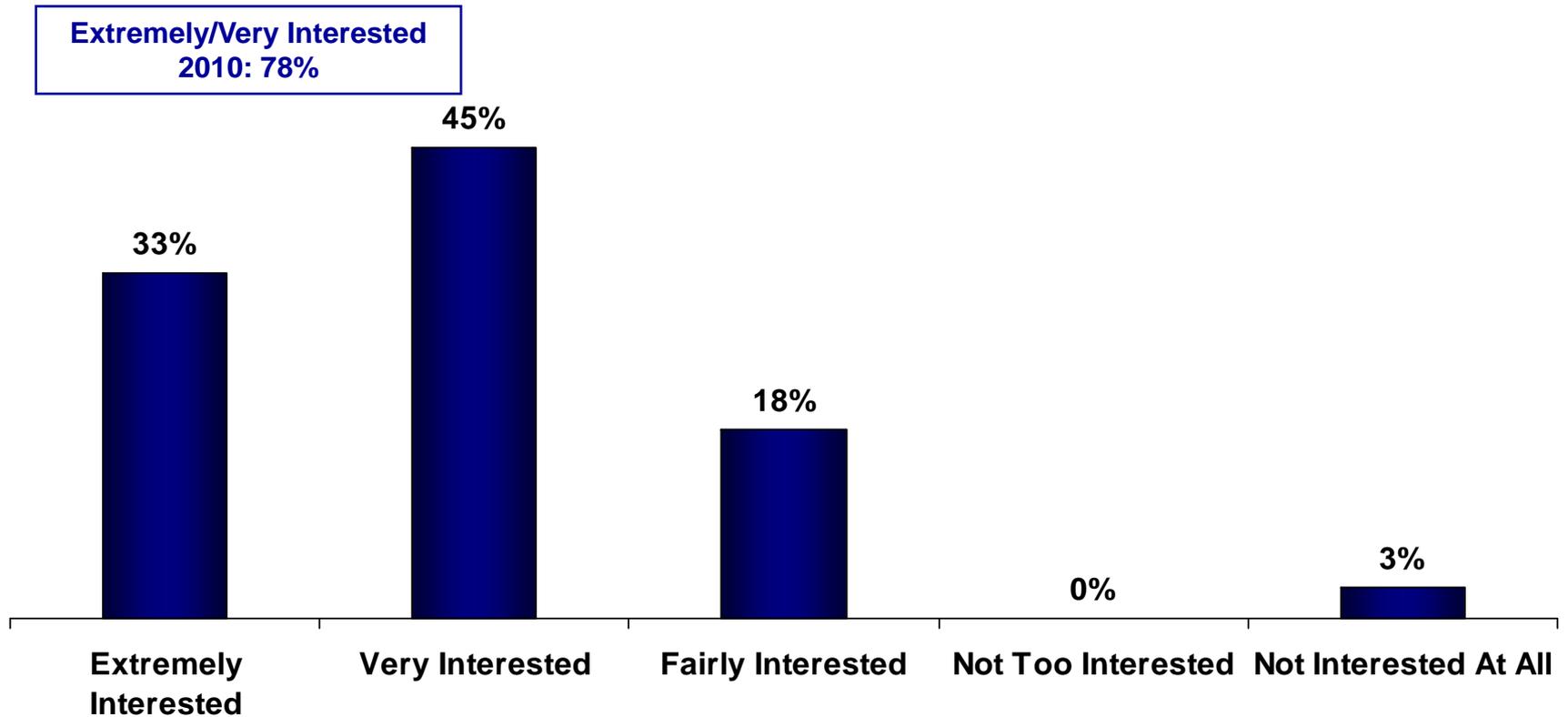


N = 602

Q.D2c If the port were to extend their hours of operation would you be in favor of early hours (starting at 5 AM) or evening hours (up to midnight)?

Interest in Flexibility on Guarantees and Starting Times for Vessels – Ocean Carriers

The large majority of Ocean Carriers would like flexibility on guarantees and starting times for vessels.

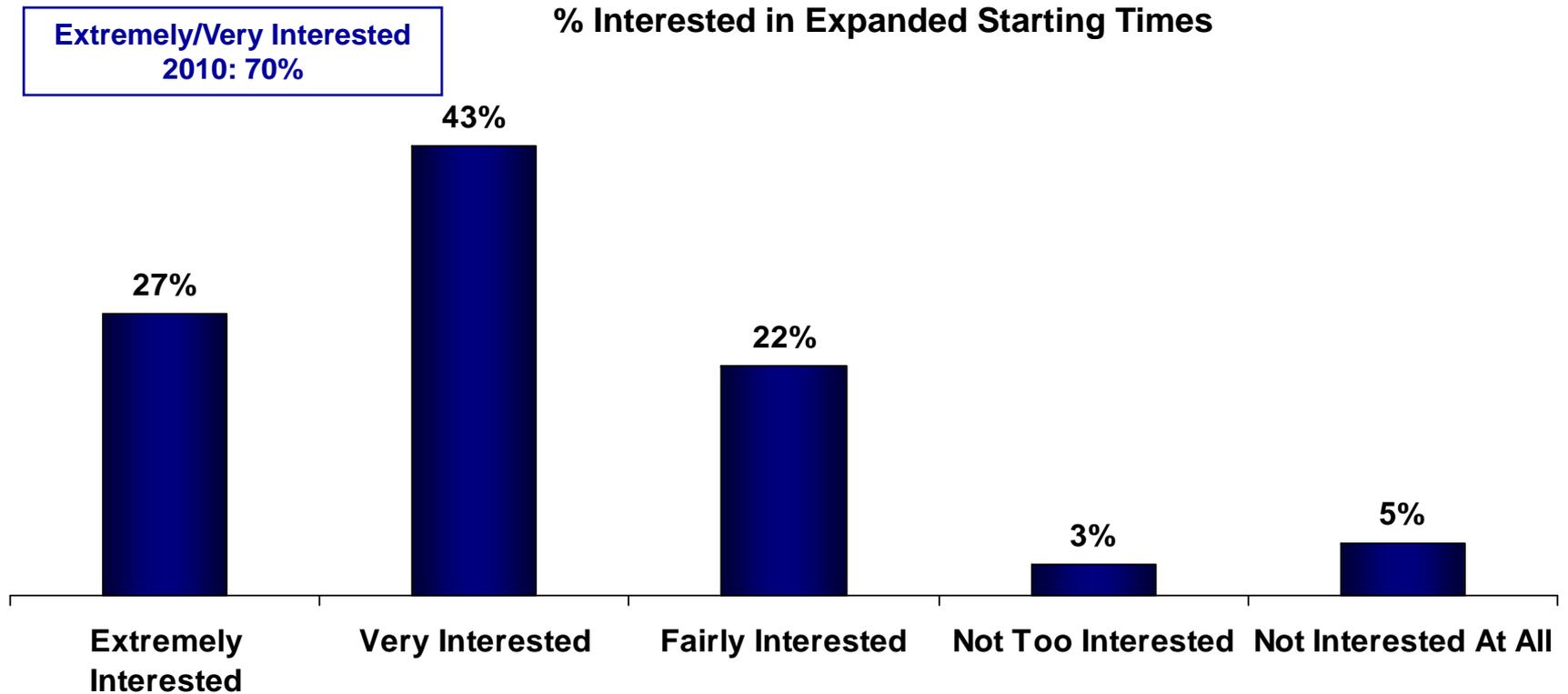


N = 60

QD7d How interested would your company be in having flexibility on guarantees and starting times in the Port of New York and New Jersey (READ LIST)

Expanded Starting Times for Vessels – Ocean Carriers

Most Ocean Carriers are interested in having expanded starting times for the Port. Virtually none of the Ocean Carriers have no interest in this idea.

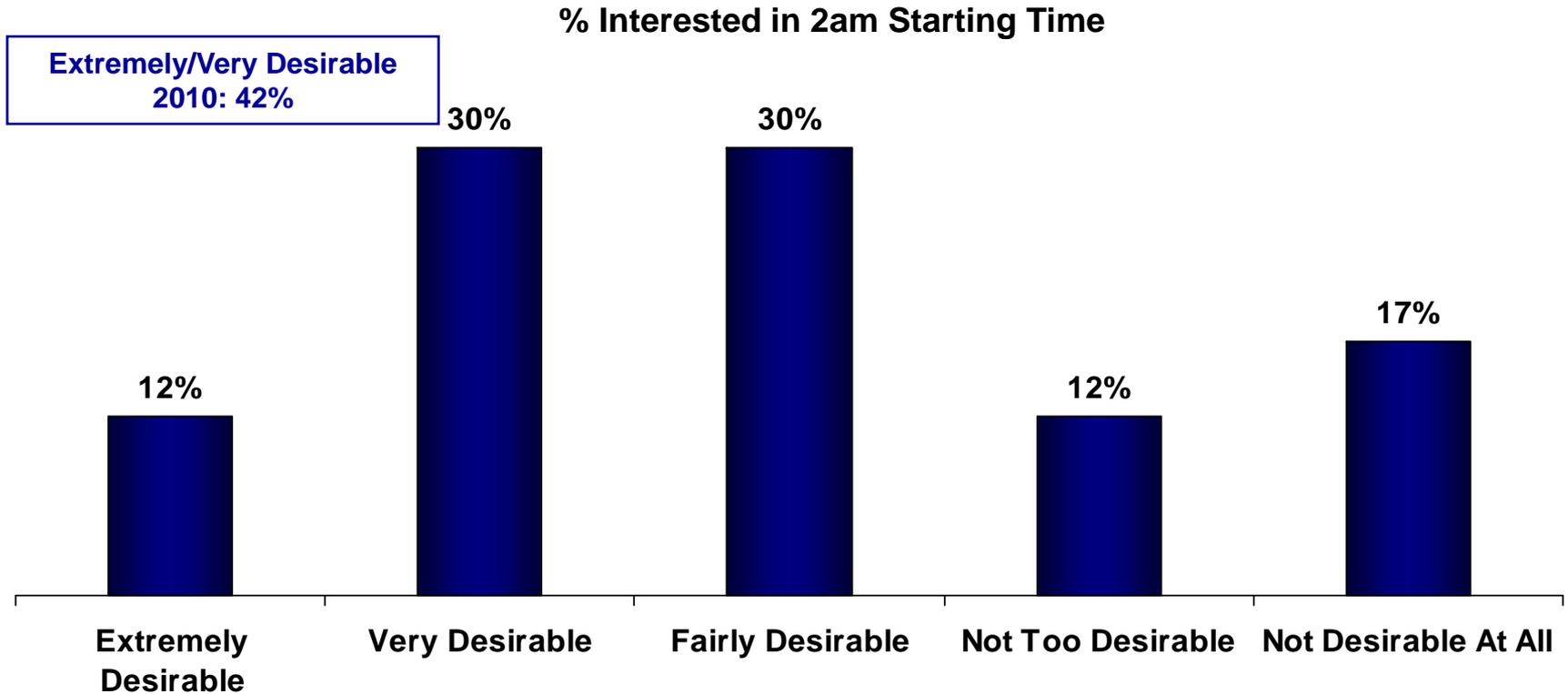


N = 60

QD7b How interested do you think your company would be in having expanded starting times for vessels in the Port of New York and New Jersey (READ LIST)

Interest in 2am Starting Time for Vessels – Ocean Carriers

A 2am starting time would be desirable for many Ocean Carriers but almost a fifth say it would not be desirable at all.



N = 60

QD7c How desirable would it be to have a 2AM starting time for vessels in the Port of New York and New Jersey (READ LIST)

Turn Times – Truckers

In 2010 Truckers claim that their average turn time for a single move is 138 minutes, roughly the same as in the time reported in 2008. A double move takes them 164 minutes, compared to 172 minutes in 2008. Trucker's expectation for an acceptable single move is the only change over the past 2 years.

	2010		2008		2006	
	<u>Actual</u>	<u>Satisfactory</u>	<u>Actual</u>	<u>Satisfactory</u>	<u>Actual</u>	<u>Satisfactory</u>
Turn time for a single move (min)	138	105	135	68	127	61
Turn time for a double move at same terminal (min)	164	122	172	102	169	99
Number of gate moves per truck per day	6	6	5	6	2	4

Shaded Red Box indicates a statistically significant difference between this year and previously tested year.

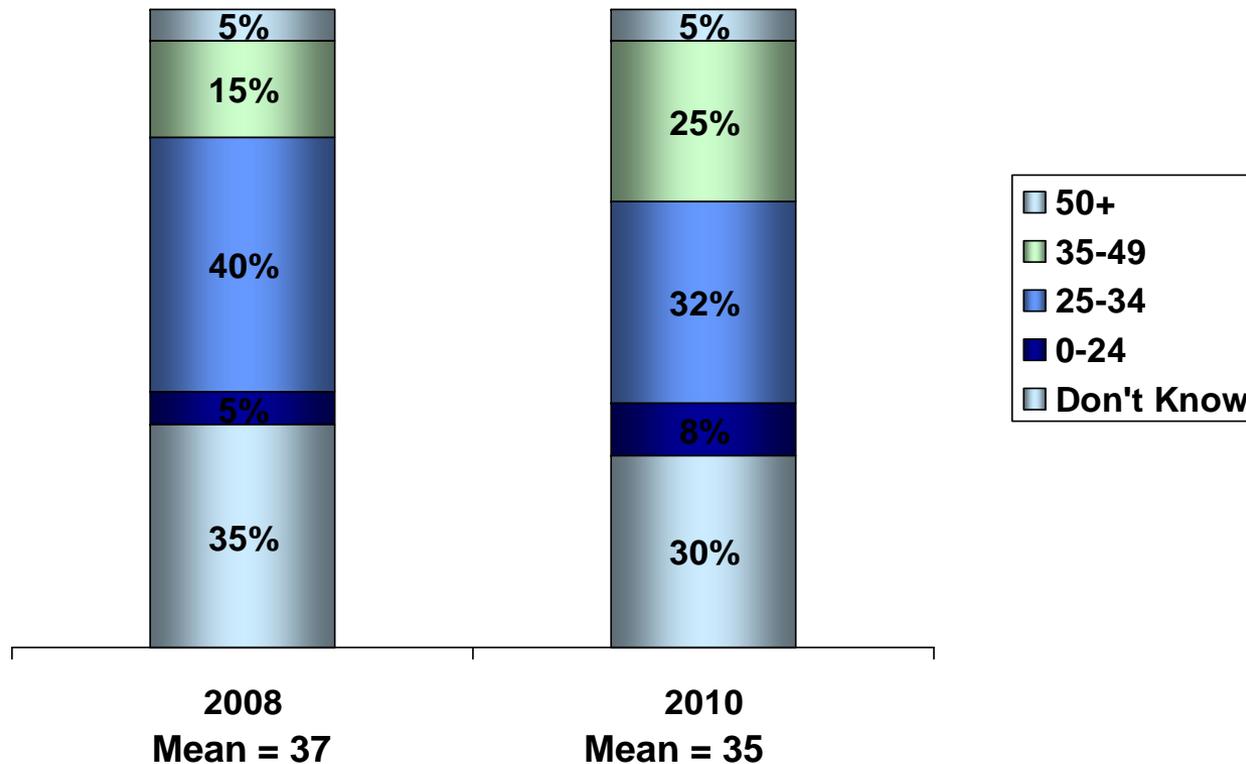
Q.E4 Based on your experience with this terminal, what is your company's actual average...?

Q.E5 And, what would you consider a satisfactory...?

Number of Lifts Per Hour – Ocean Carriers

Ocean Carriers continue to feel that 35 lifts per hour on average is a satisfactory rate—with 57% citing between 25-49 lifts as an acceptable rate.

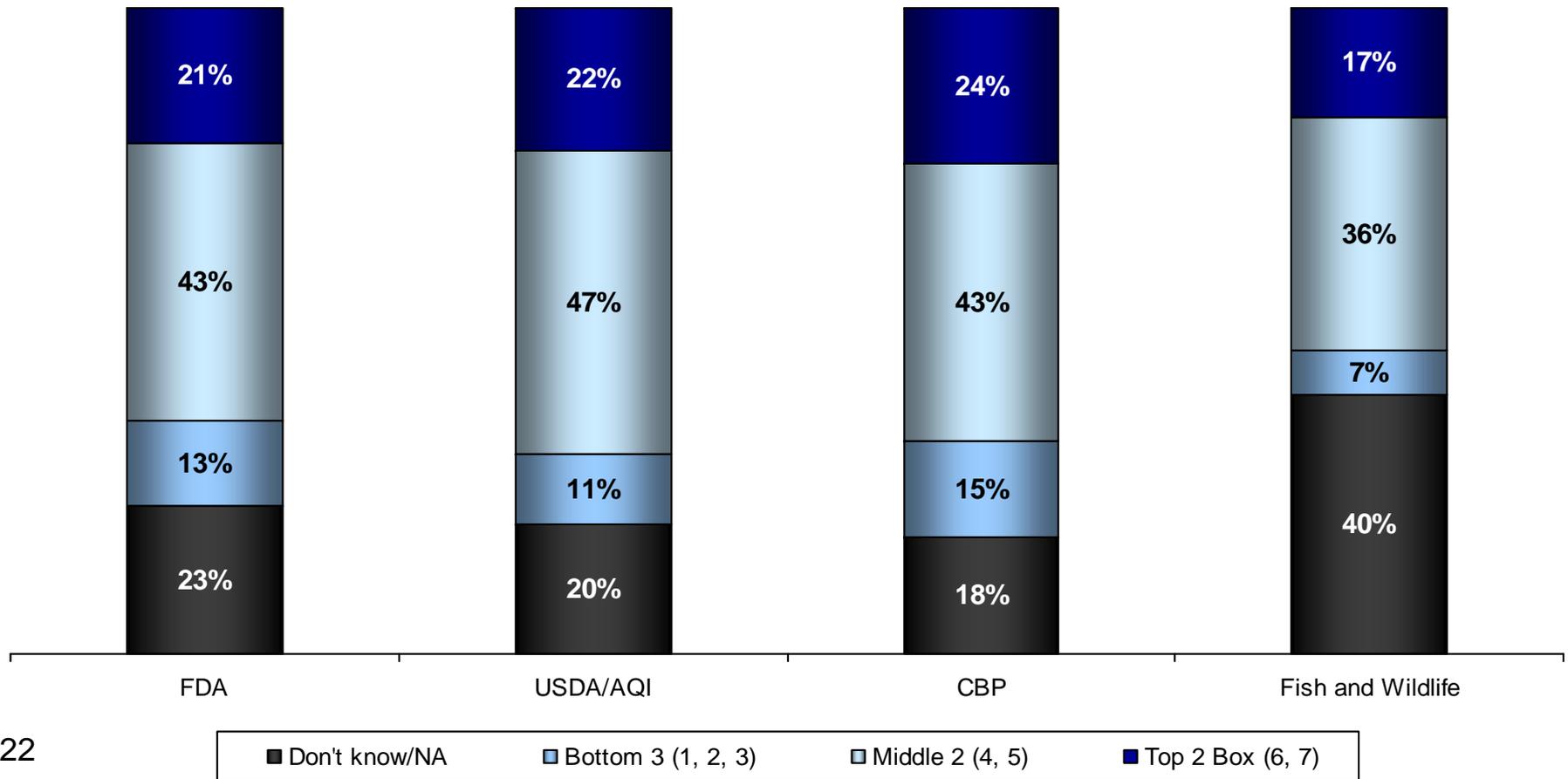
Satisfactory Lifts per Hour:



Q.E1 Based on your experience with this and other terminals, at the Port of New York and New Jersey, what would you consider a satisfactory rate for the number of lifts per hour?

Ratings of Government Agencies on Performing Inspections – Ocean Carriers, Intermediaries, Importers/Exporters

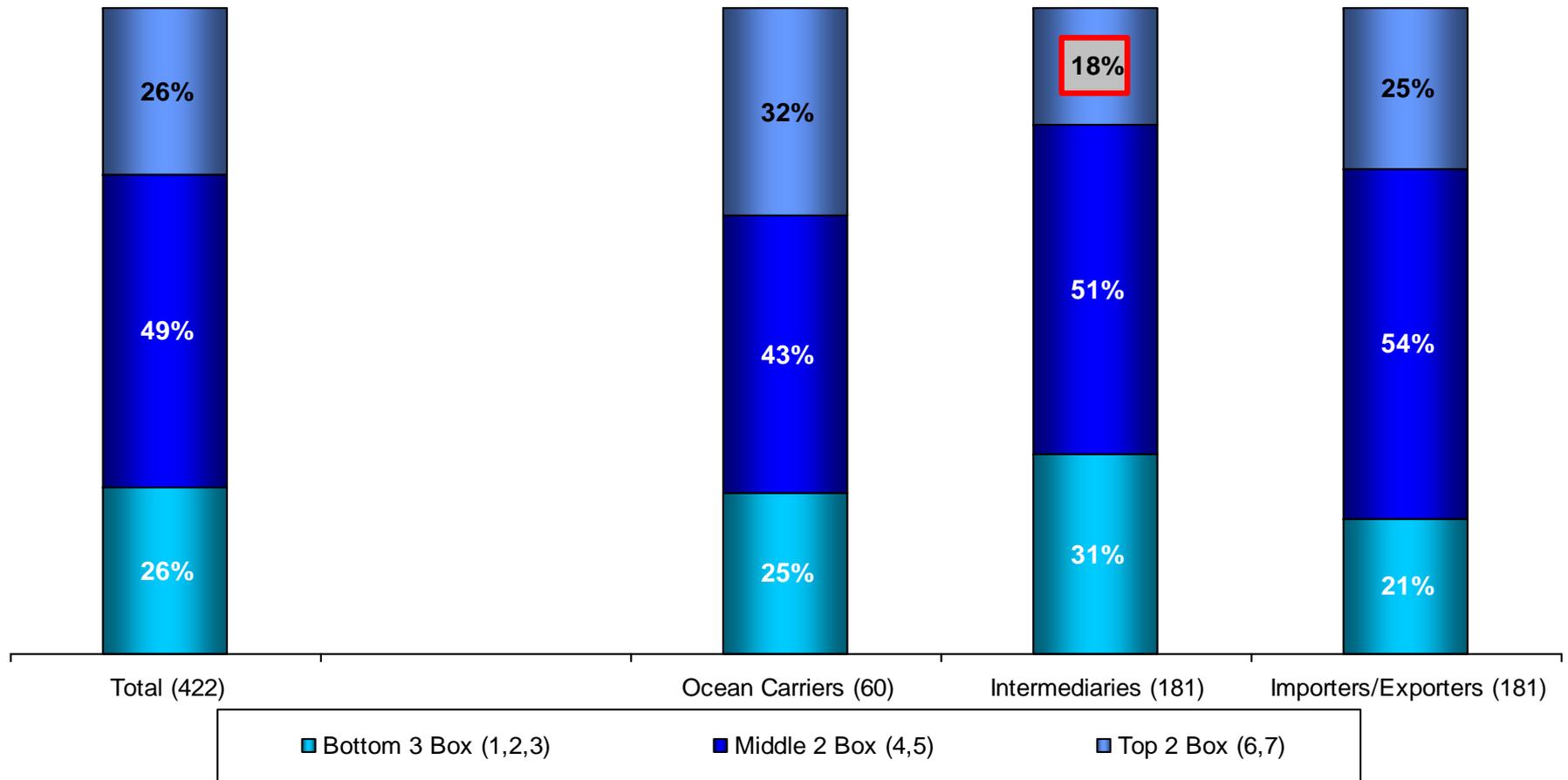
Ratings of inspections performed by different government agencies are similar—with about one in five rating each positively. Customers are least familiar with Fish and Wildlife.



QD12a Using the “1” to “7” scale where “7” means excellent and “1” means poor how would you rate each of the following government agencies on performing inspections in the Port of New York and New Jersey (OBTAIN ONE RATING FOR EACH LISTED ITEM).

Rating Examinations Performed at CES

Only about one-quarter of respondent's rate examinations at CES positively - with this being even less so the case among Intermediaries.



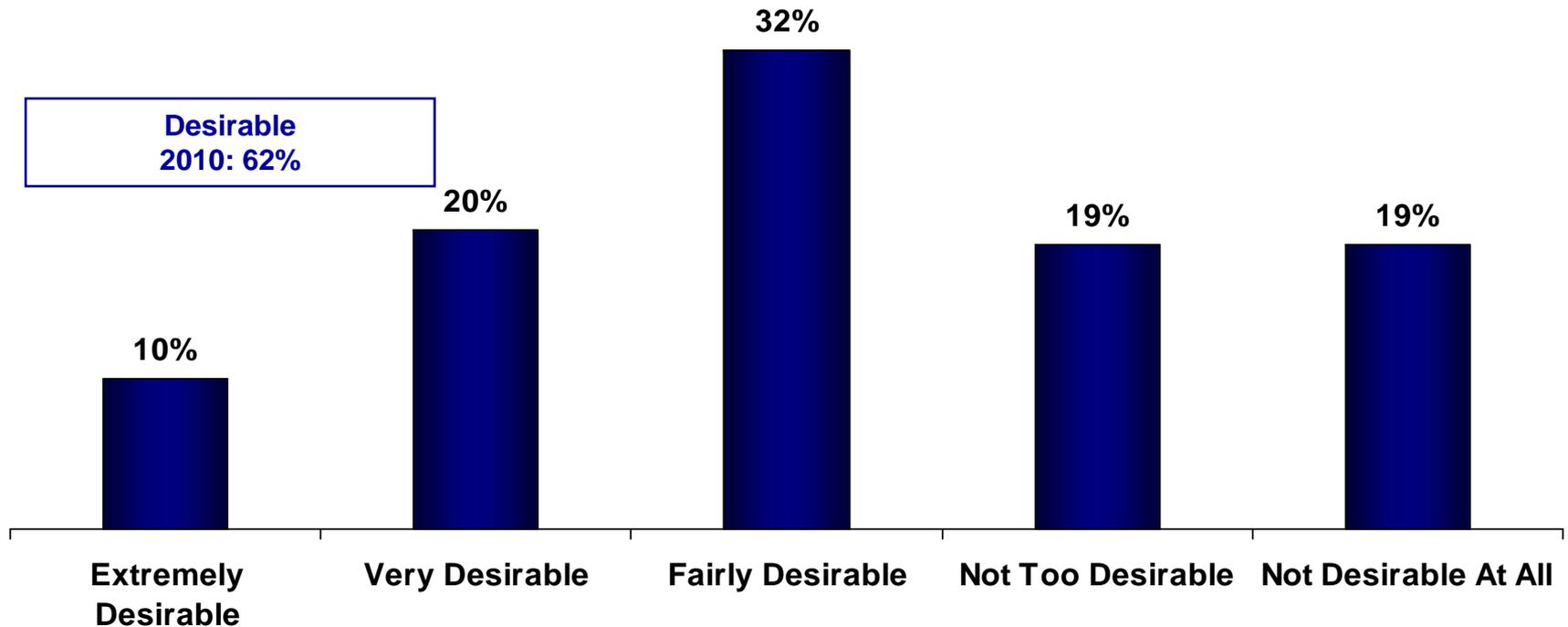
Shaded Red Box indicates significantly lower than other tested groups.

QD12b And, on a scale from "1" to "7" where "7" is excellent and "1" is poor how would you rate Examinations performed at Customs Examinations Sites (CES)?

Interest in Moving Government Inspections Off-Terminal – Ocean Carriers, Intermediaries, Importers/Exporters

Customers feel strongly about moving government inspections off-terminal

% Interest in Moving Government Inspections Off-Terminal



N = 422

QD12c How desirable do you think it would be to move government inspections off-terminal to expedite delivery? Would you say it would be (READ LIST)

Lieberman Research Group
PA NY/NJ Container

Table	Title	Base	Total
1	Group	Total Sample	602
2	Q.A1 Rating of the Port of NY/NJ On Specific Attributes (% Rating 7)	Total Sample	602
3	Q.A1 Rating of the Port of NY/NJ On Specific Attributes (% Rating 6/7)	Total Sample	602
4	Q.A1 Rating of the Port of NY/NJ On Specific Attributes (% Rating 5-7)	Total Sample	602
5	Q.A1 Rating of the Port of NY/NJ On Specific Attributes (% Rating 4 or less)	Total Sample	602
6	Q.A1 Rating of the Port of NY/NJ On Specific Attributes (Mean Rating)	Total Sample	602
7	Q.A2 Overall Satisfaction with the Port of NY/NJ	Total Sample	602
8	Q.B1 Ease of getting drivers processed	Truckers	181
9	Q.B1 Adequacy of SeaLink's office hours	Truckers	181
10	Q.B1 Location of the new SeaLink office	Truckers	181
11	Q.B1 Implementation of the TWIC program	Truckers	181
12	Q.B1 Professionalism of SeaLink staff	Truckers	181
13	Q.B1 Timely transfer of Sea Link and TWIC information to terminal system	Truckers	181
14	Q.B1 Accuracy of SeaLink/TWIC data base information	Truckers	181
15	Q.B1 Overall SeaLink/ TWIC system.	Truckers	181
16	Q.B1 Rating of SeaLink and TWIC Process (% Rating 7)	Truckers	181
17	Q.B1 Rating of SeaLink and TWIC Process (% Rating 6/7)	Truckers	181
18	Q.B1 Rating of SeaLink and TWIC Process (% Rating 5-7)	Truckers	181
19	Q.B1 Rating of SeaLink and TWIC Process (% Rating 4 or less)	Truckers	181
20	Q.B1 Rating of SeaLink and TWIC Process (Mean Rating)	Truckers	181

8 Oct 2010

Table 1
 Group

	Terminal Rated										
	Total	Maher	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Unweighted Base	602	108	108	108	109	108	61	60	180	181	181
Base: Total Sample	602	108*	106*	120*	102*	104*	61*	181*	181	120	120
Ocean Carriers	181 30.0	33 30.6	33 31.1	48 40.2E G	24 23.5	30 28.8	12 19.8	181 100.0IJK	-	-	-
Truckers	181 30.0	31 28.8	26 24.5	31 26.0	33 32.3	27 25.9	32 52.8BCDE F	-	181 100.0HJK	-	-
Intermediaries	120 20.0	23 21.5	23 21.9	15 12.2	21 20.1	27 25.5D	12 19.7	-	-	120 100.0HIK	-
Importers / Exporters	120 20.0	21 19.1g	24 22.5G	26 21.6g	25 24.0G	21 19.7g	5 7.7	-	-	-	120 100.0HIJ

Proportions/Mean: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
 * small base

8 Oct 2010

Table 2
Q.A1 Rating of the Port of NY/NJ On Specific Attributes (% Rating 7)

	Terminal Rated										
	Total	Maher	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Unweighted Base	602	108	108	108	109	108	61	60	180	181	181
Base: Total Sample	602	108*	106*	120*	102*	104*	61*	181*	181	120	120
Is an industry leader	105 17.5	20 18.8	20 18.5	15 12.5	17 16.6	18 17.6	15 24.2d	24 13.3	31 17.2	27 22.1	23 19.3
Addresses environmental issues	82 13.6	20 18.2e	11 10.0	11 8.9	9 8.5	22 21.1c DE	10 16.5	30 16.7	23 12.8	13 10.5	16 13.3
Is a leader in port technology	79 13.1	15 13.6	13 12.2	17 14.2	13 12.4	11 10.9	10 16.5	9 5.0	31 17.2H	20 16.6H	19 15.5H
Insures cargo safety and security	163 27.1	32 29.6	27 25.1	25 20.9	25 24.1	31 30.0	23 38.5D e	42 23.3	59 32.8	32 26.5	30 24.9
The ports competitive position	83 13.7	12 11.1	19 17.6	14 11.4	9 9.1	12 11.8	17 27.5B DEF	21 11.7	25 13.9	15 12.2	22 18.2
Ease of doing business with the Port	77 12.8	17 15.7	15 14.1	11 8.9	18 17.6	9 8.9	7 11.5	24 13.3	17 9.4	17 14.4	19 15.5i
Professionalism of the Port's management	104 17.3	12 11.1	20 18.5	19 15.6	23 22.1b	22 21.1	9 15.4	33 18.3	18 10.0	25 20.4I	29 23.8I
Has a credible record in meeting its obligations	82 13.7	18 16.7	14 13.2	14 11.7	15 14.7	14 13.7	7 11.5	18 10.0	25 13.9	17 13.8	23 18.8h
Promotes the Port and attracts new business	80 13.3	13 11.7	11 10.0	12 10.3	13 13.0	21 20.1c	10 16.5	15 8.3	21 11.7	23 19.3H I	21 17.1h
Is a port that is planning well for the future	106 17.6	21 19.8	19 17.8	18 14.7	19 18.9	19 18.2	9 15.4	27 15.0	28 15.6	28 23.2i	23 18.8

Proportions/Mean: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
* small base

8 Oct 2010

Table 3
Q.A1 Rating of the Port of NY/NJ On Specific Attributes (% Rating 6/7)

	Terminal Rated										
	Total	Maher	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Unweighted Base	602	108	108	108	109	108	61	60	180	181	181
Base: Total Sample	602	108*	106*	120*	102*	104*	61*	181*	181	120	120
Is an industry leader	251 41.7	47 43.8	44 41.0	45 37.9	40 39.1	47 45.4	27 45.0	66 36.7	71 39.4	59 48.6i	55 45.9
Addresses environmental issues	204 33.9	38 34.9	28 26.3	39 32.9	32 30.9	40 38.4	27 44.5C	66 36.7	63 35.0	33 27.1	42 34.8
Is a leader in port technology	219 36.4	38 35.5	33 31.0	39 32.3	43 42.3	44 41.8	22 36.2	36 20.0	73 40.6H	56 46.4H	54 44.8H
Insures cargo safety and security	361 60.0	69 63.9	65 61.1	67 55.7	59 57.7	64 61.7	37 61.0	96 53.3	113 62.8	74 61.3	78 64.6
The ports competitive position	241 40.0	43 39.8	47 44.2	38 31.4	33 32.6	48 46.0d e	31 51.7D E	75 41.7	60 33.3	54 44.8I	51 42.5i
Ease of doing business with the Port	196 32.6	39 36.1	34 31.6	39 32.3	37 35.8	33 31.9	15 24.2	57 31.7	41 22.8	43 35.9I	55 45.3hIj
Professionalism of the Port's management	291 48.3	49 45.7	56 53.0	47 39.3	61 59.6b DG	54 51.4	23 37.9	99 55.0I	58 32.2	65 54.1I	68 56.4I
Has a credible record in meeting its obligations	264 43.9	44 40.4	40 37.6	47 39.0	48 47.2	60 57.2B CD	26 42.8	60 33.3	73 40.6	62 51.4H I	69 57.5HI
Promotes the Port and attracts new business	241 40.1	49 45.7	37 35.1	42 35.3	44 43.0	47 44.7	21 35.2	69 38.3	60 33.3	59 49.2I	53 43.6I
Is a port that is planning well for the future	245 40.6	46 42.9	44 41.3	36 30.3	42 41.3	45 42.8	31 50.6D	66 36.7	67 37.2	56 46.4i	55 45.9i

Proportions/Means: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
* small base

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Table 4
Q.A1 Rating of the Port of NY/NJ On Specific Attributes (% Rating 5-7)

	Terminal Rated										
	Total	Maher	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Unweighted Base	602	108	108	108	109	108	61	60	180	181	181
Base: Total Sample	602	108*	106*	120*	102*	104*	61*	181*	181	120	120
Is an industry leader	436 72.5	77 71.3	83 78.4	79 66.0	80 77.8	72 68.7	45 74.7	126 70.0	120 66.7	99 82.3h Ik	90 75.1i
Addresses environmental issues	382 63.5	65 60.2	70 65.8	74 62.1	65 63.9	64 61.3	43 70.9	126 70.0	111 61.7	71 58.6	74 61.3
Is a leader in port technology	395 65.6	64 59.2	65 61.4	74 62.1	76 74.6B c	73 70.3	41 67.6	93 51.7	124 68.9H	88 73.5H	88 73.5H
Insures cargo safety and security	496 82.4	92 84.9	92 86.5	93 77.7	83 81.1	88 84.3	48 78.6	144 80.0	142 78.9	103 85.6i	106 87.8I
The ports competitive position	394 65.4	72 66.7	78 73.0D	66 55.1	66 64.2	69 66.1	43 71.4d	111 61.7	104 57.8	88 72.9I	90 75.1hI
Ease of doing business with the Port	378 62.8	71 65.4	70 65.8	67 56.2	63 61.5	71 67.7	36 59.9	123 68.3I	85 47.2	80 66.9I	89 74.0I
Professionalism of the Port's management	439 72.9	80 74.0	82 76.8d	74 62.1	82 80.1D	78 75.1d	42 69.2	138 76.7I	107 59.4	96 79.6I	97 80.7I
Has a credible record in meeting its obligations	425 70.7	76 70.4	78 73.6d	71 59.6	82 80.5D	77 73.8d	40 65.9	123 68.3	114 63.3	95 79.0I	92 76.8I
Promotes the Port and attracts new business	394 65.5	70 65.1	72 67.4	73 61.3	75 73.3f	63 60.1	41 67.0	117 65.0	102 56.7	86 71.3I	88 73.5I
Is a port that is planning well for the future	390 64.7	72 66.7	69 64.5	64 53.2	74 72.3D	66 63.6	45 73.6D	108 60.0	106 58.9	89 74.0H	86 71.3I

Proportions/Mean: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
* small base

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Table 5
Q.A1 Rating of the Port of NY/NJ On Specific Attributes (% Rating 4 or less)

	Terminal Rated										
	Total	Maher	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Unweighted Base	602	108	108	108	109	108	61	60	180	181	181
Base: Total Sample	602	108*	106*	120*	102*	104*	61*	181*	181	120	120
Is an industry leader	150 25.0	29 26.9	22 20.4	37 30.7e	18 17.6	31 29.7e	14 22.5	54 30.0J	54 30.0J	17 14.4	25 20.4
Addresses environmental issues	118 19.6	23 21.0	14 13.2	26 22.0	21 20.9	21 20.5	12 20.3	36 20.0	44 24.4K	22 18.2	16 13.3
Is a leader in port technology	169 28.1	30 27.8	34 32.0	37 30.7	22 21.2	27 26.2	19 31.3	72 40.0i	50 27.8K	25 20.4	22 18.2
Insures cargo safety and security	82 13.7	10 9.6	11 10.7	18 15.1	15 15.0	14 13.7	13 21.4b	27 15.0	32 17.8K	14 11.6	9 7.7
The ports competitive position	180 29.8	28 25.6	25 23.9	51 42.9B	30 29.0	30 28.4	16 25.8	69 38.3J	59 32.8J	26 21.5	25 21.0
Ease of doing business with the Port	219 36.3	35 32.4	36 33.6	52 43.2	38 37.2	34 32.3	24 40.1	57 31.7	94 52.2H	39 32.0k	29 23.8
Professionalism of the Port's management	146 24.3	22 20.4	21 19.8	41 34.0b	19 18.6	25 23.6	19 30.8	36 20.0	70 38.9H	21 17.7	19 15.5
Has a credible record in meeting its obligations	162 26.9	27 24.7	24 22.9	47 39.6b	19 18.2	25 24.3	19 31.9e	54 30.0j	63 35.0J	21 17.7	23 19.3
Promotes the Port and attracts new business	169 28.1	31 28.7	24 22.6	35 29.3	22 21.2	38 36.1c	19 31.9	48 26.7	68 37.8J	27 22.7	25 21.0
Is a port that is planning well for the future	178 29.6	27 25.0	31 29.5	48 40.2b	25 24.1	33 31.6	14 22.5	66 36.7J	63 35.0J	23 18.8	26 21.5

Proportions/Mean: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
* small base

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Table 6
Q.A1 Rating of the Port of NY/NJ On Specific Attributes (Mean Rating)

	Terminal Rated										
	Total	MaHer	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Unweighted Base	602	108	108	108	109	108	61	60	180	181	181
Base: Total Sample	602	108*	106*	120*	102*	104*	61*	181*	181	120	120
<u>Is an industry leader</u>											
Mean	5.1	5.2	5.2	4.9	5.2	5.1	5.3	5.0	5.0	5.5HI	5.3i
Std. Dev.	1.4	1.4	1.3	1.5	1.4	1.4	1.5	1.4	1.6	1.2	1.4
Std. Err.	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.2	0.1	0.1	0.1
<u>Addresses environmental issues</u>											
Mean	5.2	5.3	5.2	5.1	5.1	5.3	5.2	5.3	5.0	5.2	5.4I
Std. Dev.	1.3	1.3	1.1	1.2	1.2	1.4	1.5	1.2	1.5	1.1	1.1
Std. Err.	0.1	0.1	0.1	0.1	0.1	0.2	0.2	0.2	0.1	0.1	0.1
<u>Is a leader in port technology</u>											
Mean	5.0	5.0	4.9	4.8	5.2	5.1	5.1	4.4	5.1H	5.4HI	5.3H
Std. Dev.	1.5	1.5	1.4	1.7	1.3	1.4	1.3	1.5	1.5	1.2	1.3
Std. Err.	0.1	0.2	0.1	0.2	0.1	0.1	0.2	0.2	0.1	0.1	0.1
<u>Insures cargo safety and security</u>											
Mean	5.7	5.8	5.7	5.5	5.6	5.7	5.7	5.6	5.6	5.7	5.8
Std. Dev.	1.2	1.2	1.1	1.3	1.2	1.2	1.4	1.1	1.5	1.2	1.0
Std. Err.	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1
<u>The ports competitive position</u>											
Mean	5.0	5.0	5.2D	4.5	4.9	5.0	5.2D	4.7	4.8	5.2HI	5.2HI
Std. Dev.	1.5	1.5	1.3	1.7	1.4	1.6	1.7	1.7	1.6	1.3	1.4
Std. Err.	0.1	0.1	0.1	0.2	0.1	0.2	0.2	0.2	0.1	0.1	0.1
<u>Ease of doing business with the Port</u>											
Mean	4.7	4.8	4.8	4.5	4.7	4.8	4.4	4.9I	3.9	5.0I	5.1I
Std. Dev.	1.6	1.7	1.5	1.7	1.8	1.5	1.8	1.3	1.9	1.4	1.5
Std. Err.	0.1	0.2	0.1	0.2	0.2	0.1	0.2	0.2	0.1	0.1	0.1
<u>Professionalism of the Port's management</u>											
Mean	5.2	5.1	5.4	5.0	5.5Dg	5.2	4.9	5.5I	4.5	5.5I	5.5I
Std. Dev.	1.5	1.5	1.4	1.5	1.4	1.5	1.6	1.2	1.7	1.3	1.3
Std. Err.	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.2	0.1	0.1	0.1
<u>Has a credible record in meeting its obligations</u>											
Mean	5.1	5.1	5.1	4.7	5.3D	5.3D	4.9	5.0	4.8	5.4HI	5.4HI
Std. Dev.	1.5	1.5	1.4	1.6	1.3	1.3	1.5	1.3	1.7	1.2	1.4
Std. Err.	0.1	0.1	0.1	0.2	0.1	0.1	0.2	0.2	0.1	0.1	0.1
<u>Promotes the Port and attracts new business</u>											
Mean	5.0	5.0	5.1	4.8	5.1	5.1	4.9	4.9	4.6	5.4HI	5.3hI
Std. Dev.	1.5	1.5	1.3	1.7	1.5	1.5	1.6	1.5	1.7	1.3	1.3
Std. Err.	0.1	0.2	0.1	0.2	0.2	0.1	0.2	0.2	0.1	0.1	0.1

Proportions/Means: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
* small base

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Table 6
 Q.A1 Rating of the Port of NY/NJ On Specific Attributes (Mean Rating)

	Terminal Rated										
	Total	Maher	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Base: Total Sample	602	108*	106*	120*	102*	104*	61*	181*	181	120	120
<u>Is a port that is planning well for the future</u>											
Mean	5.0	5.1D	5.1D	4.4	5.2D	5.1D	5.3D	4.7	4.8	5.4HI	5.2HI
Std. Dev.	1.6	1.6	1.6	1.9	1.5	1.5	1.4	1.8	1.7	1.4	1.5
Std. Err.	0.1	0.2	0.2	0.2	0.1	0.1	0.2	0.2	0.1	0.1	0.1

Proportions/Means: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
 * small base

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Table 7
Q.A2 Overall Satisfaction with the Port of NY/NJ

	Terminal Rated										
	Total	Maher	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Unweighted Base	602	108	108	108	109	108	61	60	180	181	181
Base: Total Sample	602	108*	106*	120*	102*	104*	61*	181*	181	120	120
<u>Top 2 Box (Net)</u>	256 42.5	45 41.6	57 53.6D	40 33.4	49 47.8d	43 40.9	22 36.8	81 45.0I	45 25.0	59 48.6I	71 59.1hIU
Extremely satisfied	41 6.8	13 11.7CE	2 1.9	10 8.3c	3 2.6	11 10.2Ce	3 4.4	12 6.7	6 3.3	11 8.8I	12 9.9I
Very satisfied	215 35.8	32 29.9	55 51.7B DFG	30 25.1	46 45.3b Df	32 30.6	20 32.4	69 38.3I	39 21.7	48 39.8I	59 49.2Ij
<u>Middle 2 Box (Net)</u>	248 41.2	41 37.7	37 34.8	56 46.5	36 35.2	50 47.9	28 46.7	81 45.0K	80 44.4K	51 42.0K	36 29.8
Somewhat satisfied	223 37.1	39 36.1	36 33.8	47 39.3	33 32.6	41 39.3	27 44.0	78 43.3K	71 39.4K	45 37.0K	29 24.3
Neither satisfied nor dissatisfied	25 4.1	2 1.5	1 0.9	9 7.2c	3 2.6	9 8.6bC	2 2.7	3 1.7	9 5.0	6 5.0	7 5.5
<u>Bottom 3 Box (Net)</u>	96 16.0	22 20.7	12 11.6	24 20.1	17 16.3	12 11.2	9 14.8	18 10.0	54 30.0HJ K	11 9.4	13 10.5
Somewhat dissatisfied	54 9.0	12 10.8	8 7.5	13 10.9	10 10.1	6 5.4	5 8.8	15 8.3	23 12.8K	9 7.7	7 5.5
Very dissatisfied	24 4.0	7 6.2c	1 0.9	8 6.7c	4 4.2	2 2.2	2 2.7	3 1.7	15 8.3HJ k	1 1.1	5 3.9j
Totally dissatisfied	18 3.0	4 3.7	3 3.1	3 2.5	2 2.0	4 3.5	2 3.3	- -	16 8.9HJ K	1 0.6	1 1.1
Don't Know	1 0.1	-	-	-	1 0.6	-	-	-	-	-	1 0.6

Proportions/Means: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
* small base

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Table 7
 Q.A2 Overall Satisfaction with the Port of NY/NJ

	Terminal Rated										
	Total	Maher	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Base: Total Sample	602	108*	106*	120*	102*	104*	61*	181*	181	120	120
Refused / No answer	1 0.2	-	-	-	-	-	1 1.7	-	1 0.6	-	-
Mean	5.0	5.0	5.2d	4.8	5.1	5.1	5.0	5.3I	4.4	5.3I	5.4I
Std. Dev.	1.4	1.5	1.2	1.4	1.3	1.3	1.3	1.0	1.6	1.1	1.3
Std. Err.	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1

Proportions/Means: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K

* small base

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Table 8
Q.B1 Ease of getting drivers processed

	Terminal Rated										
	Total	Mahe	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Unweighted Base	180	31	26	31	33	27	32	-	180	-	-
Base: Truckers	181	31*	26*	31*	33*	27*	32*	**	181	**	**
<u>Top 2 Box (Net)</u>	93	12	14	18	19	12	18	-	93	-	-
	51.7	38.7	53.8	58.1	57.6	44.4	56.2	-	51.7	-	-
7-Excellent	53	6	6	13	12	7	9	-	53	-	-
	29.4	19.4	23.1	41.9b	36.4	25.9	28.1	-	29.4	-	-
6-	40	6	8	5	7	5	9	-	40	-	-
	22.2	19.4	30.8	16.1	21.2	18.5	28.1	-	22.2	-	-
<u>Middle 2 Box (Net)</u>	57	13	8	10	8	8	10	-	57	-	-
	31.7	41.9	30.8	32.3	24.2	29.6	31.2	-	31.7	-	-
5-	39	9	4	7	6	6	7	-	39	-	-
	21.7	29.0	15.4	22.6	18.2	22.2	21.9	-	21.7	-	-
4-	18	4	4	3	2	2	3	-	18	-	-
	10.0	12.9	15.4	9.7	6.1	7.4	9.4	-	10.0	-	-
<u>Bottom 3 Box (Net)</u>	30	6	4	3	6	7	4	-	30	-	-
	16.7	19.4	15.4	9.7	18.2	25.9	12.5	-	16.7	-	-
3-	14	3	1	2	3	3	2	-	14	-	-
	7.8	9.7	3.8	6.5	9.1	11.1	6.3	-	7.8	-	-
2-	8	1	2	-	-	4	1	-	8	-	-
	4.4	3.2	7.7	-	-	14.8DE	3.1	-	4.4	-	-
1-Poor	8	2	1	1	3	-	1	-	8	-	-
	4.4	6.5	3.8	3.2	9.1	-	3.1	-	4.4	-	-
DK	-	-	-	-	-	-	-	-	-	-	-
REF/NA	-	-	-	-	-	-	-	-	-	-	-
Mean	5.2	4.9	5.2	5.6b	5.3	5.0	5.4	-	5.2	-	-
Std. Dev.	1.7	1.7	1.7	1.5	1.9	1.8	1.6	-	1.7	-	-

Proportions/Means: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
* small base; ** very small base (under 1) ineligible for sig testing

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Table 8
 Q.B1 Ease of getting drivers processed

	Terminal Rated										
	Total	Maher	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Base: Truckers	181	31*	26*	31*	33*	27*	32*	-**	181	-**	-**
Std. Err.	0.1	0.3	0.3	0.3	0.3	0.3	0.3	-	0.1	-	-

Proportions/Means: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
 * small base; ** very small base (under 1) ineligible for sig testing

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Table 9
Q.B1 Adequacy of SeaLink's office hours

	Terminal Rated							Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	Total	Maher	PNCT	APM	Glob -al	NYCT	ASI				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Unweighted Base	180	31	26	31	33	27	32	-	180	-	-
Base: Truckers	181	31*	26*	31*	33*	27*	32*	-**	181	-**	-**
<u>Top 2 Box (Net)</u>	107	18	12	22	16	17	22	-	107	-	-
	59.4	58.1	46.2	71.0c e	48.5	63.0	68.8c	-	59.4	-	-
7-Excellent	59	9	7	13	11	9	10	-	59	-	-
	32.8	29.0	26.9	41.9	33.3	33.3	31.2	-	32.8	-	-
6-	48	9	5	9	5	8	12	-	48	-	-
	26.7	29.0	19.2	29.0	15.2	29.6	37.5E	-	26.7	-	-
<u>Middle 2 Box (Net)</u>	49	8	10	7	11	6	7	-	49	-	-
	27.2	25.8	38.5	22.6	33.3	22.2	21.9	-	27.2	-	-
5-	31	5	4	7	7	3	5	-	31	-	-
	17.2	16.1	15.4	22.6	21.2	11.1	15.6	-	17.2	-	-
4-	18	3	6	-	4	3	2	-	18	-	-
	10.0	9.7d	23.1Dg	-	12.1d	11.1d	6.3	-	10.0	-	-
<u>Bottom 3 Box (Net)</u>	21	5	3	2	5	3	3	-	21	-	-
	11.7	16.1	11.5	6.5	15.2	11.1	9.4	-	11.7	-	-
3-	11	4	2	1	2	2	-	-	11	-	-
	6.1	12.9G	7.7	3.2	6.1	7.4	-	-	6.1	-	-
2-	4	-	-	-	2	1	1	-	4	-	-
	2.2	-	-	-	6.1	3.7	3.1	-	2.2	-	-
1-Poor	6	1	1	1	1	-	2	-	6	-	-
	3.3	3.2	3.8	3.2	3.0	-	6.3	-	3.3	-	-
DK	3	-	1	-	1	1	-	-	3	-	-
	1.7	-	3.8	-	3.0	3.7	-	-	1.7	-	-
REF/NA	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
* small base; ** very small base (under 1) ineligible for sig testing

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Table 9
 Q.B1 Adequacy of SeaLink's office hours

	Terminal Rated										
	Total	Maher	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Base: Truckers	181	31*	26*	31*	33*	27*	32*	-**	181	-**	-**
Mean	5.5	5.4	5.2	5.9	5.3	5.6	5.6	-	5.5	-	-
Std. Dev.	1.6	1.6	1.6	1.3	1.7	1.5	1.6	-	1.6	-	-
Std. Err.	0.1	0.3	0.3	0.2	0.3	0.3	0.3	-	0.1	-	-

Proportions/Mean: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
 * small base; ** very small base (under 1) ineligible for sig testing

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Table 10
 Q.B1 Location of the new SeaLink office

	Terminal Rated										
	Total	Maher	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Unweighted Base	180	31	26	31	33	27	32	-	180	-	-
Base: Truckers	181	31*	26*	31*	33*	27*	32*	**	181	**	**
<u>Top 2 Box (Net)</u>	128	27	16	25	20	14	26	-	128	-	-
	71.1	87.1C EF	61.5	80.6e F	60.6	51.9	81.2eF	-	71.1	-	-
7-Excellent	77	15	9	15	11	11	16	-	77	-	-
	42.8	48.4	34.6	48.4	33.3	40.7	50.0	-	42.8	-	-
6-	51	12	7	10	9	3	10	-	51	-	-
	28.3	38.7F	26.9	32.3f	27.3	11.1	31.2f	-	28.3	-	-
<u>Middle 2 Box (Net)</u>	32	2	7	4	7	10	2	-	32	-	-
	17.8	6.5	26.9B G	12.9	21.2b g	37.0BD G	6.3	-	17.8	-	-
5-	23	1	5	4	7	5	1	-	23	-	-
	12.8	3.2	19.2b g	12.9	21.2B G	18.5bg	3.1	-	12.8	-	-
4-	9	1	2	-	-	5	1	-	9	-	-
	5.0	3.2	7.7	-	-	18.5bD Eg	3.1	-	5.0	-	-
<u>Bottom 3 Box (Net)</u>	12	2	1	2	2	3	2	-	12	-	-
	6.7	6.5	3.8	6.5	6.1	11.1	6.3	-	6.7	-	-
3-	7	1	-	1	2	2	1	-	7	-	-
	3.9	3.2	-	3.2	6.1	7.4	3.1	-	3.9	-	-
2-	2	1	-	-	-	1	-	-	2	-	-
	1.1	3.2	-	-	-	3.7	-	-	1.1	-	-
1-Poor	3	-	1	1	-	-	1	-	3	-	-
	1.7	-	3.8	3.2	-	-	3.1	-	1.7	-	-
DK	7	-	2	-	3	-	2	-	7	-	-
	3.9	-	7.7	-	9.1bd	-	6.3	-	3.9	-	-

Proportions/Means: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
 * small base; ** very small base (under 1) ineligible for sig testing

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Table 10
Q.B1 Location of the new SeaLink office

	Terminal Rated										
	Total	Maher	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Base: Truckers	181	31*	26*	31*	33*	27*	32*	-**	181	-**	-**
REF/NA	1 0.6	-	-	-	1 3.0	-	-	-	1 0.6	-	-
Mean	6.0	6.2f	5.8	6.1	5.9	5.5	6.2f	-	6.0	-	-
Std. Dev.	1.3	1.2	1.4	1.3	1.1	1.6	1.4	-	1.3	-	-
Std. Err.	0.1	0.2	0.3	0.2	0.2	0.3	0.2	-	0.1	-	-

Proportions/Means: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
* small base; ** very small base (under 1) ineligible for sig testing

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Table 11
Q.B1 Implementation of the TWIC program

	Terminal Rated										
	Total	Maher	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Unweighted Base	180	31	26	31	33	27	32	-	180	-	-
Base: Truckers	181	31*	26*	31*	33*	27*	32*	-**	181	-**	-**
<u>Top 2 Box (Net)</u>	101	16	15	15	18	17	20	-	101	-	-
	56.1	51.6	57.7	48.4	54.5	63.0	62.5	-	56.1	-	-
7-Excellent	55	9	5	8	11	8	14	-	55	-	-
	30.6	29.0	19.2	25.8	33.3	29.6	43.8c	-	30.6	-	-
6-	46	7	10	7	7	9	6	-	46	-	-
	25.6	22.6	38.5	22.6	21.2	33.3	18.8	-	25.6	-	-
<u>Middle 2 Box (Net)</u>	55	11	4	12	12	6	10	-	55	-	-
	30.6	35.5c	15.4	38.7c	36.4c	22.2	31.2	-	30.6	-	-
5-	34	7	2	8	6	5	6	-	34	-	-
	18.9	22.6	7.7	25.8c	18.2	18.5	18.8	-	18.9	-	-
4-	21	4	2	4	6	1	4	-	21	-	-
	11.7	12.9	7.7	12.9	18.2f	3.7	12.5	-	11.7	-	-
<u>Bottom 3 Box (Net)</u>	19	4	6	2	2	3	2	-	19	-	-
	10.6	12.9	23.1de g	6.5	6.1	11.1	6.3	-	10.6	-	-
3-	7	2	3	1	-	1	-	-	7	-	-
	3.9	6.5	11.5eg	3.2	-	3.7	-	-	3.9	-	-
2-	4	1	1	-	-	1	1	-	4	-	-
	2.2	3.2	3.8	-	-	3.7	3.1	-	2.2	-	-
1-Poor	8	1	2	1	2	1	1	-	8	-	-
	4.4	3.2	7.7	3.2	6.1	3.7	3.1	-	4.4	-	-
DK	4	-	1	1	1	1	-	-	4	-	-
	2.2	-	3.8	3.2	3.0	3.7	-	-	2.2	-	-
REF/NA	1	-	-	1	-	-	-	-	1	-	-
	0.6	-	-	3.2	-	-	-	-	0.6	-	-
Mean	5.4	5.3	5.0	5.4	5.5	5.6	5.7	-	5.4	-	-

Proportions/Means: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
* small base; ** very small base (under 1) ineligible for sig testing

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Table 11
 Q.B1 Implementation of the TWIC program

	Terminal Rated										
	Total	Maher	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Base: Truckers	181	31*	26*	31*	33*	27*	32*	-**	181	-**	-**
Std. Dev.	1.6	1.6	1.9	1.4	1.6	1.6	1.5	-	1.6	-	-
Std. Err.	0.1	0.3	0.4	0.3	0.3	0.3	0.3	-	0.1	-	-

Proportions/Means: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
 * small base; ** very small base (under 1) ineligible for sig testing

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Table 12
Q.B1 Professionalism of SeaLink staff

	Terminal Rated										
	Total	Maher	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Unweighted Base	180	31	26	31	33	27	32	-	180	-	-
Base: Truckers	181	31*	26*	31*	33*	27*	32*	-**	181	-**	-**
<u>Top 2 Box (Net)</u>	119 66.1	23 74.2	15 57.7	24 77.4	20 60.6	16 59.3	21 65.6	-	119 66.1	-	-
7-Excellent	75 41.7	12 38.7	7 26.9	12 38.7	14 42.4	15 55.6C	15 46.9	-	75 41.7	-	-
6-	44 24.4	11 35.5F	8 30.8F	12 38.7e Fg	6 18.2f	1 3.7	6 18.8f	-	44 24.4	-	-
<u>Middle 2 Box (Net)</u>	37 20.6	4 12.9	7 26.9	5 16.1	8 24.2	6 22.2	7 21.9	-	37 20.6	-	-
5-	28 15.6	2 6.5	6 23.1b	5 16.1	7 21.2b	3 11.1	5 15.6	-	28 15.6	-	-
4-	9 5.0	2 6.5	1 3.8	-	1 3.0	3 11.1d	2 6.3	-	9 5.0	-	-
<u>Bottom 3 Box (Net)</u>	21 11.7	4 12.9	4 15.4	2 6.5	3 9.1	4 14.8	4 12.5	-	21 11.7	-	-
3-	13 7.2	1 3.2	3 11.5	2 6.5	1 3.0	3 11.1	3 9.4	-	13 7.2	-	-
2-	3 1.7	3 9.7deg	-	-	-	-	-	-	3 1.7	-	-
1-Poor	5 2.8	-	1 3.8	-	2 6.1	1 3.7	1 3.1	-	5 2.8	-	-
DK	2 1.1	-	-	-	1 3.0	1 3.7	-	-	2 1.1	-	-
REF/NA	1 0.6	-	-	-	1 3.0	-	-	-	1 0.6	-	-

Proportions/Means: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
* small base; ** very small base (under 1) ineligible for sig testing

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Table 12
 Q.B1 Professionalism of SeaLink staff

	Terminal Rated										
	Total	Maher	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Base: Truckers	181	31*	26*	31*	33*	27*	32*	-**	181	-**	-**
Mean	5.7	5.7	5.4	6.0c	5.7	5.7	5.8	-	5.7	-	-
Std. Dev.	1.5	1.6	1.6	1.1	1.7	1.8	1.6	-	1.5	-	-
Std. Err.	0.1	0.3	0.3	0.2	0.3	0.3	0.3	-	0.1	-	-

Proportions/Means: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
 * small base; ** very small base (under 1) ineligible for sig testing

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Table 13
 Q.B1 Timely transfer of Sea Link and TWIC information to terminal system

	Terminal Rated										
	Total	Maher	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Unweighted Base	180	31	26	31	33	27	32	-	180	-	-
Base: Truckers	181	31*	26*	31*	33*	27*	32*	**	181	**	**
<u>Top 2 Box (Net)</u>	94	15	12	18	17	15	17	-	94	-	-
	52.2	48.4	46.2	58.1	51.5	55.6	53.1	-	52.2	-	-
7-Excellent	51	10	3	9	11	8	10	-	51	-	-
	28.3	32.3c	11.5	29.0	33.3c	29.6	31.2c	-	28.3	-	-
6-	43	5	9	9	6	7	7	-	43	-	-
	23.9	16.1	34.6	29.0	18.2	25.9	21.9	-	23.9	-	-
<u>Middle 2 Box (Net)</u>	66	13	10	9	13	9	12	-	66	-	-
	36.7	41.9	38.5	29.0	39.4	33.3	37.5	-	36.7	-	-
5-	45	8	7	7	7	6	10	-	45	-	-
	25.0	25.8	26.9	22.6	21.2	22.2	31.2	-	25.0	-	-
4-	21	5	3	2	6	3	2	-	21	-	-
	11.7	16.1	11.5	6.5	18.2	11.1	6.3	-	11.7	-	-
<u>Bottom 3 Box (Net)</u>	20	3	4	4	3	3	3	-	20	-	-
	11.1	9.7	15.4	12.9	9.1	11.1	9.4	-	11.1	-	-
3-	9	1	2	1	1	2	2	-	9	-	-
	5.0	3.2	7.7	3.2	3.0	7.4	6.3	-	5.0	-	-
2-	5	1	1	2	1	-	-	-	5	-	-
	2.8	3.2	3.8	6.5	3.0	-	-	-	2.8	-	-
1-Poor	6	1	1	1	1	1	1	-	6	-	-
	3.3	3.2	3.8	3.2	3.0	3.7	3.1	-	3.3	-	-
DK	-	-	-	-	-	-	-	-	-	-	-
REF/NA	-	-	-	-	-	-	-	-	-	-	-
Mean	5.4	5.4	5.0	5.4	5.4	5.4	5.5	-	5.4	-	-
Std. Dev.	1.5	1.6	1.5	1.6	1.6	1.5	1.4	-	1.5	-	-

Proportions/Mean: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
 * small base; ** very small base (under 1) ineligible for sig testing

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Table 13
 Q.B1 Timely transfer of Sea Link and TWIC information to terminal system

	Terminal Rated										
	Total	Maher	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Base: Truckers	181	31*	26*	31*	33*	27*	32*	-**	181	-**	-**
Std. Err.	0.1	0.3	0.3	0.3	0.3	0.3	0.3	-	0.1	-	-

Proportions/Mean: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
 * small base; ** very small base (under 1) ineligible for sig testing

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Table 14
Q.B1 Accuracy of SeaLink/TWIC data base information

	Terminal Rated										
	Total	Maher	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Unweighted Base	180	31	26	31	33	27	32	-	180	-	-
Base: Truckers	181	31*	26*	31*	33*	27*	32*	**	181	**	**
<u>Top 2 Box (Net)</u>	121 67.2	19 61.3	17 65.4	22 71.0	22 66.7	16 59.3	25 78.1	-	121 67.2	-	-
7-Excellent	78 43.3	10 32.3	8 30.8	18 58.1B C	15 45.5	10 37.0	17 53.1c	-	78 43.3	-	-
6-	43 23.9	9 29.0	9 34.6d	4 12.9	7 21.2	6 22.2	8 25.0	-	43 23.9	-	-
<u>Middle 2 Box (Net)</u>	42 23.3	7 22.6	5 19.2	8 25.8	10 30.3	6 22.2	6 18.8	-	42 23.3	-	-
5-	30 16.7	6 19.4	2 7.7	5 16.1	8 24.2	3 11.1	6 18.8	-	30 16.7	-	-
4-	12 6.7	1 3.2	3 11.5g	3 9.7g	2 6.1	3 11.1g	-	-	12 6.7	-	-
<u>Bottom 3 Box (Net)</u>	13 7.2	4 12.9E	4 15.4E	1 3.2	-	3 11.1e	1 3.1	-	13 7.2	-	-
3-	5 2.8	1 3.2	3 11.5deg	-	-	1 3.7	-	-	5 2.8	-	-
2-	2 1.1	1 3.2	-	-	-	1 3.7	-	-	2 1.1	-	-
1-Poor	6 3.3	2 6.5	1 3.8	1 3.2	-	1 3.7	1 3.1	-	6 3.3	-	-
DK	4 2.2	1 3.2	-	-	1 3.0	2 7.4	-	-	4 2.2	-	-
REF/NA	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
* small base; ** very small base (under 1) ineligible for sig testing

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Table 14
 Q.B1 Accuracy of SeaLink/TWIC data base information

	Terminal Rated										
	Total	Maher	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Base: Truckers	181	31*	26*	31*	33*	27*	32*	**	181	**	**
Mean	5.8	5.5	5.5	6.1	6.1c	5.6	6.2bc	-	5.8	-	-
Std. Dev.	1.5	1.7	1.6	1.4	1.0	1.7	1.2	-	1.5	-	-
Std. Err.	0.1	0.3	0.3	0.3	0.2	0.3	0.2	-	0.1	-	-

Proportions/Mean: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
 * small base; ** very small base (under 1) ineligible for sig testing

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Table 15
Q.B1 Overall Sealink/ TWIC system.

	Terminal Rated										
	Total	Maher	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Unweighted Base	180	31	26	31	33	27	32	-	180	-	-
Base: Truckers	181	31*	26*	31*	33*	27*	32*	-**	181	-**	-**
<u>Top 2 Box (Net)</u>	115	18	17	21	21	16	22	-	115	-	-
	63.9	58.1	65.4	67.7	63.6	59.3	68.8	-	63.9	-	-
7-Excellent	54	11	5	11	10	7	10	-	54	-	-
	30.0	35.5	19.2	35.5	30.3	25.9	31.2	-	30.0	-	-
6-	61	7	12	10	11	9	12	-	61	-	-
	33.9	22.6	46.2b	32.3	33.3	33.3	37.5	-	33.9	-	-
<u>Middle 2 Box (Net)</u>	46	10	3	8	9	9	7	-	46	-	-
	25.6	32.3c	11.5	25.8	27.3	33.3c	21.9	-	25.6	-	-
5-	29	5	2	6	5	5	6	-	29	-	-
	16.1	16.1	7.7	19.4	15.2	18.5	18.8	-	16.1	-	-
4-	17	5	1	2	4	4	1	-	17	-	-
	9.4	16.1g	3.8	6.5	12.1	14.8	3.1	-	9.4	-	-
<u>Bottom 3 Box (Net)</u>	17	3	6	1	2	2	3	-	17	-	-
	9.4	9.7	23.1De	3.2	6.1	7.4	9.4	-	9.4	-	-
3-	8	1	5	-	-	1	1	-	8	-	-
	4.4	3.2	19.2bDef	-	-	3.7	3.1	-	4.4	-	-
			g								
2-	3	1	-	-	-	1	1	-	3	-	-
	1.7	3.2	-	-	-	3.7	3.1	-	1.7	-	-
1-Poor	6	1	1	1	2	-	1	-	6	-	-
	3.3	3.2	3.8	3.2	6.1	-	3.1	-	3.3	-	-
DK	2	-	-	1	1	-	-	-	2	-	-
	1.1	-	-	3.2	3.0	-	-	-	1.1	-	-
REF/NA	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
Mean	5.6	5.5	5.3	5.9	5.6	5.5	5.7	-	5.6	-	-

Proportions/Means: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
* small base; ** very small base (under 1) ineligible for sig testing

8 Oct 2010

Table 15
 Q.B1 Overall SeaLink/ TWIC system.

	Terminal Rated										
	Total	Maher	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Base: Truckers	181	31*	26*	31*	33*	27*	32*	***	181	***	***
Std. Dev.	1.5	1.6	1.6	1.3	1.6	1.3	1.5	-	1.5	-	-
Std. Err.	0.1	0.3	0.3	0.2	0.3	0.3	0.3	-	0.1	-	-

Proportions/Means: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
 * small base; ** very small base (under 1) ineligible for sig testing

8 Oct 2010

Table 16
Q.B1 Rating of SeaLink and TWIC Process (% Rating 7)

	Terminal Rated										
	Total	Maher	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Unweighted Base	180	31	26	31	33	27	32	-	180	-	-
Base: Truckers	181	31*	26*	31*	33*	27*	32*	**	181	**	**
Accuracy of SeaLink/TWIC data base information	78 43.3	10 32.3	8 30.8	18 58.1B C	15 45.5	10 37.0	17 53.1c	-	78 43.3	-	-
Location of the new SeaLink office	77 42.8	15 48.4	9 34.6	15 48.4	11 33.3	11 40.7	16 50.0	-	77 42.8	-	-
Professionalism of SeaLink staff	75 41.7	12 38.7	7 26.9	12 38.7	14 42.4	15 55.6C	15 46.9	-	75 41.7	-	-
Adequacy of SeaLink's office hours	59 32.8	9 29.0	7 26.9	13 41.9	11 33.3	9 33.3	10 31.2	-	59 32.8	-	-
Implementation of the TWIC program	55 30.6	9 29.0	5 19.2	8 25.8	11 33.3	8 29.6	14 43.8c	-	55 30.6	-	-
Ease of getting drivers processed	53 29.4	6 19.4	6 23.1	13 41.9b	12 36.4	7 25.9	9 28.1	-	53 29.4	-	-
Timely transfer of Sea Link and TWIC information to terminal system	51 28.3	10 32.3c	3 11.5	9 29.0	11 33.3c	8 29.6	10 31.2c	-	51 28.3	-	-
Overall SeaLink/ TWIC system.	54 30.0	11 35.5	5 19.2	11 35.5	10 30.3	7 25.9	10 31.2	-	54 30.0	-	-

Proportions/Mean: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
* small base; ** very small base (under 1) ineligible for sig testing

8 Oct 2010

Table 17
 Q.B1 Rating of SeaLink and TWIC Process (% Rating 6/7)

	Terminal Rated										
	Total	Maher	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Unweighted Base	180	31	26	31	33	27	32	-	180	-	-
Base: Truckers	181	31*	26*	31*	33*	27*	32*	***	181	***	***
Location of the new SeaLink office	128 71.1	27 87.1C EF	16 61.5	25 80.6e F	20 60.6	14 51.9	26 81.2eF	-	128 71.1	-	-
Accuracy of SeaLink/TWIC data base information	121 67.2	19 61.3	17 65.4	22 71.0	22 66.7	16 59.3	25 78.1	-	121 67.2	-	-
Professionalism of SeaLink staff	119 66.1	23 74.2	15 57.7	24 77.4	20 60.6	16 59.3	21 65.6	-	119 66.1	-	-
Adequacy of SeaLink's office hours	107 59.4	18 58.1	12 46.2	22 71.0c e	16 48.5	17 63.0	22 68.8c	-	107 59.4	-	-
Implementation of the TWIC program	101 56.1	16 51.6	15 57.7	15 48.4	18 54.5	17 63.0	20 62.5	-	101 56.1	-	-
Timely transfer of Sea Link and TWIC information to terminal system	94 52.2	15 48.4	12 46.2	18 58.1	17 51.5	15 55.6	17 53.1	-	94 52.2	-	-
Ease of getting drivers processed	93 51.7	12 38.7	14 53.8	18 58.1	19 57.6	12 44.4	18 56.2	-	93 51.7	-	-
Overall SeaLink/ TWIC system.	115 63.9	18 58.1	17 65.4	21 67.7	21 63.6	16 59.3	22 68.8	-	115 63.9	-	-

Proportions/Mean: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
 * small base; ** very small base (under 1) ineligible for sig testing

8 Oct 2010

Table 18
Q.B1 Rating of SeaLink and TWIC Process (% Rating 5-7)

	Terminal Rated										
	Total	Maher	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Unweighted Base	180	31	26	31	33	27	32	-	180	-	-
Base: Truckers	181	31*	26*	31*	33*	27*	32*	**	181	**	**
Location of the new SeaLink office	152 83.9	28 90.3f	21 80.8	29 93.5F	27 81.8	19 70.4	27 84.4	-	152 83.9	-	-
Accuracy of SeaLink/TWIC data base information	152 83.9	25 80.6	19 73.1	27 87.1	30 90.9c F	19 70.4	31 96.9BCF	-	152 83.9	-	-
Professionalism of SeaLink staff	147 81.7	25 80.6	21 80.8	29 93.5F	27 81.8	19 70.4	26 81.2	-	147 81.7	-	-
Timely transfer of Sea Link and TWIC information to terminal system	139 77.2	23 74.2	19 73.1	25 80.6	24 72.7	21 77.8	27 84.4	-	139 77.2	-	-
Adequacy of SeaLink's office hours	138 76.7	23 74.2	16 61.5	29 93.5B CEF	23 69.7	20 74.1	27 84.4c	-	138 76.7	-	-
Implementation of the TWIC program	135 75.0	23 74.2	17 65.4	23 74.2	24 72.7	22 81.5	26 81.2	-	135 75.0	-	-
Ease of getting drivers processed	132 73.3	21 67.7	18 69.2	25 80.6	25 75.8	18 66.7	25 78.1	-	132 73.3	-	-
Overall SeaLink/ TWIC system.	144 80.0	23 74.2	19 73.1	27 87.1	26 78.8	21 77.8	28 87.5	-	144 80.0	-	-

Proportions/Means: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
* small base; ** very small base (under 1) ineligible for sig testing

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Table 19
Q.B1 Rating of SeaLink and TWIC Process (% Rating 4 or less)

	Terminal Rated										
	Total	Maher	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Unweighted Base	180	31	26	31	33	27	32	-	180	-	-
Base: Truckers	181	31*	26*	31*	33*	27*	32*	-**	181	-**	-**
Ease of getting drivers processed	48 26.7	10 32.3	8 30.8	6 19.4	8 24.2	9 33.3	7 21.9	-	48 26.7	-	-
Timely transfer of Sea Link and TWIC information to terminal system	41 22.8	8 25.8	7 26.9	6 19.4	9 27.3	6 22.2	5 15.6	-	41 22.8	-	-
Implementation of the TWIC program	40 22.2	8 25.8	8 30.8	6 19.4	8 24.2	4 14.8	6 18.8	-	40 22.2	-	-
Adequacy of SeaLink's office hours	39 21.7	8 25.8D	9 34.6D	2 6.5	9 27.3D	6 22.2d	5 15.6	-	39 21.7	-	-
Professionalism of SeaLink staff	30 16.7	6 19.4	5 19.2	2 6.5	4 12.1	7 25.9D	6 18.8	-	30 16.7	-	-
Accuracy of SeaLink/TWIC data base information	25 13.9	5 16.1g	7 26.9E	4 12.9	2 6.1	6 22.2eG	1 3.1	-	25 13.9	-	-
Location of the new SeaLink office	21 11.7	3 9.7	3 11.5	2 6.5	2 6.1	8 29.6bD	3 9.4	-	21 11.7	-	-
						Eg					
Overall SeaLink/ TWIC system.	34 18.9	8 25.8	7 26.9d	3 9.7	6 18.2	6 22.2	4 12.5	-	34 18.9	-	-

Proportions/Means: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
* small base; ** very small base (under 1) ineligible for sig testing

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Table 20
Q.B1 Rating of SeaLink and TWIC Process (Mean Rating)

	Terminal Rated										
	Total	Maher	PNCT	APM	Glob -al	NYCT	ASI	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Unweighted Base	180	31	26	31	33	27	32	-	180	-	-
Base: Truckers	181	31*	26*	31*	33*	27*	32*	***	181	***	***
<u>Ease of getting drivers processed</u>											
Mean	5.2	4.9	5.2	5.6b	5.3	5.0	5.4	-	5.2	-	-
Std. Dev.	1.7	1.7	1.7	1.5	1.9	1.8	1.6	-	1.7	-	-
Std. Err.	0.1	0.3	0.3	0.3	0.3	0.3	0.3	-	0.1	-	-
<u>Adequacy of SeaLink's office hours</u>											
Mean	5.5	5.4	5.2	5.9ce	5.3	5.6	5.6	-	5.5	-	-
Std. Dev.	1.6	1.6	1.6	1.3	1.7	1.5	1.6	-	1.6	-	-
Std. Err.	0.1	0.3	0.3	0.2	0.3	0.3	0.3	-	0.1	-	-
<u>Location of the new SeaLink office</u>											
Mean	6.0	6.2f	5.8	6.1	5.9	5.5	6.2f	-	6.0	-	-
Std. Dev.	1.3	1.2	1.4	1.3	1.1	1.6	1.4	-	1.3	-	-
Std. Err.	0.1	0.2	0.3	0.2	0.2	0.3	0.2	-	0.1	-	-
<u>Implementation of the TWIC program</u>											
Mean	5.4	5.3	5.0	5.4	5.5	5.6	5.7	-	5.4	-	-
Std. Dev.	1.6	1.6	1.9	1.4	1.6	1.6	1.5	-	1.6	-	-
Std. Err.	0.1	0.3	0.4	0.3	0.3	0.3	0.3	-	0.1	-	-
<u>Professionalism of SeaLink staff</u>											
Mean	5.7	5.7	5.4	6.0c	5.7	5.7	5.8	-	5.7	-	-
Std. Dev.	1.5	1.6	1.6	1.1	1.7	1.8	1.6	-	1.5	-	-
Std. Err.	0.1	0.3	0.3	0.2	0.3	0.3	0.3	-	0.1	-	-
<u>Timely transfer of Sea Link and TWIC information to terminal system</u>											
Mean	5.4	5.4	5.0	5.4	5.4	5.4	5.5	-	5.4	-	-
Std. Dev.	1.5	1.6	1.5	1.6	1.6	1.5	1.4	-	1.5	-	-
Std. Err.	0.1	0.3	0.3	0.3	0.3	0.3	0.3	-	0.1	-	-
<u>Accuracy of SeaLink/TWIC data base information</u>											
Mean	5.8	5.5	5.5	6.1	6.1c	5.6	6.2bc	-	5.8	-	-
Std. Dev.	1.5	1.7	1.6	1.4	1.0	1.7	1.2	-	1.5	-	-
Std. Err.	0.1	0.3	0.3	0.3	0.2	0.3	0.2	-	0.1	-	-
<u>Overall SeaLink/ TWIC system.</u>											
Mean	5.6	5.5	5.3	5.9	5.6	5.5	5.7	-	5.6	-	-
Std. Dev.	1.5	1.6	1.6	1.3	1.6	1.3	1.5	-	1.5	-	-
Std. Err.	0.1	0.3	0.3	0.2	0.3	0.3	0.3	-	0.1	-	-

Proportions/Means: Columns Tested (5%, 10% risk level) - B/C/D/E/F/G - H/I/J/K
* small base; ** very small base (under 1) ineligible for sig testing

**Material Exempt Under
Exemption (2.a.)**

Lieberman Research Group
PA NY/NJ Container

Table	Title	Base	Total
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1	Group	Total Sample	602
2	Q.A1 Rating of the Port of NY/NJ On Specific Attributes (% Rating 7)	Total Sample	602
3	Q.A1 Rating of the Port of NY/NJ On Specific Attributes (% Rating 6/7)	Total Sample	602
4	Q.A1 Rating of the Port of NY/NJ On Specific Attributes (% Rating 5-7)	Total Sample	602
5	Q.A1 Rating of the Port of NY/NJ On Specific Attributes (% Rating 4 or less)	Total Sample	602
6	Q.A1 Rating of the Port of NY/NJ On Specific Attributes (Mean Rating)	Total Sample	602
7	Q.A2 Overall Satisfaction with the Port of NY/NJ	Total Sample	602
8	Q.B1 Ease of getting drivers processed	Truckers	181
9	Q.B1 Adequacy of SeaLink's office hours	Truckers	181
10	Q.B1 Location of the new SeaLink office	Truckers	181
11	Q.B1 Implementation of the TWIC program	Truckers	181
12	Q.B1 Professionalism of SeaLink staff	Truckers	181
13	Q.B1 Timely transfer of Sea Link and TWIC information to terminal system	Truckers	181
14	Q.B1 Accuracy of SeaLink/TWIC data base information	Truckers	181
15	Q.B1 Overall SeaLink/ TWIC system.	Truckers	181
16	Q.B1 Rating of SeaLink and TWIC Process (% Rating 7)	Truckers	181
17	Q.B1 Rating of SeaLink and TWIC Process (% Rating 6/7)	Truckers	181
18	Q.B1 Rating of SeaLink and TWIC Process (% Rating 5-7)	Truckers	181
19	Q.B1 Rating of SeaLink and TWIC Process (% Rating 4 or less)	Truckers	181
20	Q.B1 Rating of SeaLink and TWIC Process (Mean Rating)	Truckers	181

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Table 1
Group

	Maher				PNCT				APM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted Base	11	31	35	31	11	26	35	36	16	31	22	39	8	33	31	37	10	27	40	31
Base: Total Sample	33*	31*	23*	21*	33*	26*	23*	24*	48*	31*	15*	26*	24*	33*	21*	25*	30*	27*	27*	21*
Ocean Carriers	33 100.0BCD	-	-	-	33 100.0FGH	-	-	-	48 100.0JKL	-	-	-	24 100.0NOP	-	-	-	30 100.0RST	-	-	-
Truckers	-	31 100.0ACD	-	-	-	26 100.0EGH	-	-	-	31 100.0IKL	-	-	-	33 100.0MOP	-	-	-	27 100.0QST	-	-
Intermediaries	-	-	23 100.0ABD	-	-	-	23 100.0EFH	-	-	-	15 100.0IJL	-	-	-	21 100.0MNP	-	-	-	27 100.0QRT	-
Importers / Exporters	-	-	-	21 100.0ABC	-	-	-	24 100.0EFG	-	-	-	26 100.0IJK	-	-	-	25 100.0MNO	-	-	-	21 100.0QRS

Proportions/Mean: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T

* small base

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Table 2
Q.A1 Rating of the Port of NY/NJ On Specific Attributes (% Rating 7)

	Maher				PNCT				APM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted Base	11	31	35	31	11	26	35	36	16	31	22	39	8	33	31	37	10	27	40	31
Base: Total Sample	33*	31*	23*	21*	33*	26*	23*	24*	48*	31*	15*	26*	24*	33*	21*	25*	30*	27*	27*	21*
Is an industry leader	6 18.2	7 22.6d	6 25.7D	1 6.5	9 27.3	2 7.7	7 28.6FH	2 8.3	-	5 16.1I	3 22.7I	7 25.6I	3 12.5	4 12.1	3 12.9	7 29.7n	3 10.0	6 22.2	4 15.0	5 25.8
Addresses environmental issues	12 36.4bd	3 9.7	3 11.4	2 9.7	3 9.1	1 3.8	5 20.0f	2 8.3	-	4 12.9i	1 9.1i	5 20.5I	-	4 12.1	1 6.5	3 13.5	12 40.0S	6 22.2s	1 5.0	3 12.9
Is a leader in port technology	6 18.2	4 12.9	3 11.4	2 9.7	3 9.1	2 7.7	5 22.9	3 11.1	-	7 22.6I	5 31.8I	5 20.5I	-	6 18.2	2 9.7	5 18.9	-	6 22.2q	2 7.5	3 16.1q
Insures cargo safety and security	9 27.3	11 35.5	7 28.6	5 25.8	9 27.3	5 19.2	7 28.6	6 25.0	3 6.3	10 32.3I	4 27.3i	8 30.8I	6 25.0	10 30.3	3 16.1	5 21.6	12 40.0	8 29.6	7 27.5	4 19.4
The ports competitive position	3 9.1	3 9.7	4 17.1	2 9.7	9 27.3f	1 3.8	5 20.0f	4 16.7	-	5 16.1I	1 9.1i	7 28.2Ik	-	4 12.1	1 3.2	5 18.9o	3 10.0	4 14.8	2 7.5	3 16.1
Ease of doing business with the Port	6 18.2	5 16.1	3 14.3	3 12.9	6 18.2	1 3.8	5 22.9F	3 11.1	-	4 12.9i	3 18.2I	4 15.4I	9 37.5N	1 3.0	2 9.7	6 24.3N	3 10.0	1 3.7	2 7.5	3 16.1
Professionalism of the Port's management	3 9.1	3 9.7	3 14.3	3 12.9	6 18.2	3 11.5	5 22.9	5 22.2	3 6.3	5 16.1	5 36.4I	5 20.5	9 37.5n	3 9.1	3 16.1	7 29.7N	9 30.0	3 11.1	3 12.5	7 32.3rS
Has a credible record in meeting its obligations	6 18.2	4 12.9	5 22.9	3 12.9	6 18.2	2 7.7	3 14.3	3 11.1	-	4 12.9i	4 27.3I	6 23.1I	3 12.5	4 12.1	1 6.5	7 27.0O	3 10.0	6 22.2s	1 5.0	4 19.4s
Promotes the Port and attracts new business	3 9.1	3 9.7	4 17.1	3 12.9	3 9.1	1 3.8	4 17.1f	3 11.1	-	3 9.7	5 36.4I	4 15.4I	-	4 12.1	2 9.7	7 29.7M	9 30.0	4 14.8	5 17.5	3 16.1
Is a port that is planning well for the future	9 27.3	5 16.1	4 17.1	3 16.1	6 18.2	1 3.8	8 34.3F	4 16.7	3 6.3	4 12.9	4 27.3i	7 25.6i	3 12.5	7 21.2	3 16.1	6 24.3	6 20.0	5 18.5	5 20.0	3 12.9

Proportions/Means: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
* small base

8 Oct 2010

Table 3
Q.A1 Rating of the Port of NY/NJ On Specific Attributes (% Rating 6/7)

	Maher				PNCT				APM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted Base	11	31	35	31	11	26	35	36	16	31	22	39	8	33	31	37	10	27	40	31
Base: Total Sample	33*	31*	23*	21*	33*	26*	23*	24*	48*	31*	15*	26*	24*	33*	21*	25*	30*	27*	27*	21*
Is an industry leader	15 45.5	13 41.9	13 54.3d	7 32.3	9 27.3	10 38.5	12 51.4	13 52.8	15 31.3	11 35.5	7 45.5	13 48.7	9 37.5	11 33.3	9 41.9	11 45.9	15 50.0	11 40.7	11 42.5	10 48.4
Addresses environmental issues	21 63.6B CD	6 19.4	5 22.9	5 25.8	6 18.2	6 23.1	8 34.3	8 33.3	12 25.0	12 38.7	6 40.9	9 35.9	6 25.0	11 33.3	4 19.4	11 43.2O	15 50.0	11 40.7	6 22.5	8 38.7
Is a leader in port technology	12 36.4	11 35.5	10 42.9	5 25.8	3 9.1	8 30.8	12 51.4E	10 41.7E	9 18.7	11 35.5	7 50.0I	11 43.6i	6 25.0	14 42.4	9 45.2	14 56.8	6 20.0	15 55.6q	11 42.5	11 54.8q
Insures cargo safety and security	21 63.6	20 64.5	16 68.6	12 58.1	21 63.6	14 53.8	15 65.7	15 61.1	18 37.5	20 64.5i	10 68.2i	19 71.8I	15 62.5	18 54.5	10 48.4	16 64.9	15 50.0	20 74.1	15 57.5	14 67.7
The ports competitive position	18 54.5	9 29.0	9 40.0	7 32.3	15 45.5	8 30.8	12 51.4	12 50.0	9 18.7	8 25.8	9 59.1I J	12 46.2I j	9 37.5	7 21.2	7 35.5	10 40.5n	18 60.0	10 37.0	11 42.5	9 41.9
Ease of doing business with the Port	18 54.5	9 29.0	6 25.7	6 29.0	6 18.2	5 19.2	11 45.7e F	12 50.0e F	12 25.0	8 25.8	6 40.9	13 48.7i j	12 50.0n	6 18.2	7 35.5	11 45.9N	9 30.0	3 11.1	9 35.0R	12 58.1Rs
Professionalism of the Port's management	18 54.5	8 25.8	13 54.3B	11 51.6B	21 63.6f	8 30.8	13 57.1F	14 58.3F	18 37.5	9 29.0	8 54.5j	12 46.2	21 87.5N o	14 42.4	11 54.8	15 59.5	18 60.0	9 33.3	13 47.5	14 67.7Rs
Has a credible record in meeting its obligations	12 36.4	11 35.5	11 48.6	9 45.2	6 18.2	8 30.8	13 54.3E f	13 55.6E f	12 25.0	12 38.7	9 59.1I	14 53.8I	6 25.0	15 45.5	9 45.2	18 73.0M NO	21 70.0	12 44.4	14 52.5	13 61.3
Promotes the Port and attracts new business	21 63.6b d	9 29.0	13 54.3B d	7 32.3	12 36.4	8 30.8	9 40.0	8 33.3	12 25.0	9 29.0	10 68.2I Jl	11 43.6	9 37.5	11 33.3	10 48.4	14 56.8n	15 50.0	9 33.3	11 42.5	11 54.8
Is a port that is planning well for the future	21 63.6b d	10 32.3	9 40.0	6 29.0	9 27.3	9 34.6	13 54.3	13 55.6	9 18.7	8 25.8	9 63.6I Jl	10 38.5	6 25.0	13 39.4	8 38.7	15 62.2m no	15 50.0	9 33.3	11 40.0	10 48.4

Proportions/Means: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
* small base

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Table 4
Q.A1 Rating of the Port of NY/NJ On Specific Attributes (% Rating 5-7)

	Maher				PNCT				APM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted Base	11	31	35	31	11	26	35	36	16	31	22	39	8	33	31	37	10	27	40	31
Base: Total Sample	33*	31*	23*	21*	33*	26*	23*	24*	48*	31*	15*	26*	24*	33*	21*	25*	30*	27*	27*	21*
Is an industry leader	27 81.8	18 58.1	20 85.7B D	12 58.1	27 81.8	17 65.4	21 88.6F	19 77.8	27 56.3	22 71.0	11 72.7	19 74.4	18 75.0	23 69.7	17 83.9	21 86.5	18 60.0	17 63.0	21 77.5	16 77.4
Addresses environmental issues	27 81.8B C	14 45.2	12 51.4	12 58.1	24 72.7	16 61.5	14 60.0	16 66.7	27 56.3	22 71.0	11 72.7	15 56.4	18 75.0	20 60.6	11 51.6	17 67.6	21 70.0	15 55.6	15 57.5	13 61.3
Is a leader in port technology	18 54.5	18 58.1	17 71.4	11 54.8	15 45.5	15 57.7	18 77.1e	17 72.2	21 43.7	22 71.0i	11 77.3i	20 76.9I	18 75.0	23 69.7	14 67.7	21 86.5o	15 50.0	23 85.2q	20 75.0	15 74.2
Insures cargo safety and security	30 90.9	23 74.2	20 85.7	19 90.3	30 90.9	20 76.9	21 91.4	21 86.1	33 68.8	24 77.4	13 90.9	23 87.2	21 87.5	24 72.7	15 74.2	23 91.9N o	24 80.0	24 88.9	23 85.0	17 83.9
The ports competitive position	27 81.8b	15 48.4	18 77.1B	12 58.1	21 63.6	16 61.5	19 82.9f	21 88.9F	18 37.5	18 58.1	11 72.7I	19 74.4I	18 75.0	15 45.5	13 64.5	19 78.4N	21 70.0	14 51.9	18 67.5	16 77.4r
Ease of doing business with the Port	27 81.8B	13 41.9	16 68.6B	15 71.0B	21 63.6	13 50.0	18 77.1F	18 75.0f	27 56.3	13 41.9	11 77.3J	16 61.5	15 62.5	14 42.4	13 61.3	21 86.5N o	24 80.0	14 51.9	15 57.5	17 83.9RS
Professionalism of the Port's management	27 81.8b	15 48.4	21 88.6B	17 83.9B	30 90.9F	15 57.7	17 74.3	19 80.6f	27 56.3	16 51.6	12 81.8J j	19 74.4 o	24 100.0N o	20 60.6	15 74.2	23 91.9N o	24 80.0	19 70.4	19 72.5	16 77.4
Has a credible record in meeting its obligations	24 72.7	18 58.1	19 82.9B	15 71.0	27 81.8F	12 46.2	21 88.6F	19 77.8F	21 43.7	21 67.7	11 72.7i	19 71.8i	21 87.5	24 72.7	15 74.2	22 89.2n	24 80.0	17 63.0	20 75.0	16 77.4
Promotes the Port and attracts new business	24 72.7b	13 41.9	19 82.9B	14 67.7B	24 72.7	15 57.7	17 71.4	16 66.7	21 43.7	21 67.7	13 86.4I	19 71.8i	21 87.5n	18 54.5	15 71.0	21 86.5N	21 70.0	11 40.7	15 57.5	15 74.2R
Is a port that is planning well for the future	27 81.8	17 54.8	17 71.4	11 54.8	18 54.5	14 53.8	20 85.7e F	17 69.4	15 31.3	16 51.6	13 86.4I J	20 76.9I J	18 75.0	22 66.7	14 67.7	20 81.1	21 70.0	12 44.4	18 67.5r	15 74.2R

Proportions/Mean: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
* small base

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Table 5
Q.A1 Rating of the Port of NY/NJ On Specific Attributes (% Rating 4 or less)

	Maher				PNCT				APM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted Base	11	31	35	31	11	26	35	36	16	31	22	39	8	33	31	37	10	27	40	31
Base: Total Sample	33*	31*	23*	21*	33*	26*	23*	24*	48*	31*	15*	26*	24*	33*	21*	25*	30*	27*	27*	21*
Is an industry leader	6 18.2	13 41.9C	3 11.4	7 35.5C	6 18.2	9 34.6G	1 5.7	5 22.2g	21 43.7I	7 22.6	4 27.3	5 17.9	6 25.0	8 24.2o	1 6.5	3 10.8	12 40.0	9 33.3	6 22.5	4 19.4
Addresses environmental issues	3 9.1	13 41.9A	4 17.1	3 12.9	3 9.1	5 19.2	4 17.1	2 8.3	12 25.0	5 16.1	3 22.7	6 23.1	6 25.0	10 30.3P	3 16.1	2 8.1	9 30.0	5 18.5	5 20.0	2 9.7
Is a leader in port technology	9 27.3	11 35.5	5 20.0	5 25.8	15 45.5g	11 42.3G	3 14.3	5 19.4	21 43.7	7 22.6	3 22.7	5 20.5	6 25.0	9 27.3P	5 22.6	2 8.1	15 50.0R	3 11.1	5 20.0	4 19.4
Insures cargo safety and security	- -	7 22.6A	3 11.4	1 3.2	3 9.1	5 19.2	1 5.7	2 8.3	9 18.7	5 16.1	1 9.1	3 10.3	3 12.5	7 21.2	3 16.1	2 8.1	6 20.0	3 11.1	4 15.0	1 6.5
The ports competitive position	6 18.2	11 35.5	4 17.1	7 32.3	12 36.4h	8 30.8H	3 14.3	2 8.3	30 62.5K	12 38.7	4 27.3	5 20.5	6 25.0	13 39.4	5 25.8	5 21.6	9 30.0	10 37.0	7 25.0	4 19.4
Ease of doing business with the Port	6 18.2	17 54.8A	7 31.4	5 22.6	12 36.4	13 50.0G	5 20.0	6 25.0	21 43.7	18 58.1K	3 22.7	9 35.9	9 37.5	19 57.6o	7 35.5P	3 10.8	6 20.0	13 48.1T	11 42.5T	3 16.1
Professionalism of the Port's management	3 9.1	15 48.4AC	2 8.6	2 9.7	3 9.1	10 38.5e	5 20.0	3 13.9	18 37.5	14 45.2k	3 18.2	6 23.1	- -	13 39.4M	4 19.4m	2 8.1	6 20.0	8 29.6	7 27.5	3 16.1
Has a credible record in meeting its obligations	6 18.2	12 38.7C	3 14.3	5 25.8	6 18.2	13 50.0eG	2 8.6	3 13.9	27 56.3j	9 29.0	4 27.3	7 28.2	3 12.5	9 27.3p	4 19.4	3 10.8	6 20.0	10 37.0T	7 25.0	3 12.9
Promotes the Port and attracts new business	6 18.2	17 54.8A	3 14.3	5 22.6	3 9.1	11 42.3E	3 14.3	7 27.8	21 43.7k	6 19.4	2 13.6	6 23.1	3 12.5	12 36.4P	4 19.4	3 10.8	9 30.0	14 51.9T	11 40.0t	4 19.4

Proportions/Mean: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
* small base

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Table 5
 Q.A1 Rating of the Port of NY/NJ On Specific Attributes (% Rating 4 or less)

	Maher				PNCT				APM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Base: Total Sample	33*	31*	23*	21*	33*	26*	23*	24*	48*	31*	15*	26*	24*	33*	21*	25*	30*	27*	27*	21*
Is a port that is planning well for the future	6 18.2	11 35.5c	3 14.3	7 32.3c	12 36.4G	12 46.2Gh	1 5.7	6 25.0G	30 62.5K	12 38.7k	2 13.6	4 15.4	6 25.0	10 30.3	5 25.8	3 13.5	9 30.0	12 44.4t	7 27.5	5 22.6
									L	L										

Proportions/Mean: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
 * small base

Table 6
Q.A1 Rating of the Port of NY/NJ On Specific Attributes (Mean Rating)

	Maher				PNCT				APM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted Base	11	31	35	31	11	26	35	36	16	31	22	39	8	33	31	37	10	27	40	31
Base: Total Sample	33*	31*	23*	21*	33*	26*	23*	24*	48*	31*	15*	26*	24*	33*	21*	25*	30*	27*	27*	21*
<u>Is an industry leader</u>																				
Mean	5.5	4.8	5.7BD	4.8	5.2	4.9	5.8Fh	5.2	4.4	5.1	5.4i	5.4i	4.9	4.9	5.5	5.6N	5.1	4.9	5.3	5.4
Std. Dev.	1.0	1.8	1.1	1.4	1.4	1.4	1.0	1.4	1.5	1.5	1.2	1.6	1.7	1.6	1.0	1.1	1.2	1.8	1.2	1.5
Std. Err.	0.3	0.3	0.2	0.3	0.4	0.3	0.2	0.2	0.4	0.3	0.3	0.3	0.6	0.3	0.2	0.2	0.4	0.3	0.2	0.3
<u>Addresses environmental issues</u>																				
Mean	6.0Bc	4.6	5.2b	5.3b	5.2	4.9	5.5f	5.4	4.8	5.3	5.2	5.4	5.0	4.9	5.1	5.5n	5.4	5.4	5.0	5.5
Std. Dev.	1.0	1.4	1.0	1.0	0.8	1.3	1.1	0.9	1.0	1.3	1.1	1.3	0.7	1.5	1.0	1.2	1.6	1.7	1.0	1.4
Std. Err.	0.3	0.3	0.2	0.2	0.3	0.3	0.2	0.2	0.3	0.3	0.2	0.2	0.3	0.3	0.2	0.2	0.5	0.4	0.2	0.3
<u>Is a leader in port technology</u>																				
Mean	4.9	4.9	5.3	4.9	4.3	4.7	5.6EF	5.2e	3.9	5.2I	5.5I	5.2I	5.0	4.9	5.3	5.6n	4.5	5.5q	5.1	5.4q
Std. Dev.	1.8	1.5	1.0	1.3	1.5	1.4	1.2	1.3	1.7	1.5	1.3	1.5	0.7	1.7	1.1	1.2	1.1	1.5	1.3	1.4
Std. Err.	0.6	0.3	0.2	0.3	0.5	0.3	0.2	0.2	0.5	0.3	0.3	0.2	0.3	0.3	0.2	0.2	0.4	0.3	0.2	0.3
<u>Insures cargo safety and security</u>																				
Mean	6.0	5.5	5.8	5.9	5.8	5.4	5.9	5.8	5.1	5.6	5.8	5.9I	5.7	5.5	5.5	5.8	5.7	5.9	5.6	5.8
Std. Dev.	0.8	1.7	1.1	0.9	1.0	1.3	1.0	1.0	1.1	1.6	1.2	1.0	1.0	1.6	1.1	0.9	1.2	1.0	1.3	1.1
Std. Err.	0.2	0.3	0.2	0.2	0.3	0.3	0.2	0.2	0.3	0.3	0.3	0.2	0.3	0.3	0.2	0.1	0.4	0.2	0.2	0.2
<u>The ports competitive position</u>																				
Mean	5.3	4.5	5.3b	4.9	5.2	4.8	5.4f	5.6F	3.8	4.6	5.4Ij	5.4IJ	5.0	4.5	4.9	5.2N	4.9	4.8	5.1	5.1
Std. Dev.	1.3	1.7	1.3	1.4	1.5	1.3	1.4	0.9	1.7	1.7	1.1	1.5	1.0	1.6	1.3	1.3	1.8	1.7	1.3	1.6
Std. Err.	0.4	0.3	0.2	0.3	0.4	0.3	0.2	0.2	0.4	0.3	0.2	0.2	0.4	0.3	0.2	0.2	0.6	0.3	0.2	0.3
<u>Ease of doing business with the Port</u>																				
Mean	5.5B	3.8	4.9B	5.0B	4.9f	4.0	5.5F	5.1F	4.4	4.0	5.2iJ	4.9j	5.4N	3.6	4.8N	5.4No	5.2R	3.9	4.6r	5.4RS
Std. Dev.	1.2	2.3	1.3	1.3	1.2	1.7	1.1	1.4	1.4	1.9	1.3	1.7	1.5	1.9	1.5	1.5	0.9	1.7	1.6	1.3
Std. Err.	0.4	0.4	0.2	0.2	0.4	0.3	0.2	0.2	0.4	0.3	0.3	0.3	0.5	0.3	0.3	0.2	0.3	0.3	0.3	0.2
<u>Professionalism of the Port's management</u>																				
Mean	5.6B	4.1	5.5B	5.4B	5.7F	4.6	5.5F	5.6F	4.9	4.5	5.7iJ	5.2j	6.3NO	4.8	5.3	5.8N	5.5	4.6	5.2	5.8Rs
Std. Dev.	0.8	1.9	1.2	1.3	0.9	1.7	1.5	1.4	1.2	1.8	1.3	1.6	0.7	1.6	1.5	1.0	1.5	1.8	1.3	1.3
Std. Err.	0.3	0.4	0.2	0.2	0.3	0.3	0.3	0.2	0.3	0.3	0.3	0.3	0.2	0.3	0.3	0.2	0.5	0.3	0.2	0.2
<u>Has a credible record in meeting its obligations</u>																				
Mean	5.4	4.5	5.5B	5.1	5.1	4.4	5.5F	5.4F	4.3	4.7	5.5I	5.2i	5.3	5.0	5.1	5.8NO	5.5	5.0	5.2	5.7rs
Std. Dev.	1.0	1.9	1.1	1.4	1.1	1.6	1.1	1.4	1.4	1.8	1.4	1.7	0.8	1.6	1.4	1.1	1.1	1.7	1.3	1.1
Std. Err.	0.3	0.3	0.2	0.3	0.3	0.3	0.2	0.2	0.4	0.3	0.3	0.3	0.3	0.3	0.3	0.2	0.4	0.3	0.2	0.2
<u>Promotes the Port and attracts new business</u>																				
Mean	5.4b	4.3	5.5B	5.0	5.4f	4.5	5.5F	5.1	3.9	5.0i	5.9IJ	5.2I	5.3	4.3	5.3N	5.7N	5.4	4.6	5.0	5.4r
Std. Dev.	1.3	1.7	1.3	1.5	0.8	1.5	1.1	1.3	1.9	1.3	1.1	1.4	0.7	2.1	1.2	1.2	1.4	1.7	1.5	1.4
Std. Err.	0.4	0.3	0.2	0.3	0.3	0.3	0.2	0.2	0.5	0.3	0.2	0.2	0.2	0.4	0.2	0.2	0.4	0.3	0.2	0.3

Proportions/Mean: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T

* small base

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Table 6
 Q.A1 Rating of the Port of NY/NJ On Specific Attributes (Mean Rating)

	Maher				PNCT				APM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Base: Total Sample	33*	31*	23*	21*	33*	26*	23*	24*	48*	31*	15*	26*	24*	33*	21*	25*	30*	27*	27*	21*
<u>Is a port that is planning well for the future</u>																				
Mean	5.5	4.6	5.5 ^B	5.0	4.8	4.7	5.8 ^{eF}	5.1 ^h	3.5	4.5	5.7 ^{IJ}	5.3 ^{Ij}	5.0	4.9	5.2	5.7 ^N	5.2	4.8	5.1	5.2
Std. Dev.	1.6	2.0	1.0	1.4	1.7	1.3	1.3	1.8	2.0	1.8	1.2	1.6	1.1	1.8	1.4	1.2	1.4	1.6	1.6	1.4
Std. Err.	0.5	0.4	0.2	0.3	0.5	0.3	0.2	0.3	0.5	0.3	0.3	0.3	0.4	0.3	0.3	0.2	0.5	0.3	0.3	0.3

Proportions/Means: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
 * small base

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Table 7
Q.A2 Overall Satisfaction with the Port of NY/NJ

	Maher				FNCT				AFM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted Base	11	31	35	31	11	26	35	36	16	31	22	39	8	33	31	37	10	27	40	31
Base: Total Sample	33*	31*	23*	21*	33*	26*	23*	24*	48*	31*	15*	26*	24*	33*	21*	25*	30*	27*	27*	21*
<u>Top 2 Box (Net)</u>	15	8	10	12	24	7	11	15	12	8	7	13	15	6	11	17	12	6	12	13
	45.5	25.8	42.9	58.1B	72.7F	26.9	48.6f	61.1F	25.0	25.8	50.0j	48.7i	62.5N	18.2	51.6N	70.3N	40.0	22.2	45.0r	61.3R
Extremely satisfied	6	2	2	3	-	-	1	1	-	2	4	4	-	-	2	1	6	-	1	4
	18.2	6.5	8.6	12.9	-	-	5.7	2.8	-	6.5	27.3I	15.4I	-	-	9.7N	2.7	20.0r	-	2.5	19.4RS
Very satisfied	9	6	8	9	24	7	10	14	12	6	3	9	15	6	9	17	6	6	11	9
	27.3	19.4	34.3	45.2B	72.7F	26.9	42.9	58.3F	25.0	19.4	22.7	33.3	62.5N	18.2	41.9N	67.6N	20.0	22.2	42.5r	41.9
<u>Middle 2 Box (Net)</u>	12	12	10	7	6	13	11	7	27	12	6	11	9	15	8	4	18	14	11	7
	36.4	38.7	42.9	32.3	18.2	50.0e	48.6e	27.8	56.3	38.7	40.9	41.0	37.5	45.5P	38.7P	16.2	60.0	51.9	42.5	32.3
Somewhat satisfied	12	11	10	6	6	12	11	7	24	9	5	9	9	15	7	3	18	11	8	4
	36.4	35.5	42.9	29.0	18.2	46.2	48.6e	27.8	50.0	29.0	36.4	33.3	37.5	45.5P	32.3P	10.8	60.0s	40.7t	30.0	19.4
Neither satisfied nor dissatisfied	-	1	-	1	-	1	-	-	3	3	1	2	-	-	1	1	-	3	3	3
	-	3.2	-	3.2	-	3.8	-	-	6.3	9.7	4.5	7.7	-	-	6.5	5.4	-	11.1	12.5	12.9
<u>Bottom 3 Box (Net)</u>	6	11	3	2	3	6	1	3	9	11	1	3	-	12	2	3	-	7	3	1
	18.2	35.5c	14.3	9.7	9.1	23.1G	2.9	11.1	18.7	35.5KL	9.1	10.3	-	36.4MO	9.7	10.8	-	25.9Q	12.5	6.5
Somewhat dissatisfied	6	1	3	1	3	3	-	2	6	5	1	1	-	7	1	2	-	3	3	-
	18.2	3.2	14.3	6.5	9.1	11.5g	-	8.3g	12.5	16.1l	9.1	2.6	-	21.2	6.5	8.1	-	11.1t	10.0t	-
Very dissatisfied	-	6	-	1	-	1	-	-	3	3	-	2	-	3	1	1	-	1	1	1
	-	19.4aCd	-	3.2	-	3.8	-	-	6.3	9.7	-	7.7	-	9.1	3.2	2.7	-	3.7	2.5	3.2
Totally dissatisfied	-	4	-	-	-	2	1	1	-	3	-	-	-	2	-	-	-	3	-	1
	-	12.9cd	-	-	-	7.7	2.9	2.8	-	9.7l	-	-	-	6.1	-	-	-	11.1s	-	3.2

Proportions/Means: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
* small base

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Table 7
 Q.A2 Overall Satisfaction with the Port of NY/NJ

	Maher				PNCT				APM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Base: Total Sample	33*	31*	23*	21*	33*	26*	23*	24*	48*	31*	15*	26*	24*	33*	21*	25*	30*	27*	27*	21*
Don't Know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
Refused / No answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2.7	-	-	-	-
Mean	5.3b	4.1	5.2B	5.5B	5.5F	4.6	5.4F	5.4F	4.8	4.2	5.5IJ	5.3J	5.6N	4.2	5.3N	5.4N	5.6R	4.3	5.1R	5.5R
Std. Dev.	1.3	1.9	1.1	1.2	0.9	1.5	1.0	1.2	1.2	1.8	1.2	1.3	0.5	1.5	1.2	1.1	0.8	1.6	1.1	1.4
Std. Err.	0.4	0.3	0.2	0.2	0.3	0.3	0.2	0.2	0.3	0.3	0.3	0.2	0.2	0.3	0.2	0.2	0.3	0.3	0.2	0.3

Proportions/Means: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
 * small base

8 Oct 2010

Table 8
Q.B1 Ease of getting drivers processed

	Maher				FNCT				AFM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted Base	-	31	-	-	-	26	-	-	-	31	-	-	-	33	-	-	-	27	-	-
Base: Truckers	**	31*	**	**	**	26*	**	**	**	31*	**	**	**	33*	**	**	**	27*	**	**
<u>Top 2 Box (Net)</u>	-	12	-	-	-	14	-	-	-	18	-	-	-	19	-	-	-	12	-	-
	-	38.7	-	-	-	53.8	-	-	-	58.1	-	-	-	57.6	-	-	-	44.4	-	-
7-Excellent	-	6	-	-	-	6	-	-	-	13	-	-	-	12	-	-	-	7	-	-
	-	19.4	-	-	-	23.1	-	-	-	41.9	-	-	-	36.4	-	-	-	25.9	-	-
6-	-	6	-	-	-	8	-	-	-	5	-	-	-	7	-	-	-	5	-	-
	-	19.4	-	-	-	30.8	-	-	-	16.1	-	-	-	21.2	-	-	-	18.5	-	-
<u>Middle 2 Box (Net)</u>	-	13	-	-	-	8	-	-	-	10	-	-	-	8	-	-	-	8	-	-
	-	41.9	-	-	-	30.8	-	-	-	32.3	-	-	-	24.2	-	-	-	29.6	-	-
5-	-	9	-	-	-	4	-	-	-	7	-	-	-	6	-	-	-	6	-	-
	-	29.0	-	-	-	15.4	-	-	-	22.6	-	-	-	18.2	-	-	-	22.2	-	-
4-	-	4	-	-	-	4	-	-	-	3	-	-	-	2	-	-	-	2	-	-
	-	12.9	-	-	-	15.4	-	-	-	9.7	-	-	-	6.1	-	-	-	7.4	-	-
<u>Bottom 3 Box (Net)</u>	-	6	-	-	-	4	-	-	-	3	-	-	-	6	-	-	-	7	-	-
	-	19.4	-	-	-	15.4	-	-	-	9.7	-	-	-	18.2	-	-	-	25.9	-	-
3-	-	3	-	-	-	1	-	-	-	2	-	-	-	3	-	-	-	3	-	-
	-	9.7	-	-	-	3.8	-	-	-	6.5	-	-	-	9.1	-	-	-	11.1	-	-
2-	-	1	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	4	-	-
	-	3.2	-	-	-	7.7	-	-	-	-	-	-	-	-	-	-	-	14.8	-	-
1-Poor	-	2	-	-	-	1	-	-	-	1	-	-	-	3	-	-	-	-	-	-
	-	6.5	-	-	-	3.8	-	-	-	3.2	-	-	-	9.1	-	-	-	-	-	-
DK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
REF/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	-	4.9	-	-	-	5.2	-	-	-	5.6	-	-	-	5.3	-	-	-	5.0	-	-
Std. Dev.	-	1.7	-	-	-	1.7	-	-	-	1.5	-	-	-	1.9	-	-	-	1.8	-	-

Proportions/Means: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
* small base; ** very small base (under 1) ineligible for sig testing

8 Oct 2010

Table 8
 Q.B1 Ease of getting drivers processed

	Maher				PNCT				APM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Base: Truckers	-**	31*	-**	-**	-**	26*	-**	-**	-**	31*	-**	-**	-**	33*	-**	-**	-**	27*	-**	-**
Std. Err.	-	0.3	-	-	-	0.3	-	-	-	0.3	-	-	-	0.3	-	-	-	0.3	-	-

Proportions/Mean: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
 * small base; ** very small base (under 1) ineligible for sig testing

8 Oct 2010

Table 9
Q.B1 Adequacy of SeaLink's office hours

	Maher				PNCT				AFM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted Base	-	31	-	-	-	26	-	-	-	31	-	-	-	33	-	-	-	27	-	-
Base: Truckers	**	31*	**	**	**	26*	**	**	**	31*	**	**	**	33*	**	**	**	27*	**	**
<u>Top 2 Box (Net)</u>	-	18	-	-	-	12	-	-	-	22	-	-	-	16	-	-	-	17	-	-
	-	58.1	-	-	-	46.2	-	-	-	71.0	-	-	-	48.5	-	-	-	63.0	-	-
7-Excellent	-	9	-	-	-	7	-	-	-	13	-	-	-	11	-	-	-	9	-	-
	-	29.0	-	-	-	26.9	-	-	-	41.9	-	-	-	33.3	-	-	-	33.3	-	-
6-	-	9	-	-	-	5	-	-	-	9	-	-	-	5	-	-	-	8	-	-
	-	29.0	-	-	-	19.2	-	-	-	29.0	-	-	-	15.2	-	-	-	29.6	-	-
<u>Middle 2 Box (Net)</u>	-	8	-	-	-	10	-	-	-	7	-	-	-	11	-	-	-	6	-	-
	-	25.8	-	-	-	38.5	-	-	-	22.6	-	-	-	33.3	-	-	-	22.2	-	-
5-	-	5	-	-	-	4	-	-	-	7	-	-	-	7	-	-	-	3	-	-
	-	16.1	-	-	-	15.4	-	-	-	22.6	-	-	-	21.2	-	-	-	11.1	-	-
4-	-	3	-	-	-	6	-	-	-	-	-	-	-	4	-	-	-	3	-	-
	-	9.7	-	-	-	23.1	-	-	-	-	-	-	-	12.1	-	-	-	11.1	-	-
<u>Bottom 3 Box (Net)</u>	-	5	-	-	-	3	-	-	-	2	-	-	-	5	-	-	-	3	-	-
	-	16.1	-	-	-	11.5	-	-	-	6.5	-	-	-	15.2	-	-	-	11.1	-	-
3-	-	4	-	-	-	2	-	-	-	1	-	-	-	2	-	-	-	2	-	-
	-	12.9	-	-	-	7.7	-	-	-	3.2	-	-	-	6.1	-	-	-	7.4	-	-
2-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	1	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	6.1	-	-	-	3.7	-	-
1-Poor	-	1	-	-	-	1	-	-	-	1	-	-	-	1	-	-	-	-	-	-
	-	3.2	-	-	-	3.8	-	-	-	3.2	-	-	-	3.0	-	-	-	-	-	-
DK	-	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	-	-	-	-	-	3.8	-	-	-	-	-	-	-	3.0	-	-	-	3.7	-	-
REF/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	-	5.4	-	-	-	5.2	-	-	-	5.9	-	-	-	5.3	-	-	-	5.6	-	-
Std. Dev.	-	1.6	-	-	-	1.6	-	-	-	1.3	-	-	-	1.7	-	-	-	1.5	-	-

Proportions/Means: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
* small base; ** very small base (under 1) ineligible for sig testing

8 Oct 2010

Table 9
 Q.B1 Adequacy of SeaLink's office hours

	Maher				PNCF				APM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Base: Truckers	-**	31*	-**	-**	-**	26*	-**	-**	-**	31*	-**	-**	-**	33*	-**	-**	-**	27*	-**	-**
Std. Err.	-	0.3	-	-	-	0.3	-	-	-	0.2	-	-	-	0.3	-	-	-	0.3	-	-

Proportions/Means: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
 * small base; ** very small base (under 1) ineligible for sig testing

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Table 10
Q.B1 Location of the new SeaLink office

	Maher				FNCT				APM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted Base	-	31	-	-	-	26	-	-	-	31	-	-	-	33	-	-	-	27	-	-
Base: Truckers	**	31*	**	**	**	26*	**	**	**	31*	**	**	**	33*	**	**	**	27*	**	**
<u>Top 2 Box (Net)</u>	-	27	-	-	-	16	-	-	-	25	-	-	-	20	-	-	-	14	-	-
	-	87.1	-	-	-	61.5	-	-	-	80.6	-	-	-	60.6	-	-	-	51.9	-	-
7-Excellent	-	15	-	-	-	9	-	-	-	15	-	-	-	11	-	-	-	11	-	-
	-	48.4	-	-	-	34.6	-	-	-	48.4	-	-	-	33.3	-	-	-	40.7	-	-
6-	-	12	-	-	-	7	-	-	-	10	-	-	-	9	-	-	-	3	-	-
	-	38.7	-	-	-	26.9	-	-	-	32.3	-	-	-	27.3	-	-	-	11.1	-	-
<u>Middle 2 Box (Net)</u>	-	2	-	-	-	7	-	-	-	4	-	-	-	7	-	-	-	10	-	-
	-	6.5	-	-	-	26.9	-	-	-	12.9	-	-	-	21.2	-	-	-	37.0	-	-
5-	-	1	-	-	-	5	-	-	-	4	-	-	-	7	-	-	-	5	-	-
	-	3.2	-	-	-	19.2	-	-	-	12.9	-	-	-	21.2	-	-	-	18.5	-	-
4-	-	1	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	5	-	-
	-	3.2	-	-	-	7.7	-	-	-	-	-	-	-	-	-	-	-	18.5	-	-
<u>Bottom 3 Box (Net)</u>	-	2	-	-	-	1	-	-	-	2	-	-	-	2	-	-	-	3	-	-
	-	6.5	-	-	-	3.8	-	-	-	6.5	-	-	-	6.1	-	-	-	11.1	-	-
3-	-	1	-	-	-	-	-	-	-	1	-	-	-	2	-	-	-	2	-	-
	-	3.2	-	-	-	-	-	-	-	3.2	-	-	-	6.1	-	-	-	7.4	-	-
2-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	-	3.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3.7	-	-
1-Poor	-	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	3.8	-	-	-	3.2	-	-	-	-	-	-	-	-	-	-
DK	-	-	-	-	-	2	-	-	-	-	-	-	-	3	-	-	-	-	-	-
	-	-	-	-	-	7.7	-	-	-	-	-	-	-	9.1	-	-	-	-	-	-
REF/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	3.0	-	-	-	-	-	-
Mean	-	6.2	-	-	-	5.8	-	-	-	6.1	-	-	-	5.9	-	-	-	5.5	-	-
Std. Dev.	-	1.2	-	-	-	1.4	-	-	-	1.3	-	-	-	1.1	-	-	-	1.6	-	-

Proportions/Means: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
* small base; ** very small base (under 1) ineligible for sig testing

8 Oct 2010

Table 10
 Q.B1 Location of the new SeaLink office

	Maher				PNCT				APM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Base: Truckers	-**	31*	-**	-**	-**	26*	-**	-**	-**	31*	-**	-**	-**	33*	-**	-**	-**	27*	-**	-**
Std. Err.	-	0.2	-	-	-	0.3	-	-	-	0.2	-	-	-	0.2	-	-	-	0.3	-	-

Proportions/Mean: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
 * small base; ** very small base (under 1) ineligible for sig testing

8 Oct 2010

Table 11
Q.B1 Implementation of the TWIC program

	Maher				PNCT				APM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted Base	-	31	-	-	-	26	-	-	-	31	-	-	-	33	-	-	-	27	-	-
Base: Truckers	-**	31*	-**	-**	-**	26*	-**	-**	-**	31*	-**	-**	-**	33*	-**	-**	-**	27*	-**	-**
<u>Top 2 Box (Net)</u>	-	16	-	-	-	15	-	-	-	15	-	-	-	18	-	-	-	17	-	-
	-	51.6	-	-	-	57.7	-	-	-	48.4	-	-	-	54.5	-	-	-	63.0	-	-
7-Excellent	-	9	-	-	-	5	-	-	-	8	-	-	-	11	-	-	-	8	-	-
	-	29.0	-	-	-	19.2	-	-	-	25.8	-	-	-	33.3	-	-	-	29.6	-	-
6-	-	7	-	-	-	10	-	-	-	7	-	-	-	7	-	-	-	9	-	-
	-	22.6	-	-	-	38.5	-	-	-	22.6	-	-	-	21.2	-	-	-	33.3	-	-
<u>Middle 2 Box (Net)</u>	-	11	-	-	-	4	-	-	-	12	-	-	-	12	-	-	-	6	-	-
	-	35.5	-	-	-	15.4	-	-	-	38.7	-	-	-	36.4	-	-	-	22.2	-	-
5-	-	7	-	-	-	2	-	-	-	8	-	-	-	6	-	-	-	5	-	-
	-	22.6	-	-	-	7.7	-	-	-	25.8	-	-	-	18.2	-	-	-	18.5	-	-
4-	-	4	-	-	-	2	-	-	-	4	-	-	-	6	-	-	-	1	-	-
	-	12.9	-	-	-	7.7	-	-	-	12.9	-	-	-	18.2	-	-	-	3.7	-	-
<u>Bottom 3 Box (Net)</u>	-	4	-	-	-	6	-	-	-	2	-	-	-	2	-	-	-	3	-	-
	-	12.9	-	-	-	23.1	-	-	-	6.5	-	-	-	6.1	-	-	-	11.1	-	-
3-	-	2	-	-	-	3	-	-	-	1	-	-	-	-	-	-	-	1	-	-
	-	6.5	-	-	-	11.5	-	-	-	3.2	-	-	-	-	-	-	-	3.7	-	-
2-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	-	3.2	-	-	-	3.8	-	-	-	-	-	-	-	-	-	-	-	3.7	-	-
1-Poor	-	1	-	-	-	2	-	-	-	1	-	-	-	2	-	-	-	1	-	-
	-	3.2	-	-	-	7.7	-	-	-	3.2	-	-	-	6.1	-	-	-	3.7	-	-
DK	-	-	-	-	-	1	-	-	-	1	-	-	-	1	-	-	-	1	-	-
	-	-	-	-	-	3.8	-	-	-	3.2	-	-	-	3.0	-	-	-	3.7	-	-
REF/NA	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	3.2	-	-	-	-	-	-	-	-	-	-
Mean	-	5.3	-	-	-	5.0	-	-	-	5.4	-	-	-	5.5	-	-	-	5.6	-	-
Std. Dev.	-	1.6	-	-	-	1.9	-	-	-	1.4	-	-	-	1.6	-	-	-	1.6	-	-

Proportions/Mean: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
* small base; ** very small base (under 1) ineligible for sig testing

8 Oct 2010

Table 11
 Q.B1 Implementation of the TWIC program

	Maher				FNCT				APM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Base: Truckers	-**	31*	-**	-**	-**	26*	-**	-**	-**	31*	-**	-**	-**	33*	-**	-**	-**	27*	-**	-**
Std. Err.	-	0.3	-	-	-	0.4	-	-	-	0.3	-	-	-	0.3	-	-	-	0.3	-	-

Proportions/Mean: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
 * small base; ** very small base (under 1) ineligible for sig testing

8 Oct 2010

Table 12
Q.B1 Professionalism of SeaLink staff

	Maher				PNCT				APM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted Base	-	31	-	-	-	26	-	-	-	31	-	-	-	33	-	-	-	27	-	-
Base: Truckers	**	31*	**	**	**	26*	**	**	**	31*	**	**	**	33*	**	**	**	27*	**	**
<u>Top 2 Box (Net)</u>	-	23	-	-	-	15	-	-	-	24	-	-	-	20	-	-	-	16	-	-
	-	74.2	-	-	-	57.7	-	-	-	77.4	-	-	-	60.6	-	-	-	59.3	-	-
7-Excellent	-	12	-	-	-	7	-	-	-	12	-	-	-	14	-	-	-	15	-	-
	-	38.7	-	-	-	26.9	-	-	-	38.7	-	-	-	42.4	-	-	-	55.6	-	-
6-	-	11	-	-	-	8	-	-	-	12	-	-	-	6	-	-	-	1	-	-
	-	35.5	-	-	-	30.8	-	-	-	38.7	-	-	-	18.2	-	-	-	3.7	-	-
<u>Middle 2 Box (Net)</u>	-	4	-	-	-	7	-	-	-	5	-	-	-	8	-	-	-	6	-	-
	-	12.9	-	-	-	26.9	-	-	-	16.1	-	-	-	24.2	-	-	-	22.2	-	-
5-	-	2	-	-	-	6	-	-	-	5	-	-	-	7	-	-	-	3	-	-
	-	6.5	-	-	-	23.1	-	-	-	16.1	-	-	-	21.2	-	-	-	11.1	-	-
4-	-	2	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	3	-	-
	-	6.5	-	-	-	3.8	-	-	-	-	-	-	-	3.0	-	-	-	11.1	-	-
<u>Bottom 3 Box (Net)</u>	-	4	-	-	-	4	-	-	-	2	-	-	-	3	-	-	-	4	-	-
	-	12.9	-	-	-	15.4	-	-	-	6.5	-	-	-	9.1	-	-	-	14.8	-	-
3-	-	1	-	-	-	3	-	-	-	2	-	-	-	1	-	-	-	3	-	-
	-	3.2	-	-	-	11.5	-	-	-	6.5	-	-	-	3.0	-	-	-	11.1	-	-
2-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	9.7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1-Poor	-	-	-	-	-	1	-	-	-	-	-	-	-	2	-	-	-	1	-	-
	-	-	-	-	-	3.8	-	-	-	-	-	-	-	6.1	-	-	-	3.7	-	-
DK	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	3.0	-	-	-	3.7	-	-
REF/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	3.0	-	-	-	-	-	-
Mean	-	5.7	-	-	-	5.4	-	-	-	6.0	-	-	-	5.7	-	-	-	5.7	-	-
Std. Dev.	-	1.6	-	-	-	1.6	-	-	-	1.1	-	-	-	1.7	-	-	-	1.8	-	-

Proportions/Means: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
* small base; ** very small base (under 1) ineligible for sig testing

8 Oct 2010

Table 12
 Q.B1 Professionalism of SeaLink staff

	Maher				PNCT				APM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Inter /Exp	Ocean Carr	Truck -ers	Inter -med	Inter /Exp	Ocean Carr	Truck -ers	Inter -med	Inter /Exp	Ocean Carr	Truck -ers	Inter -med	Inter /Exp	Ocean Carr	Truck -ers	Inter -med	Inter /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Base: Truckers	-**	31*	-**	-**	-**	26*	-**	-**	-**	31*	-**	-**	-**	33*	-**	-**	-**	27*	-**	-**
Std. Err.	-	0.3	-	-	-	0.3	-	-	-	0.2	-	-	-	0.3	-	-	-	0.3	-	-

Proportions/Mean: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
 * small base; ** very small base (under 1) ineligible for sig testing

8 Oct 2010

Table 13
Q.B1 Timely transfer of Sea Link and TWIC information to terminal system

	Maher				PNCT				APM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted Base	-	31	-	-	-	26	-	-	-	31	-	-	-	33	-	-	-	27	-	-
Base: Truckers	**	31*	**	**	**	26*	**	**	**	31*	**	**	**	33*	**	**	**	27*	**	**
<u>Top 2 Box (Net)</u>	-	15	-	-	-	12	-	-	-	18	-	-	-	17	-	-	-	15	-	-
	-	48.4	-	-	-	46.2	-	-	-	58.1	-	-	-	51.5	-	-	-	55.6	-	-
7-Excellent	-	10	-	-	-	3	-	-	-	9	-	-	-	11	-	-	-	8	-	-
	-	32.3	-	-	-	11.5	-	-	-	29.0	-	-	-	33.3	-	-	-	29.6	-	-
6-	-	5	-	-	-	9	-	-	-	9	-	-	-	6	-	-	-	7	-	-
	-	16.1	-	-	-	34.6	-	-	-	29.0	-	-	-	18.2	-	-	-	25.9	-	-
<u>Middle 2 Box (Net)</u>	-	13	-	-	-	10	-	-	-	9	-	-	-	13	-	-	-	9	-	-
	-	41.9	-	-	-	38.5	-	-	-	29.0	-	-	-	39.4	-	-	-	33.3	-	-
5-	-	8	-	-	-	7	-	-	-	7	-	-	-	7	-	-	-	6	-	-
	-	25.8	-	-	-	26.9	-	-	-	22.6	-	-	-	21.2	-	-	-	22.2	-	-
4-	-	5	-	-	-	3	-	-	-	2	-	-	-	6	-	-	-	3	-	-
	-	16.1	-	-	-	11.5	-	-	-	6.5	-	-	-	18.2	-	-	-	11.1	-	-
<u>Bottom 3 Box (Net)</u>	-	3	-	-	-	4	-	-	-	4	-	-	-	3	-	-	-	3	-	-
	-	9.7	-	-	-	15.4	-	-	-	12.9	-	-	-	9.1	-	-	-	11.1	-	-
3-	-	1	-	-	-	2	-	-	-	1	-	-	-	1	-	-	-	2	-	-
	-	3.2	-	-	-	7.7	-	-	-	3.2	-	-	-	3.0	-	-	-	7.4	-	-
2-	-	1	-	-	-	1	-	-	-	2	-	-	-	1	-	-	-	-	-	-
	-	3.2	-	-	-	3.8	-	-	-	6.5	-	-	-	3.0	-	-	-	-	-	-
1-Poor	-	1	-	-	-	1	-	-	-	1	-	-	-	1	-	-	-	1	-	-
	-	3.2	-	-	-	3.8	-	-	-	3.2	-	-	-	3.0	-	-	-	3.7	-	-
DK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
REF/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	-	5.4	-	-	-	5.0	-	-	-	5.4	-	-	-	5.4	-	-	-	5.4	-	-
Std. Dev.	-	1.6	-	-	-	1.5	-	-	-	1.6	-	-	-	1.6	-	-	-	1.5	-	-

Proportions/Means: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
* small base; ** very small base (under 1) ineligible for sig testing

8 Oct 2010

Table 13
 Q.B1 Timely transfer of Sea Link and TWIC information to terminal system

	Maher				PNCT				APM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Base: Truckers	-**	31*	-**	-**	-**	26*	-**	-**	-**	31*	-**	-**	-**	33*	-**	-**	-**	27*	-**	-**
Std. Err.	-	0.3	-	-	-	0.3	-	-	-	0.3	-	-	-	0.3	-	-	-	0.3	-	-

Proportions/Mean: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
 * small base; ** very small base (under 1) ineligible for sig testing

8 Oct 2010

Table 14
Q.B1 Accuracy of SeaLink/TWIC data base information

	MaHer				PNCT				APM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted Base	-	31	-	-	-	26	-	-	-	31	-	-	-	33	-	-	-	27	-	-
Base: Truckers	**	31*	**	**	**	26*	**	**	**	31*	**	**	**	33*	**	**	**	27*	**	**
<u>Top 2 Box (Net)</u>	-	19	-	-	-	17	-	-	-	22	-	-	-	22	-	-	-	16	-	-
	-	61.3	-	-	-	65.4	-	-	-	71.0	-	-	-	66.7	-	-	-	59.3	-	-
7-Excellent	-	10	-	-	-	8	-	-	-	18	-	-	-	15	-	-	-	10	-	-
	-	32.3	-	-	-	30.8	-	-	-	58.1	-	-	-	45.5	-	-	-	37.0	-	-
6-	-	9	-	-	-	9	-	-	-	4	-	-	-	7	-	-	-	6	-	-
	-	29.0	-	-	-	34.6	-	-	-	12.9	-	-	-	21.2	-	-	-	22.2	-	-
<u>Middle 2 Box (Net)</u>	-	7	-	-	-	5	-	-	-	8	-	-	-	10	-	-	-	6	-	-
	-	22.6	-	-	-	19.2	-	-	-	25.8	-	-	-	30.3	-	-	-	22.2	-	-
5-	-	6	-	-	-	2	-	-	-	5	-	-	-	8	-	-	-	3	-	-
	-	19.4	-	-	-	7.7	-	-	-	16.1	-	-	-	24.2	-	-	-	11.1	-	-
4-	-	1	-	-	-	3	-	-	-	3	-	-	-	2	-	-	-	3	-	-
	-	3.2	-	-	-	11.5	-	-	-	9.7	-	-	-	6.1	-	-	-	11.1	-	-
<u>Bottom 3 Box (Net)</u>	-	4	-	-	-	4	-	-	-	1	-	-	-	-	-	-	-	3	-	-
	-	12.9	-	-	-	15.4	-	-	-	3.2	-	-	-	-	-	-	-	11.1	-	-
3-	-	1	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	-	3.2	-	-	-	11.5	-	-	-	-	-	-	-	-	-	-	-	3.7	-	-
2-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	-	3.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3.7	-	-
1-Poor	-	2	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	1	-	-
	-	6.5	-	-	-	3.8	-	-	-	3.2	-	-	-	-	-	-	-	3.7	-	-
DK	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	2	-	-
	-	3.2	-	-	-	-	-	-	-	-	-	-	-	3.0	-	-	-	7.4	-	-
REF/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	-	5.5	-	-	-	5.5	-	-	-	6.1	-	-	-	6.1	-	-	-	5.6	-	-
Std. Dev.	-	1.7	-	-	-	1.6	-	-	-	1.4	-	-	-	1.0	-	-	-	1.7	-	-

Proportions/Mean: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
* small base; ** very small base (under 1) ineligible for sig testing

8 Oct 2010

Table 14
 Q.B1 Accuracy of SeaLink/TWIC data base information

	Maher				PNCT				APM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Base: Truckers	-**	31*	-**	-**	-**	26*	-**	-**	-**	31*	-**	-**	-**	33*	-**	-**	-**	27*	-**	-**
Std. Err.	-	0.3	-	-	-	0.3	-	-	-	0.3	-	-	-	0.2	-	-	-	0.3	-	-

Proportions/Mean: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
 * small base; ** very small base (under 1) ineligible for sig testing

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Table 15
Q.B1 Overall Sealink/ TWIC system.

	Maher				PNCT				APM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted Base	-	31	-	-	-	26	-	-	-	31	-	-	-	33	-	-	-	27	-	-
Base: Truckers	**	31*	**	**	**	26*	**	**	**	31*	**	**	**	33*	**	**	**	27*	**	**
<u>Top 2 Box (Net)</u>	-	18	-	-	-	17	-	-	-	21	-	-	-	21	-	-	-	16	-	-
	-	58.1	-	-	-	65.4	-	-	-	67.7	-	-	-	63.6	-	-	-	59.3	-	-
7-Excellent	-	11	-	-	-	5	-	-	-	11	-	-	-	10	-	-	-	7	-	-
	-	35.5	-	-	-	19.2	-	-	-	35.5	-	-	-	30.3	-	-	-	25.9	-	-
6-	-	7	-	-	-	12	-	-	-	10	-	-	-	11	-	-	-	9	-	-
	-	22.6	-	-	-	46.2	-	-	-	32.3	-	-	-	33.3	-	-	-	33.3	-	-
<u>Middle 2 Box (Net)</u>	-	10	-	-	-	3	-	-	-	8	-	-	-	9	-	-	-	9	-	-
	-	32.3	-	-	-	11.5	-	-	-	25.8	-	-	-	27.3	-	-	-	33.3	-	-
5-	-	5	-	-	-	2	-	-	-	6	-	-	-	5	-	-	-	5	-	-
	-	16.1	-	-	-	7.7	-	-	-	19.4	-	-	-	15.2	-	-	-	18.5	-	-
4-	-	5	-	-	-	1	-	-	-	2	-	-	-	4	-	-	-	4	-	-
	-	16.1	-	-	-	3.8	-	-	-	6.5	-	-	-	12.1	-	-	-	14.8	-	-
<u>Bottom 3 Box (Net)</u>	-	3	-	-	-	6	-	-	-	1	-	-	-	2	-	-	-	2	-	-
	-	9.7	-	-	-	23.1	-	-	-	3.2	-	-	-	6.1	-	-	-	7.4	-	-
3-	-	1	-	-	-	5	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	-	3.2	-	-	-	19.2	-	-	-	-	-	-	-	-	-	-	-	3.7	-	-
2-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	-	3.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3.7	-	-
1-Poor	-	1	-	-	-	1	-	-	-	1	-	-	-	2	-	-	-	-	-	-
	-	3.2	-	-	-	3.8	-	-	-	3.2	-	-	-	6.1	-	-	-	-	-	-
DK	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	3.2	-	-	-	3.0	-	-	-	-	-	-
REF/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	-	5.5	-	-	-	5.3	-	-	-	5.9	-	-	-	5.6	-	-	-	5.5	-	-
Std. Dev.	-	1.6	-	-	-	1.6	-	-	-	1.3	-	-	-	1.6	-	-	-	1.3	-	-

Proportions/Means: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
* small base; ** very small base (under 1) ineligible for sig testing

8 Oct 2010

Table 15
 Q.B1 Overall SeaLink/ TWIC system.

	Maher				PNCT				APM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Base: Truckers	-**	31*	-**	-**	-**	26*	-**	-**	-**	31*	-**	-**	-**	33*	-**	-**	-**	27*	-**	-**
Std. Err.	-	0.3	-	-	-	0.3	-	-	-	0.2	-	-	-	0.3	-	-	-	0.3	-	-

Proportions/Mean: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
 * small base; ** very small base (under 1) ineligible for sig testing

8 Oct 2010

Table 16
Q.B1 Rating of SeaLink and TWIC Process (% Rating 7)

	Maher				PNCT				APM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted Base	-	31	-	-	-	26	-	-	-	31	-	-	-	33	-	-	-	27	-	-
Base: Truckers	**	31*	**	**	**	26*	**	**	**	31*	**	**	**	33*	**	**	**	27*	**	**
Accuracy of SeaLink/TWIC data base information	-	10	-	-	-	8	-	-	-	18	-	-	-	15	-	-	-	10	-	-
	-	32.3	-	-	-	30.8	-	-	-	58.1	-	-	-	45.5	-	-	-	37.0	-	-
Location of the new SeaLink office	-	15	-	-	-	9	-	-	-	15	-	-	-	11	-	-	-	11	-	-
	-	48.4	-	-	-	34.6	-	-	-	48.4	-	-	-	33.3	-	-	-	40.7	-	-
Professionalism of SeaLink staff	-	12	-	-	-	7	-	-	-	12	-	-	-	14	-	-	-	15	-	-
	-	38.7	-	-	-	26.9	-	-	-	38.7	-	-	-	42.4	-	-	-	55.6	-	-
Adequacy of SeaLink's office hours	-	9	-	-	-	7	-	-	-	13	-	-	-	11	-	-	-	9	-	-
	-	29.0	-	-	-	26.9	-	-	-	41.9	-	-	-	33.3	-	-	-	33.3	-	-
Implementation of the TWIC program	-	9	-	-	-	5	-	-	-	8	-	-	-	11	-	-	-	8	-	-
	-	29.0	-	-	-	19.2	-	-	-	25.8	-	-	-	33.3	-	-	-	29.6	-	-
Ease of getting drivers processed	-	6	-	-	-	6	-	-	-	13	-	-	-	12	-	-	-	7	-	-
	-	19.4	-	-	-	23.1	-	-	-	41.9	-	-	-	36.4	-	-	-	25.9	-	-
Timely transfer of Sea Link and TWIC information to terminal system	-	10	-	-	-	3	-	-	-	9	-	-	-	11	-	-	-	8	-	-
	-	32.3	-	-	-	11.5	-	-	-	29.0	-	-	-	33.3	-	-	-	29.6	-	-
Overall SeaLink/ TWIC system.	-	11	-	-	-	5	-	-	-	11	-	-	-	10	-	-	-	7	-	-
	-	35.5	-	-	-	19.2	-	-	-	35.5	-	-	-	30.3	-	-	-	25.9	-	-

Proportions/Means: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
* small base; ** very small base (under 1) ineligible for sig testing

8 Oct 2010

Table 17
Q.B1 Rating of SeaLink and TWIC Process (% Rating 6/7)

	Maher				PNCT				APM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted Base	-	31	-	-	-	26	-	-	-	31	-	-	-	33	-	-	-	27	-	-
Base: Truckers	**	31*	**	**	**	26*	**	**	**	31*	**	**	**	33*	**	**	**	27*	**	**
Location of the new SeaLink office	-	27	-	-	-	16	-	-	-	25	-	-	-	20	-	-	-	14	-	-
	-	87.1	-	-	-	61.5	-	-	-	80.6	-	-	-	60.6	-	-	-	51.9	-	-
Accuracy of SeaLink/TWIC data base information	-	19	-	-	-	17	-	-	-	22	-	-	-	22	-	-	-	16	-	-
	-	61.3	-	-	-	65.4	-	-	-	71.0	-	-	-	66.7	-	-	-	59.3	-	-
Professionalism of SeaLink staff	-	23	-	-	-	15	-	-	-	24	-	-	-	20	-	-	-	16	-	-
	-	74.2	-	-	-	57.7	-	-	-	77.4	-	-	-	60.6	-	-	-	59.3	-	-
Adequacy of SeaLink's office hours	-	18	-	-	-	12	-	-	-	22	-	-	-	16	-	-	-	17	-	-
	-	58.1	-	-	-	46.2	-	-	-	71.0	-	-	-	48.5	-	-	-	63.0	-	-
Implementation of the TWIC program	-	16	-	-	-	15	-	-	-	15	-	-	-	18	-	-	-	17	-	-
	-	51.6	-	-	-	57.7	-	-	-	48.4	-	-	-	54.5	-	-	-	63.0	-	-
Timely transfer of Sea Link and TWIC information to terminal system	-	15	-	-	-	12	-	-	-	18	-	-	-	17	-	-	-	15	-	-
	-	48.4	-	-	-	46.2	-	-	-	58.1	-	-	-	51.5	-	-	-	55.6	-	-
Ease of getting drivers processed	-	12	-	-	-	14	-	-	-	18	-	-	-	19	-	-	-	12	-	-
	-	38.7	-	-	-	53.8	-	-	-	58.1	-	-	-	57.6	-	-	-	44.4	-	-
Overall SeaLink/ TWIC system.	-	18	-	-	-	17	-	-	-	21	-	-	-	21	-	-	-	16	-	-
	-	58.1	-	-	-	65.4	-	-	-	67.7	-	-	-	63.6	-	-	-	59.3	-	-

Proportions/Mean: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
* small base; ** very small base (under 1) ineligible for sig testing

8 Oct 2010

Table 18
Q.B1 Rating of SeaLink and TWIC Process (% Rating 5-7)

	Maher				PNCT				APM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted Base	-	31	-	-	-	26	-	-	-	31	-	-	-	33	-	-	-	27	-	-
Base: Truckers	***	31*	***	***	***	26*	***	***	***	31*	***	***	***	33*	***	***	***	27*	***	***
Location of the new SeaLink office	-	28	-	-	-	21	-	-	-	29	-	-	-	27	-	-	-	19	-	-
	-	90.3	-	-	-	80.8	-	-	-	93.5	-	-	-	81.8	-	-	-	70.4	-	-
Accuracy of SeaLink/TWIC data base information	-	25	-	-	-	19	-	-	-	27	-	-	-	30	-	-	-	19	-	-
	-	80.6	-	-	-	73.1	-	-	-	87.1	-	-	-	90.9	-	-	-	70.4	-	-
Professionalism of SeaLink staff	-	25	-	-	-	21	-	-	-	29	-	-	-	27	-	-	-	19	-	-
	-	80.6	-	-	-	80.8	-	-	-	93.5	-	-	-	81.8	-	-	-	70.4	-	-
Timely transfer of Sea Link and TWIC information to terminal system	-	23	-	-	-	19	-	-	-	25	-	-	-	24	-	-	-	21	-	-
	-	74.2	-	-	-	73.1	-	-	-	80.6	-	-	-	72.7	-	-	-	77.8	-	-
Adequacy of SeaLink's office hours	-	23	-	-	-	16	-	-	-	29	-	-	-	23	-	-	-	20	-	-
	-	74.2	-	-	-	61.5	-	-	-	93.5	-	-	-	69.7	-	-	-	74.1	-	-
Implementation of the TWIC program	-	23	-	-	-	17	-	-	-	23	-	-	-	24	-	-	-	22	-	-
	-	74.2	-	-	-	65.4	-	-	-	74.2	-	-	-	72.7	-	-	-	81.5	-	-
Ease of getting drivers processed	-	21	-	-	-	18	-	-	-	25	-	-	-	25	-	-	-	18	-	-
	-	67.7	-	-	-	69.2	-	-	-	80.6	-	-	-	75.8	-	-	-	66.7	-	-
Overall SeaLink/ TWIC system.	-	23	-	-	-	19	-	-	-	27	-	-	-	26	-	-	-	21	-	-
	-	74.2	-	-	-	73.1	-	-	-	87.1	-	-	-	78.8	-	-	-	77.8	-	-

Proportions/Mean: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
* small base; ** very small base (under 1) ineligible for sig testing

8 Oct 2010

Table 19
Q.B1 Rating of SeaLink and TWIC Process (% Rating 4 or less)

	Maher				PNCT				APM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted Base	-	31	-	-	-	26	-	-	-	31	-	-	-	33	-	-	-	27	-	-
Base: Truckers	**	31*	**	**	**	26*	**	**	**	31*	**	**	**	33*	**	**	**	27*	**	**
Ease of getting drivers processed	-	10	-	-	-	8	-	-	-	6	-	-	-	8	-	-	-	9	-	-
	-	32.3	-	-	-	30.8	-	-	-	19.4	-	-	-	24.2	-	-	-	33.3	-	-
Timely transfer of Sea Link and TWIC information to terminal system	-	8	-	-	-	7	-	-	-	6	-	-	-	9	-	-	-	6	-	-
	-	25.8	-	-	-	26.9	-	-	-	19.4	-	-	-	27.3	-	-	-	22.2	-	-
Implementation of the TWIC program	-	8	-	-	-	8	-	-	-	6	-	-	-	8	-	-	-	4	-	-
	-	25.8	-	-	-	30.8	-	-	-	19.4	-	-	-	24.2	-	-	-	14.8	-	-
Adequacy of SeaLink's office hours	-	8	-	-	-	9	-	-	-	2	-	-	-	9	-	-	-	6	-	-
	-	25.8	-	-	-	34.6	-	-	-	6.5	-	-	-	27.3	-	-	-	22.2	-	-
Professionalism of SeaLink staff	-	6	-	-	-	5	-	-	-	2	-	-	-	4	-	-	-	7	-	-
	-	19.4	-	-	-	19.2	-	-	-	6.5	-	-	-	12.1	-	-	-	25.9	-	-
Accuracy of SeaLink/TWIC data base information	-	5	-	-	-	7	-	-	-	4	-	-	-	2	-	-	-	6	-	-
	-	16.1	-	-	-	26.9	-	-	-	12.9	-	-	-	6.1	-	-	-	22.2	-	-
Location of the new SeaLink office	-	3	-	-	-	3	-	-	-	2	-	-	-	2	-	-	-	8	-	-
	-	9.7	-	-	-	11.5	-	-	-	6.5	-	-	-	6.1	-	-	-	29.6	-	-
Overall SeaLink/ TWIC system.	-	8	-	-	-	7	-	-	-	3	-	-	-	6	-	-	-	6	-	-
	-	25.8	-	-	-	26.9	-	-	-	9.7	-	-	-	18.2	-	-	-	22.2	-	-

Proportions/Means: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
* small base; ** very small base (under 1) ineligible for sig testing

8 Oct 2010

Table 20
 Q.B1 Rating of SeaLink and TWIC Process (Mean Rating)

	Maher				PNCT				APM				Global				NYCT			
	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp	Ocean Carr	Truck -ers	Inter -med	Imp /Exp
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted Base	-	31	-	-	-	26	-	-	-	31	-	-	-	33	-	-	-	27	-	-
Base: Truckers	**	31*	**	**	**	26*	**	**	**	31*	**	**	**	33*	**	**	**	27*	**	**
<u>Ease of getting drivers processed</u>																				
Mean	-	4.9	-	-	-	5.2	-	-	-	5.6	-	-	-	5.3	-	-	-	5.0	-	-
Std. Dev.	-	1.7	-	-	-	1.7	-	-	-	1.5	-	-	-	1.9	-	-	-	1.8	-	-
Std. Err.	-	0.3	-	-	-	0.3	-	-	-	0.3	-	-	-	0.3	-	-	-	0.3	-	-
<u>Adequacy of SeaLink's office hours</u>																				
Mean	-	5.4	-	-	-	5.2	-	-	-	5.9	-	-	-	5.3	-	-	-	5.6	-	-
Std. Dev.	-	1.6	-	-	-	1.6	-	-	-	1.3	-	-	-	1.7	-	-	-	1.5	-	-
Std. Err.	-	0.3	-	-	-	0.3	-	-	-	0.2	-	-	-	0.3	-	-	-	0.3	-	-
<u>Location of the new SeaLink office</u>																				
Mean	-	6.2	-	-	-	5.8	-	-	-	6.1	-	-	-	5.9	-	-	-	5.5	-	-
Std. Dev.	-	1.2	-	-	-	1.4	-	-	-	1.3	-	-	-	1.1	-	-	-	1.6	-	-
Std. Err.	-	0.2	-	-	-	0.3	-	-	-	0.2	-	-	-	0.2	-	-	-	0.3	-	-
<u>Implementation of the TWIC program</u>																				
Mean	-	5.3	-	-	-	5.0	-	-	-	5.4	-	-	-	5.5	-	-	-	5.6	-	-
Std. Dev.	-	1.6	-	-	-	1.9	-	-	-	1.4	-	-	-	1.6	-	-	-	1.6	-	-
Std. Err.	-	0.3	-	-	-	0.4	-	-	-	0.3	-	-	-	0.3	-	-	-	0.3	-	-
<u>Professionalism of SeaLink staff</u>																				
Mean	-	5.7	-	-	-	5.4	-	-	-	6.0	-	-	-	5.7	-	-	-	5.7	-	-
Std. Dev.	-	1.6	-	-	-	1.6	-	-	-	1.1	-	-	-	1.7	-	-	-	1.8	-	-
Std. Err.	-	0.3	-	-	-	0.3	-	-	-	0.2	-	-	-	0.3	-	-	-	0.3	-	-
<u>Timely transfer of Sea Link and TWIC information to terminal system</u>																				
Mean	-	5.4	-	-	-	5.0	-	-	-	5.4	-	-	-	5.4	-	-	-	5.4	-	-
Std. Dev.	-	1.6	-	-	-	1.5	-	-	-	1.6	-	-	-	1.6	-	-	-	1.5	-	-
Std. Err.	-	0.3	-	-	-	0.3	-	-	-	0.3	-	-	-	0.3	-	-	-	0.3	-	-
<u>Accuracy of SeaLink/TWIC data base information</u>																				
Mean	-	5.5	-	-	-	5.5	-	-	-	6.1	-	-	-	6.1	-	-	-	5.6	-	-
Std. Dev.	-	1.7	-	-	-	1.6	-	-	-	1.4	-	-	-	1.0	-	-	-	1.7	-	-
Std. Err.	-	0.3	-	-	-	0.3	-	-	-	0.3	-	-	-	0.2	-	-	-	0.3	-	-
<u>Overall SeaLink/ TWIC system.</u>																				
Mean	-	5.5	-	-	-	5.3	-	-	-	5.9	-	-	-	5.6	-	-	-	5.5	-	-
Std. Dev.	-	1.6	-	-	-	1.6	-	-	-	1.3	-	-	-	1.6	-	-	-	1.3	-	-
Std. Err.	-	0.3	-	-	-	0.3	-	-	-	0.2	-	-	-	0.3	-	-	-	0.3	-	-

Proportions/Means: Columns Tested (5%, 10% risk level) - A/B/C/D - E/F/G/H - I/J/K/L - M/N/O/P - Q/R/S/T
 * small base; ** very small base (under 1) ineligible for sig testing

**Material Exempt Under
Exemption (2.a.)**

ID Numb	Name Collected:	Company	Street_address	city	state	zip	phone
00002		RAM international					
00005		Evergreen Shipping					
00007		jones motor					
00009		AeroShips					
00016		refused					
00017		BM Transportation					
00019		Cosco Container Lines					
00020		Barthco division of OHL					
00021		fmc corporation					
00022		Buanno Shipping, Inc					
00023		OOCL (usa) inc...					
00025		equipment express					
00026		intraco corporation					
00027		nyk line north america					
00028		Guaranteed Freight					
00029		Phase III Trucking					
00030		quad city port services inc					
00031		CMA CGM					
00032		evergreen shipping agency					
00033		hudson express					
00036		APS trucking					
00038		hamburg sud					
00039		Dastech					
00040		OhL barcode division					
00041		Kamino International Transport Inc..					
00044		Manhattan Transport Inc.					
00043		NSCSA					
00046		Rising Star Transportation					
00049		J&J Logging Inc					
00050		DHL Global Forwarding					
00052		nova chemicals					

Ex. (1)

Ex. (1)

ID Numb	Name Collected:	Company	Street_address	city	state	zip	phone
00053		Bennett Motor Express					
00054		r & m frieghts					
00055		Allied					
00056		Seaboard Marine					
00057		Carmello Bianchi, Jr.					
00058		meadow view transport					
00059		Cioffi Truck Leasing Inc.					
00060		Vigwheef inc					
00061		john a steer co					
00063		csav					
00064		intransit container					
00065		Krenz & Hannan International Inc					
00066		Cabru Transport					
00067		Murie Feiss					
00068		Cosco Container Lines Americas Inc.					
00069		an durerger					
00070		chee trucking					
00071		ardelle trucking inc					
00072		Heavyweight Transport					
00073		pinto trading					
00074		Freight Cargo & Shipping					
00075		american standard					
00076		AN Derringer.com					
00078		Safmarine Canada					
00077		cacera vp transports					
00079		Reliant Logistics Int					
00080		NIPE					
00081		DSV AIR C					
00082		mordern day truckinh usa llc					
00084		Henry Schein					
00085		Trans American					

Ex. (1)

Ex. (1)

ID Numb	Name Collected:	Company	Street_address	city	state	zip	phone
00086		INMAN Logistics					
00087		Chaday					
00089		Sea Cargo Air Cargo Logistics					
00090		charles a redding inc					
00092		Team WorldWide					
00094		jmj intermotor					
00095		Delallo					
00097		seascapeslines					
00098		Bermuda					
00099		Reebok					
00100		ideal transportation					
00102		Tandam Global					
00103		Shipco Transport					
00105		universal commodities tea trade					
00106		GT trucking					
00110		royal intermotor					
00111		M.O.L.					
00112		William B Skinner					
00114		j Gold					
00115		seamates consolidation services					
00116		Vandegrift forwarding company					
00118		Charkit					
00119		k international					
00126		Framtina Transportation Service					
00128		Argix Direct C/O Passport					
00129		IGM					
00130		Panasonic					
00131		Emo Trans					
00132		wagner trucking					
00048		Marathon Line					
00134		Eagle Leasing					

Ex. (1)

Ex. (1)

ID Numb	Name Collected:	Company	Street_address	city	state	zip	phone
00136		DHL Global					
00139		DHL Global Forwarding					
00096		Jrdi Express					
00141		guardian industry					
00142		CH Powell					
00143		Jankovich & Associates					
00144		Bruining International					
00150		Barthco					
00151		ford motor company					
00152		Hedge & Herberg Inc.					
00153		mid america overseas inc.					
00156		Only Express Inc.					
00159		lipo chemicals					
00160		young ming line					
00162	Ex. (1)	Voss USA Inc					
00163		cosco					
00164		warmka transport inc.					
00167		K Ocean Transport					
00166		EMOS Trans					
00168		C H powell co					
00169		NYK Line					
00171		Briggs and Stratton Corporation					
00172		wade environmental					
00174		All World Removal					
00175		Jack B Telling Trucking Agency					
00178		Kohls Dept Stores'					
00179		convoy logistics					
00180		Auehene& Nagel					
00182		itz ohlson transport					
00183		DSV Air & Sea					
00184	encore forwarding inc						

Ex. (1)

ID Numb	Name Collected:	Company	Street_address	city	state	zip	phone
00185		queen apparel ny inc					
00186		Earl Paddock Transportation					
00187		Eagle Rock					
00190		MOL America					
00193		L&J Transportation					
00194		UTC Overseas					
00195		timberland trucking llc					
00196		phoneix international					
00203		universal transportaion service					
00204		pegasus transportation					
00205		Kuehne & Nagel					
00206		United Distributions Center					
00208		Kuehne and Nagel					
00209		tapwood					
00210		the delong co inc					
00211		mediterranean Shipping					
00212		ADVANCE CARGO					
00214		owens truckmens					
00215		insignia transport					
00217		Wool Shafman and Lieberman					
00218		surface express inc					
00219		Kuehme and Nagel					
00220		dsv air and sea					
00221		norske skog usa inc					
00223		hyandi					
00224		T&T Transport Service Inc					
00226		midamar corporation					
00227		edward Pommer Paper					
00228		colors fruit canada					
00229		Quickway Transportation					
00230		universal tranport					

Ex. (1)

Ex. (1)

ID Numb	Name Collected:	Company	Street_address	city	state	zip	phone
00231		Conova Logistics					
00232		Ecoway					
00233		disilva tran inc					
00235		lion bridge transport					
00239		MEIKO					
00240		d e xp inc					
00241		vip express					
00242		Tom Shewe trucking inc					
00243		vol cafe specialty					
00244		ref					
00245		mandigo loglistic inc					
00246		zim shipping					
00247		worldwide fibers					
00249		CONVOY LOGISTICS PROVIDERS					
00250		oydessy international lc					
00045		alliance express					
00251		JIL Distribution					
00252		Lori Trucking Corp					
00253		hrt trucking inc					
00254		cf logistic					
00255		omar transport					
00257		EK Martin & Sons Inc					
00258		omnitrans corp					
00259		CAE					
00261		professional truckers					
00262		schenger inc					
00264		Tran KD Trucking Company					
00265		Daniel Palomera & Sons Trucking					
00267		EAST COAST TRANSPORT					
00268		blue ox transportation					
00269		crt trucking					

Ex. (1)

Ex. (1)

ID Numb	Name Collected:	Company	Street_address	city	state	zip	phone
00270		les transport					
00271		dachser transport of america					
00272		Frimp Trucking					
00274		City Freight Transport					
00276		helstrom international					
00278		Romar Transportation Systems, Inc					
00279		bainbridge transportation inc					
00280		east coast express					
00285		World Shipping, Inc					
00289		Kuehne-Nagel					
00292		pace mobile lines					
00293		tand servicing					
00294		p judge and sons					
00296		fracht					
00297		Empire Trucking					
00298		interstate logistics inc					
00299		BLB Transport					
00300		r &m leasing inc					
00302		pride expressing					
00303		affiliated custom brokers					
00305		Hapag Lloyd					
00306		cardello					
00307		sears holding					
00310		China Shipping					
00311		legacy transport					
00312		jade international					
00313		hi tech trucking					
00315		kuehen+nagal					
00316		camuto froup					
00318		bbp international					
00320		sd					

Ex. (1)

Ex. (1)

ID Numb	Name Collected:	Company	Street_address	city	state	zip	phone
00324		carmicheal international services					
00325		selective transportation					
00326		evertlast transport					
00327		cas delivery service					
00328		Carlos Trucking					
00284		ucs transport					
00329		dain truckings					
00331		Pedowitz					
00332		al transport company					
00334		newyorkeagletrucking					
00335		Midwest Transatlantic Lines, Inc					
00290		berkalycargos					
00336		alpha global inc					
00337		Mustang Express Trucking					
00338		atlantic cocoa company					
00339		champion					
00340		judah tranport					
00344		k&e molinelli					
00346		cargotrans inc					
00348		Contact customs clearance					
00349		satton					
00351		Bridgeside Inc					
00352		globe express inc					
00353		silk road transport					
00354		sher-del tranfer					
00355		ref					
00357		papco					
00358		Trimac transportation					
00360		hapag-lloyd					
00361		kkc express corps					
00362		vicent services					

Ex. (1)

Ex. (1)

ID Numb	Name Collected:	Company	Street_address	city	state	zip	phone
00365		Motivair					
00366		tallman transports					
00368		transports tfi 12					
00370		mol america					
00378		new penn motors					
00380		bohler udderholm corp					
00382		Marfret					
00384		geodis wilson usa inc					
00386		Hellman					
00391		Trezza					
00392		jcp company					
00389		refused					
00395		bellsville rodair					
00396		all ports international inc					
00399		columbus customhouse brookers					
00400		cavlier logistics					
00404		always forwarding					
00406		Hers Transport					
00407		bdp international					
00409		liquari trucking and trans					
00410		Odyessy Shipping					
00413		deodis wilson					
00414		t transport llc					
00417		malave					
00418		Higgins Trucking					
00419		mkheavy transport llc					
00420		horizon lines					
00421		refused					
00422		h&h					
00423		stanley blackendeckor					
00424		aat carriers					

Ex. (1)

Ex. (1)

ID Numb	Name Collected:	Company	Street_address	city	state	zip	phone
00425		lacys express					
00431		Expeditors					
00432		sns worldwide inc.					
00433		BRUNOZZI TRANSFER					
00434		J way					
00435		romac express inc					
00436		tmp technologies					
00437		Maersk					
00438		ams					
00439		jw hampton					
00440		faith group					
00441		guski trucking company inc					
00443		defender inc					
00444		Platinum Transports					
00445		apc recycling inc					
00446		expiditers					
00448		chambers paper					
00450		mrm specialized trucking					
00454		cobrand					
00455		oec group					
00456		sappis trading					
00457		rl swearer company inc					
00458		refused					
00460		oversees newark cargo services					
00461		steelman transportation					
00464		hyundai merchant marine					
00466		atlantic container line					
00467		transways motor express					
00468		naro enterprises					
00469		schoot north america inc					
00470		geodis wilson usa					

Ex. (1)

Ex. (1)

ID Numb	Name Collected:	Company	Street_address	city	state	zip	phone
00471		western states machine company					
00472		S&S Logistics LLC					
00475		worldwide international incv					
00476		J&J specialized					
00479		gilco trucking					
00480		quality transportation service inc					
00481		jm tranportations llc					
00482		united arab company					
00484		emo trans					
00486		csav					
00490		formosa plastics					
00491		trans alantic container lines					
00493		ref					
00494		world wide freight systems					
00497		hanjin shipping					
00498		allstate					
00500		Stech Transportation					
00502		contco conTAINER LINES AMERICA					
00503		commerce express					
00504		Hawk Express					
00505		Noble Americas					
00507		phoenix beverages					
00508		IFC INTERNATIONAL FREIGHT					
00509		rush truck service					
00510		Hyundai					
00511		harvest trans inc					
00512		Thompson Mahoganey					
00514		Manitoulin and Global Forwarding					
00518		Coffe America USa Corp					
00521		uni freight international					
00524		Pep Boys					

Ex. (1)

Ex. (1)

ID Numb	Name Collected:	Company	Street_address	city	state	zip	phone
00525		Sea Cargo	Air Cargo Logistics				
00526		Koonce	Transportation				
00531		phillips	respironics				
00532		yang ming	lines				
00533		century	carriers				
00535		hillside	transport				
00537		winebow	inc				
00536		Jet	Distribution				
00538		G & C	Logistics				
00539		salson	trucking				
00540		ohl					
00541		m&t	trucking				
00542		efficient	logistics				
00462		vector	transport				
00547		MFC	Logistics				
00548		dave kirsch	forwarders				
00551		6 penn	center west				
00552		dowd	trucking corp				
00554		Bowers	Trucking Inc				
00556		Ht	Berry				
00558		hart	transportation inc				
00560		SDV					
00561		refused					
00562		Shanghai International	Holding Corporation				
00564		diagio					
00566		pexim					
00567		BXC	Logistics Corp				
00568		dhl global	fowarding				
00569		Willard	Meats				
00570		classic cargo	international inc				
00573		shipco	transport				

Ex. (1)

Ex. (1)

ID Numb	Name Collected:	Company	Street_address	city	state	zip	phone
00574		cosco inc					
00577		Ashley Furniture					
00578		china shipping inc					
00580		hellman					
00581		bdp project					
00582		AWF Forwarding					
00583		refused					
00585		Mediterranean Shipping Company (Canada) Inc.					
00587		utc overseas					
00588		DSYoung Inc.					
00589		cnwire corporation					
00591		atlantic container line					
00593		jfk company					
00594		kanematsu usa inc					
00597		Anchor international freight					
00599		liz clairboune inc					
00601		coffee america usa corp.					
00602		dtruelo company					
00604		Lynden Iternational					
00607		Brecon foods					
00609		towne airfreight					
00610		Evergreen Line					
00611		e.t browne company inc					
00612		dhl					
00615		AIT Worldwide Logistics					
00618		gillespie _munro inc					
00620		cbc international					
00622		Panalpina					
00623		milgram customs broker					
00624		international american supermarkets					
00625		shopko					

Ex. (1)

Ex. (1)

ID Numb	Name Collected:	Company	Street_address	city	state	zip	phone
00627		Phoenix International Freight Services					
00629		Sea mates					
00630		Henry Peabody CO					
00634		alpi usa					
00636		Alcan					
00637		Paragon Coffee trading llc					
00639		speedmark transportation					
00640		Air-products and Chemicals					
00642		central jersey trucking &ragging					
00643		carmichael international					
00644		Kintetsu World Express					
00645		logistics conova inc					
00646		CITRUS AND ALLIED ESSENCES LTD					
00647		DACHSER USA					
00648		hamburg sud					
00649		Luvata Sales					
00651		Corn products international					
00652		ashley furniture industries					
00656		Livingston International					
00657		NYK Line NorthAmerica					
00658		CMACGM					
00659		Dachser USA					
00660		ole imports					
00662		Carriage House Imports					
00664		alcoa inc					
00667		tembec					
00668		csi international					
00670		fedex trade networ					
00671		china shipping					
00673		Expeditors					
00674		Worldwide Express nc.					

Ex. (1)

Ex. (1)

ID Numb	Name Collected:	Company	Street_address	city	state	zip	phone
00676		team ocean services (team worldwide)					
00677		Phoenix International					
00680		Lifetime Brands Inc					
00681		frankford candy					
00682		mitsubishi international corp					
00683		hellmann worldwide logistics					
00684		creative materials corp					
00685		Livingston International					
00686		sumisho globing					
00688		turkon america					
00689		fedex trade networks inc					
00691		refused					
00692		tjx					
00694		abbott labs					
00695		DSV					
00696		n.j douek					
00697		jungeunzlauer inc					
00701		safmarine container lines					
00702		cbc america corporation					
00703		Ups					
00705		cohesion frieght inc					
00706		lei					
00707		mohawk					
00708		bdp					
00709		carotrans inc					
00710		JF Moran					
00714		expediters					
00715		efused					
00717		ijs					
00718		vanguard logistics					
00719		APL Logistics					

Ex. (1)

Ex. (1)

ID Numb	Name Collected:	Company	Street_address	city	state	zip	phone
00720		tandem global logistics					
00722		ceva logistics					
00723		vikingsea/air freights					
00724		La.n. Deringer					
00728		bohler-uddeholm					
00729		expeditors					
00731		lcl navigations					
00733		dsb air and seas inc.					
00734		ceva logistics					
00735		fanok services					
00628		wtg					
00736		Atlas International Crate					
00737		ITN Transports International Inc					
00738		hanjin					
00739		Interprint incorporated					
00740		msl express					
00741		Panalpina					
00742		Panalpina Inc.					
00743		Phonix int					
00744		panalpina inc					
00745		transgroup inc					
00747		Navterra, Inc.					
00748		Samuel Shapiro & Company					
00750		rhodia inc					
00752		Expeditors of internatiional washington					
00753		Expeditors					
00754		df young					
00755		Panalpina					
00759		panalpina					
00760		natural nydegger transport corp					
00761		Hapag-lloyd America					

Ex. (1)

Ex. (1)

ID Numb	Name Collected:	Company	Street_address	city	state	zip	phone
00762		ac moore					
00763		kamino international transport					
00765		J.M. Rodgers					
00767		simon miller sales company					
00768		nietex usa					
00769		lifetime brands corp					
00770		MArine Services International					
00773		dollar tree stores					
00775		sbf worldwide inc					
00776		jagro customs broker					
00780		american river logistics					
00781		Pheonix					
00782		dsv air and sea					
00789		cliffstar llc					
00793		PPG					
00802		neslie					
00804		fifth avenue woman					
00806		sachtleben					
00808		United Retail					
00810		msc corp					
00811		phoenix contact services inc					
00812		ceva logistics					
00813		Unilever					
00814		Hyundai					
00815		yankee candle company					
00816		Forum Novelties					
00818		port royal sales ltd					
00819		mitsubishi logistics					
00820		zim					
00821		World Shipping					
00822		safemarine					

Ex. (1)

Ex. (1)

ID Numb	Name Collected:	Company	Street_address	city	state	zip	phone
00824		Jordan Trading					
00825		TOLMAR INTERNATIONAL					
00827		MOL America					
00828		mallin ckrod baker					
00829		american coffee corp					
00832		saint gobain technical fabric					
00834		bamberger polymers					
00835		nyk					
00837		msc					
00840		adm milling					
00842		Haier America					
00846		Bayer					
00853		GP Harmon recycling					
00855		honda trading america inc					
00857		cross huller dba mag powertrain					
00858		peerless clothing					
00786		bamberger polymers					
00862		Cummings and Bricker					
00865		polo ralph lauren',4100 beechwood drive'					
00866		Mohawk fine papers					
00867		OOCL USA INC					
00869		crane & company					
00870		hankook tire					
00873		forrest fibers inc					
00876		conell mining products					
00877		mitsui foods					
00879		Meijer					
00880		hasbro inc					
00883		Babcock And Wilcox					
00884		phillips van heusen					
00885		CHine shipping					

Ex. (1)

Ex. (1)

ID Numb	Name Collected:	Company	Street_address	city	state	zip	phone
00890		gevaudan					
00891		Regal					
00856		Metal one america					
00893		one step up					
00895		momentive performance material					
00896		Aires					
00899		William Grants and son					
00900		rock-it cargo					
00902		TJX company					
00904		orient corp America					
00905		Reman foods					
00906		upm-kymmene					
00908		Jordan Trading					
00909		Crown Equipment Corporation					
00912		Smurfit Stoner					
00917		Oceaa Transport Services					
00918		adhensive tapes international					
00919		Melissa & Doug					
00920		toys r us inc.					
00921		jessica kagoin cushman studio					
00922		ad technologies					
00925		Arista Industries					
00928		ardani co					
00927		contamar shipping corp					
00801		refused					
00619		arctic fishers					
00929		Taco inc					
00805		bjs wholesale corp'					
00930		k international transport					
00931		nike					
00933		Cardinal Health					

Ex. (1)

Ex. (1)

ID Numb	Name Collected:	Company	Street_address	city	state	zip	phone
00935	Ex. (1)	aker ship yard					
00936		rt vanderbilt					
00937		safeway transport company					
00938		sangster group llc					
00941		Continental Industries Group					
00942		barrington jamaican imports					
00944		tech pack america					
00945		momentive performance materials					
00947		agrexco					
00948		elof hansson inc					
00654		ref					
00953		panda international trading over ny					
00958		mcfadden & sons corp					

Ex. (1)