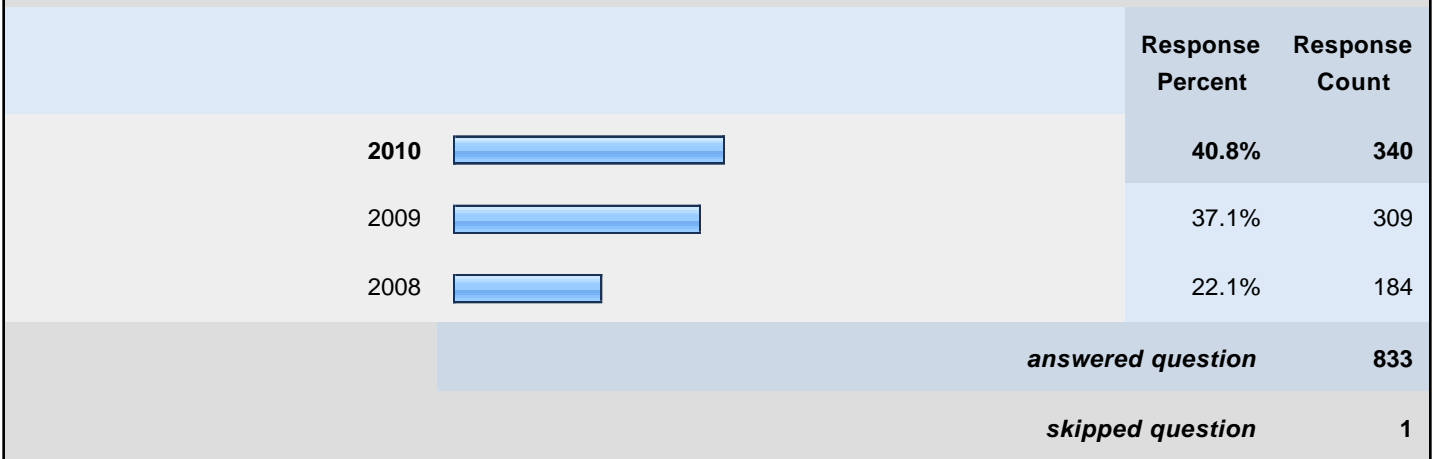
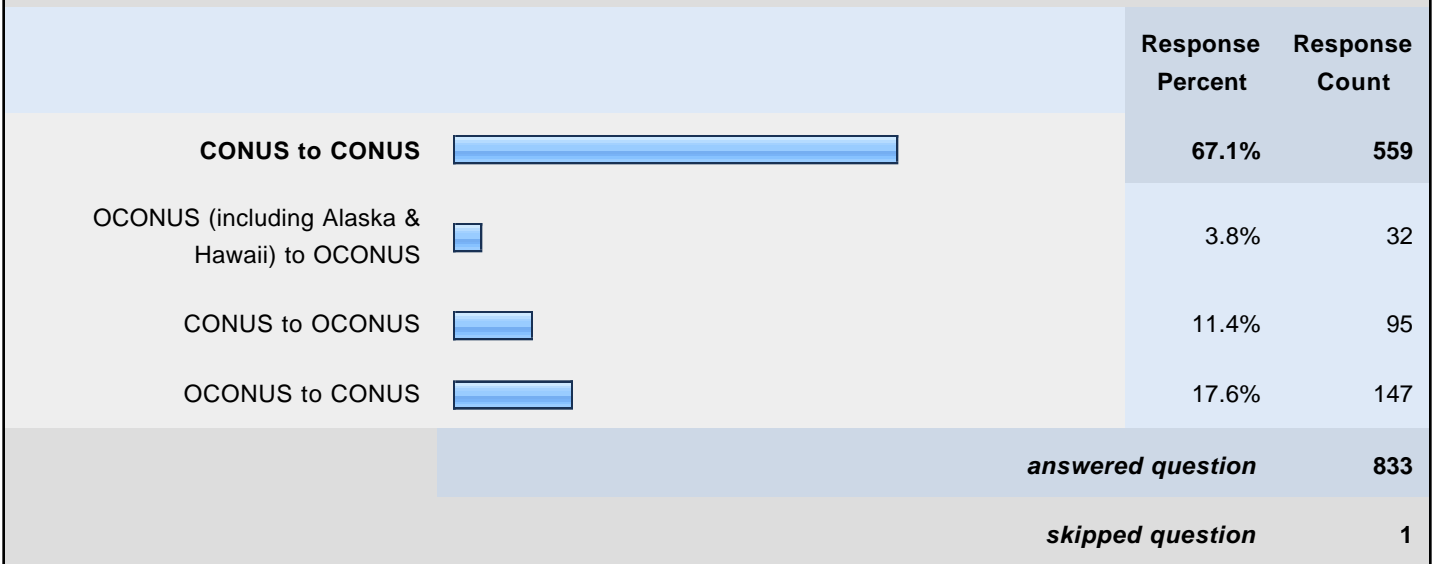


Your Most Recent PCS Move

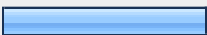


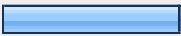
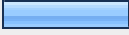

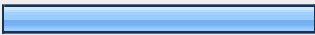
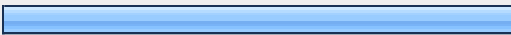
1. What was the date of your most recent PCS move? *Definition: PCS means Permanent Change of Station*





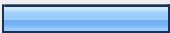


2. Where was your most recent PCS move? *Definition: CONUS means the Continental United States. OCONUS means outside the United States, including Alaska and Hawaii*



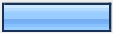
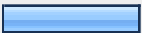
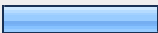
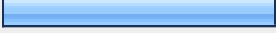
3. In your most recent move, did you use any of these resources?

		Response Percent	Response Count
Automated Housing Referral Network (AHRN)		30.5%	254
Relocation Manager at your Installation		14.3%	119
Plan My Move		17.3%	144
Military OneSource		26.3%	219
Command Sponsor at gaining duty station		18.6%	155
Military Installations		24.6%	205
Installation housing office (either government or privatized) on the new installation		47.2%	393
Internet		77.1%	642
	Other (please specify)		63
answered question			833
skipped question			1


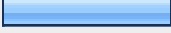
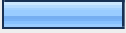
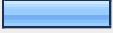


4. Did you or your family do a house-hunting visit at your new physical location prior to your move?

	Response Percent	Response Count
Yes 	32.1%	265
No 	31.7%	262
Would like to, but cannot afford to do so 	24.9%	206
Would like to, but service member's deployment or other military duties prevented us from doing so 	7.3%	60
Would like to, but had other obligations 	4.0%	33
answered question		826
skipped question		8

5. Did your family live in temporary housing at your new duty station?

	Response Percent	Response Count
Yes, while waiting for household goods to arrive 	15.7%	130
Yes, while waiting for a housing assignment on base 	20.2%	167
Yes, while looking for a place to live in the community 	23.0%	190
No, moved door-to-door 	41.0%	339
answered question		826
skipped question		8

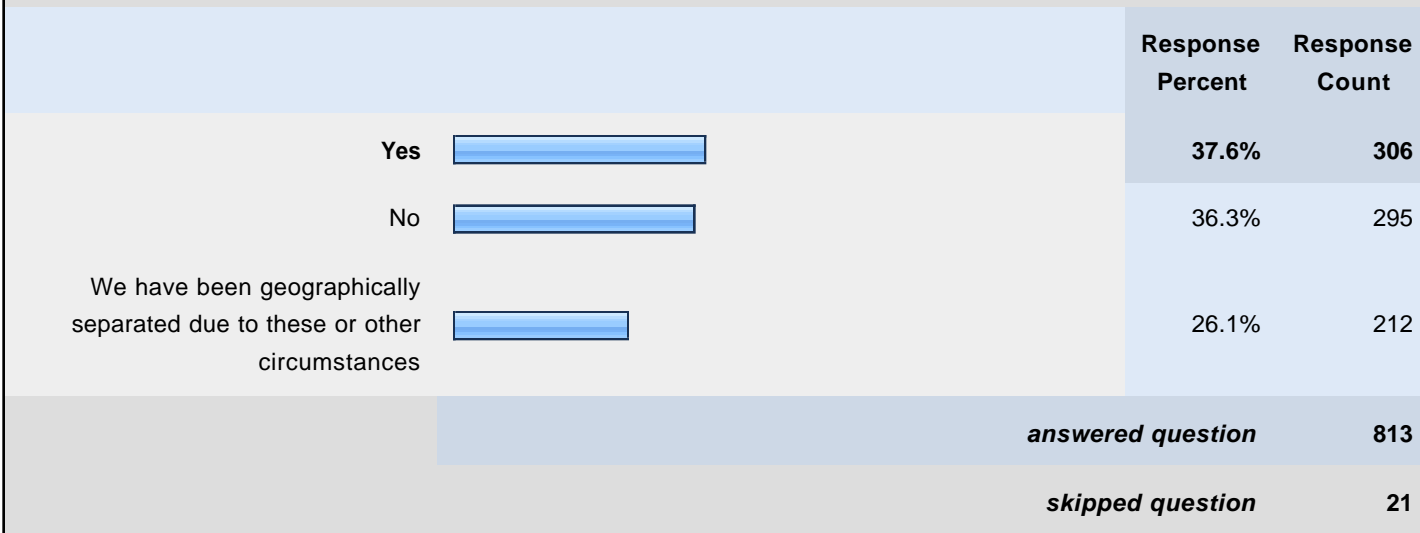
6. How long did your family live in temporary housing?

	Response Percent	Response Count
Not at all 	38.5%	318
10 days or less 	25.2%	208
Less than 1 month 	18.0%	149
1 to 3 months 	16.0%	132
4 to 6 months 	1.3%	11
7 to 9 months	0.0%	0
9 months or more 	1.0%	8
<i>answered question</i>		826
<i>skipped question</i>		8

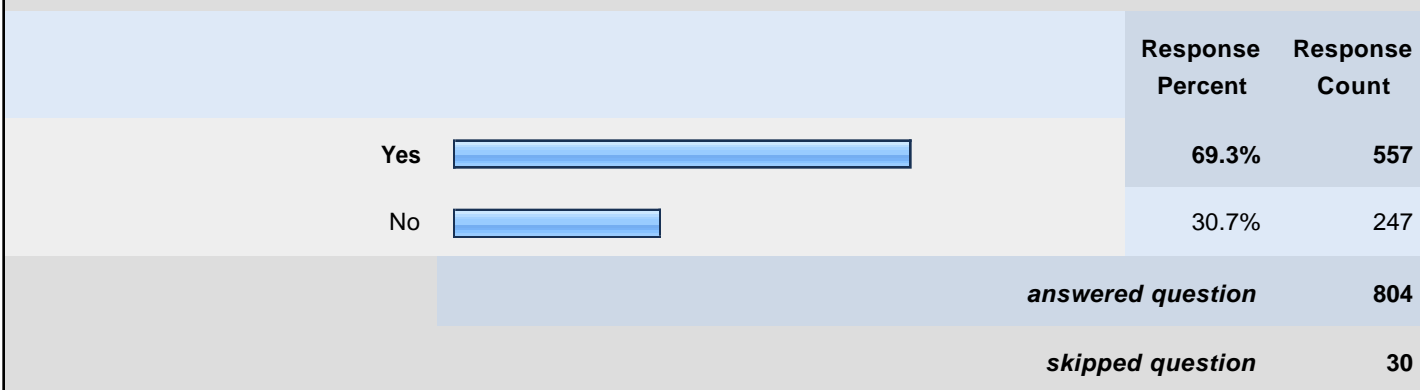
7. How important are the following factors when selecting where your family will live at your new location?

	Not important	Somewhat Important	Important	Most Important	Rating Average	Response Count
Ability to cover most housing costs out of the service member's Basic Allowance for Housing (BAH)	1.2% (10)	4.8% (39)	27.4% (223)	66.5% (541)	3.59	813
Access to medical facilities (hospitals, clinics, etc)	2.8% (23)	22.9% (185)	49.5% (400)	24.8% (200)	2.96	808
Availability of public transportation	61.1% (491)	23.0% (185)	10.7% (86)	5.2% (42)	1.60	804
Community amenities	4.2% (34)	29.7% (240)	52.4% (423)	13.6% (110)	2.75	807
Commute time to military installation	1.0% (8)	8.8% (71)	52.3% (423)	37.9% (307)	3.27	809
Education – quality schools and programs for children and/or adults	9.8% (79)	6.4% (52)	21.2% (171)	62.6% (505)	3.37	807
Employment opportunities for spouse	17.9% (145)	24.7% (200)	32.4% (263)	25.0% (203)	2.65	811
Pets allowed	28.6% (231)	7.8% (63)	23.3% (188)	40.3% (325)	2.75	807
Resources available for special needs children or adults	62.0% (500)	14.9% (120)	10.2% (82)	12.9% (104)	1.74	806
Safety and security of neighborhood	0.5% (4)	2.3% (19)	28.6% (231)	68.6% (555)	3.65	809
Type/size of housing	0.5% (4)	4.7% (38)	48.1% (387)	46.7% (376)	3.41	805
Whether the service member will be deployed soon after arrival to new duty station	19.1% (154)	18.5% (149)	31.5% (254)	30.9% (249)	2.74	806
				<i>answered question</i>		813
				<i>skipped question</i>		21


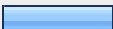
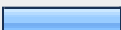


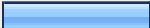

8. Would your family consider a geographical separation (service member makes a PCS move, but family lives in another location) because of other circumstances? (schooling, deployment, medical, spouse career, etc)







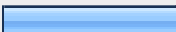

9. In your most recent move, did any of your household goods sustain damage?



10. If any of your household goods were damaged in your most recent move, did you file a claim?

	Response Percent	Response Count
Yes, claim was resolved 	19.8%	159
Yes, currently have a claim pending 	16.3%	131
No, claims process is too complicated 	17.4%	140
No, missed the filing deadline 	6.5%	52
No, items that were damaged were still usable 	7.3%	59
No, no damage no need to file a claim 	22.0%	177
No, we did a Personally Procured Move (formerly called Do-it-Yourself/DITY) 	10.7%	86
	<i>answered question</i>	804
	<i>skipped question</i>	30

11. After your most recent move did you or your service member complete your Customer Satisfaction Survey?

		Response Percent	Response Count
Yes, received and completed		38.9%	313
Received and plan to complete		4.6%	37
No, have not received		17.7%	142
No, have received but do not plan to complete		2.5%	20
No. I am not aware of the Customer Satisfaction Survey		25.9%	208
No, we did a Personally Procured Move (formerly called Do-it-Yourself/DITY)		10.4%	84
		<i>answered question</i>	804
		<i>skipped question</i>	30

12. What were the top three (3) challenges of your most recent move?

	Response Percent	Response Count
Challenges with the Transportation Management Office (TMO), transportation provider, pick up or delivery of household goods, and/or storage of household goods	39.7%	297
Uncovered expenses related to the move	52.9%	396
Unable to sell house	19.7%	147
Unable to find housing within housing allowance	24.6%	184
Spouse's loss of job	31.8%	238
Long wait list for on-base housing	24.6%	184
School/education (child)	24.1%	180
School/education (spouse)	8.8%	66
Child care access	9.8%	73
Resources or assistance for family member with special needs	5.5%	41
Other (please specify)		146
	answered question	748
	skipped question	86

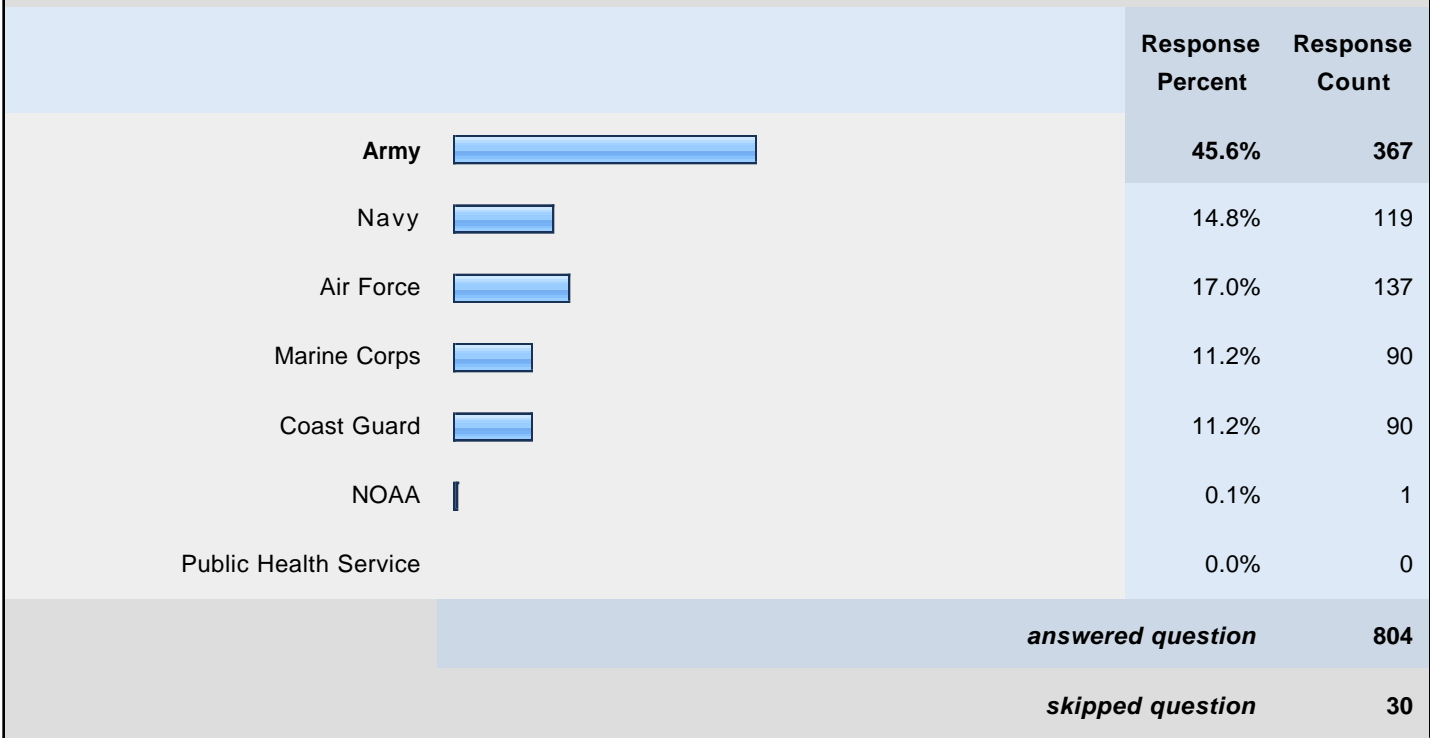
13. Do you have additional comments about your most recent move?

	Response Count
	233
	answered question
	233
	skipped question
	601

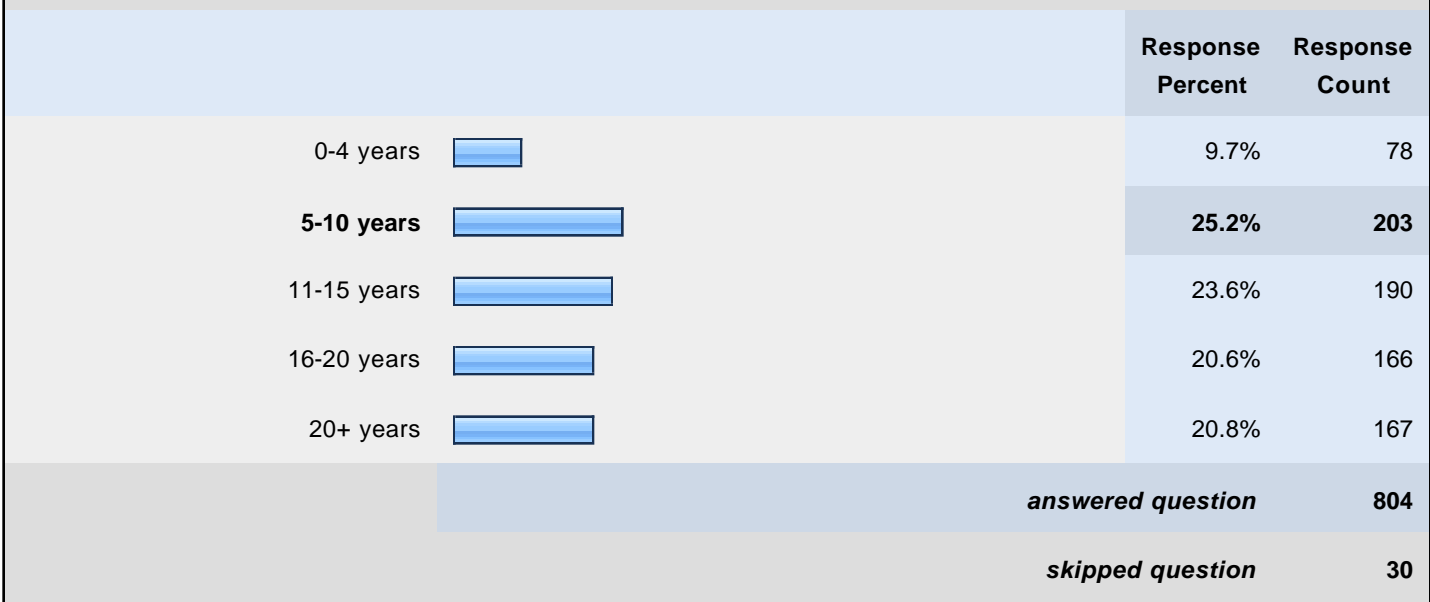
14. What is YOUR affiliation to the military?

		Response Percent	Response Count	
Active Duty (full-time) service member		7.7%	62	
Spouse of Active Duty		88.8%	714	
National Guard (activated or not activated) service member		0.7%	6	
Spouse of National Guard		0.5%	4	
Reserve (activated or not activated) service member		1.2%	10	
Spouse of Reserve		0.7%	6	
Retired service member		0.6%	5	
Spouse of Retiree		1.5%	12	
Survivor		0.0%	0	
Parent of service member		0.5%	4	
Government civilian or contractor employee		2.2%	18	
	Other (please specify)		6	
			answered question	804
			skipped question	30








15. With what uniformed service branch is the service member affiliated?





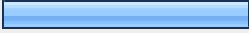


16. How many years has/had the service member been in the service?



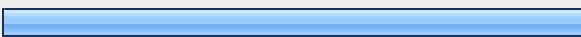

17. What rank category is/was the service member?

	Response Percent	Response Count
E1-E4 	9.8%	79
E5-E7 	40.2%	323
E8-E9 	6.0%	48
W1-W5 	3.7%	30
O1-O3 	13.1%	105
O4-O6 	26.1%	210
O7-O10 	1.1%	9
answered question		804
skipped question		30

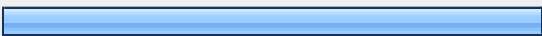
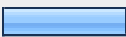
18. What is YOUR age category?

	Response Percent	Response Count
Under 25 	8.6%	69
26-35 	44.7%	359
36-45 	36.9%	297
46-55 	8.3%	67
55-64 	1.5%	12
65+	0.0%	0
answered question		804
skipped question		30

19. Where are you currently located?

	Response Percent	Response Count
United States 	87.7%	705
Overseas (includes Alaska and Hawaii) 	12.3%	99
<i>answered question</i>		804
<i>skipped question</i>		30

20. Do you have dependent children?

	Response Percent	Response Count
Yes 	81.8%	658
No 	18.2%	146
<i>answered question</i>		804
<i>skipped question</i>		30

21. Where did you hear about this survey?

	Response Percent	Response Count
Spouse Club <input type="checkbox"/>	4.0%	32
Family Support/Readiness Group <input type="checkbox"/>	3.6%	29
Military Family Center <input type="checkbox"/>	0.9%	7
National Military Family Association <i>Military Family Topics</i> or newsletter <input type="checkbox"/>	43.5%	349
www.MilitaryFamily.org website <input type="checkbox"/>	9.0%	72
National Military Family Association Representative or Volunteer <input type="checkbox"/>	6.7%	54
Word of mouth/E-mail traffic <input type="checkbox"/>	12.5%	100
Other (please specify) <input type="checkbox"/>	19.9%	160
<i>answered question</i>		803
<i>skipped question</i>		31

22. Please enter the basic contact information below if you would like to be entered in the drawing for one of two \$50 gift cards. Your information will ONLY be used for this drawing.

	Response Percent	Response Count
Name: <input type="text"/>	100.0%	715
Email Address: <input type="text"/>	99.9%	714
Phone Number: <input type="text"/>	96.9%	693
<i>answered question</i>		715
<i>skipped question</i>		119