

NewsRelease

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GPO'S PUEBLO DISTRIBUTION CENTER ACHIEVES HIGH CUSTOMER SATISFACTION SCORE

WASHINGTON—The U.S. Government Printing Office's (GPO) Public Documents Distribution Center in Pueblo, Colorado gets high marks for its customer service. The American Customer Satisfaction Index (ACSI) measured the customer satisfaction of over 200 companies and government agencies in more than 40 industries. GPO's Pueblo facility received an above average score of nearly 20 points compared to other government agencies. The operation achieved a score of 85 points for order processing with complaints of only one percent. The average government score was 69 points. The ACSI surveyed customers on their satisfaction with phone, web and mail orders.

Employees at Pueblo's Public Documents Distribution Center work with the General Services Administration's Federal Citizen Information Center to process customer orders. The center is responsible for processing and distributing orders for consumer publications. The facility opened for business in 1971, and since that time, it has distributed more than 800 million publications worldwide.

"I want to congratulate the employees of the Pueblo distribution center for their outstanding efforts and customer service," said Public Printer Bob Tapella. "GPO's operation in Pueblo, Colorado has been a staple in providing Americans government information for nearly 40 years. The excellent customer service provided by our employees is a testament of GPO's commitment in making available the documents of our democracy to the public."

"Even in a Web 2.0 world, print publications continue to be an important source of vital government information for many Americans," said David McClure, associate administrator for the GSA Office of Citizen Services and Communications. "A key partner in helping the public engage with the federal government, GPO excels in getting print information into the hands of citizens in a timely and efficient manner."

The GPO is the Federal Government's primary centralized resource for gathering, cataloging, producing, providing, authenticating, and preserving published U.S. Government information in all its forms. GPO is responsible for the production and distribution of information products and services for all three Branches of the Federal Government. In addition to publication sales, GPO makes Government information available at no cost to the public through GPO's Federal Digital System (www.fdsys.gov) GPO Access (www.gpoaccess.gov), and through partnerships with approximately 1,250 libraries nationwide participating in the Federal Depository Library Program. For more information, please visit www.gpo.gov

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