

## Customer Satisfaction Report

THE BUREAU OF Economic Analysis (BEA) is proud of the many improvements we've made in customer service in the past year. In communications by telephone, by letter, over the Internet, and at professional meetings we've gained valuable insight into what you expect from BEA as one of the Nation's leading statistical agencies. When you talk, we listen.

*Program improvements.*—We continue to provide our customers with the most up-to-date measures of U.S. economic activity. In moving forward with our strategic plan, we have made the following improvements in our programs in the past year.

- In the annual revision of the national income and product accounts (NIPA's), we introduced better price measures for consumer spending, business investment, exports and imports, and government spending; new source data for new types of consumer services (such as cellular telephone and computer online services); and a redefinition of dividends that provides a more consistent treatment of capital gains in the accounts.
- In the March 1998 issue of the SURVEY OF CURRENT BUSINESS, we published "A Guide to the NIPA's," which presented a compilation of information to help users better understand the national income and product accounts.
- We released the 1992 benchmark input-output accounts within a year of the release of the final results of the 1992 economic censuses, which represented a considerable speedup in the availability of this detailed industry information.
- We developed and introduced two new satellite accounts—one for transportation and the other for travel and tourism—that presented a more comprehensive picture of the role of these activities in the U.S. economy.
- In the annual revision of the balance of payments accounts, we incorporated newly available results from two benchmark surveys of portfolio investment that greatly improved the coverage of these holdings and introduced several improvements to the estimates of banks' foreign currency income.

*Electronic data dissemination.*—You now have quicker access to our data because we streamlined our Web site <[www.bea.doc.gov](http://www.bea.doc.gov)> to allow users with any browser to access and download data more efficiently.

You told us, "Give us more." And we have. BEA's Web site now includes

- The SURVEY OF CURRENT BUSINESS, BEA's monthly journal,
- The methodologies used to prepare BEA's national, regional, and international accounts, and
- Our new *Catalog of Products*, which is updated regularly with newly available products.

In addition to improving our Web site, we also produced two new CD-ROMS.

- *Survey of Current Business, 1994–97*, now an even more useful research tool that contains all the issues of the SURVEY from 1994–97 and key articles from 1987–93 on one CD-ROM.
- *Fixed Reproducible Tangible Wealth, 1925–96*, containing detailed estimates of net stocks, depreciation, and residential and nonresidential investment for private capital.

We also updated our two popular regional CD-ROMS.

- *Regional Economic Information System, 1969–96*, containing estimates for States, metropolitan areas, and counties.
- *State Personal Income, 1929–97*, containing annual estimates of personal income; per capita personal income; earnings, wage and salary disbursements, full- and part-time employment, and wage and salary employment.

*Order-processing operation.*—Customers with Internet access can now download many of our products from our Web site by linking directly to files from the list in the *Catalog of Products*. For a copy of the *Catalog*, call our Order Desk at 1-800-704-0415 (outside the United States, call 202-606-9666).

*Access to our staff.*—BEA's technical and nontechnical staff are available to answer your questions. You can contact us by E-mail to [webmaster@bea.doc.gov](mailto:webmaster@bea.doc.gov), or you can use the "Feedback" button on BEA's Web site. You can also speak with our technical staff by using "BEA's Telephone Contacts for Data Users," which is available on BEA's Web site or by mail from the Public Information Office. Or you can contact us at Public Information Office, BE-53

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