

BEFORE THE
POSTAL RATE COMMISSION
WASHINGTON, D.C. 20268-0001

RECEIVED
Oct 23 3 39 PM '01
POSTAL RATE COMMISSION
OFFICE OF THE SECRETARY

Postal Rate and Fee Changes, 2001

)

Docket No. R2001-1

OFFICE OF THE CONSUMER ADVOCATE
MOTION TO COMPEL PRODUCTION OF DOCUMENTS
REQUESTED IN OCA/USPS-7
(October 23, 2001)

Pursuant to Rule 21 of the Rules of Practice of the Postal Rate Commission, the Office of the Consumer Advocate (OCA) hereby moves to compel survey results requested in interrogatory OCA/USPS-7, filed September 28, 2001. In accordance with the Commission's Rules 26(d) and 27(d), the interrogatory is reproduced below.

OCA/USPS-7. The following interrogatory refers to a case study, "Pushing the Envelope, The U.S. Postal Service Digs Deep To Deliver What Customers Really Want," by Francia Smith, Lizbeth Dobbins, and Janet Tonner. A copy of the article is attached. The case study indicates that "Postal Service managers have access to as many as 180,000 business-satisfaction surveys and 200,000 residential surveys every three months. And while customer satisfaction surveys have been around for a long time, what makes these different – and a great model for any service company – is that the results are linked by ZIP Code to precise locations and operations at the Postal Service."

- (a) Please provide copies of the 180,000 business-satisfaction surveys and 200,000 residential surveys that are performed every three months.
- (b) For each year and each three month period in FY 2000 and FY 2001, please provide by postal region, a copy of the survey results referred to in the case study.

In response to part (a) of OCA interrogatory 7, the Postal Service provided copies of the blank survey forms, one entitled "U.S. Postal Service Customer Satisfaction Survey" (the Residential customer survey, Attachment A), the other entitled "U.S. Postal Service Business Customer Satisfaction Survey" (the Business customer survey, Attachment B). For the most part, the Postal Service objected to filing any survey results, alleging that most of the results were irrelevant.¹ The Postal Service expressed willingness to submit survey results that reveal "customers' experiences with specific classes of mail,"² but only subject to protective conditions. The Postal Service takes the position that survey results that are not class-specific are "irrelevant to the determination of rates and fees"³ and "to a proceeding under 39 U.S.C. §§3622 and 3623."⁴

OCA vehemently disagrees that only the class-specific survey results are relevant to the current rate proceeding and asks the Presiding Officer to direct the Postal Service to submit most of the information that the Service is currently withholding. The Postal Service refuses to provide *any* of the responses collected in the Residential customer survey, and only a small fraction of the information collected in the survey of Business customer satisfaction.

Most of the questions posed in the Residential customer survey are concerned with inquiries about the quality of services being provided by the Postal Service. For

¹ "Partial Objection of the United States Postal Service to the Office of the Consumer Advocate's Interrogatory OCA/USPS-7 and Joint Motion for Protective Conditions," filed October 9, 2001 (hereinafter referred to as "Objection") at 1.

² Objection at 3.

³ *Id.* at 2.

⁴ *Id.* at 3.

example, question 1.a. inquires about the accuracy of delivery to the correct address, while question 1.b. asks whether mail has been delivered in good condition. Question 2.b. formulates 1.b. somewhat differently, asking whether the respondent has received damaged mail within 30 days of answering the question. Number 5 poses questions concerning ease of buying stamps, ease of mailing letters, and ease of mailing packages. Questions 9 and 11 inquire about the helpfulness, clarity, and courteousness of window clerks. Questions 21-23 ask about overall Postal Service performance.

Like the Residential customers survey, many of the Business survey questions measure customer satisfaction with postal employees (Question 1.c., f., g., h., and Question 13.c.), the accuracy of mail delivery (Questions 1.k. and 5.a.), the convenience of conducting business at a postal retail facility (Question 13.a. and b.), the quality of mail processing, transportation, and delivery (Question 1.l., Question 3, and Question 4.b.), the accuracy of Postal Service accounting practices (Question 10), the quality and accuracy of communication with the Postal Service (Question 17), the speed and reliability of mail delivery (Question 19), and the general perception of quality about the Postal Service (Questions 26 and 29).

Residential and Business customers' perceptions of the efficiency, accuracy, and convenience of the Postal Service are highly relevant to a number of issues that must be resolved by the Commission. Foremost among them is the level of the contingency that will be recommended. One of the ten "Significant Possible Adversities" proffered by witness Tayman as a justification for his proposal to add a three percent contingency to the revenue requirement is the "variation between projected and actual mail volume

and revenue,” a variation that he characterizes as “inevitable.”⁵ He notes that revenue variance from the Docket R2000-1 estimate was more than two percent. Indeed, OCA concurs that Postal Service mis-estimates of volumes and revenues are a source of concern. OCA, however, strongly disagrees that such variations are “inevitable.”

In Docket No. R2000-1, as in the current proceeding, witness Tayman offered revenue shortfalls and disappointing volume growth as bases for establishing the R2000-1 contingency at 2.5 percent.⁶ OCA witness Burns challenged the revenue and volume contentions of witness Tayman on the ground that such matters are controllable by the Postal Service, and therefore, not proper justifications for a higher contingency.⁷ Witness Burns stressed that, “The Postal Service can influence volumes by improving service” In his direct testimony, witness Burns testified that:⁸

The purpose of a contingency is to cover expense[s] which are unexpected . . . and are uncontrollable After all, honest, efficient, and economical management will make every reasonable effort to control those costs that are foreseen and foreseeable.

Witness Burns’ testimony conforms to the Commission’s view of the purpose of the contingency. In its Docket No. R2000-1 opinion, the Commission reiterated the legal standard for assessing the need for a particular level of contingency that it had articulated years before in Docket No. R84-1:⁹

⁵ USPS-T-6 at 61.

⁶ USPS-T-9 at 43 (R2000-1).

⁷ Tr. 22/9735 (response of witness Burns to interrogatory USPS/OCA-T2-8; R2000-1).

⁸ *Id.* at 9710 (OCA-T-2 at 3). As may be seen from the quoted passage, witness Burns invoked the “honest, efficient, and economical management” proviso of the Postal Reorganization Act. OCA fully intends to invoke this proviso in the current proceeding in connection with customer satisfaction and quality of service issues.

⁹ PRC Op. R2000-1, para. 2152.

the [§3621] provision is intended to protect against unforeseeable events, not capable of being prevented through honest, efficient, and economical management, and which might have a significantly adverse impact on the financial position of the Service or upon its operations.

Through discovery, OCA is attempting to develop evidence on the level of customer satisfaction both with particular classes and services (that relate directly to the issue of markup) and with the Postal Service generally. The latter type of information – general and diverse customer satisfaction/dissatisfaction with the Postal Service – is material that OCA intends to incorporate into its own testimony relating to the contingency. While the Postal Service may wish to neglect such information in the development of its contingency testimony, its efforts to prevent the OCA from so doing should not be condoned.

OCA further notes that customer perceptions about the Postal Service and its efficiency, accuracy, convenience, and courtesy undoubtedly will influence the growth or diminution of volumes in the test year. Yet Postal Service witness Tolley fails to give these matters explicit treatment in his volume estimation procedures. This may very well contribute to the revenue shortfall noted by witness Tayman and cited above. It cannot be gainsaid that the requested survey results would be relevant to an evaluation of the Postal Service's volume and revenue estimates in this proceeding, as well as rate design and application of pricing criteria.

It is significant that the Postal Service does not allege in its Objection that production of the requested survey responses is burdensome. Perforce, when one weighs the relevance and importance of the cited survey responses to OCA testimony against the Postal Service's bare assertion of irrelevance, the balance tips heavily and clearly in the direction of production.

When one applies the standard for relevance articulated by the Postal Service itself, it is apparent that some of the Residential customer survey information is clearly class-specific and relevant. For example, question 2 asks Residential customers about several different “situation[s]” concerning mail delivery:

2.b. “Received statements, bills, or correspondence addressed to a previous resident.”

2.d. “Received magazines or newspapers later than expected.”

2.e. “Received advertising mail too late to take advantage of coupons or sales.”

It is hard to imagine that residential customers responding to these questions would have had any classes of mail in mind other than First Class in answering 2.b., Periodicals class in answering 2.d., and Standard A in answering 2.e. These responses should certainly be provided.

With respect to the Business customers survey, Question 6, which is limited to receipt of mail via a post office box, is associated with a unique service, and therefore relevant even under the Postal Service’s view of relevance.

For the reasons presented above, the OCA respectfully requests that the Postal Service be directed to provide survey responses to the following Questions:

Residential Customer Survey

Question 1.a. – g.

Question 2.a. – h.

Questions 3 and 4

Question 5.a. – k.

Questions 6 –7 (OCA anticipates using this information in its direct testimony).

Question 9.a. – f.

Question 10

Question 11.a. – j.

Question 15a. and b.

Question 17 (OCA anticipates using this information in its direct testimony).

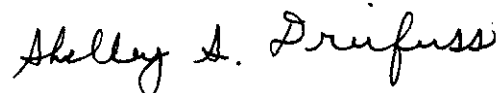
Question 18.a. – e.

Question 19
Question 20.a. – c.
Question 21
Question 22.a. – h.
Question 23
Question 33

Business Customer Survey

Question 1.a. – h. and k. and l.
Question 2.a. – d.
Question 3.a. – c.
Question 4
Question 5.a. – b.
Question 6, including a. and b.
Question 8a. – c.
Question 10
Question 13a. – c.
Questions 14 –16
Question 17.a. – d.
Question 18
Question 19.a. – c.
Question 26
Questions 29 - 31

Respectfully submitted,



Shelley S. Dreifuss
Acting Director
Office of the Consumer Advocate

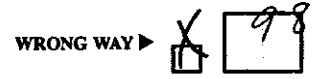
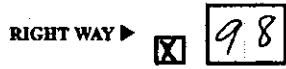
1333 H Street, N.W.
Washington, D.C. 20268-0001
(202) 789-6830; Fax (202) 789-6819

U.S. POSTAL SERVICE CUSTOMER SATISFACTION SURVEY

To be completed by an individual knowledgeable about the household's mail. Please base your answers only on *your household's direct experience during the past 30 days* – not on what you have heard from others, experienced in the workplace, learned from the news, or on experiences older than 30 days. Your answers to these questions will be kept confidential and will only be used to identify groups of similar respondents for statistical purposes.

Please follow the steps below carefully when completing this survey:

- Use a blue or black ink pen that does not soak through the paper.
- Make solid marks that fit in the response boxes. (Make no stray marks on the survey.)



Mail You Receive

1 Based on your experiences during the *past 30 days*, please rate the Postal Service on each of the following aspects of your mail delivery. (PLEASE MARK ONE ANSWER BY PUTTING AN "X" IN THE APPROPRIATE BOX FOR EACH STATEMENT.)

	Excellent	Very Good	Good	Fair	Poor	Don't Know
a. Delivery of mail to the correct address	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Delivery of mail in good condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Delivery of mail about the same time each day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Carrier was professional and courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The security of your mail (that it will remain unopened and safe from theft and/or loss)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The security of mail in your mailbox	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Overall quality of your mail delivery service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 During the *past 30 days*, have you experienced the following situation with Postal Service deliveries to your residence? (IF "NO," MARK THE "NOT AT ALL" BOX. IF "YES," MARK THE BOX INDICATING HOW MANY TIMES.)

In the past 30 days?	Not at all	Once	2-3 times	More than 3 times	Don't Know
a. Received mail intended for a different address	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Received statements, bills or correspondence addressed to a previous resident	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Received damaged mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Received magazines or newspapers later than expected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Received advertising mail too late to take advantage of coupons or sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Mail delivered after 5:00 p.m.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Carrier did not pick up your outgoing mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Letter or package delivered to your home was left in an unsafe place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 In the *past 30 days*, what happened if no one was at home when your Postal carrier had a package to deliver to your household? (MARK ONLY ONE.)

You got a notice of attempted delivery and...

- you picked up your package at the post office
- you requested redelivery

Carrier left the package...

- with someone (Examples: neighbor, rental office, etc.)
- in a locked box or locker
- for you (Examples: on porch, near mailbox, etc.)
- Not applicable, no package received (*Go to Q #5*)
- Not applicable, someone was home (*Go to Q #5*)

4 Thinking about your answer to question #3, please rate how well this delivery method met your needs.

Excellent	Very Good	Good	Fair	Poor	Don't Know
▼	▼	▼	▼	▼	▼
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Mail You Send

5 Based on your experiences in the *past 30 days*, please rate the U.S. Postal Service on each of the following:

	Excel- lent	Very Good	Good	Fair	Poor	Does not apply
a. Ease of buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Ease of mailing letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Ease of mailing a package	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Easy to decide which mailing options to use (Examples: Priority Mail, insurance, registered mail, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Ease of deciding which mailing form to use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Ease of returning merchandise you ordered ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Convenient location of a post office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Convenient location of a mail collection box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Level of confidence that mail you send is received ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. The time it usually takes for a letter you send to be delivered in your local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. The time it usually takes for a letter you send to be delivered in other parts of the country	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6 Where do you normally buy stamps? (MARK THOSE THAT APPLY.)

- Post office counter
- Grocery store or other store
- Vending machine
- From carrier (where available)
- ATM
- Order by Mail
- Order by Telephone (1-800-STAMP24)
- Order by Internet (Stamps On Line)

7 How do you typically mail a package with the Postal Service? (MARK ONLY ONE.)

- Bring to post office counter
- Use self-service equipment at post office (vending, scales)
- Leave for carrier
- Call Postal Service to pick up
- Other
- Not Applicable

Post Office

8 During the *past 30 days*, how many times did you visit a post office? (MARK ONLY ONE.)

- Not at all (*Go to Question #12*)
- 1-2 times
- 3-5 times
- More than 5 times

9 During your *most recent* visit to the post office...

	Yes	No	Don't Know
a. Did the clerk greet you pleasantly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Did the clerk ask you questions to find out what you needed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Was the clerk able to clearly explain the mailing services and products you needed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Did the clerk suggest additional mailing services or products?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If "Yes," was the suggestion helpful? ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Did the clerk thank you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Were stamp vending machines in working order?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19 Please rate the Postal Service advertising you have seen or heard in the past 30 days?.....

	Excel- lent	Very Good	Good	Fair	Poor	None seen/ heard
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20 Have you accessed any Postal Service Internet page in the past 30 days such as www.usps.com?

Yes

No, have not accessed site in past 30 days (Go to Q #21)

No, have no Internet connection (Go to Q #21)

If "Yes," please rate:

	Excel- lent	Very Good	Good	Fair	Poor	Don't Know
a. Usefulness of site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Ease of finding the information you needed..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Postal site(s) as compared to other sites ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall Performance

21 Thinking about all aspects of U.S. Postal Service performance during the past 30 days, please rate the service you have received.

	Excellent	Very Good	Good	Fair	Poor	Don't Know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22 Compared to other companies you have recently done business with (e.g., grocery stores, banks, department stores, other delivery services), rate the Postal Service on:

	Some- Much better	what better	About the same	Some- what worse	Much worse	Don't know
a. Waiting time in line ..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Courteous and helpful employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Value for price	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Easy to use/ Convenient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Services and products meet your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Reliable service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Secure/Trusted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Overall performance..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23 Thinking about the past 30 days, how satisfied are you with the U.S. Postal Service?

	Very Satisfied	Somewhat Satisfied	Neither	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Demographics

24 Do you operate a business from your home?

Yes No

25 Is anyone in your household employed by the U.S. Postal Service or by a national company which specializes in shipping or delivery of mail or packages?

Yes No

26 About how many packages or pieces of mail do you send in an average month using the Postal Service? (MARK ONE)

0-10 pieces 21 or more pieces

11-20 pieces Don't know

27 Which do you use more frequently to mail packages?

Postal Service Other delivery service

28 Have you purchased any merchandise over the Internet in the past 30 days?

Yes No

29 What is your age?

Under 25 years 45-54 years

25-34 years 55-64 years

35-44 years 65 or older

30 Gender? Male Female

31 What is the highest level of education that you have completed?

Did not complete high school

High school graduate/GED

Some college or technical school

Undergraduate degree

Graduate degree

32 Would you allow the Postal Service to contact you via e-mail with additional questions to improve service? (INFORMATION WILL NOT BE SHARED OUTSIDE THE POSTAL SERVICE.)

Yes What is your e-mail address?

No

33 Additional comments:

Is this a: Compliment Suggestion Problem

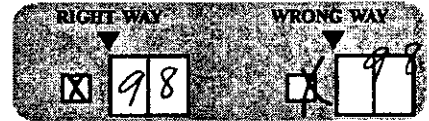
Thank you for completing this survey!

U.S. POSTAL SERVICE BUSINESS CUSTOMER SATISFACTION SURVEY

Survey Instructions

Please follow the steps below carefully when completing this survey.

- Use a blue or black ink pen that does not soak through the paper.
- Make solid marks that fit in the response boxes. (Make no stray marks on the survey.)



General Ratings

1 Thinking about the service your business received from the U.S. Postal Service in the past 30 days, how would you rate the U.S. Postal Service on each of the following: (PLEASE MARK ONE ANSWER BY PUTTING AN "X" IN THE APPROPRIATE BOX FOR EACH STATEMENT.)

a. Providing products and services to meet the needs of your business	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Having rules and regulations that are easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Having employees who interpret rules and regulations consistently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Providing products and services that are a good value for the price	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Notifying your business of changes to rules and regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Having employees who go out of their way to meet your mailing needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Having courteous and friendly employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Having employees who are knowledgeable about U.S. Postal Service products and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1 (continued)

i. The length of time it usually takes for a First-Class letter mailed in your local area to be delivered in your local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. The length of time it usually takes for a First-Class letter mailed in your local area to be delivered in other parts of the country	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Delivery of mail to the correct address	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Delivery of mail in good condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. The security of First-Class mail (that your mail will remain unopened and safe from theft and loss)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 Based on your company's experiences in the past 30 days, please rate the following U.S. Postal Service facilities:

a. Post Office your business uses most	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Postal Business Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Business Mail Entry Unit (BMEU)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Rates and Classification Centers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

please continue on next page ↑

Mail Your Business Receives

3 Thinking about mail delivered to your company by a U.S. Postal Service carrier during the past 30 days, how would you rate the U.S. Postal Service on ...

	← Excellent	← Very Good	← Good	← Fair	← Poor	← Don't Know
a. Time of day mail is delivered to your location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Consistency of delivering mail to your location within a half hour of the same time each day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Appearance of your letter carrier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4 During the past 30 days, did you typically receive your mail at this location ...

- Before noon
 After noon
 Carrier does not deliver mail to this location
 Don't Know

5 During the past 30 days ... (IF "NO," MARK THE "NOT AT ALL" BOX. IF "YES," MARK THE BOX INDICATING HOW MANY TIMES.)

	← Not at all	← Once	← 2-3 times	← More than 3 times	← Don't Know
How often in past 30 days?					
a. Have you received mail intended for a different address?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Have you received damaged mail?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6 During the past 30 days, has any of your business's mail been delivered to a Postal Service post office box?

- Yes No (please go to Question #7)

If "Yes," have the following occurred in the past 30 days? (IF "NO," MARK THE "NOT AT ALL" BOX. IF "YES," MARK HOW MANY TIMES.)

	← Not at all	← Once	← 2-3 times	← More than 3 times	← Don't Know
How often in past 30 days?					
a. Delivery of mail later than the posted time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Received mail not addressed to your post office box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7 Does your business use caller service for receiving mail?

- Yes No

Mail Your Business Sends

8 Thinking about the mail your company sent through the U.S. Postal Service in the past 30 days, how would you rate the U.S. Postal Service on ...

	← Excellent	← Very Good	← Good	← Fair	← Poor
Outgoing Mail					
a. Convenience of mail pick up times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Reliability of mail pick up times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Number of pick up times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9 Based on your company's experience in the past 30 days, please rate the following U.S. Postal Service products and services your business used for sending mail.

	← Excellent	← Very Good	← Good	← Fair	← Poor	← Don't Know
a. Priority Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Full rate First-Class Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Discounted First-Class Mail (presorted, bar-coded)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Periodicals (e.g., magazines, newspapers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Standard Mail (A) (advertising)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Standard Mail (B) (parcels)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. International Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10 During the past 30 days, have you experienced errors by the U.S. Postal Service in processing money in your postage account(s)?

- Never
 Once a week or less
 2 to 3 times a week
 Nearly every day
 Not Applicable

Post Office Experiences

11 During the past 30 days, how many times did you visit a post office for business needs?

- Not at all (please go to Question #14)
 1-2 times
 3-5 times
 More than 5 times

12 What is the ZIP Code of the post office you visit most?

- Don't know

13 Please rate the post office you visit most on ...

	Excellent	Very Good	Good	Fair	Poor	Not Applicable
a. Convenience of hours when post office is open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Waiting time in line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Helpfulness of window clerks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Contact with the USPS

14 In the past 30 days, have you contacted the U.S. Postal Service about any aspects of your service?

Yes No (please go to Question #18)

15 Who was the contact with?

(MARK ALL THAT APPLY)

- Postal Carrier
- Account Representative
- Consumer Affairs Office
- Personnel at Business Mail Entry Unit
- Personnel at your local postal office
- National Service Center (Call Center)
- Postmaster
- Postal Business Center
- Other _____

16 What was the purpose of the contact?

(MARK ALL THAT APPLY)

- To request information about U.S. Postal Service products or services
- To seek clarification/information on U.S. Postal Service rules or regulations
- To seek assistance on a business mailing problem
- To make a complaint
- Other _____

17 Please rate the U.S. Postal Service on ...

	Excellent	Very Good	Good	Fair	Poor	Not Applicable
a. Ease of getting through to a person when you phoned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Ability to meet your needs/solve your problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Accuracy of the information you received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Speed with which your request/complaint was handled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Bulk Rate/Discounted Mail

18 In the past 30 days, has your company sent out any bulk rate or other discounted mail, such as presorted or prebarcoded mail? (PLEASE INCLUDE MAIL SENT THROUGH A THIRD PARTY/VENDOR)

Yes No (please go to Question #20)

19 Please rate the U.S. Postal Service on ...

	Excellent	Very Good	Good	Fair	Poor	Not Applicable
a. Providing you with the equipment needed for preparing mailings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Level of service provided by employees accepting mailings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Delivering mail within the expected number of days	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Questions to Classify Your Answers

20 Which one of the following job titles best describes your position?

- Corporate Officer/Owner
- Financial Operations
- Mail Operations
- Administrative/Clerical
- Other _____

21 The following are business purposes for sending mail via the U.S. Postal Service. Please indicate which three business purposes best describe how the mail is used by your business. (MARK UP TO THREE THAT APPLY)

- Payments
- Catalogs
- Newspapers
- Communications
- International
- Direct Mail
- Magazines
- Retail products & services
- Two-Day Delivery
- Standard Delivery (parcels)
- Bills and Statements (e.g., accounts, invoices)
- Overnight Package Delivery (e.g., Express Mail)
- Reduced rate packages (library rate)
- Other _____

22 Please estimate your location's annual expenditures on U.S. Postal Service products and services.

- Less than \$1,000
- \$1,000 - \$9,999
- \$10,000 - \$49,999
- \$50,000 - \$99,999
- \$100,000 or more
- Don't know

- 23** Do you prepare or send mail for other companies?
 Yes No
- 24** Do you contract with an outside company (e.g., presort house, mailing service, or printer) to prepare or send mail for your company?
 Yes No (please go to Question #26)
- 25** How much of your mail is prepared and/or sent by an outside company?
 0% - 25% 51% - 75%
 26% - 50% 76% - 100%

Overall Performance

- 26** Thinking about all aspects of U.S. Postal Service performance during the past 30 days, please rate the service your business has received?
 Excellent
 Very Good
 Good
 Fair
 Poor
 Don't Know

- 27** Do you intend to increase your use of the following products and services over the next 12 months?

	Yes		Do not currently use
	Yes	No	
a. Priority Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Standard Mail (A) (advertising)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Standard Mail (B) (parcels)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 28** Would you recommend the following products and services to your business associates?

	Yes		No experience with product
	Yes	No	
a. Priority Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Standard Mail (A) (advertising)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Standard Mail (B) (parcels)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 29** During the past 30 days, have you experienced serious problems with Postal Service products or services? (If "No," MARK THE "NOT AT ALL" BOX. If "YES," MARK THE BOX INDICATING HOW MANY TIMES.)
 Not at all
 Once
 2-3 times
 More than 3 times
 Don't know

- 30** If "Yes," please describe problem(s)

- 31** What, if anything, could the U.S. Postal Service do to increase your overall satisfaction with the quality of products and services it provides to your company?

Your answers to these questions will be kept confidential and will only be used to identify groups of similar respondents for statistical purposes.

Thank you for completing this survey!

Please return completed survey to:
The Gallup Organization
 P.O. Box 82570
 Lincoln, NE 68501-9571

CERTIFICATE OF SERVICE

I hereby certify that I have this date served the foregoing document upon all participants of record in this proceeding in accordance with Rule 12 of the rules of practice.


h'Enri Whitseyjohnson

Washington, D.C. 20268-0001
October 23, 2001