

RECEIVED  
MAR 6 3 59 PM '02  
U.S. DEPARTMENT OF JUSTICE  
OFFICE OF THE ATTORNEY GENERAL

Postal Rate and Fee Changes, 2001)

Docket No. R2001-1

OCA-LR-J-3

March 6, 2002

Table of contents

PART I. SUMMARY OF THE CONTENTS OF OCA-LR-J-3..... 3

PART II. ONE MINUTE SURVEYS..... 8

PART III. SURVEY OF 2036 CONSUMER PROFESSIONALS..... 13

    A. (PART ONE) ..... 13

    B. (PART TWO)..... 21

PART IV. TELEPHONE SURVEY ..... 31



PART I. SUMMARY OF THE CONTENTS OF OCA-LR-J-3

I. **Summary of the Contents of OCA-LR-J-3**

The Office of the Consumer Advocate (OCA) determined that there could be benefit in finding sources of quantitative information on consumer satisfaction with postal services that would be alternative to those available solely from the Postal Service, generally obtained through discovery. (See, e.g., Postal Service Library References J-162 and J-197). OCA believed that a possible alternative source would be classes in marketing and statistics at universities throughout the United States. Many of these classes train students in the crafting of survey instruments and the proper administration of such instruments. Typically, these classes are taught by professors who are experts in their fields and who would guide and oversee the students' work. OCA viewed this a win/win endeavor – the students would benefit from designing a survey that measured satisfaction with common, widely used products and services (postal) and actually have those results utilized in a regulatory proceeding (Docket No. R2000-1), and OCA would have information collected from a large number of consumers of postal services.

OCA contacted Dr. Richard Feinberg, Director of the Center for Customer Driven Quality, Purdue,<sup>1</sup> on October 1, 2001, to acquaint him with OCA's interest in having students craft and administer surveys on customer satisfaction with postal services under the guidance of their professor. It was fortunate that Dr. Feinberg shared OCA's view that this project could be beneficial in the instruction of research students enrolled in the university.

---

<sup>1</sup> Extensive information on the services and policies of the Center can be accessed at <http://www.cfs.purdue.edu/conscirt/quality.html>.

Dr. Feinberg explained that the Center for Customer Driven Quality has systems in place to conduct nationwide surveys. Working with several research students, he agreed to disseminate questions on postal services using these systems. After explaining to Dr. Feinberg the areas of interest to the OCA, Dr. Feinberg and his students formulated the survey questions. Dr. Feinberg and his students developed three surveys, described below.

I. **One-minute Survey**

A brief, one-minute survey was sent by e-mail, in two waves, to 500 members of a consumer panel of consumer contact managers across the United States. This database of panel members is proprietary information of the Center for Customer Driven Quality. Response were received from 306 panel members (87 + 119).

Key findings:

- Consumers believe that the three-cent increase in the cost of a stamp is reasonable (approximately 70% of respondents).
- Consumers believe that the use of credit cards in postal vending machines is a good idea (approximately 60% of respondents).
- Consumers are satisfied with their mail delivery (nearly 88%).
- A little over half of the consumers surveyed believe that 3 cents is a reasonable amount for the next First-Class Mail increase.

II. **Survey of 2036 Consumer Professionals**

Requests for participation were e-mailed to 2036 consumer professionals in the customer contact industry. Anyone wishing to participate followed directions to an

---

Internet based survey. Information on the consumer professionals is maintained in the database of the Center for Customer Driven Quality. Usable responses were returned from 378 individuals (109 e-mails were returned). Dr. Feinberg warned that the survey respondents were not selected randomly or representatively; as an Internet-based survey, it may produce different results than a telephone or mailed survey; the events of September and October might have influenced the responses.

A. Conventional Question Format (Part One), Key findings:

- Consumers believe their mail service to be excellent or good (84%).
- Consumers believe that the price of a stamp is about right (60%).
- The proposed three-cent increase seemed reasonable to the respondents.
- Only 13% of consumers were "top box" satisfied with their experience in visiting a postal facility.
- A significant percentage of respondents had not used Priority Mail. (approximately 25%).
- Nearly 70% considered it desirable to allow credit card payment at a postal vending machine. (55% strongly preferred this option).

B. Open-Ended Questions (Part Two), Key findings:

After accessing the Internet-based survey and answering the conventional-format questions, the 378 respondents answered a series of open-ended questions. One of the advantages of the open-ended format is that the survey administrator learns what consumers are thinking about. Survey administrators are of the view that issues mentioned in response to open-ended questions are very important.

- Frustration with long lines is a very significant issues for consumers. (Three times as many mentioned this as the next most noted issue).

- Poor service by workers was the second most frequently mentioned.
- Inconvenient hours at retail facilities was third highest.

The leading suggestions for improving the Postal Service were:

- Focus on customer service and satisfaction.
- Shorten the lines at retail facilities by adding staff.
- Extend the hours of retail facilities.
- Allow use of a credit or debit card at a postal vending machine.

### III. Telephone Survey

Two hundred consumers in the Lafayette/West Lafayette community were surveyed by telephone using random dialing techniques. An unusually large response resulted in 197 usable surveys. Lafayette/West Lafayette is not representative of a broader national population.

- Consumers are satisfied with mail service (89%), although the top box score, 36%, was low.
- Approximately 58% believe that the current price of a First Class stamp is about right.
- Only 37% knew what Priority Mail service is.
- Approximately 69% are dissatisfied to some degree with their experience at a mail retail facility.
- Consumers favor the option to use a credit card at a vending machine.
- Just over half of the consumers hold the opinion that the proposed three-cent increase in the price of First Class is too high.





PART II. ONE MINUTE SURVEYS

SURVEY OF CENTER FOR  
CUSTOMER DRIVEN QUALITY

PURDUE UNIVERSITY

RICHARD FEINBERG, DIRECTOR

STUDENTS:  
KATE SCHUMAN  
AMANDA MANNIX  
JESSICA MCLELAND  
JULIE RICHEY  
JULIE DICKERSON  
EUGENE VIVO

TO: Kathie Klass, U S Postal Service Rate Commission

FROM: Richard Feinberg, Director- Center for Customer Driven Quality  
Kate Schuman, Amanda Mannix, Jessica McLeland, Julie Richey,  
Julie Dickerson, Eugene Vivo

RE: Purdue Survey

A brief one-minute survey was sent out in 2 waves to 500 members of a panel of consumer contact managers across the United States. The tabulations below represent the responses from 87 respondents to questions 1-3 and 119 respondents to questions 4-7. It is impossible to determine the degree to which the responses are representative of any population.

The results can be summarized as follows:

1. Consumers know the price of a first class stamp (Q1)
2. There is relatively low awareness of the proposed increase in the first class stamp (Q2)
3. Consumers believe that credit card machines would add value to their post office experience (Q3)
4. Consumers are satisfied with mail delivery (88% are either satisfied or very satisfied) (Q4)
5. Consumers are satisfied with service received at postal facilities (86% are either satisfied or very satisfied with service at facilities) (Q5)
6. Consumers believe the cost of a first class stamp to be right (46%) or a bargain (28%). Only 19% reported the cost of a first class stamp to be too expensive.
7. Consumers believe the proposed 3-cent increase to be reasonable (eliminating no opinions 70% of respondents believed it to be reasonable. (Q7)

Question 1

Currently, what do you think is the cost of a U.S. Stamp? Don't ask anyone – we want to know if you know this without asking.

Description of Answer	Respondents
30 Cents	2.44%
32 Cents	9.76%
34 Cents	80.49%
37 Cents	4.88%
40 Cents	2.43%

Question 2

Are you aware that the U.S. Postal Service has proposed raising the mailing cost of a one-ounce letter from 34 cents to 37 cents?

Description of Answer	Respondents
Yes	52.44%
No	47.56%

Question 3

The Postal Service has vending machines available in many facilities for dispensing postal products, such as stamps. How would you feel about being able to use your credit card as an option for purchases?

Description of Answer	Respondents
Strong preference for this option	59.26%
I have no opinion	20.99%
Less than a strong preference for this option	18.52%
Strongly Disagree	1.23%

Question 4

How satisfied are you with your mail delivery?

Description of Answer	Respondents
Very Satisfied	40.35%
Somewhat Satisfied	47.37%
No Opinion	2.63%
Somewhat Dissatisfied	8.77%
Very Dissatisfied	0.88%

Question 5

How satisfied are you with service you get when you visit a Postal Service facility?

Description of Answer	Respondents
Very Satisfied	19.64%
Somewhat Satisfied	56.25%
No Opinion	3.58%
Somewhat Dissatisfied	16.07%
Very Dissatisfied	4.46%

Question 6

Do you think that the current cost of a stamp for first class mail is?

Description of Answer	Respondents
A bargain	27.68%
About right	45.54%
No opinion	8.03%
Too expensive	18.75%

Question 7

If the U.S. Postal Service needed to increase the price of a first class stamp what would be a reasonable increase?

Description of Answer	Respondents
3 cents	53.15%
5 cents	12.61%
7 cents	3.61%
10 cents	6.31%
No opinion	24.32%



PART III. SURVEY OF 2036 CONSUMER PROFESSIONALS

A. (PART ONE)

CONVENTIONAL QUESTION FORMAT

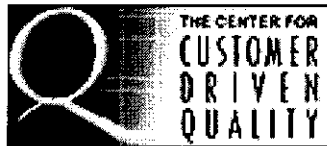
SURVEY OF CENTER FOR  
CUSTOMER DRIVEN QUALITY

PURDUE UNIVERSITY

RICHARD FEINBERG, DIRECTOR

STUDENTS:  
KATE SCHUMAN  
AMANDA MANNIX  
JESSICA MCLELAND  
JULIE RICHEY  
JULIE DICKERSON  
EUGENE VIVO





TO: Kathie Klass, U S Postal Service Rate Commission

FROM: Richard Feinberg, Director- Center for Customer Driven Quality  
Kate Schuman, Amanda Mannix, Jessica McLeland, Julie Richey, Julie Dickerson, Eugene Vivo

RE: Purdue Survey Phase 2

An in-depth survey was designed to assess the feelings, beliefs, and attitudes of a national sample of adults. Requests for participation were sent to 2036 consumers who work as professionals in the customer contact industry. The database is maintained by the Center for Customer Driven Quality. Respondents were directed in the e-mail request for their participation to a Internet based survey. Three hundred seventy eight usable responses were received (109 e-mails were returned as unknown or out of office). The 20% return rate is relatively high for a survey of this type. The following caveats should be kept in mind as you interpret the data:

1. Respondents are not chosen in a random or representative manner. Thus we cannot know or determine the degree to which the respondents represent any population of people.

2. The degree to which an Internet based survey yields results that are similar to a survey administered on the telephone or through mail, to the same population, is simply unknown. Our experience at the Center for Customer Driven Quality is that most questions yield similar responses (they have reliability and consistency). Unfortunately unless we would have administered the survey in alternative forms and compared the results we cannot predict which if any questions would have been different under different administrating conditions. Thus we cannot determine the degree to which administering the survey on the Internet affects the answers/results.
3. It cannot be determined how the recent social and political events has affected responses.

The results can be summarized as follows:

1. Consumers believe their mail service to be excellent or good (84%) (Q2). However, top box scores are relatively low (only 24% of respondents believed service to be excellent). Top box scores are important in assessing satisfaction. Top box scores represent the highest levels of satisfaction and these levels represent the best level that the satisfaction can reach. The 60% of respondents who believe mail service to only be good shows there exists significant room for improvement.
2. Consumers believe that the costs of a first class stamps to be about right (Q3- 60%). The 25% of consumer who believe stamps to be a bargain

serve as the support for higher stamp costs and the 15% who believe stamps to be too expensive represent consumer barriers to increases.

3. Seventy one percent of consumers say they are aware that the Postal Service has requested a rate increase (Q4). Respondents were asked to suggest a reasonable amount to increase the first class stamp. The average across all respondents was a 2.8-cent increase. This number is significant. Increases significantly above 2.8 cents would be above consumer expectations and lead to strong dissatisfaction. The proposed 3-cent increase would be within the consumer latitude of acceptance given the average (2.8) and the standard deviation of this answer. It should be noted that although there were respondents who had no response there was only 1 respondent who said that the cost should be decreased, only one respondent who said "whatever they need", and only one respondent who made reference to recent events (Before Sept 11 I believed an increase was reasonable not with anthrax I am not so sure.")
4. Only 13% of consumers are "top box" satisfied with their experience in visiting a post office facility (Q5). There is room for improvement. Thirty five percent are dissatisfied to some degree with the experience they have at a facility.
5. Seventy six percent of respondents have used priority mail (Q6). Of those who have used the service Sixty four percent of consumers have used priority mail service. Twenty seven percent of those who have used the

service are “top box” satisfied (Q6). A slight majority (50%) is not aware of delivery confirmation service (Q7).

6. Consumers are in favor (56% express strong preference) for credit card
7. payment availability in vending machines (Q8).
8. Only 10% of consumers who have complained feel that the post office is always responsive to their complaints (Q9).
9. Forty four percent of consumers believe the proposed 3-cent increase in the price of a first class stamp is right. Almost 50% of respondents believe the increase to be too expensive. (Q10).

Comprehensive Summary Report (Part III)

Question 1

Results	female	male
Are you a female or male?	192 50.79%	186 49.21%

Question 2

Results	Excellent	Good	Fair	Poor
How would you rate the mail service that you are receiving today?	91 24.07%	225 59.52%	55 14.55%	7 1.85%

Question 3

Results	A bargain	About right	Too expensive
Do you think the cost of a first class stamp is:	95 25.20%	225 59.68%	57 15.12%

Question 4

Results	yes	no
Are you aware that the US Postal Service is asking for an increase in the price of a first class stamp?	268 71.09%	109 28.91%

Question 5

Results	Excellent	Good	Fair	Poor
How satisfied are you with the service you get when you visit a Post Office?	49 13.07%	195 52.00%	103 27.47%	28 7.47%

Question 6

Results	Excellent	Good	Fair	Poor	Do not use priority mail
If you have used priority mail service, your experience has been:	76 27%	163 57%	34 12%	11 4%	87 23.45%

Question 7

Results	yes	no
Are you aware that priority mail offers a delivery confirmation for an additional 40 cents?	186 49.87%	187 50.13%

Question 8

Results	Strong preference for this	Weak preference	Don't really care	Not a good idea
The Post Office has vending machines for stamps and other products. How would you feel about being able to use your credit card as a payment in the machine for purchases over \$5.00?	207 55.80%	51 13.75%	102 27.49%	11 2.96%

Question 9

Results	Yes, always	Yes, sometimes	No	Don't know	I have never complained
Do you think the Postal Service is responsive to your needs and complaints?	26 10%	157 61%	73 27%	19 7%	97 26.08%

Question 10

Results	A bargain	About right	Too expensive	I have no opinion
The Post Office has proposed to increase the price of a stamp by three cents. Do you think this increase is:	58 15.59%	107 28.76%	182 48.92%	25 6.72%





PART III. SURVEY OF 2036 CONSUMER PROFESSIONALS

B. (PART TWO)

OPEN-ENDED QUESTIONS

SURVEY OF CENTER FOR  
CUSTOMER DRIVEN QUALITY

PURDUE UNIVERSITY

RICHARD FEINBERG, DIRECTOR

STUDENTS:  
KATE SCHUMAN  
AMANDA MANNIX  
JESSICA MCLELAND  
JULIE RICHEY  
JULIE DICKERSON  
EUGENE VIVO

TO: Kathie Klass, U S Postal Service Rate Commission

FROM: Richard Feinberg, Director- Center for Customer Driven Quality

Kate Schuman, Amanda Mannix, Jessica McLeland, Julie Richey, Julie Dickerson, Eugene Vivo

RE: Purdue Survey additional information

As part of the Internet based survey consumers were asked a series of open-ended questions about the Postal Service. There were 4 questions:

1. Please identify one area you are dissatisfied with about the Post Office. (Table 1)
2. Please identify one thing you like about the postal service (Table 2).
3. What is priority mail (Table 3).
4. What is something you would recommend to improve the postal service (Table 4).

As you interpret these answers please be aware of the following:

1. The caveats about the representativeness and validity of the responses remain the same as described in the previous report.
2. Responses to open ended questions differ in many ways than those to closed choice questions. In an open-ended question you are getting what consumers are thinking about. There is no priming of answer. For example, while a consumer will say price is important in product choice if you ask them how important price is...they usually don't say price if you ask them an open ended question. (It actually depends on the product). Usually we like to think that when an issue is mentioned in response to

an open-ended question it is very important. So, for example, in Table 1 63 consumers indicated long lines to be a problem almost triple the number of consumer who mentioned the next category. The correct interpretation is that long lines are a very significant issue.

Table 1

Please identify one area you are dissatisfied with about the Post Office

Issue	Number of mentions
Long lines (too few workers, no sense of urgency, Lack of efficiency, slow lines)	63
Poor service (unfriendly workers, little pride in work, Indifferent workers, no customer service skills)	27
Hours are not right for our schedule	24
Delivery time is inconsistent	10
Too expensive	8
Change of address problems	6
Wrong mail at my address	5

Other issues (mentioned by fewer than 5 people)- not as accessible as Fed Ex/UPS, Don't know how to call customer service, can't call local post office, have to buy new stamps each time there is an increase, rates change too frequently, lost mail, have to pay more when using vending machine, won't leave packages at door when not at home like UPS/Fed Ex, too much junk mail, vending machine doesn't work, parking is a problem, ugly and dark post offices, damaged or opened packages, start up on held mail too long , we have too low of expectations to be disappointed, design flaw at drop boxes makes lines long, inability to know how much the postage will be at home, not able to use mail box for other deliveries, big wigs get pay increase and we have to pay for it, claims procedure is confusing and never get value of package .

Table 2

## One thing liked about the Postal Service

Customer service	66
Dependability/reliability	58
Delivery services	48
Price	39
Efficiency	23
Convenience	15
Consistency	10
Self-serve areas-vending machines, racks, etc.	10
Priority mail/overnight/express	9
New technologies-website, tracking	8
Selection of stamps	8
Locations	7
Hours	6
Purchasing stamps from carrier/by mail	6
Clean/nice facilities	4
Pervasiveness-everywhere	3
Access	1

Credit card payment	1
Delivery confirmation	1
Go everywhere	1
Most employees non-violent	1
PO box	1
Self-adhesive stamps	1
Simplicity	1
Stamp purchase only line	1
Tax form availability	1
Wide delivery area	1

Table 3

**Note:** Most consumers do not know what priority service is. As a result their satisfaction/dissatisfaction and their willingness to spend money to use the service is significantly impaired. If their belief about priority mail leads them to expect service beyond what priority mail service consumers will generally be dissatisfied with the service even if priority mail delivers exactly what it promises to deliver.

**What is Priority mail service**

118 Answered correctly (31%)

Incorrect Answers:

- Next day delivery
- It's a service that delivers mail supposedly faster than first class mail.
- Have never used so not sure
- I think it means overnight delivery- like Fed Ex
- Your mail gets delivered quicker for a higher price
- Mail service that gets special handling like guaranteed overnight.
- Paying extra to get your mail piece or package to its destination expediently
- A special handling but not date guaranteed delivery service recently augmented by inexpensive option of tracking.
- One step above 1<sup>st</sup> class.
- Guaranteed delivery in 3-5 business days.
- Expedited delivery with no means of tracking the letter or package. Often just as fast to use first class.

- Extra cost for just about the same service
- First class mailing with a delivery confirmation
- Guaranteed delivery within a certain window of time.
- Arrives faster than first class
- No idea...I always use FedEx for high priority items.
- Special handled mail. It requires a signature. It is not an express delivery.
- AM delivery
- Mail that is trackable and delivered by a specific date. You pay extra.
- A clever marketing idea to charge more for basic mail service
- Gets there in 3-4 days/ 4-5 days



Table 4

<b>Ways to improve the US Postal Service</b>	<b># of Responses</b>
Focus on Customer Satisfaction/Customer Service	48
More Staff/Shorter Lines	34
Extend Hours	34
No Opinion	27
Get the Credit Card/ATM/Debit Machine (more automation)	18
Privatize it	18
Become more Web based	13
More locations	13
Provide way to be removed from junk mail lists	11
Decrease Prices	10
Improve speed of delivery	10
Improve safety for employees	8
Saturday deliveries	7
Improve priority mail service and include confirmation	6
Offer tracking on ALL packages	6
Deliver mail to correct location	5
Audit personnel compared to cost	4
Offer Drive-thru service	4
Educate general public so that lines can move faster	4
Better Management	4
Employee appreciation program that the public participates in	4
Don't give upper management "bonuses", share with the front line instead	3
Offer better services to businesses	3
Get deliveries to homes earlier in the day	3
Raise postal rates to companies that send out junk mail and solicitations	3
Deliver mail every other day	2
Have employees dress better	2
Don't abuse packages-handle with more care	2
Leave packages at front door when no one is home	2
Pick up outgoing packages and then bill sender	2
Provide a service desk for those coming with small things	2
Have Sunday delivery	2
Eliminate the one line for everything	2
Improve Morale	1
Better TV marketing of services	1
Improve claims dept.	1
Enhance communication methods for the general public	1
Offer crypto-notary system so something can be encrypted and sent	1

as a notarized e-document	
Offer postal gift certificates	1
More consistent service	1
Outsource when possible	1
Improve working conditions	1
Follow up on complaints	1
Upgrade the position of letter carrier	1
Terminate low performing workers	1
Allow all offices to postmark things as the date they arrived if before 2pm	1
Implement a total quality management plan	1
Less waiting time for insurance claims	1
Lose less mail	1
Offer free PO boxes to Route customers	1



PART IV. TELEPHONE SURVEY

(TELEPHONE SURVEY ADMINISTERED IN LAFAYETTE/WEST LAFAYETTE,  
INDIANA COMMUNITY)

SURVEY OF CENTER FOR  
CUSTOMER DRIVEN QUALITY

PURDUE UNIVERSITY

RICHARD FEINBERG, DIRECTOR

STUDENTS:  
KATE SCHUMAN  
AMANDA MANNIX  
JESSICA MCLELAND  
JULIE RICHEY  
JULIE DICKERSON  
EUGENE VIVO

TO: Kathie Klass, U S Postal Service Rate Commission

FROM: Richard Feinberg, Director- Center for Customer Driven Quality  
Kate Schuman, Amanda Mannix, Jessica McLeland, Julie Richey,  
Julie Dickerson, Eugene Vivo

RE: Purdue Survey Phase 3

A survey was designed to assess the feelings, beliefs, and attitudes of a random and representative sample of adults (18+) in the Lafayette/West Lafayette community. Two hundred consumers were surveyed using random digit dialing techniques. One hundred ninety seven usable surveys were included in the analysis. With a sample drawn in this manner, the number of subjects means that the results are representative of the broader West Lafayette/Lafayette community within +/- 10% points with 95% confidence. We cannot state the degree to which the Lafayette/West Lafayette community is or is not representative of a broader national population in matters like those surveyed. In addition we cannot determine how the recent social and political events has affected responses.

Differences between the previous Internet based survey and this community survey reflect either or all of the following:

1. The lack of representativeness of mailing list sample used for the Internet survey.
2. Differences between survey responses when two different modes of answering are used. Internet surveys may elicit different responses in equivalent surveys.
3. There really may be no difference since the differences observed fall within the error rate tolerances.

The results can be summarized as follows:

1. Consumers believe their mail service to be excellent or good (89%) (Q2). However, top box scores are relatively low (only 36% of respondents believed service to be excellent). Top box scores are important in assessing satisfaction. Top box scores represent the highest levels of satisfaction and these levels represent the best level that the satisfaction can reach. The 53% of respondents who believe mail service to only be good shows there exists significant room for improvement.
2. Consumers believe that the costs of a first class stamps to be about right (Q3-58%). The 12% of consumer who believe stamps to be a bargain serve as the support for higher stamp costs and the 30% who believe stamps to be too expensive represent consumer barriers to increases.
3. Fifty eight percent of consumers say they are aware that the Postal Service has requested a rate increase (Q4). Respondents were asked to suggest a

reasonable amount to increase the first class stamp. The average across all respondents was a 1.6-cent increase. This number is significant. Increases significantly above 1.6 cents would be above consumer expectations and lead to strong dissatisfaction. The proposed 3-cent increase might be outside the consumer latitude of acceptance given the average (1.6) and the standard deviation of this answer.

4. 23% of consumers are “top box” satisfied with their experience in visiting a post office facility (Q6). There is room for improvement. 69 percent are dissatisfied to some degree with the experience they have at a facility.
5. Only 37% of consumers accurately knew what priority mail service was (Q7). 18 percent of those who have used the service are “top box” satisfied (Q8). Thirty three percent are aware that delivery confirmation service is available (Q9).
6. Consumers are in favor (overall 68%) (33% express strong preference) for credit card payment availability in vending machines (Q10).
7. 44% of consumers who have complained feel that the post office is always responsive to their complaints (Q11).
8. 32 percent of consumers believe the proposed 3-cent increase in the price of a first class stamp is right. 51% of respondents believe the increase to be too expensive. (Q13)

Comprehensive Summary Report (Part IV)

**Question #1 Responses**

Gender	
% Female	57%
% Male	43%

**Question #2 Responses**

How would you rate the mail service you are receiving today

Excellent	36%
Good	53%
Fair	8%
Poor	3%

**Question #3 Responses**

Do you think that the cost of a stamp is:

A Bargain	12%
About Right	58%
Too Expensive	30%

**Question #4 Responses**

Are you aware that the USPS is asking for an increase in the price of a stamp

Yes	58%
No	42%

**Question #5 Responses**

Reasonable increase in price of stamp

Average	1.62
---------	------



**Question #6 Responses**

How satisfied are you with the service you get when you visit a postal facility

Excellent	23%
Good	46%
Fair	23%
Poor	9%

**Question #7 Responses**

Can you tell me what priority service is

Right	37%
Wrong	63%

**Question #8 Responses**

Your experience with priority mail service

Excellent	18%
Good	38%
Fair	7%
Poor	1%
No Response	36%

**Question #9 Responses**

Are you aware that priority mail service offers additional confirmation for an additional 40 cents

Yes	33%
No	67%

**Question #10 Responses**

Use of Credit Card as an option for purchases over \$5 at Vending Machines	
Strong preference that this option is available	33%
Preference that this option is available	25%
Neutral	31%
Strongly Disagree	11%

**Question #11 Responses**

Do you feel that the postal service is responsive to your needs	
Yes, Always	18%
Yes, Sometimes	26%
No	11%
Don't know	4%
I have never complained or tried to complain	42%

**Question #12 Responses**

What has been your experience when making a postal service insurance claim	
Excellent	2%
Good	2%
Fair	2%
Poor	2%
I have never filed a claim	93%

**Question #13 Responses**

Increase in stamp price for one-ounce letters by three cents	
A Bargain	7%
Too Expensive	51%
About Right	32%
Don't Know	10%