

SUMMARY

This summarizes findings from the Consumer survey. Question numbers refer to those used in the detailed tabulations.

Almost nine of ten members of the public report favorable experiences with the Postal Service during the past 30 days. (*M1A or M23B*) This was asked first in about half the interviews and last in the others, with statistically similar results.

Monday (39%) is the day people say they are most likely to mail a letter or package, regardless of whether or not they must go to a post office. Friday (12%) is a distant second. “No special day” was cited by 29% of the consumers. (*M2*)

Just over one-third say they have a specific day to mail bill payments. Among them, 44% say Monday, 23% say Friday, and 10% say Saturday. (*M3, M4*)

- Among the 10% that say Saturday, it is more important that the post office stay open on Saturday (14%) than their receiving home delivery on Tuesday (9%) or Saturday (9%). (*M4/M12, M4/M13, M4/M14*)
- Asking specifically about bill payment activities seems to have affected the reported days for depositing mail. In the second round of interviews (referred to as the “short” *CARAVAN* survey), just over one-fourth report that they have a typical day to mail bill payments. Among them, 11% say Monday, followed by Friday at 5%.

The most common reason to visit a post office is for transactions at the counter, including stamp purchases. Nearly six of ten members of the public mention this. The next most frequently mentioned reasons are dropping off and picking up letters and packages, though each is cited by less than 20%. (*M5*)

Nearly three-fourths report their post office is open on Saturday, and 13% don't know. (*M6*)

- All of those whose post office is open on Saturday believe that it is more important that the post office is open on Saturday than having home delivery on Tuesday or Saturday. (*M12, M13, M14*)

Slightly more than one in ten respondents currently rent a post office box at a post office. (*M7*)

Monday (23%) is mentioned the most as being the “typical” day for going to the post office to mail a package or letter, Saturday (12%) is second, and 38% say “no particular day.” (M8)

In 82% of the households, someone is available to go to the post office, if needed, Monday through Friday. (In this case, we did not press to determine if the post office in question is their delivery office.) Among these households, 39% do not have a “typical” day to go to a post office, 25% go on Monday, and 9% on Saturday. (M8/M11)

No day is cited by more than 10% as being the “typical” day for going to the post office to pick up a letter or package (M9); however, among the 18% who do not have someone available to go to the post office during the week, a significantly higher percentage (17%) pick up a package or letter at the post office on Saturday than on any other day --- it also contrasts with the 9% above for households with someone who can go to the post office on weekdays. (M9/M11)

Those who say they typically mail packages (12%) or pick up packages (10%) at the post office on Saturdays are also the group claiming they would be the most inconvenienced if the post office retail centers were closed on Saturday. (M8/M18, M9/M18)

Consistent with all the preceding findings is the “overall” preferred day to go to the post office, irrespective of the reason. The top two days are Monday (18%) and Saturday (13%), but 37% of the public expressed no preference. (M10)

The following “degree of importance questions” use a five-point scale, ranging from five for *very important* to one for *not at all important*. The mean *Importance Score* and the percent *not at all important* have been reported.

<i>Importance to you to be able to...</i>	Importance Score	Not at all Important
M12 Conduct business at post office on Saturday	3.1	28%
M13 Receive mail at home on Tuesday	3.5	21%
M14 Receive mail at home on Saturday	3.5	21%

Among the 33% who say it is very important that they be able to pick up or mail letters and packages, buy stamps, or conduct other business on Saturday:

- They believe it is more important to have home delivery on Saturday (44%) than on Tuesday (39%). (M12/M13/M14)
- 52% say it would be most inconvenient if the retail counter at the post office were closed on Saturday. (M12/M18)
- Significantly, more (41%) prefer rate increases of 10%-15% rather than elimination of Saturday services (27%). (M12/M19)

Among the 42% who say it is very important to receive mail on Saturday:

- Over 50% say it would be inconvenient if services were cut on Saturday. (M14/M18)
- More (53%) prefer rate increases of 10%-15% rather than elimination of Saturday services (36%). (M14/M19)

When posed with the requirement that the Postal Service had to stop household delivery one day a week, beside Sunday, the public chooses Saturday (38%) by more than a two-to-one margin over any other day; 14% could not choose. (M15)

When asked to choose between stopping household delivery on either Tuesday or Saturday, 56% choose Saturday and 36% choose Tuesday. (M16)

When asked to select among ways for the Postal Service to cut costs on Saturdays, the public sees no obvious “winners.” (M17A/B/C)

Looked at in another way, stopping mail delivery to households is seen as the most inconvenient option by the greatest proportion (44%) of the public. (M18) (Note: Responses are presented in considerable detail in the *CARAVAN* tables.)

When given the choice, the public prefers cutting all services on Saturday (60%) over a 10%-15% price increase (33%). Moreover, any differences across populations and groups are generally small. (M19)

- However, among those who say it would be inconvenient if the post office cut any services on Saturday, a significant number would rather endure the price increase than have their services eliminated. (M18/M19)

If the Postal Service delivered mail only five days a week, 64% of the public foresees no change in their behavior. The only change foreseen by a substantial proportion (18%) of those mentioning changes is that of mailing on different days. (M20)

- Among those who say it is very important to receive mail at home on Tuesday or Saturday, a significantly higher percentage (55%) say they would make some sort of behavioral change. (M13/M20, M14/M20)
- Even among those who say they would be inconvenienced if services were cut on Saturday, 56% say they would not change their behavior if there were only 5-day delivery. (M18/M20)
- Among those who say they would make no change, significantly more prefer to maintain prices and cut services on Saturday (65%) rather than face 10%-15% price increases (29%). (M19/M20)

One in seven people say that either they or someone in their household operates a business out of the home. (M21)

Eight of ten respondents were familiar with how and when the payments for the household bills are made. (M22)