

Question 17 (continued)

	Very Satisfied	Mostly Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Mostly Dissatisfied	Very Dissatisfied	Don't Use Product
International Mail (letters, postcards, packages) . . . . .	<input type="checkbox"/>						
Periodicals (newspapers and magazines) . . .	<input type="checkbox"/>						
Bound Printed Matter (bound directories, trade journals) . . . . .	<input type="checkbox"/>						
Library Mail (film and music for schools and libraries) . . . . .	<input type="checkbox"/>						



If you would rather complete this survey online, please go to [postalexperience.com](http://postalexperience.com) and enter your . . .  
**LOGIN:** <123456789>  
**PASSWORD:** <123456789>

**USPS IN GENERAL**

18. Based on your experience with the USPS generally, please rate us on each of the following . . .	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Don't Know
Mail pieces are safe with the USPS . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
USPS is a trusted organization . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
USPS values my business . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
USPS keeps me informed of the products and services they offer . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. How likely are you to recommend the USPS to others? . . . . .	Very Likely	Most Likely	Somewhat Likely	Somewhat Unlikely	Most Unlikely	Very Unlikely
20. The USPS offers several ways for customers to purchase stamps. Please review the list of options for purchasing stamps below. For the options you have used, please indicate how likely you are to use the option when you need stamps again.	Very Likely	Somewhat Likely	Neither Likely Nor Unlikely	Somewhat Unlikely	Very Unlikely	Have Not Used
Post Office Window . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grocery Store or Other Store . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Automated Postal Center (APC Self-Service) . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stamps by Mail . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stamps Online . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**DESCRIBING YOURSELF**

- Where is your personal mail delivered?  
 Home    Work    P.O. Box    Other
- Which service do you use most frequently to send packages?  
 U.S. Postal Service    Other Delivery Service
- What is your age?  
 Under 25    25-34    35-44    45-54    55-64    65+
- What is your gender?  
 Male    Female
- What is the highest level of education you have completed?  
 Less than High School    Some College    Post-Graduate  
 High School Degree    4-Year College Degree
- Do you operate a business from your home?  
 Yes    No
- Is anyone in your household employed by a shipping or delivery company?  
 Yes, U.S. Postal Service    Yes, Other Company    No
- Would you allow the USPS to contact you via e-mail with additional questions? *(Information will not be shared outside USPS.)*  
 Yes — *(Please print your e-mail address.)* \_\_\_\_\_  
 No

Thank you for completing this survey!

Please return your completed questionnaire in the enclosed postage-paid envelope.

If you no longer have the return envelope, mail to:

Maritz Research, Customer Experience Feedback Survey, P.O. Box 10054, Toledo, OH 43682-4434.

POSTAL CUSTOMER  
 <123 MAIN STREET>  
 <HOMETOWN, US 12345-6789>



Dear Valued Customer:

I am writing to ask you to share your experiences with the United States Postal Service (USPS) and let us know how well we have been serving you. Please take a few minutes to answer this survey. Maritz Research will take your answers and combine them with others to help us improve our service to customers. Your answers will be kept completely confidential.

You can complete this survey on the Web by entering the link above using the login and password provided. Otherwise, please complete the attached questionnaire, and return it in the postage-paid envelope to Maritz Research.

We appreciate your business very much and look forward to your participation. If you have any questions or need help with this survey, please send an email to [postalexperience@maritz.com](mailto:postalexperience@maritz.com) or call the Postal Experience Help Desk at 1-888-878-7402.

Sincerely yours,

Delores J. Killeto  
 Vice President and Consumer Advocate

- |  | Very Satisfied           | Mostly Satisfied         | Somewhat Satisfied       | Somewhat Dissatisfied    | Mostly Dissatisfied      | Very Dissatisfied        |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. First of all, thinking about all aspects of your recent experiences with the U. S. Postal Service, how satisfied are you with us? . . . . . | <input type="checkbox"/> |
| 2. What should the USPS do to improve your satisfaction with us in the future?<br>_____<br>_____   |                          |                          |                          |                          |                          |                          |

**RECEIVING LETTERS OR PACKAGES**

- |   |                          |                          |                            |                          |                          |                          |
|---|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|--------------------------|
| 3. Please indicate your agreement with each statement based on your experiences with the letters or packages you recently RECEIVED for each of the following.   | Strongly Agree           | Somewhat Agree           | Neither Agree nor Disagree | Somewhat Disagree        | Strongly Disagree        | Don't Know               |
| Letters or packages are consistently delivered when expected . . . . .  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Letters or packages are delivered to the right address . . . . .  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Letters or packages are delivered in good condition . . . . .   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Letter carriers are friendly/courteous . . . . .  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Letter carriers perform their job well . . . . .  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4a. Now, just thinking about your overall experience with the letters or packages you recently RECEIVED, how satisfied are you with USPS performance? . . . . . | Very Satisfied           | Mostly Satisfied         | Somewhat Satisfied         | Somewhat Dissatisfied    | Mostly Dissatisfied      | Very Dissatisfied        |
|   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |



4b. What should the USPS do to improve your satisfaction with how we DELIVER your letters or packages in the future?

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**SENDING LETTERS OR PACKAGES**

5. Recently, where did you mail letters? *(Please check all that apply.)*
- No letters sent
  - Post Office
  - Mail collection box
  - Home mail box
  - Mail drop at work
  - Other
6. Recently, how did you send packages? *(Please check all that apply.)*
- No packages sent
  - Post Office clerk
  - Mail collection box
  - Automated Postal Center® *(self-service)*
  - Requested Carrier Pickup™ *(online, phone)*
  - Letter carrier picked up with outgoing mail
  - Other delivery service

7. Please indicate your agreement with each statement based on your experiences with letters or packages you recently SENT using the USPS.
- |   | Strongly Agree           | Somewhat Agree           | Neither Agree nor Disagree | Somewhat Disagree        | Strongly Disagree        | Don't Know               |
|---|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|--------------------------|
| The mail collection box pickup schedule is convenient for me                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Mail collection boxes are conveniently located for me                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| It is easy to schedule pickup from USPS <i>(Carrier Pickup™ or Pickup on Demand®)</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Scheduled pickup from USPS is reliable <i>(Carrier Pickup™ or Pickup on Demand®)</i>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| If I purchase the service, USPS tracking is effective                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 8a. Now, just thinking about your recent experience with SENDING letters or packages, how satisfied are you with USPS performance?
- |  | Very Satisfied           | Mostly Satisfied         | Somewhat Satisfied       | Somewhat Dissatisfied    | Mostly Dissatisfied      | Very Dissatisfied        |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
|  | <input type="checkbox"/> |
- 8b. What should the USPS do to improve your satisfaction with how we SEND letters or packages for you in the future?
- 

**VISITING THE POST OFFICE**

9. How many times did you visit a Post Office in the PAST MONTH? *(Skip to Q12a)*
- |  | Not at All               | 1-2 Times                | 3-5 Times                | 6-10 Times               | 11 or More Times         |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
|  | <input type="checkbox"/> |
10. Please indicate your agreement with each statement based on your experiences with the Post Office you visit most often.
- |   | Strongly Agree           | Somewhat Agree           | Neither Agree nor Disagree | Somewhat Disagree        | Strongly Disagree        | Don't Know               |
|---|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|--------------------------|
| The Post Office location is convenient for me                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hours of operation are convenient for me                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| It is easy to find what I need inside the Post Office             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Parking is available when I need it                               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Stamps that I need are available                                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Free shipping materials that I need are available                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The Post Office location has enough lines open to serve customers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The Post Office location has enough self-service alternatives     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Post Office clerks are knowledgeable                              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Post Office clerks are friendly/courteous                         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Post Office clerks are attentive to my needs                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Post Office clerks are efficient                                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

11. During your most recent visit to the Post Office, how long did you wait in line for a clerk?
- |  | Less Than 1 Minute / No Wait / No Line | 1-3 Minutes              | 4-5 Minutes              | 6-10 Minutes             | 11-15 Minutes            | 16 Minutes or More       | Don't Know / Don't Recall |
|--|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
|  | <input type="checkbox"/>               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
- 12a. Now, just thinking about the Post Office you visit most frequently, how satisfied are you with their performance?
- |  | Very Satisfied           | Mostly Satisfied         | Somewhat Satisfied       | Somewhat Dissatisfied    | Mostly Dissatisfied      | Very Dissatisfied        |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
|  | <input type="checkbox"/> |
- 12b. What should the USPS do to improve your satisfaction with the service you receive at that Post Office?
- 

**CONTACTING USPS**

13. Did you contact the USPS recently to get information or report a problem?
- |  | Yes                      | No <i>(skip to Q17)</i>  |
|--|--------------------------|--------------------------|
|  | <input type="checkbox"/> | <input type="checkbox"/> |
14. How did you recently contact the USPS to get information or report a problem?
- |   | To Get Information <i>(check all that apply)</i> | To Report a Problem <i>(check all that apply)</i> | Most Recent Contact <i>(check one)</i> |
|---|--|---|--|
| Telephoned local Post Office                          | <input type="checkbox"/>                         | <input type="checkbox"/>                          | <input type="checkbox"/>               |
| Telephoned a toll-free number                         | <input type="checkbox"/>                         | <input type="checkbox"/>                          | <input type="checkbox"/>               |
| Spoke in person with an employee at local Post Office | <input type="checkbox"/>                         | <input type="checkbox"/>                          | <input type="checkbox"/>               |
| Spoke with my letter carrier                          | <input type="checkbox"/>                         | <input type="checkbox"/>                          | <input type="checkbox"/>               |
| USPS Web site   | <input type="checkbox"/>                         | <input type="checkbox"/>                          | <input type="checkbox"/>               |
| Written correspondence                                | <input type="checkbox"/>                         | <input type="checkbox"/>                          | <input type="checkbox"/>               |
| E-mailed USPS via Web site                            | <input type="checkbox"/>                         | <input type="checkbox"/>                          | <input type="checkbox"/>               |
15. Please indicate your agreement with each statement based on your MOST RECENT contact with the USPS.
- |   | Strongly Agree           | Somewhat Agree           | Neither Agree nor Disagree | Somewhat Disagree        | Strongly Disagree        | Don't Know               |
|---|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|--------------------------|
| Was available at a time convenient for me | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Was easy to reach                         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Was friendly/courteous                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Provided the information I needed         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Resolved the issue promptly               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Assumed ownership of my issue             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 16a. Now, thinking about your MOST RECENT contact with the USPS, how satisfied are you with that experience?
- |  | Very Satisfied           | Mostly Satisfied         | Somewhat Satisfied       | Somewhat Dissatisfied    | Mostly Dissatisfied      | Very Dissatisfied        |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
|  | <input type="checkbox"/> |
- 16b. What should we do to improve your satisfaction with your USPS contact experience in the future?
- 

**USING USPS PRODUCTS AND SERVICES**

17. Please respond for each USPS product listed below. *(If not familiar, just mark "Don't Use Product.")* OVERALL how satisfied are you with . . .
- |  | Very Satisfied           | Mostly Satisfied         | Somewhat Satisfied       | Somewhat Dissatisfied    | Mostly Dissatisfied      | Very Dissatisfied        | Don't Use Product        |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| First-Class Mail® (letters, bills, postcards, large envelopes) | <input type="checkbox"/> |
| Express Mail® (guaranteed expedited service)                   | <input type="checkbox"/> |
| Priority Mail® (non-guaranteed 2-3 day letters and packages)   | <input type="checkbox"/> |
| Parcel Post® (lower cost service, surface transportation)      | <input type="checkbox"/> |
| Media Mail® (books, videos, CDs, DVDs)                         | <input type="checkbox"/> |
| Standard Mail® (advertising, catalogs, non-profit)             | <input type="checkbox"/> |