

CUSTOMER SATISFACTION SURVEY

Instructions

Mark your responses with an and use blue or black ink.

Mail You Receive

1 Based on your experiences **in the past 30 days**, please rate the Postal Service on each of the following aspects of your mail delivery. (Please mark one answer for each item.)

	Excel- lent ▼	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 acts professionally.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Overall rating of your mail delivery service.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 Have you experienced the following situations with Postal Service deliveries to your home **in 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 ▼	Twice ▼	3 or more 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 letters or bills addressed to a previous resident	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mail was delivered after 5:00 pm.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Carrier did not pick up outgoing mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Received damaged letter mail.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Received damaged packages.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. 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"/>
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"/>
i. Even though you were home, carrier left a notice instead of delivering package	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Mail You Send

3 Based on your experiences **in the past 30 days**, please rate the Postal Service on each of the following:

	Excel- lent ▼	Very good ▼	Good ▼	Fair ▼	Poor ▼	Does not apply ▼
a. Convenient location of a post office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Offering convenient ways to buy stamps/postage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. 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"/>
d. 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"/>
e. Offering mailing options that meet your needs (such as Priority Mail®, Delivery Confirmation™, Certified Mail™, Insured).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. 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"/>
g. Convenient pick-up times from mail collection box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Level of confidence that the mail you send is received.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Security of the mail you send (that it will remain unopened and safe from theft).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4 Where do you buy stamps/postage?

	Mark all methods used ▼	Which one do you use most often? ▼
a. Post office window	<input type="checkbox"/>	<input type="checkbox"/>
b. Grocery store or other store	<input type="checkbox"/>	<input type="checkbox"/>
c. Vending machine	<input type="checkbox"/>	<input type="checkbox"/>
d. Automated Postal Center® (self-service for packages/postage).....	<input type="checkbox"/>	<input type="checkbox"/>
e. Click-N-Ship® online.....	<input type="checkbox"/>	<input type="checkbox"/>
f. Stamps online	<input type="checkbox"/>	<input type="checkbox"/>
g. Stamps by Mail	<input type="checkbox"/>	<input type="checkbox"/>
h. Stamps by Phone (1-800-STAMP24).....	<input type="checkbox"/>	<input type="checkbox"/>
i. Automated Teller Machine (ATM).....	<input type="checkbox"/>	<input type="checkbox"/>
j. From carrier (only where available).....	<input type="checkbox"/>	<input type="checkbox"/>

5 How do you mail packages with the Postal Service?

	Mark all methods used ▼	Which one do you use most often? ▼
a. Post office window	<input type="checkbox"/>	<input type="checkbox"/>
b. Mail collection box.....	<input type="checkbox"/>	<input type="checkbox"/>
c. Automated Postal Center® (self-service for packages/postage).....	<input type="checkbox"/>	<input type="checkbox"/>
d. Request carrier pickup online or by phone.....	<input type="checkbox"/>	<input type="checkbox"/>
e. Carrier picks up with outgoing mail.....	<input type="checkbox"/>	<input type="checkbox"/>
f. Other.....	<input type="checkbox"/>	<input type="checkbox"/>
g. Not applicable.....	<input type="checkbox"/>	<input type="checkbox"/>