E	ost Office I to the control of the c	Yes	No	Don't know
6	a. Did the clerk ask you questions to find out		<b>▼</b>	
	Description Descr			
	<ul> <li>☐ 1-2 times</li> <li>☐ 3-5 times</li> <li>C. Did the clerk specifically mention Express Mail® or Priority Mail® as an option for you?</li> </ul>			
	d. Did the clerk explain or offer special services, such as Insurance, Delivery Confirmation™, Certified Mail™, etc?			
<b>V</b>	Based on your experiences <b>during the past 30 days</b> , please rate the  e. Did the clerk offer any additional items to purchase, such as stamps or packaging supplies?			
	post office you have visited most often on each of the following:    Excellent good Good Fair Poor know		No ♥	Did not use
	b. Convenience of hours	FEET 1		
-	d. Staffing of windows during busy times	Postal		
	information needed to complete your tasks		tact the	3
8	Is this post office in the same ZIP Code as where you live? Thinking again of your most recent contact, rate the	Posta	l Servic	ce on:
	No → If no, write in the P.O. ZIP Code:  a. Ability to reach someone who could help	Fair ▼	Poor	Don't know
, y	During your most recent visit to the post office window, how long did you wait in line for a window clerk?  ☐ Did not go to window → Go to Question #11  ☐ C. Speed of response			
	Less than I minute/No wait/No line  1-3 minutes  4.5 minutes  d. Obtaining the information or help you needed			
	- □ 6-10 minutes - □ 11-15 minutes - □ 16 minutes or more - □ Don't know/Can't recall - □ Have you visited the Postal Service Web site, www the past 30 days? - □ Yes - □ No → Go to Question #16	usps.	com, ii	n ·
10) 	During your most recent visit to the post office window, did you  Excel- Very	Fair	Poor	Don't know
<u></u>	a. Having the information you needed	₩ □	▼ □ 1	
<b>A</b>	No → Go to Question #11  b. Being easy to find the information you needed □ □ □		The state of the s	