

16 In the past 30 days, has anyone in your household filed a change-of-address order, or received forwarded mail from a change-of-address order?

- Yes, for an individual
- Yes, for the household
- No → Go to Question #17

16a If "Yes," please rate the Postal Service on:

	Excel- lent	Very good	Good	Fair	Poor	Don't know
a. Prompt start-up of delivery to your forwarding address.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Delivery of forwarded mail within a reasonable number of days	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Delivery of forwarded mail to correct address	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall Performance

17 Thinking about all aspects of U.S. Postal Service performance during the past 30 days, please rate the service you have received:

Excellent	Very good	Good	Fair	Poor	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18 Compared to other delivery service companies, rate the package services provided by the Postal Service on:

	Much better	Some- what better	About the same	Some- what worse	Much worse	Don't know
a. Offers services and products that meet your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Overall image	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Delivers as promised	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Is secure and trusted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Value for price	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Building customer relationships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Professional employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Easy to contact a representative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Convenient locations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Wait time in line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Tracking capabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Speed of delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Delivery in good condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Overall performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

General Information

19 Which of the following best describes where you normally receive your mail? (Mark only one.)

- Individual mail slot or mailbox at your door
- Individual curbside mailbox
- Mailbox within a cluster of boxes inside a building
- Mailbox within a cluster of boxes outside a building or home
- In a box at post office (P.O. box)
- Rented box somewhere other than at a post office

20 Do you operate a business from your home?

- Yes
- No

21 Is anyone in your household employed by the U.S. Postal Service or by a national company which specializes in shipping or delivery of mail or packages?

- Yes
- No

22 About how many letters or packages do you send in an average month using the Postal Service?

	None	1-5	6-10	11-20	21+	Don't know
a. Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Packages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23 Which service do you use more frequently to mail packages?

- Postal Service
- Other delivery service

24 What is your age?

- Under 25 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65 years or older

25 What is your gender?

- Male
- Female

26 What is the highest level of education you have completed?

- Less than high school graduate
- High school graduate/GED
- Some college or technical school
- Undergraduate degree
- Graduate degree

27 Would you allow the Postal Service to contact you via e-mail with additional questions to improve service? **Information will not be shared outside the Postal Service.**

- Yes → Please print your e-mail address:

- No

28 Additional comments:

- Positive comment 😊
- Suggestion 💡
- Problem 😞

Thank you for completing this survey!

Please return your completed survey to: THE GALLUP ORGANIZATION • P.O. Box 2669 • Omaha, NE 68172-9744