

BWS-22-18

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Per _____

LABOR RELATIONS



March 14, 2018

Mr. Brian J. Wagner
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Dear Brian:

As a matter of general interest, the Postal Service plans to conduct a survey of delivery personnel to obtain perspective concerning the customer experience for package delivery.

This survey will be conducted in the locations specified in the enclosure.

Participation in this survey will be voluntary and on the clock. The survey is scheduled to begin in mid-March. We have also enclosed a draft copy of the survey.

If you have any questions concerning this matter, please contact Bruce Nicholson at extension 7773.

Sincerely,

A handwritten signature in blue ink, appearing to read "Alan S. Moore".

Alan S. Moore
Manager
Labor Relations Policies and Programs

Enclosures

AREA	DISTRICT	ZIP(S)
Eastern	Appalachian	WEST VIRGINIA
Eastern	Ohio Valley	43201
Eastern	Philadelphia Metro	19104
Northeast	New York	10002, 10029, 10031, 10032, 10458, 10462, 10466, 10467
Northeast	Triboro	11206, 11207, 11208, 11210, 11212, 11213, 11216, 11226, 11368, 11432, 11434, 11691
Northeast	Westchester	10940
Pacific	Bay-Valley	95112
Pacific	San Francisco	94102, 94103
Southern	Dallas	75206
Southern	Houston	77008, 77840
Southern	Louisiana	CITY OF NEW ORLEANS
Southern	Mississippi	38655

ALP 105 Carrier Survey Questions

1. Select one: What is your age?

- 18-22
- 23-36
- 37-52
- 53-71
- 72+
- Prefer not to answer

2. Select one: What is your sex?

- Male
- Female
- Prefer not to answer

3. Select one: What are your years of service?

- 0-2 years
- >2-5 years
- >5-15 years
- >15+ years
- Prefer not to answer

4. Select one: What is your job title?

*Required

- ARC
- CCA
- RCA
- Regular City Carrier
- Regular Rural Carrier

5. Rate how you feel the following delivery options would enhance the customer's experience receiving packages

	Low				High
	1	2	3	4	5
Same day delivery (order today, package received today)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Two day delivery (order today, package received tomorrow)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sunday delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delivery location diversion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer requests delivery be delayed (to date selected by customers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ALP 105 Carrier Survey Questions

	Low				High
	1	2	3	4	5
Delivery into/inside the residence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scheduled pickup (i.e., for returns) at a customer-designated time and location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local Post Office pickup	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Real time tracking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Real time updates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Later cutoff time for guaranteed delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shipping of larger or heavier items than currently allowed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Select the top three options that you think are most important to our customers package delivery experience:

- Low Cost
- Same day delivery (order today, package received today)
- Two day delivery (order today, package received tomorrow)
- Successful first delivery attempt (package is delivered on first attempt; no notice left)
- Delivery to residence (in mailbox or other secure outside location)
- Delivery into/inside residence
- Ability to divert delivery (to different location than original "ship to" address)
- Ability to delay delivery (to date selected by customer)
- Real time tracking/updates
- Secure delivery (protection from weather, theft, etc.)
- Parcel locker delivery
- Other (specify): _____

7. Please provide any other information that you feel would help the USPS provide the customer a perfect package delivery experience.
