

GMU PRC Household Survey

Questionnaire # \_\_\_\_\_

Q1: How many people live in your household?

..... \_\_\_\_

Q2: How many people in your household are in the following age groups?

Children under age 18 ..... \_\_\_\_  
Adults age 18 to 64 ..... \_\_\_\_  
Seniors age 65 and over ..... \_\_\_\_

Q3: Does any member of the household run a business from the home?

Yes ..... 1  
No ..... 2  
Don't know ... 8  
Refused ..... 9

Q4: What is the zip code of your home?

(5-digits only)

..... \_\_\_\_

Q5: Approximately how many letters, including greeting cards and bill payments, does your household mail a month?

Less than 5 ..... 1  
5 to 10 ..... 2  
11 to 15 ..... 3  
16 to 20 ..... 4  
More than 20 .. 5  
Don't know ..... 8  
Refused ..... 9

Q6: How do you usually mail these letters?

Your household mailbox ..... 1  
At work ..... 2  
At a collection box near your home ..... 3  
At a collection box near where you work ... 4  
At a post office ..... 5  
Other ..... 6  
Don't know ..... 7  
Refused ..... 8

Q7: Does anyone in your household rent a post office box at your local post office?

Yes ..... 1  
No ..... 2  
Don't know ... 8  
Refused ..... 9

Q8: About how many minutes does it usually take to get from your home to your local post office?

..... \_\_\_\_

Q9: About how many miles is your local post office from your home?

..... \_\_\_\_

Q10: About how long ago was your last visit, or the last visit of a member of your household, to a post office? Would you say it was within the last 7 days, within the last 30 days, within the last two months, within the last year, or not within the last year?

7 days .....	1
30 days .....	2
two months .....	3
last year .....	4
not within last year ..	5
Don't know .....	8
Refused .....	9

Q11: The last time you went to the post office, why did you go?

(Read responses as listed below)

To buy stamps .....	1
To mail a package .....	2
To pick up a package .....	3
To pick up mail .....	4
To mail letters .....	5
More than one of these ..	6
Other .....	7
Don't know .....	8
Refused .....	9

Q12: How helpful would it be if your local post office was open an hour or two later in the evening than it currently is?

Not very helpful .....	1
Somewhat helpful ...	2
Very helpful .....	3
Don't know .....	8
Refused .....	9

Q13: How do you purchase most of your postage stamps?

(Read responses as listed below)

Buy at a post office .....	1
Buy at a retail store .....	2
Order by mail .....	3
Order by phone .....	4
Order via the internet .....	5
Other .....	6
Don't buy postage stamps ...	7
Don't know .....	8
Refused .....	9

Q14: Does any member of your household regularly use a mailing service like Mail Boxes Etc.?

Yes .....	1
No .....	2
Don't know ..	8
Refused .....	9

Q15: I am going to mention 6 basic services and I would like you to rank them in order of importance. Which is most important to have near your home, 2nd most important, etc.

(put a number 1 to 6 next to each response. Check to make sure each number is correct)

Grocery store ....	___
Pharmacy .....	___
Post office .....	___
Gas station .....	___
Public library .....	___
Bank .....	___

Q16: What would you think about the Postal Service closing your post-office and replacing it with service at a nearby store in your neighborhood? Would you say that you would strongly favor, favor, oppose or strongly oppose, or that you don't care one way or the other?

Strongly favor .....	1
Favor .....	2
Don't care .....	3
Oppose .....	4
Strongly oppose ..	5
Don't know .....	8
Refused .....	9

Q17: Suppose the postal service decided to close your nearest post office and instead the people in your community could pay a special fee that would be used to keep the local post office open. What is the largest fee that you would be willing to pay per year to keep your local post office open?

Would you say zero, 25 dollars, 50 dollars, 100 dollars or 150 dollars?

\$0 .....	1
\$25 .....	2
\$50 .....	3
\$100 .....	4
\$150 .....	5
Don't know ..	8
Refused .....	9

Q18: Does your household have internet access?

Yes .....	1
No .....	2
Don't know ..	8
Refused .....	9

Q19: Do you plan on getting internet access in the next year?

Yes .....	1
No .....	2
Don't know ..	8
Refused .....	9

Q20: What type is it?

Dial-up .....	1
Broadband ..	2
Cable .....	3
Phios .....	4
Other .....	5
Don't know ..	8
Refused .....	9

Q21: Approximately how many items does your household order over the internet per month?

..... \_\_\_\_\_

Q22: In the last month, approximately how many times have you emailed friends or relatives with messages, greeting cards, photos or something else?

..... \_\_\_\_\_

Q23: In the last month, approximately how many times have you used the postal service to send friends or relatives messages, greeting cards, photos or something else?

..... \_\_\_\_\_

Q24: Did you pay any bills over the internet last month?

Yes ..... 1  
No ..... 2  
Don't know .. 8  
Refused ..... 9

Q25: Why not?

No internet access ..... 1  
Bank doesn't provide online bill pay .... 2  
Don't trust online banking ..... 3  
Don't know how ..... 4  
Other reason ..... 5  
Don't know ..... 8  
Refused ..... 9

Other reason:

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Q27: About how many?

..... \_\_\_\_\_

Q28: Did you pay any bills using the postal service last month?

Yes ..... 1  
No ..... 2  
Don't know .. 8  
Refused ..... 9

Q29: About how many?

..... \_\_\_\_\_

Q30: Does your household receive any bills by internet or email?

Yes ..... 1  
No ..... 2  
Don't know .. 8  
Refused ..... 9

Q31: About how many bills does your household receive by internet or email?

..... \_\_\_\_\_

Q32: Does your household receive any bills through the mail?

Yes ..... 1  
No ..... 2  
Don't know ... 8  
Refused ..... 9

Q33: About how many bills does your household receive by mail?

..... \_\_\_\_

Q34: Would you allow bills that your household currently receives by mail to be sent to you by email instead if you received a discount of fifty cents?

Yes ..... 1  
No ..... 2  
Don't know ... 8  
Refused ..... 9

Q35: What if you received a discount of one dollar?

Yes ..... 1  
No ..... 2  
Refused ..... 8  
Don't know ... 9

Q36: Do you receive a daily newspaper through the mail?

Yes ..... 1  
No ..... 2  
Don't know ... 8  
Refused ..... 9

Q37: For the following categories of mail, please answer yes or no if you would be inconvenienced if it were delivered one day later. What about bills?

Yes ..... 1  
No ..... 2  
Don't know ... 8  
Refused ..... 9

Q38: What about statements?

(would you be inconvenienced if they arrived one day later?)

Yes ..... 1  
No ..... 2  
Don't know ... 8  
Refused ..... 9

Q39: Letters?

(would you be inconvenienced if they arrived one day later?)

Yes ..... 1  
No ..... 2  
Don't know ... 8  
Refused ..... 9

Q40: Advertisements?

(would you be inconvenienced if they arrived one day later?)

Yes ..... 1  
No ..... 2  
Don't know ... 8  
Refused ..... 9

Q41: Magazines and newspapers?

(would you be inconvenienced if they arrived one day later?)

Yes ..... 1  
No ..... 2  
Don't know ... 8  
Refused ..... 9

Q42: How much would you be affected if the Postal Service delivered all your mail to your house only 5 days a week instead of 6? Would you say not at all, not very much, somewhat, or a great deal?

Not at all ..... 1  
Not very much .. 2  
Somewhat ..... 3  
A great deal ..... 4  
Don't know ..... 8  
Refused ..... 9

Q43: If one day of delivery per week were eliminated, which day of the week do you think it should be?

Monday ..... 1  
Tuesday ..... 2  
Wednesday ... 3  
Thursday ..... 4  
Friday ..... 5  
Saturday ..... 6  
Don't know .... 8  
Refused ..... 9

Q44: How much would you be affected if the postal service delivered mail only every other day? Would you say not at all, not very much, somewhat, or a great deal?

Not at all ..... 1  
Not very much .. 2  
Somewhat ..... 3  
A great deal ..... 4  
Don't know ..... 8  
Refused ..... 9

Q45: Suppose you could choose to have the mail delivered only three days a week and pay the same postage rates as today, or keep six-day delivery but have to pay more postage, which would you choose: three days at the current postage or six days with higher postage?

Three days with current postage ... 1  
Six days with higher postage ..... 2  
Don't know ..... 8  
Refused ..... 9

Q46: It is more expensive to deliver mail to some areas of the country, such as rural or low-income areas, because they have much lower than average mail volume. In fact, the postal service loses money on the mail it delivers to these areas. Suppose the postal service began to deliver less frequently to these areas to save costs, would you consider this fair or unfair?

Fair ..... 1  
Unfair ..... 2  
Don't know ... 8  
Refused ..... 9

Q47: About what percentage of the mail you receive would you estimate is advertising mail? Would you say it is closest to 20 percent, 40 percent, 60 percent or 80 percent?

20 ..... 1  
40 ..... 2  
60 ..... 3  
80 ..... 4  
Don't know ... 8  
Refused ..... 9

Q48: Do you think that it is important to receive advertising mail 6 days per week?

Yes ..... 1  
No ..... 2  
Don't know ... 8  
Refused ..... 9

Q49: How many days per week should advertising mail be delivered?

..... —

Q50: About how many parcels do you send a year?

..... —

Q51: Do you bring them to the post office to mail them or do you mail them by another means, for example UPS or Fedex?

Post office ..... 1  
Other means . 2  
Both ..... 3  
Don't know .... 8  
Refused ..... 9

Q52: How difficult would it be for you to use another shipper for your parcels if the US postal service stopped handling them? Would you say very difficult, somewhat difficult, not very difficult, or not difficult at all?

Very difficult ..... 1  
Somewhat difficult ... 2  
Not very difficult ..... 3  
Not difficult at all ..... 4  
Don't know ..... 8  
Refused ..... 9

Q53: Would you put your name on a "do not mail" list that would stop most advertising mail from being delivered to your home, like a "do not call list"?

Yes ..... 1  
No ..... 2  
Don't know ... 8  
Refused ..... 9

Q54: Would you put your name on a do not mail list that allowed you to choose which companies you want to receive advertising from, rather than not receiving any at all?

Yes ..... 1  
No ..... 2  
Don't know ... 8  
Refused ..... 9

Q55: Do you think that the mail service in the country would improve or get worse if the law was changed to allow other companies to compete with the postal service in the delivery of mail?

Improve ..... 1  
Get worse .... 2  
Don't know ... 8  
Refused ..... 9

Q56: Do you think that postage rates would be higher or lower if there was competition?

Higher ..... 1  
Lower ..... 2  
Don't know ... 8  
Refused ..... 9

Q57: Thinking about the mail you receive and send, how would you rate the **speed** the postal service provides? Would you say excellent, very good, adequate, fair or poor?

Excellent ..... 1  
Very good .... 2  
Adequate ..... 3  
Fair ..... 4  
Poor ..... 5  
Don't know ... 8  
Refused ..... 9

Q58: What about the **reliability** that the postal service provides? Would you say excellent, very good, adequate, fair or poor?

Excellent ..... 1  
Very good .... 2  
Adequate ..... 3  
Fair ..... 4  
Poor ..... 5  
Don't know ... 8  
Refused ..... 9

Q59: Do you think that people should be able to complain to an organization that is not part of the postal service when it doesn't live up to its own standards?

Yes ..... 1  
No ..... 2  
Don't know ... 8  
Refused ..... 9

Q60: Which of these best describes how your household gets most of its mail? A mailbox attached to your house, a mailbox at the curb or roadside, a cluster of mailboxes near your home, an apartment house mailbox, at a US post office, or something else?

A mailbox attached to your house ..... 1  
A mailbox at the curb or roadside ..... 2  
A cluster of mailboxes near your home .... 3  
An apartment house mailbox ..... 4  
At a US post office ..... 5  
Something else ..... 6  
Don't know ..... 8  
Refused ..... 9

Q61: At present, how concerned are you that mail could be stolen out of your own mailbox? Would you say very, somewhat, not very, or not at all concerned?

Very ..... 1  
Somewhat ... 2  
Not very ..... 3  
Not at all ..... 4  
Don't know ... 8  
Refused ..... 9

Q62: Currently, Federal law prohibits anyone except the postal service to put anything in your mailbox.

Suppose express mail companies like FedEx or UPS could put packages inside your mailbox, how strongly would you favor or oppose this? Would you strongly favor, generally favor, generally oppose, strongly oppose, or have no opinion?

Strongly favor ..... 1  
Generally favor ..... 2  
Generally oppose ... 3  
Strongly oppose .... 4  
No opinion ..... 5  
Refused ..... 9

Q63: Suppose the electric, gas or water company could put bills inside your mailbox, instead of sending them through the US mail, how strongly would you favor or oppose this? Would you strongly favor, generally favor, generally oppose, strongly oppose, or have no opinion?

Strongly favor ..... 1  
Generally favor ..... 2  
Generally oppose ... 3  
Strongly oppose ..... 4  
No opinion ..... 5  
Refused ..... 9

Q64: Some people say that only the US postal service should put mail inside mailboxes. Other people say that other companies should be allowed to put mail inside mailboxes as well. Which of these two statements comes closer to your own views?

US postal service only  
Other companies also

You can also tell me if you have no preference or are not sure.

US postal service only ... 1  
Other companies also .... 2  
No preference ..... 3  
Not sure ..... 4  
Refused ..... 9

Q65: For statistical purposes only, please tell me which category best describes your household's total annual income before taxes. Is it more or less than \$40,000?

Less than \$40,000 .... 1  
More than \$40,000 ... 2  
Don't know ..... 8  
Refused ..... 9

Q66: Is it:

\$10,000 or less ..... 1  
\$10,001 to \$20,000 ... 2  
\$20,001 to \$30,000 ... 3  
\$30,001 to \$40,000 ... 4  
Don't know ..... 8  
Refused ..... 9

Q67: Is it:

\$40,000 to \$60,000 ..... 1  
\$60,001 to \$80,000 ..... 2  
\$80,001 to \$100,000 ... 3  
\$100,000 or more ..... 4  
Don't know ..... 8  
Refused ..... 9

Record respondent's sex.

If not sure ask:

Q68: Sorry, I have to ask this last question. Are you male or female?

Thank you. That is all the questions I have for you today. If you have any questions about this research you can call Christine Pommerening at George Mason University at 703-993-3132. You may contact the George Mason University Office of Research Subject Protections at 703-993-4121 if you have questions or comments regarding your rights as a participant in the research.

Male ..... 1  
Female ..... 2  
Don't know ... 8  
Refused ..... 9

