

# Post Office Survey Results

12-Mar-08

**Total Processed: 1333**

Q1: How often do you visit the North Andover Post Office?

	<u>Response</u>	<u>Percent</u>
Daily	113	8%
Weekly	562	42%
Monthly	545	41%
	1220	
blank	113	8%
Total	<u>1333</u>	

Q2: Have you ever had to wait in line longer than 5 minutes?

	<u>Response</u>	<u>Percent</u>
Yes	1252	94%
No	81	6%
Total	<u>1333</u>	

Q3: How often has a wait in line longer than 5 minutes occurred on average over the past 6 months?

	<u>Response</u>	<u>Percent</u>
10% or less of visits	188	14%
10%-25% of visits	188	14%
25%-50% of visits	355	27%
> 50% of visits	503	38%
	1234	
blank	99	7%
Total	<u>1333</u>	

Q4: On average what day(s) of the week have you experienced having to wait in line longer than 5 minutes (check all that apply)?

	<u>Response</u>	<u>Rank</u>
Monday	577	3
Tuesday	427	6
Wednesday	471	5
Thursday	490	4
Friday	625	2
Saturday	692	1
total	3282	

Q5: On average, what time of day have you most experienced having to wait in line longer than 5 minutes?

	<u>Response</u>	<u>Rank</u>
8am-10am	359	3
10am-12 noon	654	1
12 noon- 1pm	410	2
1pm - 3pm	334	4
3pm - 5pm	332	5
total	2089	

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Q6: Would the service offered by the Post Office be improved if they were to expand their hours of operation?

Yes	743	56%
No	590	44%
	1333	

Q7: If yes, would you prefer them to expand hours :

	<u>Response</u>	<u>Percent</u>
Earlier than 8am daily	206	15%
Later than 5pm (M_F)	455	34%
Later than noon Sat	551	41%
	1212	
blank	121	9%

Q8: On a regular basis, do you travel to post offices other than North Andover in order to avoid long lines at the North Andover Post Office?

	<u>Response</u>	<u>Percent</u>
Yes	855	64%
No	478	36%

Q9: Do you think service in North Andover would be improved by the availability of 24 hour self service kiosk that would allow you to buy stamps and mail letters and packages?

	<u>Response</u>	<u>Percent</u>
Yes	871	65%
No	462	35%

Q10 - Additional Comments: Most frequent responses

	<u>Responses</u>	<u>Percent</u>
More Clerks	397	38%
Parking problems	157	15%
Location/move	96	9%
Larger PO	53	5%
Kiosk/self-serve	47	5%
I go elsewhere	46	4%
Drive-thru	24	2%
More windows open	20	2%
Express lines/windows	12	1%
Other (less than 10 ea)	181	
No response	300	
responses	1033	
total	1333	