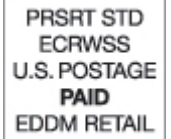


# Greenwood Citizens Council Post Office Survey



## To: Our Greenwood Friends and Neighbors

This survey below is being conducted by your very own Greenwood Citizens Council (G.C.C.) and is completely independent of the recent survey that most of you have already received from the United States Postal Service (USPS). The USPS survey is very narrow in scope with few options for differing points of view. We feel that it is vitally important for the USPS to receive a fuller range of feedback from our community and this survey is intended to provide that opportunity. Please note that unlike the USPS survey this survey is confidential, your individual name and responses will not be released, only aggregate data will be used.

***Note that the USPS has accommodated our request for a more convenient time and place by holding the meeting at 5:30PM at the Greenwood Community Center on December 3<sup>rd</sup>.***

**YOUR RESPONSE IS VERY IMPORTANT** so please take a moment to fill out this survey ASAP and then return to the box that is located outside the front door of Greenwood Antiques located across from the Post Office. Please return by Wednesday, November 21 so the GCC can count all responses before the USPS meeting on December 3<sup>rd</sup>.

**\*\*\*MARK YOUR CALENDAR TO ATTEND THE PUBLIC MEETING\*\*\***

**AT 5:30 ON MONDAY, DECEMBER 3<sup>RD</sup> AT GREENWOOD POST OFFICE PARKING LOT**

Sincerely,

Scott Peyton, Chairman G.C.C.

## A. Greenwood Post Office (GPO)

Indicate your level of agreement with the following statements (1 = strongly disagree, 5 = strongly agree):

- |   |   |   |   |   |   |     |
|---|---|---|---|---|---|-----|
| a. I am pleased with the Greenwood post office    | 1 | 2 | 3 | 4 | 5 | n/a |
| b. Service is friendly and efficient              | 1 | 2 | 3 | 4 | 5 | n/a |
| c. Local GPO personnel are responsive to my needs | 1 | 2 | 3 | 4 | 5 | n/a |

Do you have ☐ RFD or ☐ P.O. Box or ☐ Both.

How often does someone in your household visit the GPO?

☐ Once a month ☐ Twice a month ☐ Once a week ☐ 3 times a week ☐ More than 3 times a week.

How often do your visits to the GPO require the service window to be open?

☐ Once a month ☐ Twice a month ☐ Once a week ☐ Three times a week ☐ Daily

What day(s) of the week do you frequently visit the GPO? (check all that apply)

☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat

The USPS acknowledges that the GPO operates at a profit. Do you favor a reduction of hours of service at the GPO?

☐ Yes ☐ No

How could the GPO serve you better? \_\_\_\_\_

\_\_\_\_\_

## B. US Postal Service (USPS)

The USPS manages over 30,000 local post offices including the GPO.

Please indicate your view of the USPS efforts toward the Greenwood Post Office: (check one)

## Greenwood Citizens Council Post Office Survey

- a. I have received a USPS survey regarding the GPO \_\_\_\_Yes \_\_\_\_No
- b. I am aware that my responses to the USPS survey will be available to the general public. \_\_\_\_Yes\_\_\_\_No
- c. I am comfortable that the USPS process is fair and thorough \_\_\_\_Agree \_\_\_\_Disagree
- d. I am concerned that the USPS wants to close rural post offices without proper analysis or consideration of other options \_\_\_\_Agree \_\_\_\_Disagree
- e. I believe that the USPS has provided adequate information about how the proposed changes will affect the quality and timeliness of services at the GPO \_\_\_\_Agree \_\_\_\_Disagree

Are you able to attend the meeting the USPS has scheduled for 5:30 PM on December 3 to discuss changes at the GPO?

Yes\_\_\_\_ No\_\_\_\_

If no, please indicate reason: During work hours \_\_\_\_ Family obligations\_\_\_\_ Transportation\_\_\_\_ Other\_\_\_\_\_

Comments: \_\_\_\_\_

### C. About You

Please indicate your gender \_\_\_\_ Female \_\_\_\_ Male What is your age?\_\_\_\_\_

Approximately how many years have you lived in this area? \_\_\_\_\_

How many members are in your household? (if just you indicate 1) \_\_\_\_\_

Approximately how much money did you, your family, and your business spend on USPS services and products at the GPO in the past 12 months (including postage, stamps, P.O. Box rent, etc.)?

\_\_\_\_under \$250 \_\_\_\_ \$250-499 \_\_\_\_ \$500-999 \_\_\_\_ \$1,000 - \$5,000 \_\_\_\_ over \$5,000

I would be interested in volunteering to help keep the GPO open \_\_\_\_ yes \_\_\_\_ no

The Greenwood Citizens Council has incurred expenses while working to save the Greenwood Post Office. If you would like to support this effort, please make checks payable to Scott Peyton with GPO in the memo line. Please mail checks to P.O. Box 305, Greenwood, VA 22943.

Please return completed surveys to the above address or to the box at the Greenwood Antique store across from the Post Office.

Thank you for your time. This survey is anonymous.

If you wish to be contacted for follow-up or volunteer opportunities, please indicate your name and email (or phone) or send an email to [Scott@jtsamuels.com](mailto:Scott@jtsamuels.com) This information will be kept confidential and will not be reported with the survey results which will be reported only in aggregate.

Name \_\_\_\_\_

Email \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_