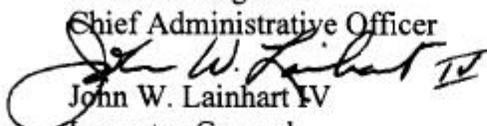


John W. Lainhart IV  
Inspector General

Office of Inspector General  
U.S. House of Representatives  
Washington, DC 20515-9990

MEMORANDUM

TO: James M. Eagen III  
Chief Administrative Officer

FROM:   
John W. Lainhart IV  
Inspector General

DATE: February 27, 1998

SUBJECT: Final Report-Results Of The House Mail Operations Customer Satisfaction Survey (Report No. 98-CAO-02)

This is our final report on the survey of mail operations customer satisfaction within the U.S. House of Representatives (House). The objective of this survey was to determine the level of customer satisfaction with House mail operations. This customer satisfaction survey was part of our audit of mail operations. Exhibit A summarizes the results of our survey by presenting an overall satisfaction summary and a satisfaction summary by type of respondent for each question. This report is not an audit report and contains no recommendations--it is provided for information purposes only.

During May 1997, we sent out 608 mail operations customer satisfaction surveys (see Exhibit B) to all Members, Committees, Subcommittees, and other major House offices. The survey was completed in July 1997. Officials from 291 offices responded (48 percent response rate). The response rate for this survey is higher than the expected level for a survey of this nature and therefore the results provide a more reliable basis when compared to similar surveys. The table below illustrates the number of surveys sent, the number of respondents, and the response rate for each group.

Group	Number Of Surveys Sent	Number Of Respondents	Response Rate (Percentage)
Leadership	10	10	100
Members	440	211	48
Committees	20	15	75
Subcommittees	88	18	20
Other major House Offices	50	31	62
Unidentified Respondents <sup>1</sup>	N/A	6	N/A
TOTAL	608	291	48

<sup>1</sup> Six respondents did not identify themselves or their office.

The survey results indicate that customers are generally very satisfied with mail operations. The satisfaction level of the respondents is 75 percent "very often" to "always" satisfied. These results indicate that customer satisfaction has increased during the past two years. (The customer satisfaction survey conducted during the initial audit of the House in 1995 indicated that 66 percent of the respondents were "satisfied" to "very satisfied" with the House Post Office.)

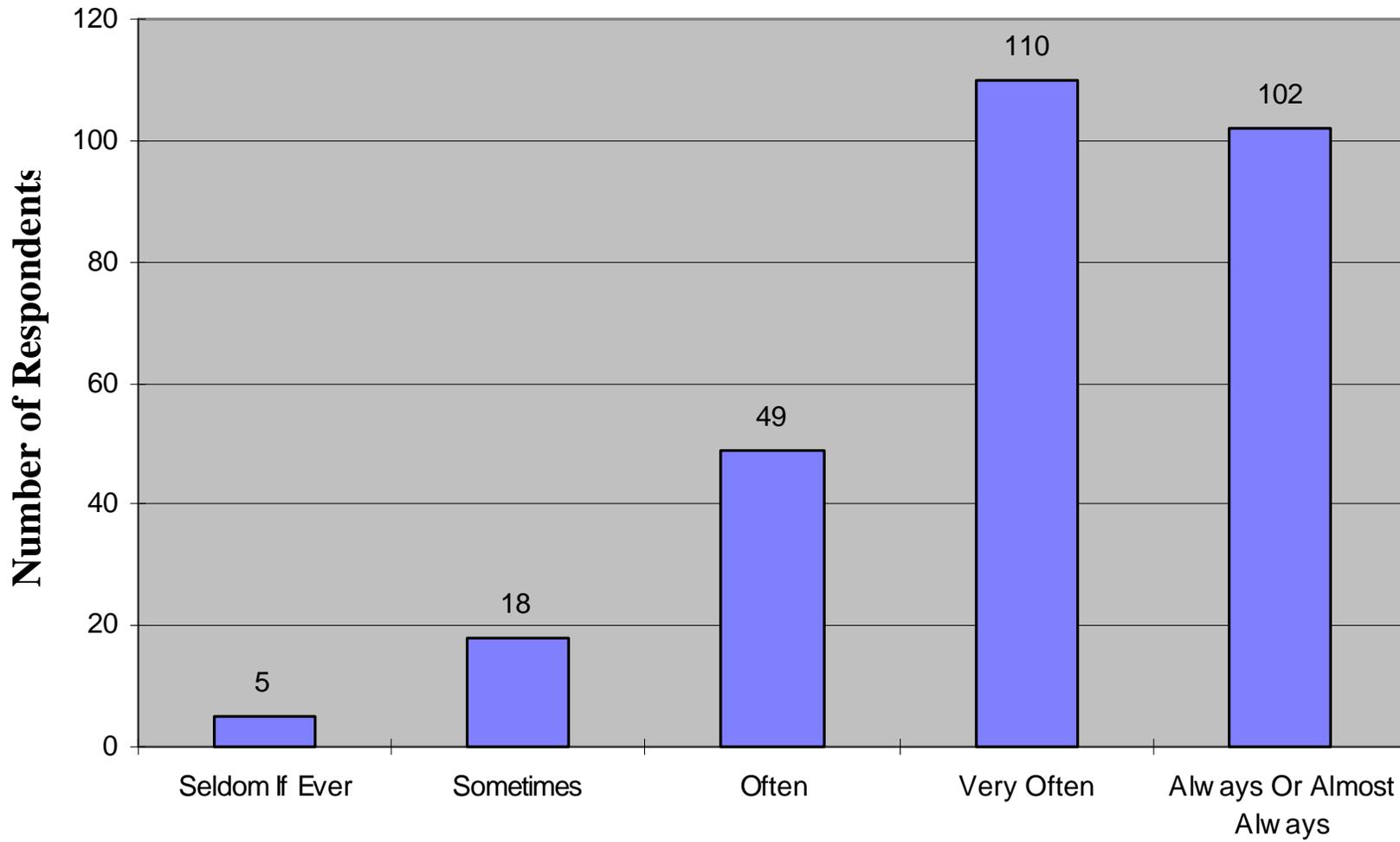
We appreciate the courtesy and cooperation extended to us by your staff. If you have any questions or require additional information regarding this report, please call me or Robert B. Frey III at (202) 226-1250.

cc: Speaker of the House  
Majority Leader of the House  
Minority Leader of the House  
Chairman, Committee on House Oversight  
Ranking Minority Member, Committee on House Oversight  
Members, Committee on House Oversight

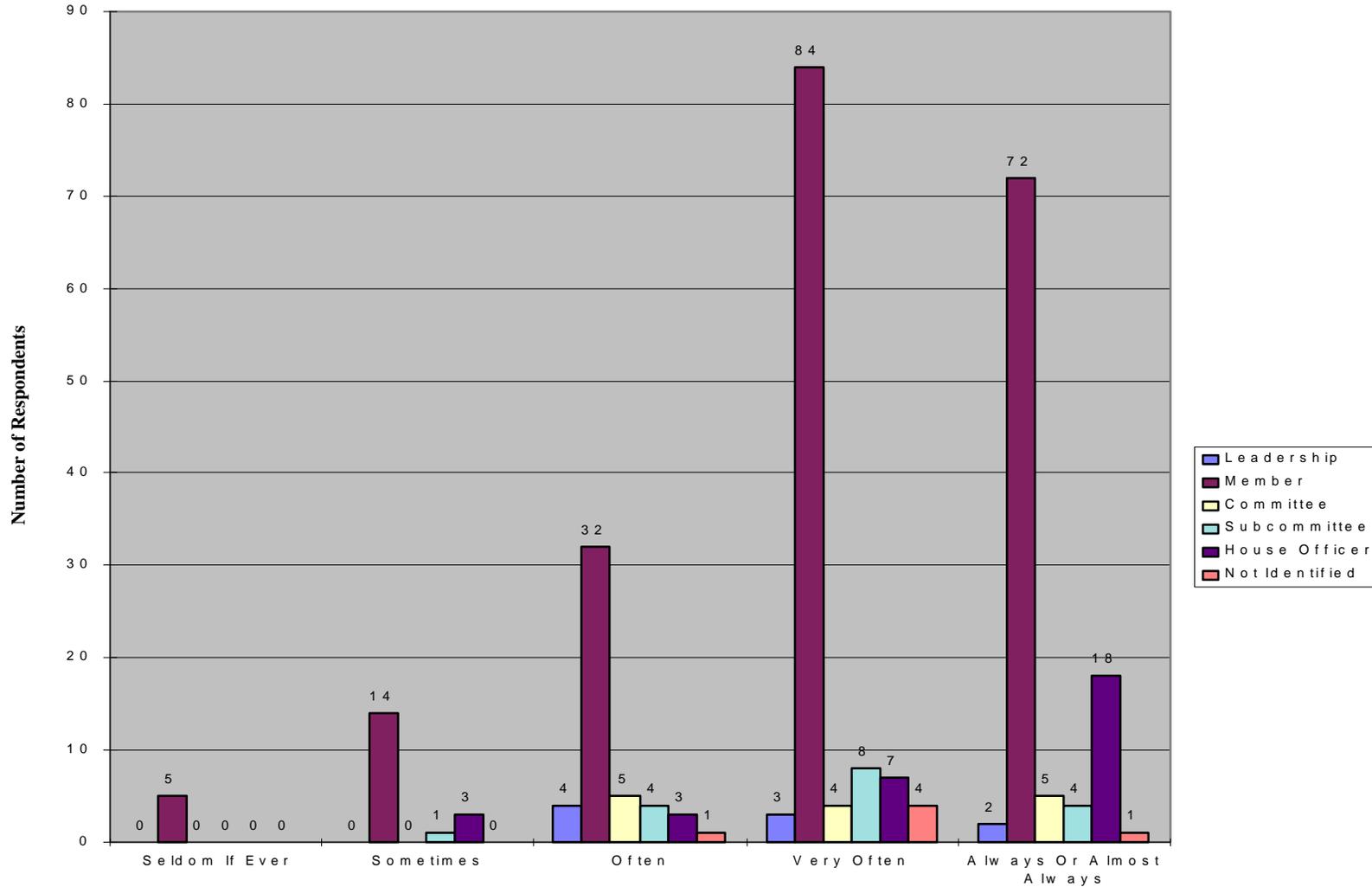
**EXHIBIT A**

**RESULTS OF THE HOUSE MAIL OPERATIONS  
CUSTOMER SATISFACTION SURVEY**

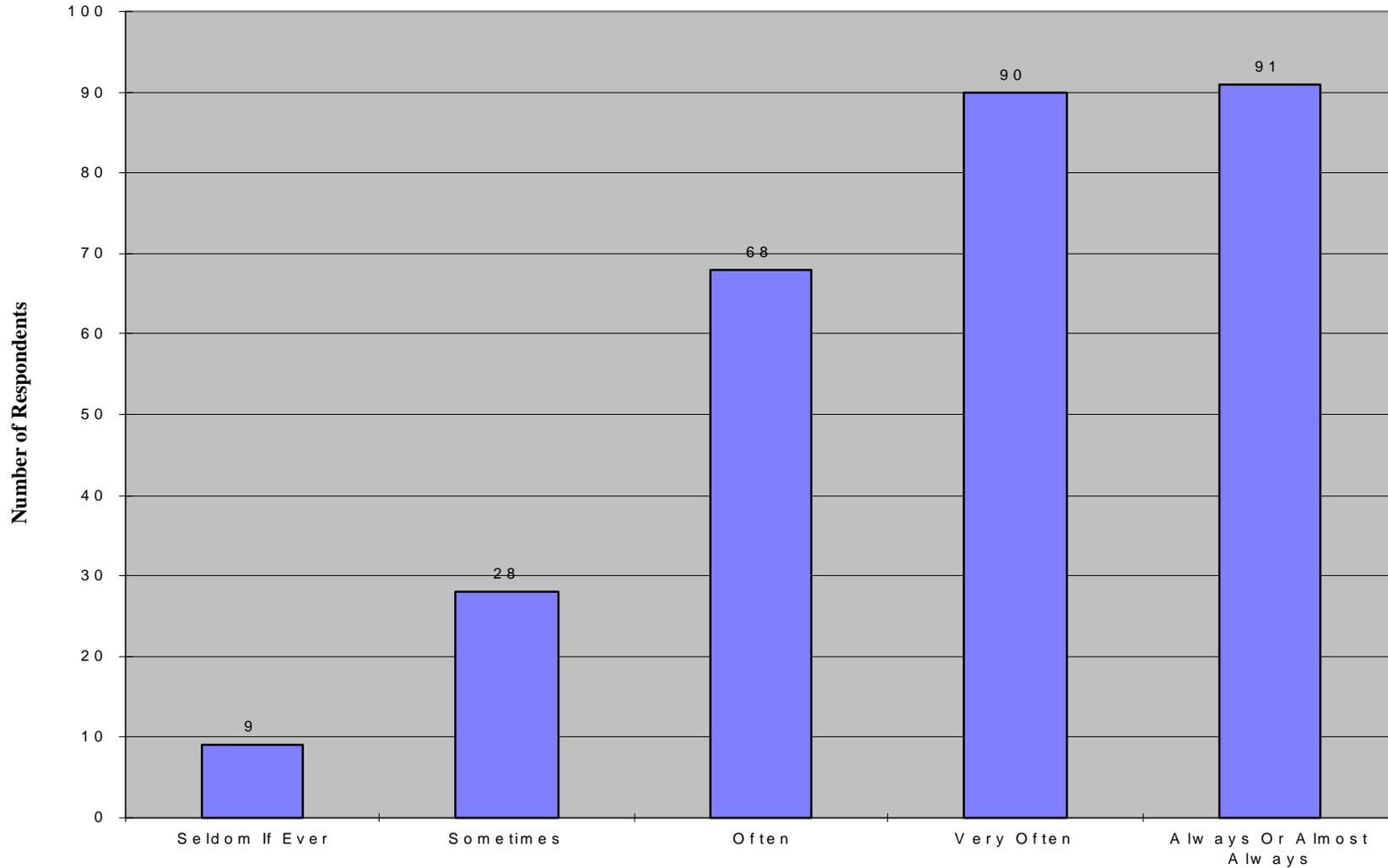
## Satisfaction with House Mail Operations



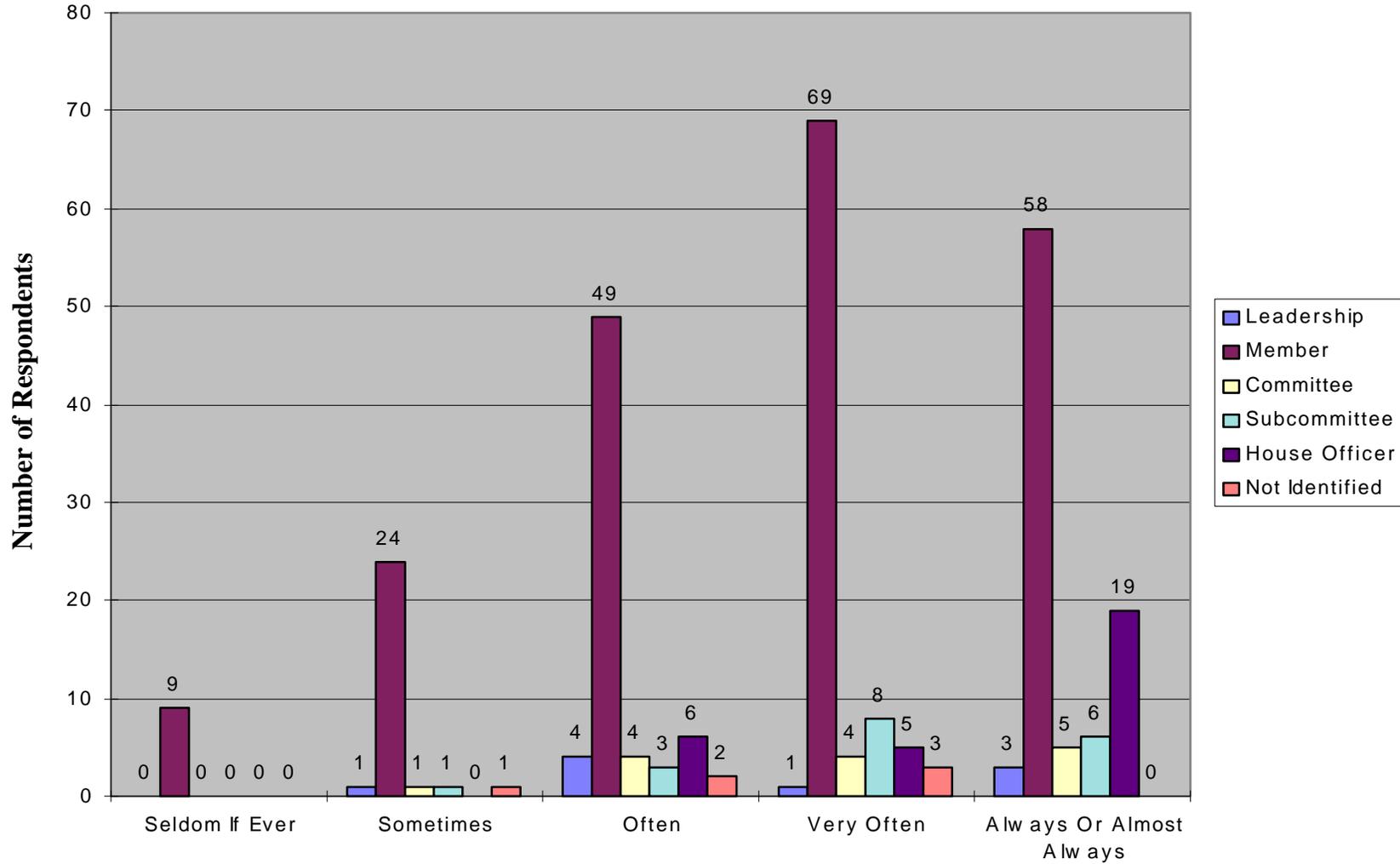
### Satisfaction with House Mail Operations by Type of Respondent



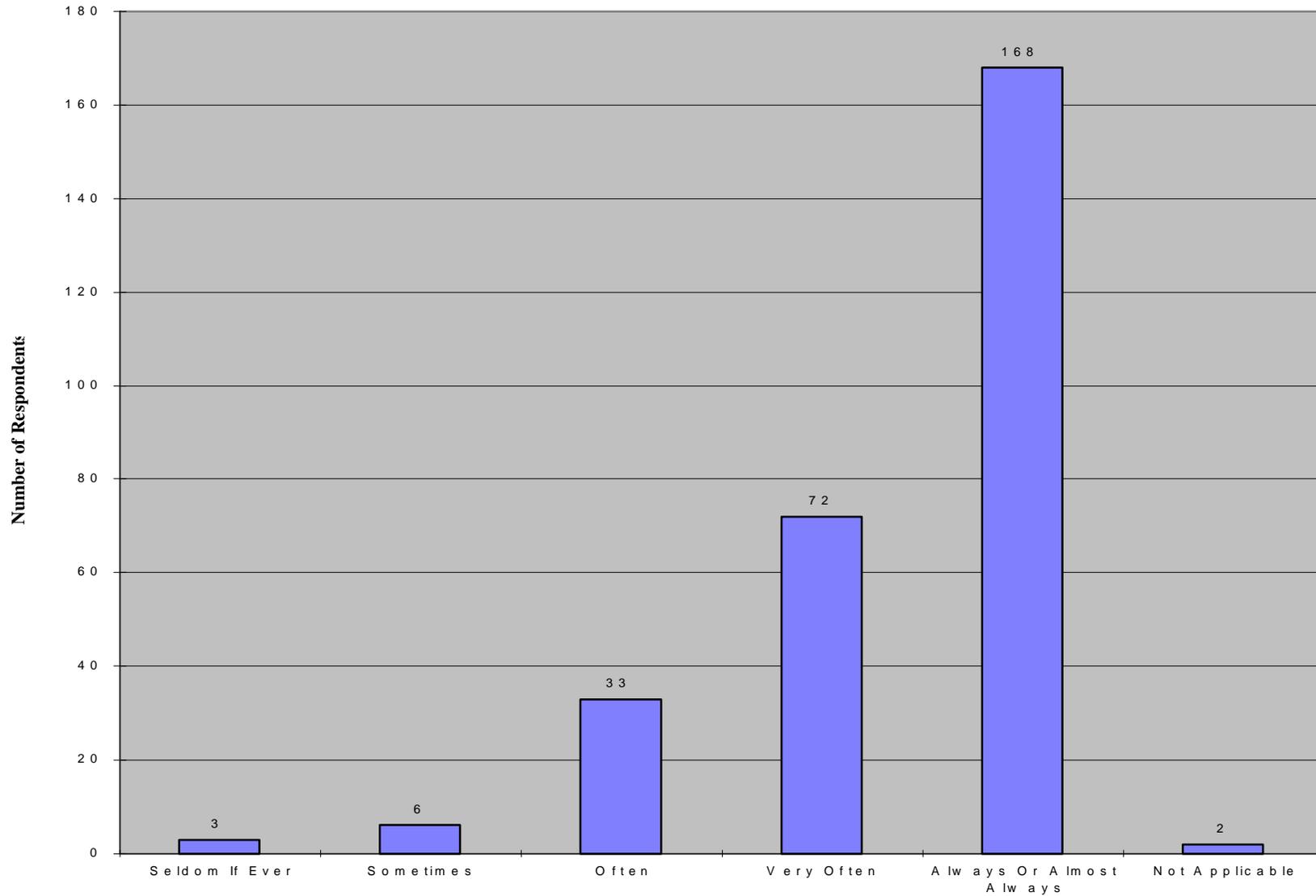
### Timely Receipt of Mail Allowing for a Prompt Response



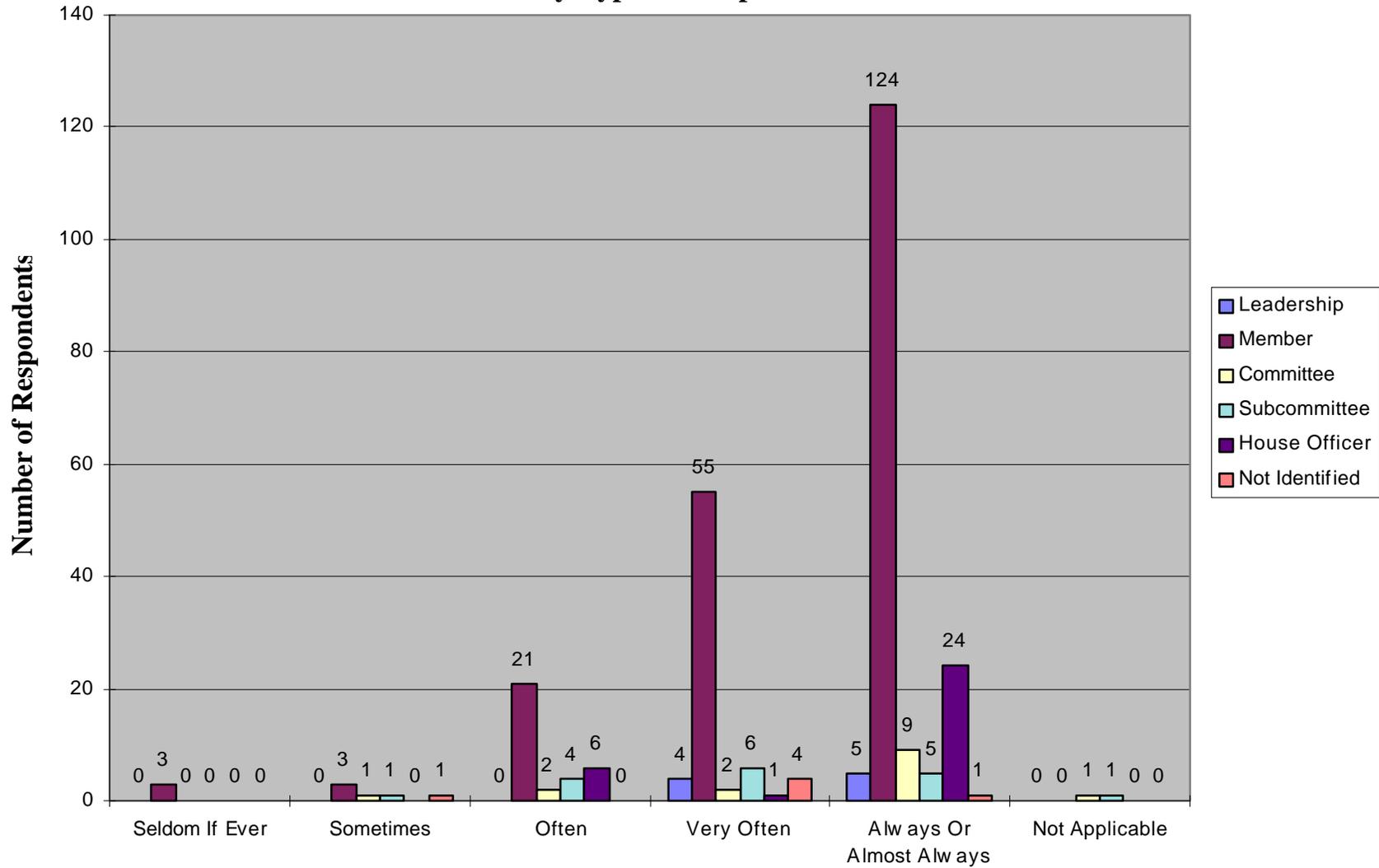
## Timely Receipt of Mail Allowing for a Prompt Response by Type of Respondent



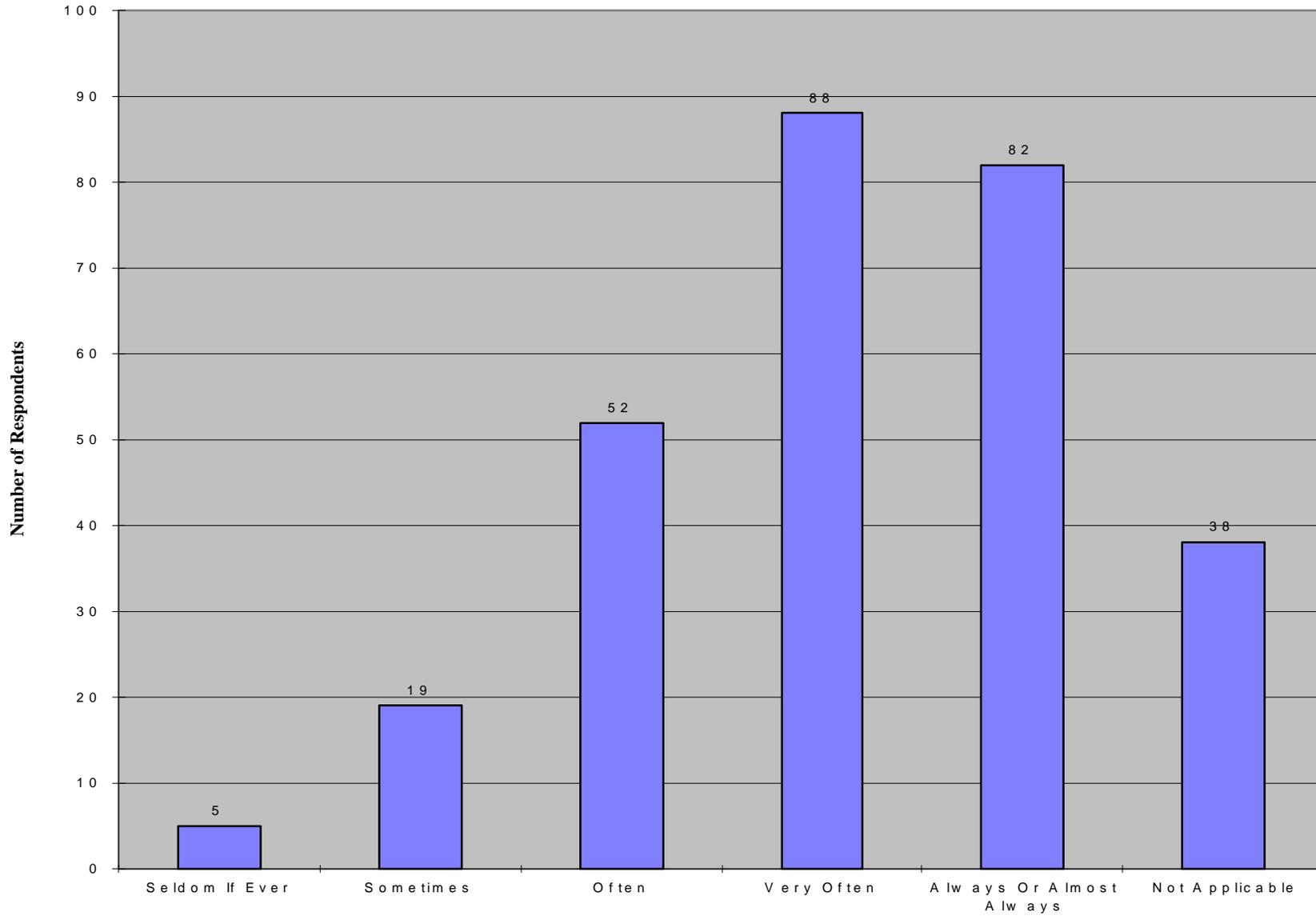
### Mail Delivered on a Consistent Schedule



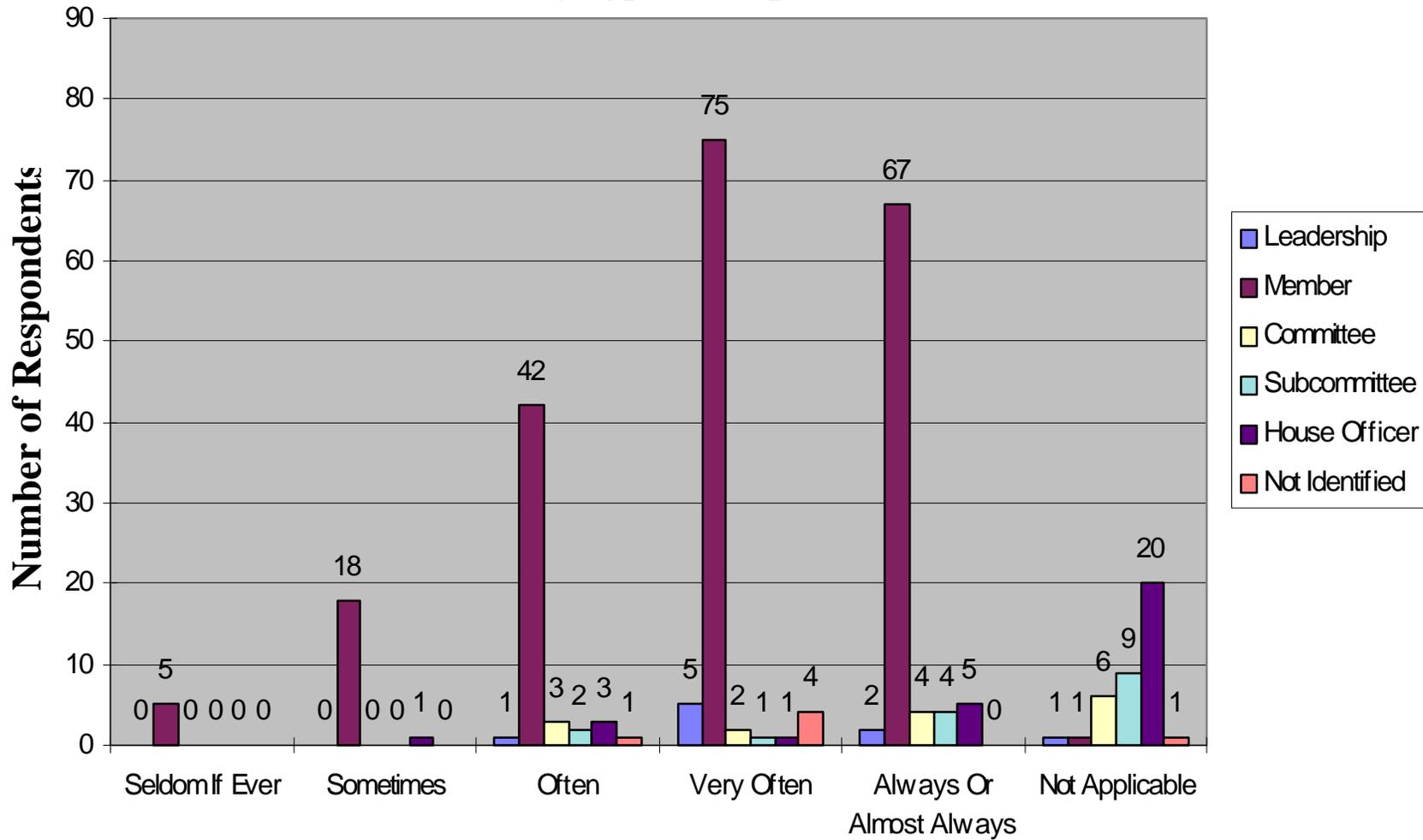
## Mail Delivered on a Consistent Schedule by Type of Respondent



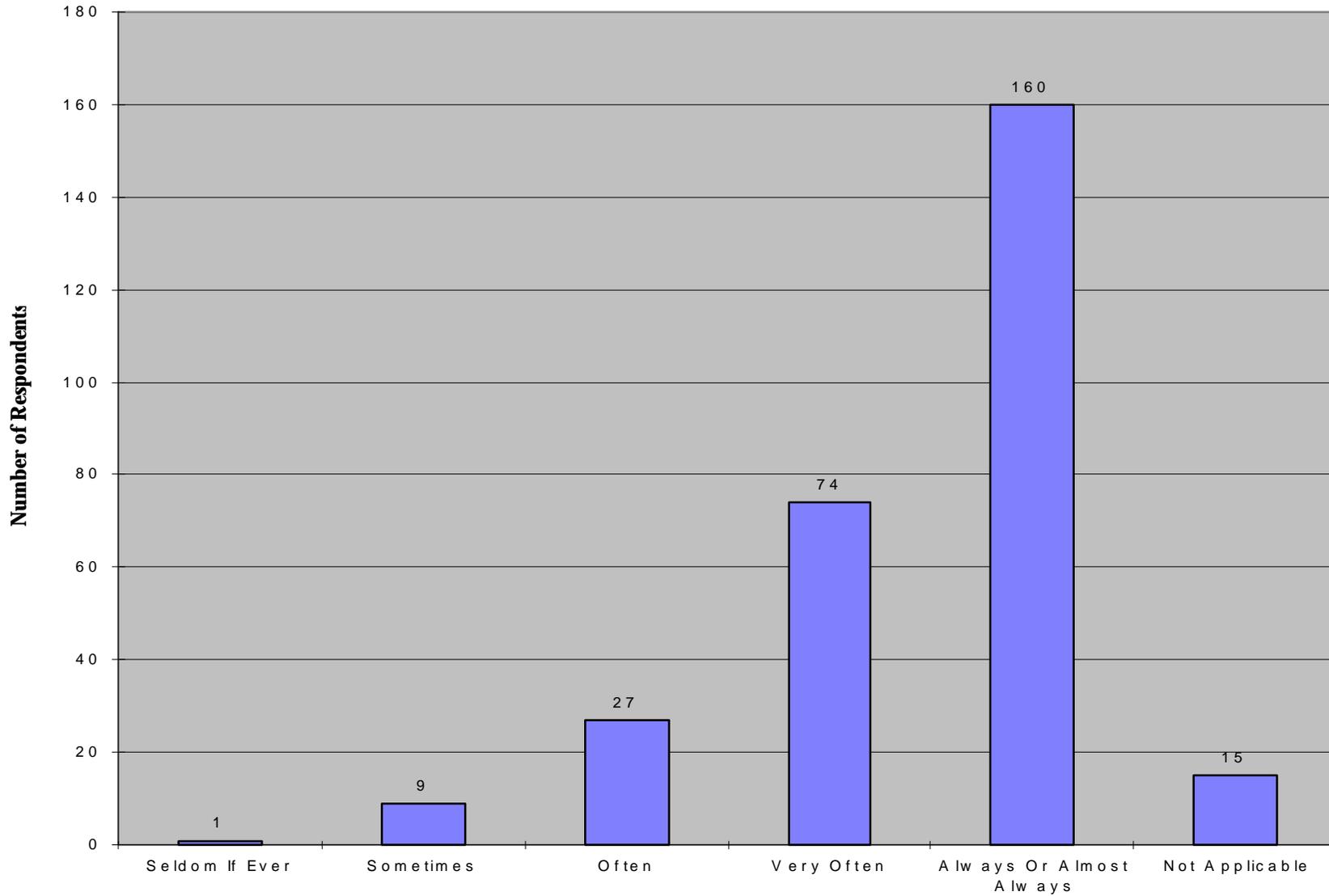
### Timely Delivery of Constituent Correspondence



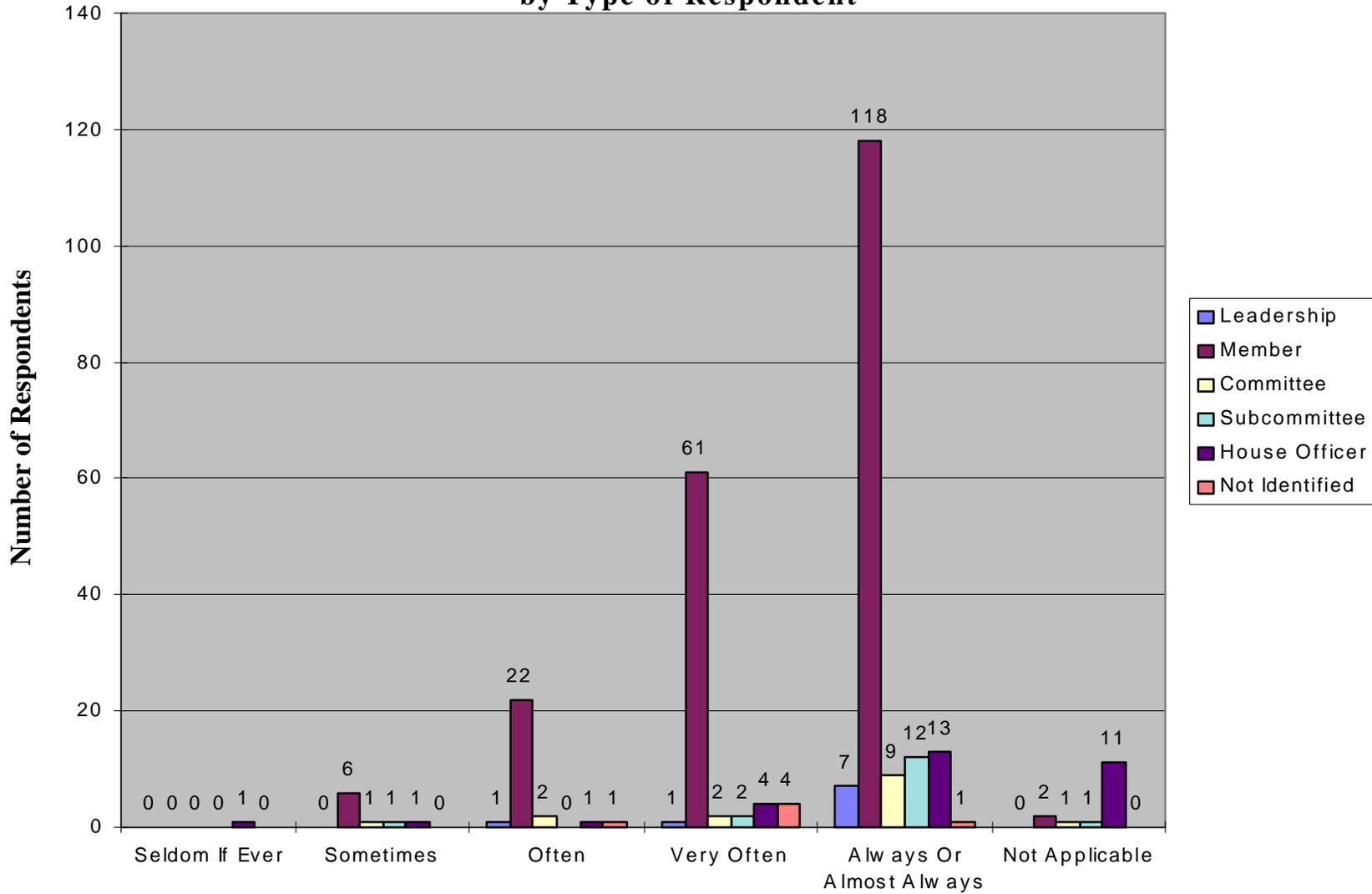
## Timely Delivery of Constituent Correspondence by Type of Respondent



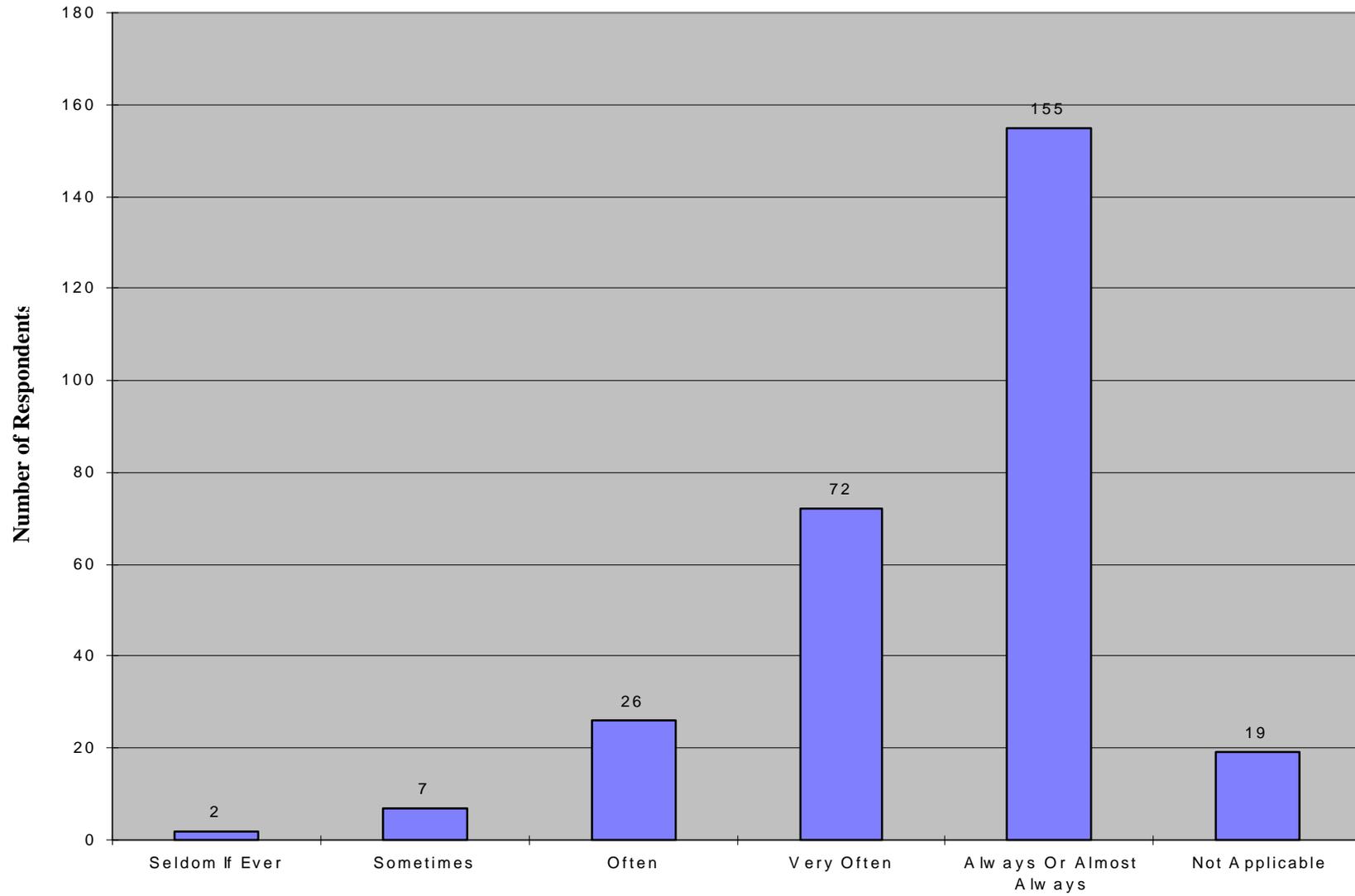
### Timely Delivery of the Congressional Record



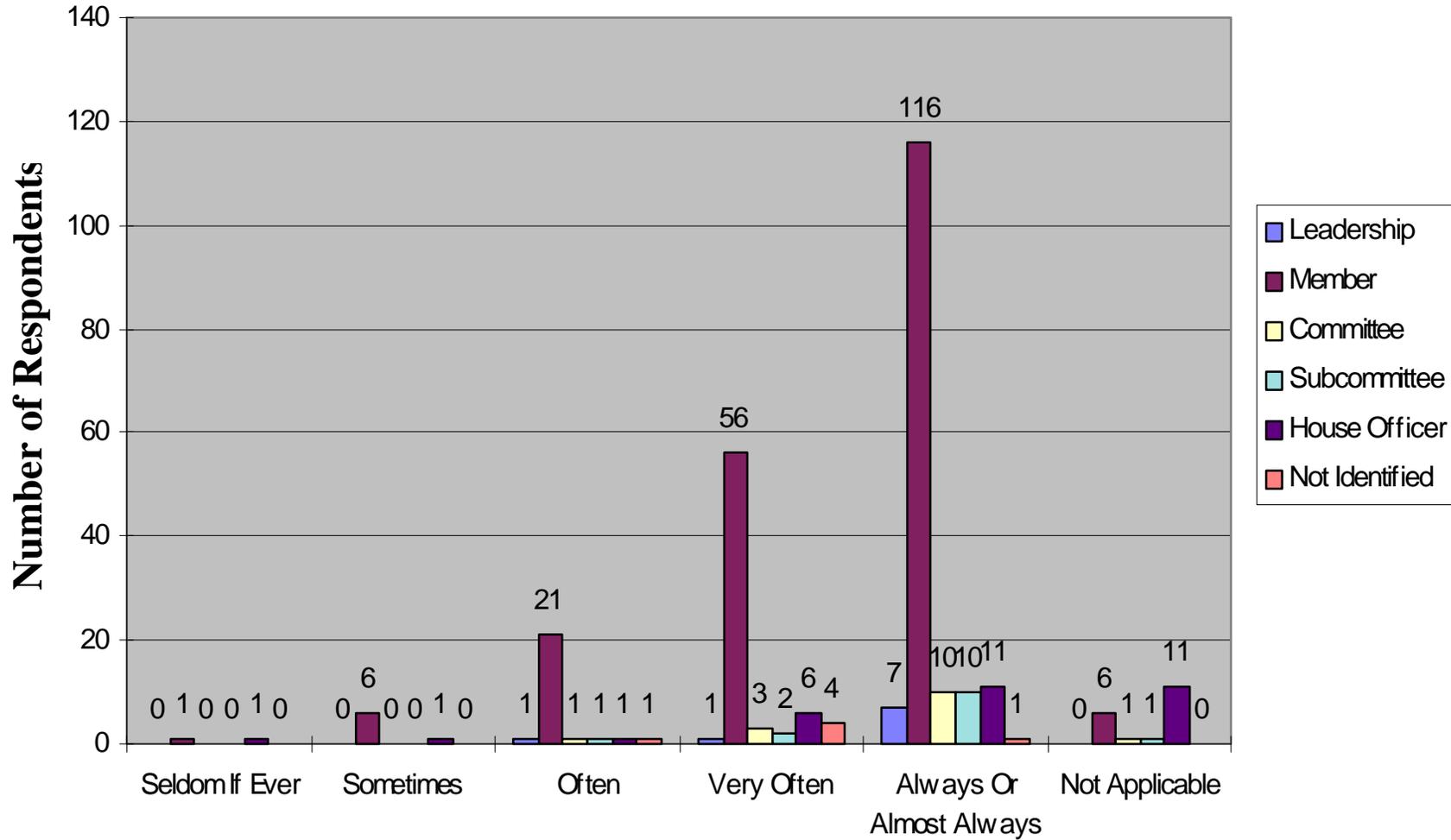
## Timely Delivery of the Congressional Record by Type of Respondent



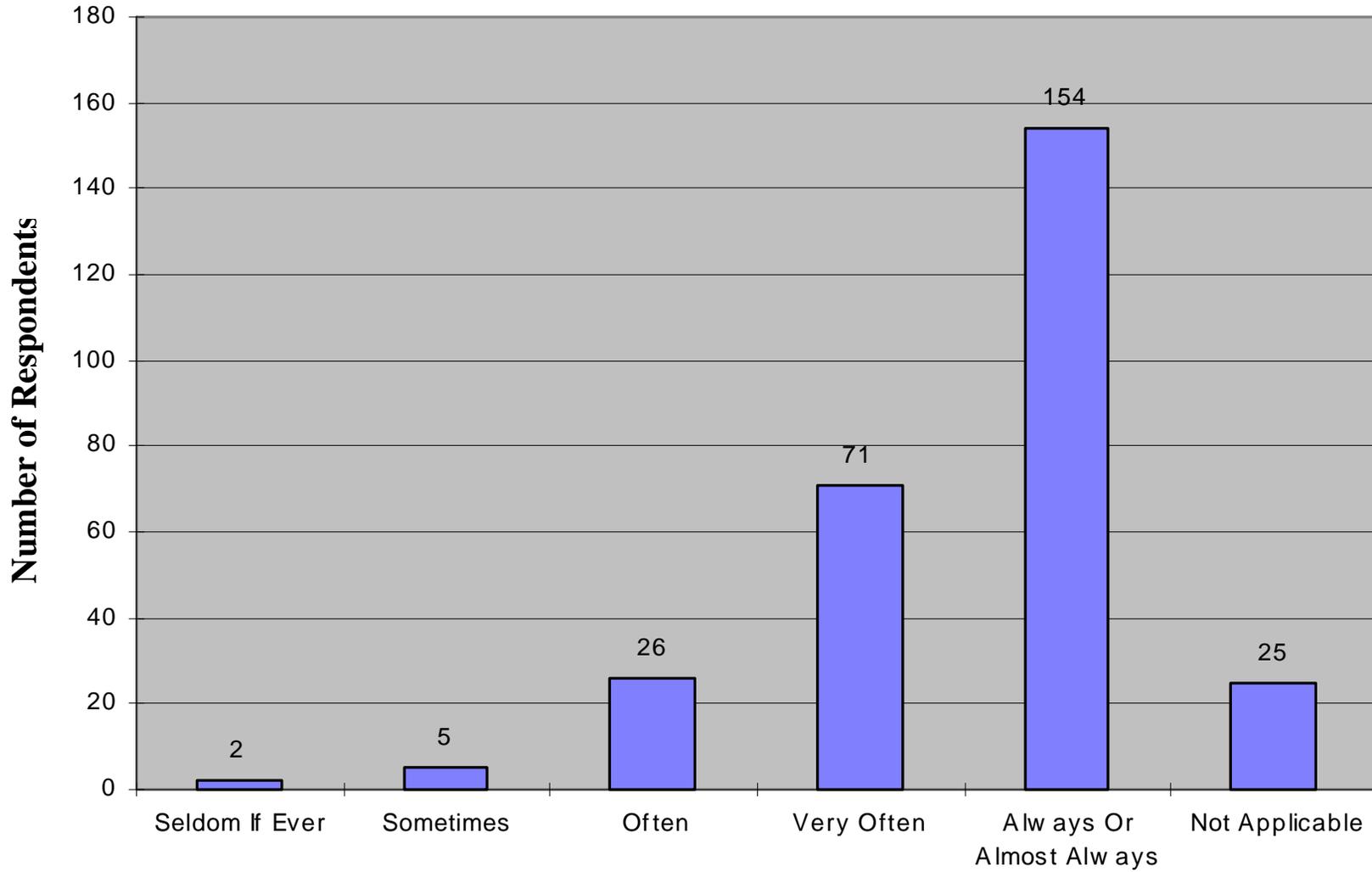
### Timely Delivery of House Calendar



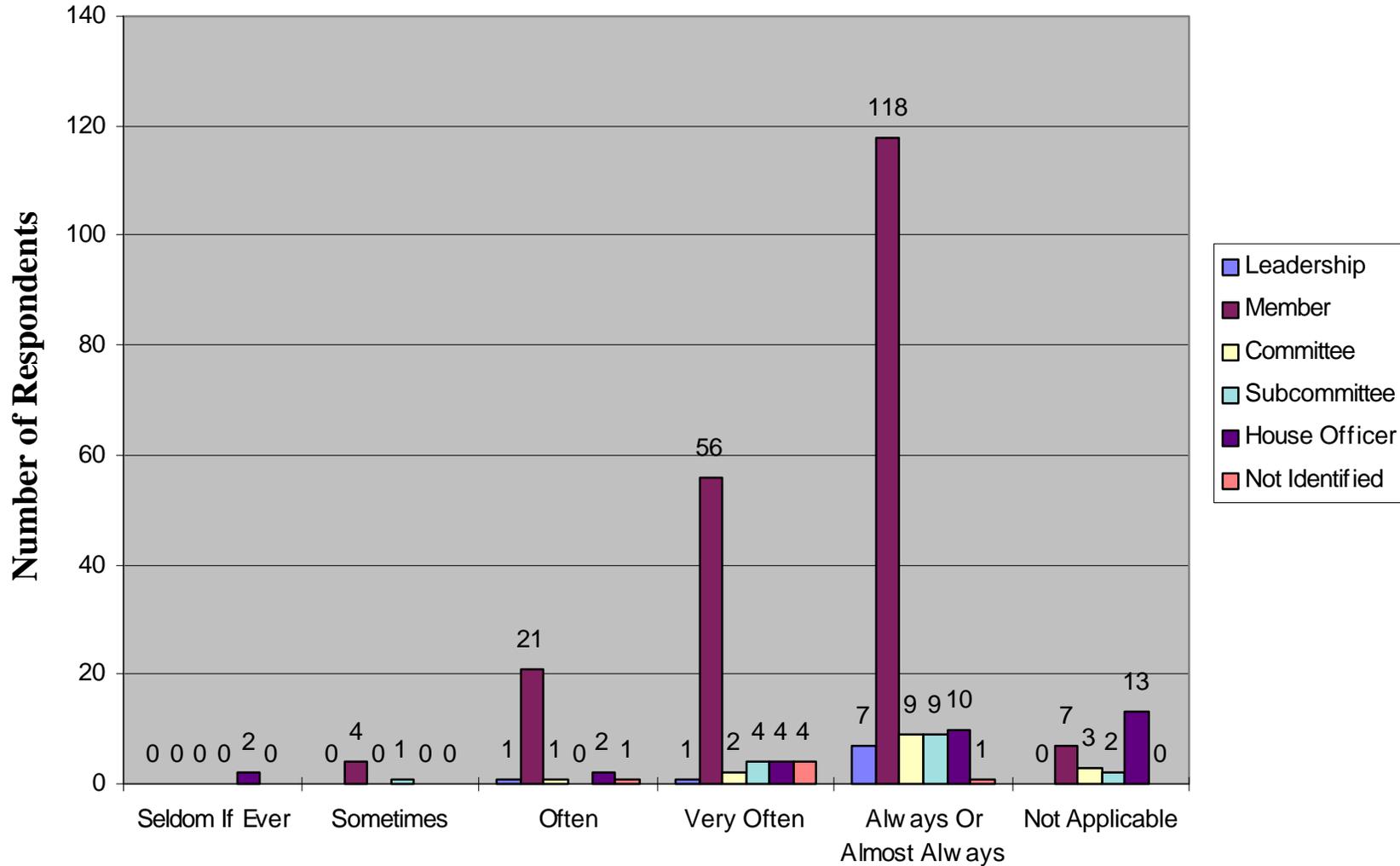
## Timely Delivery of House Calendars by Type of Respondent



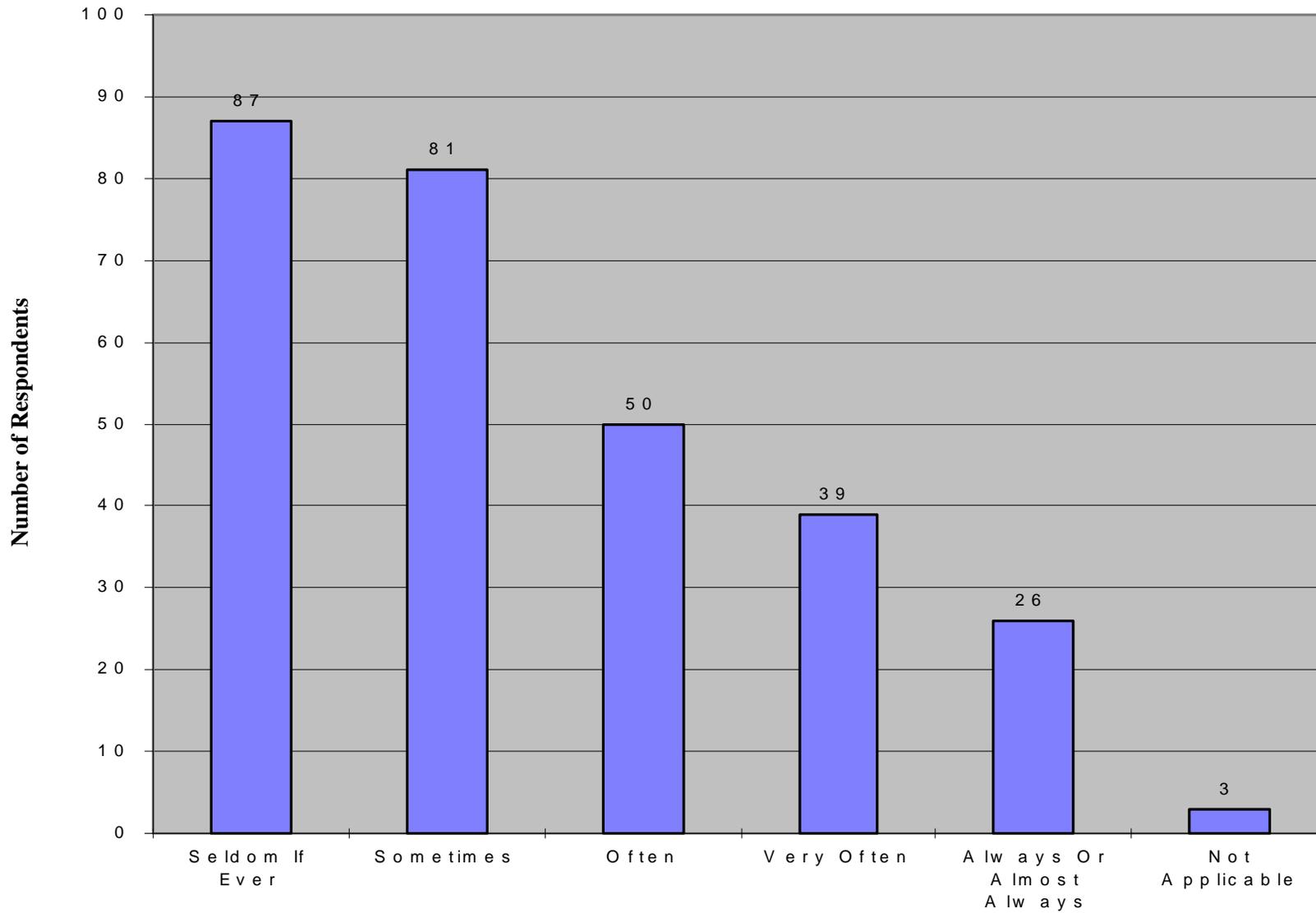
## Timely Delivery of Federal Registers



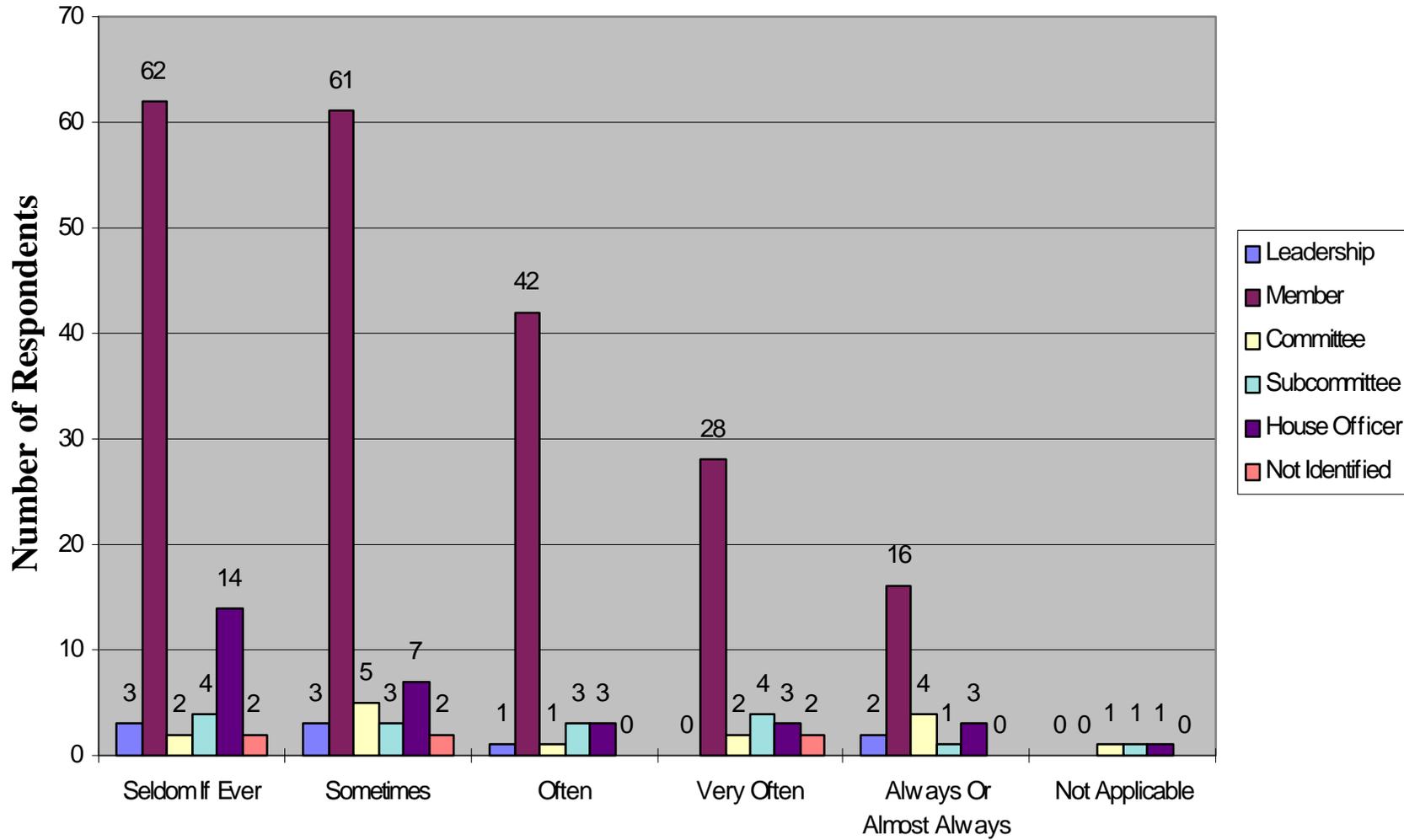
## Timely Delivery of the Federal Registers by Type of Respondents



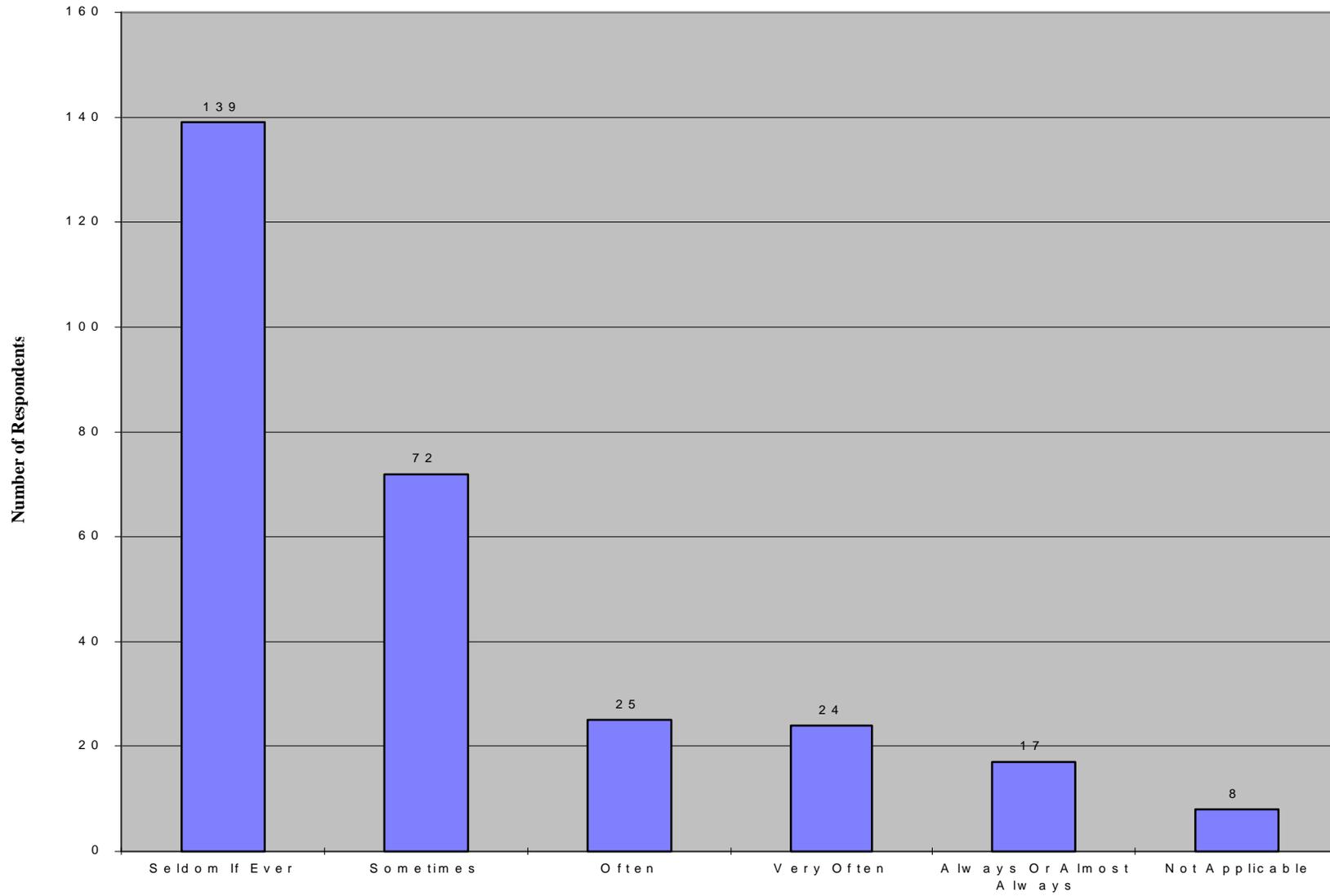
### Receiving Other Offices' Mail



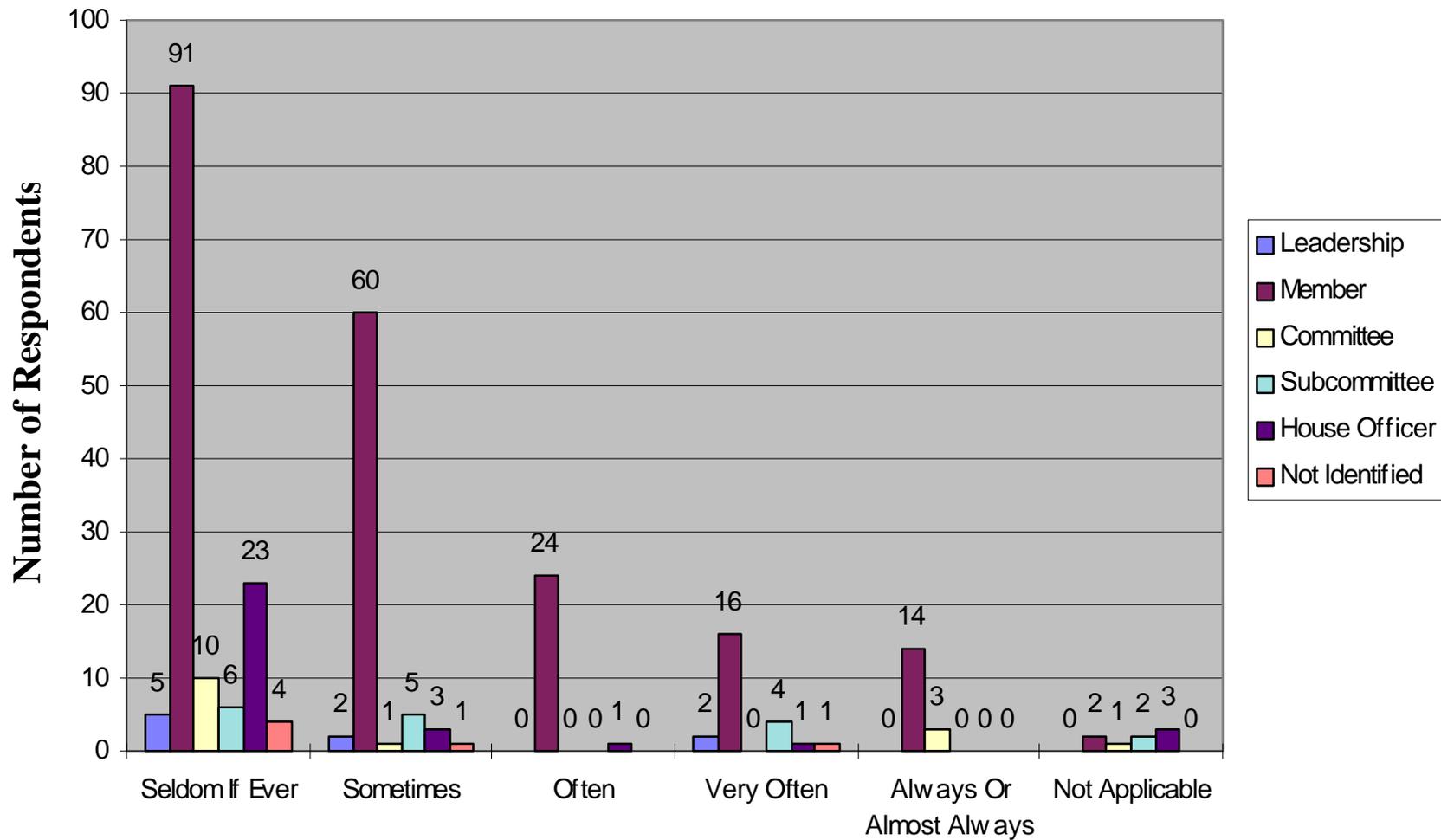
## Receiving Other Offices' Mail by Type of Respondent



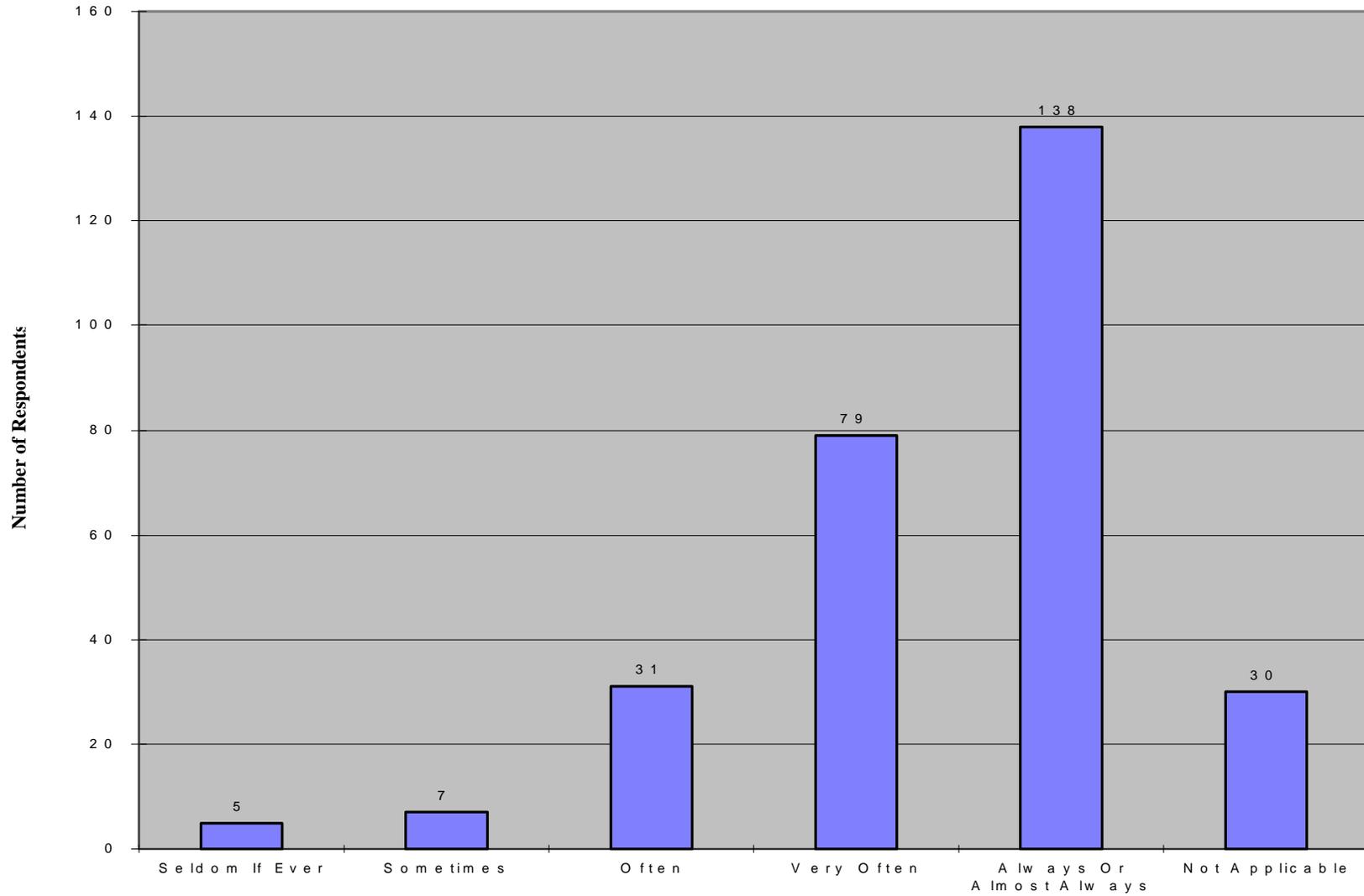
### Notified that Another Office Received Your Mail



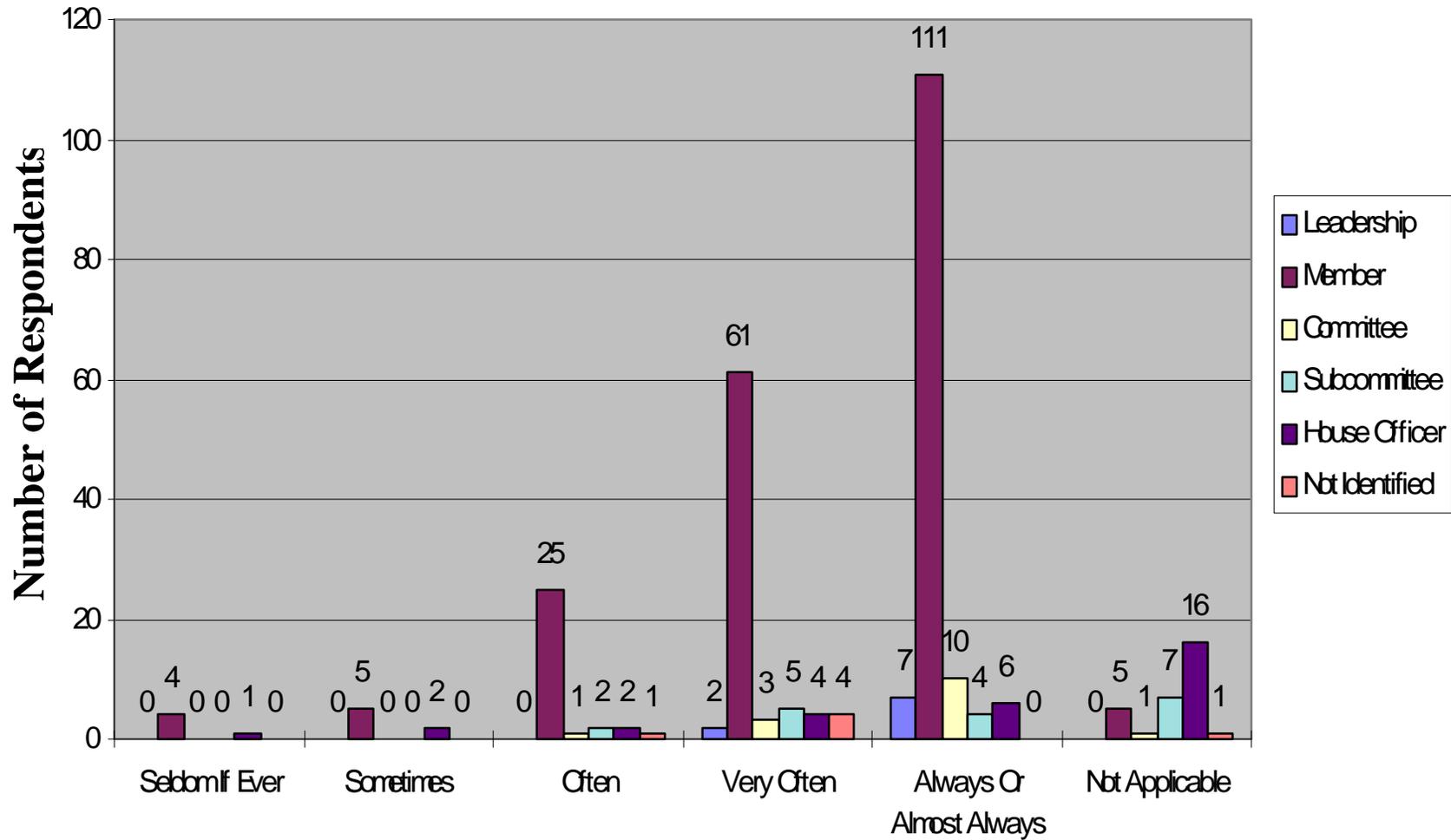
## Notified that Another Office Received Your Mail by Type of Respondent



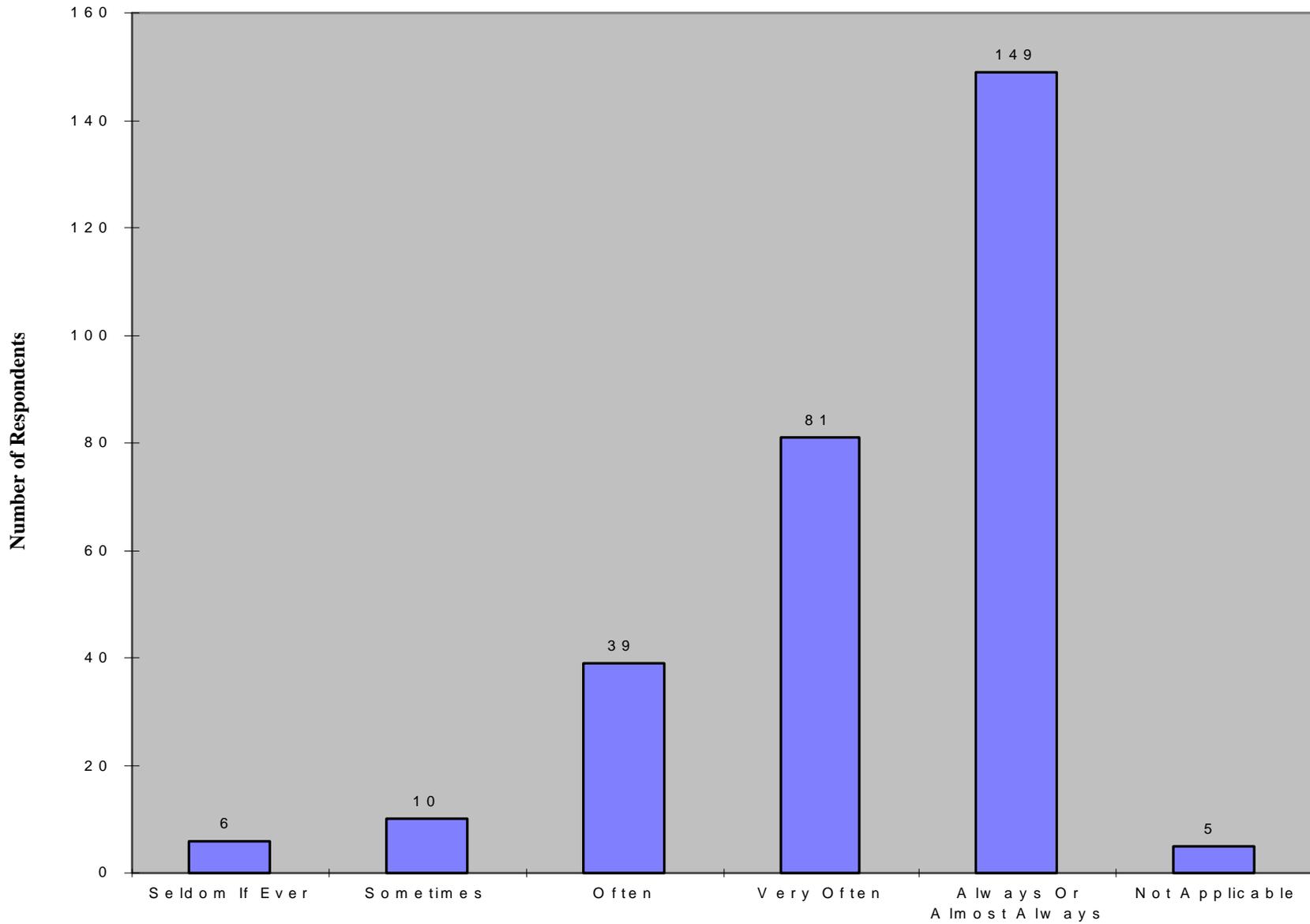
### Satisfaction with the Distribution of "Dear Colleague" Letters



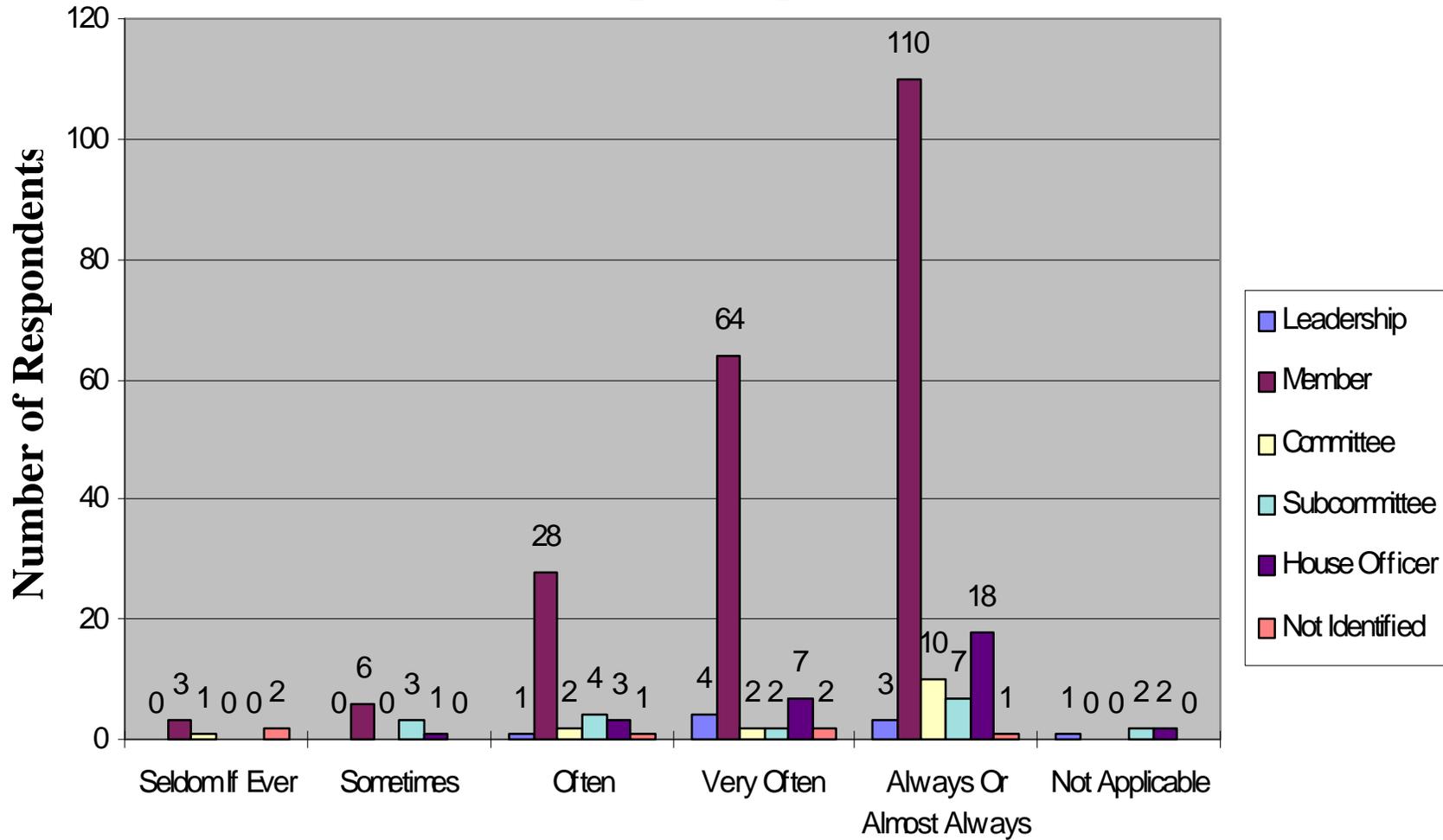
## Satisfaction with Distribution of 'Dear Colleague' Letters by Type of Respondent



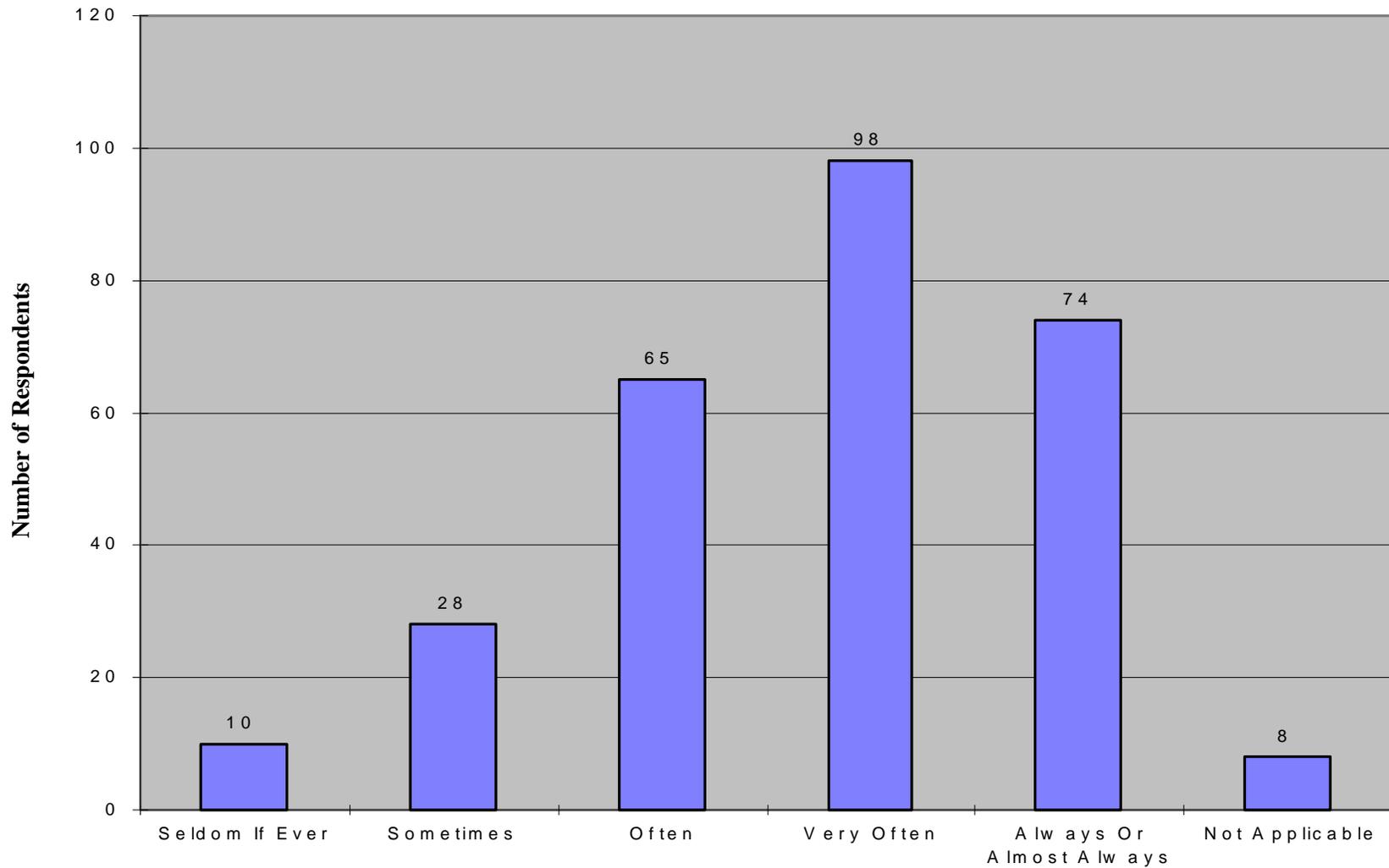
### P r o m p t n e s s o f M a i l P i c k u p



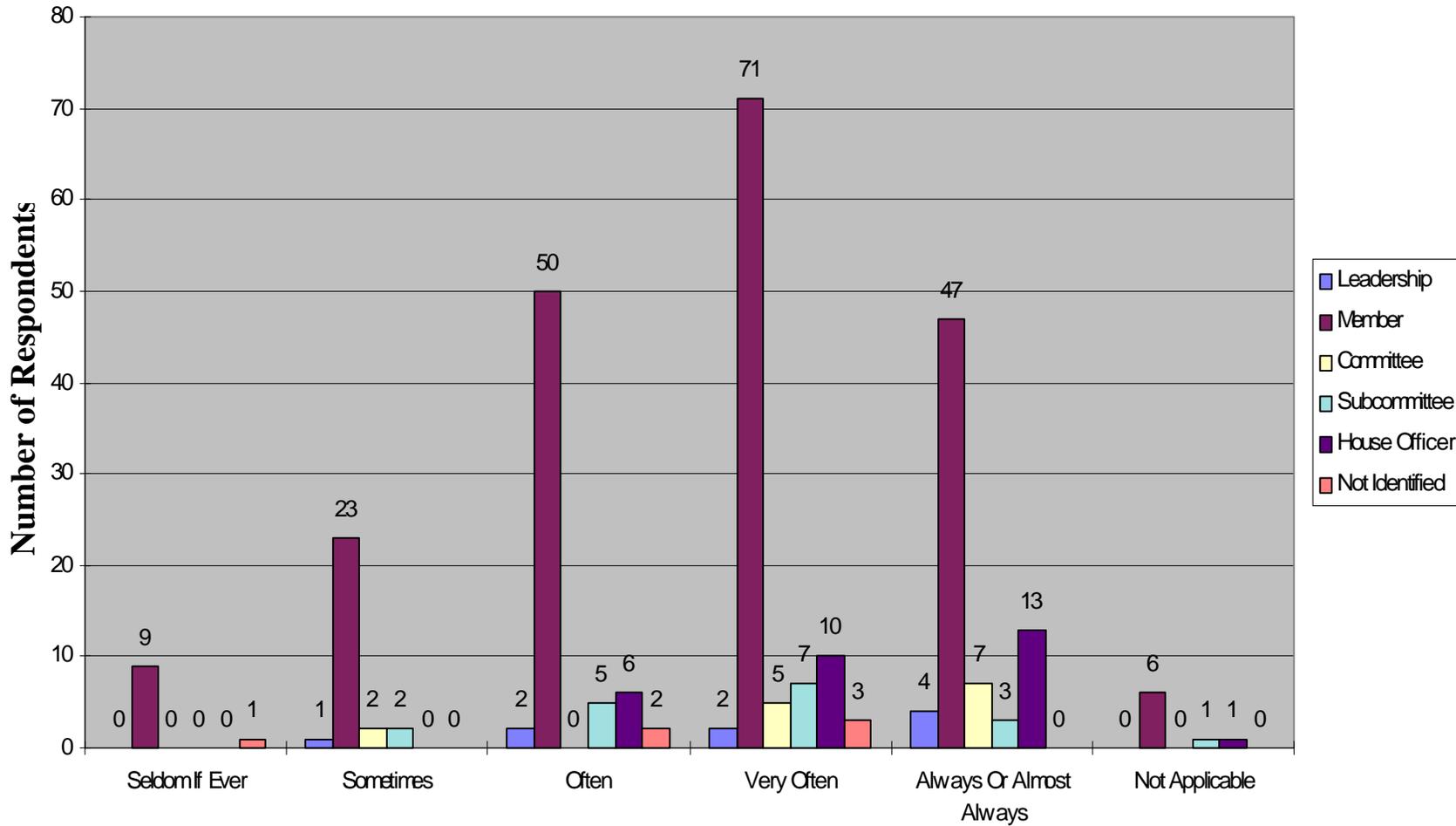
## Promptness of Mail Pickup by Type of Respondent



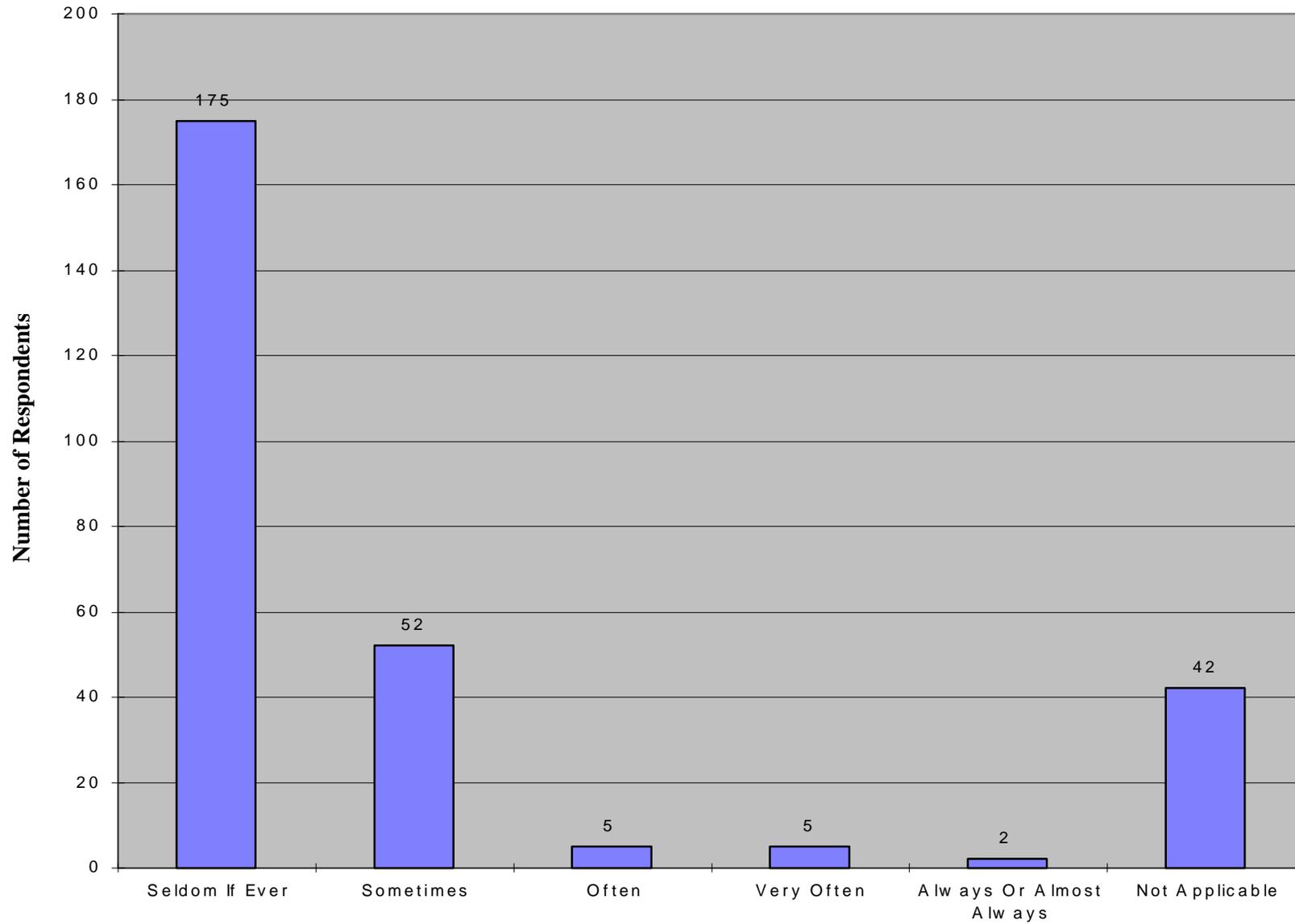
### Timely Receipt of Outgoing Mail



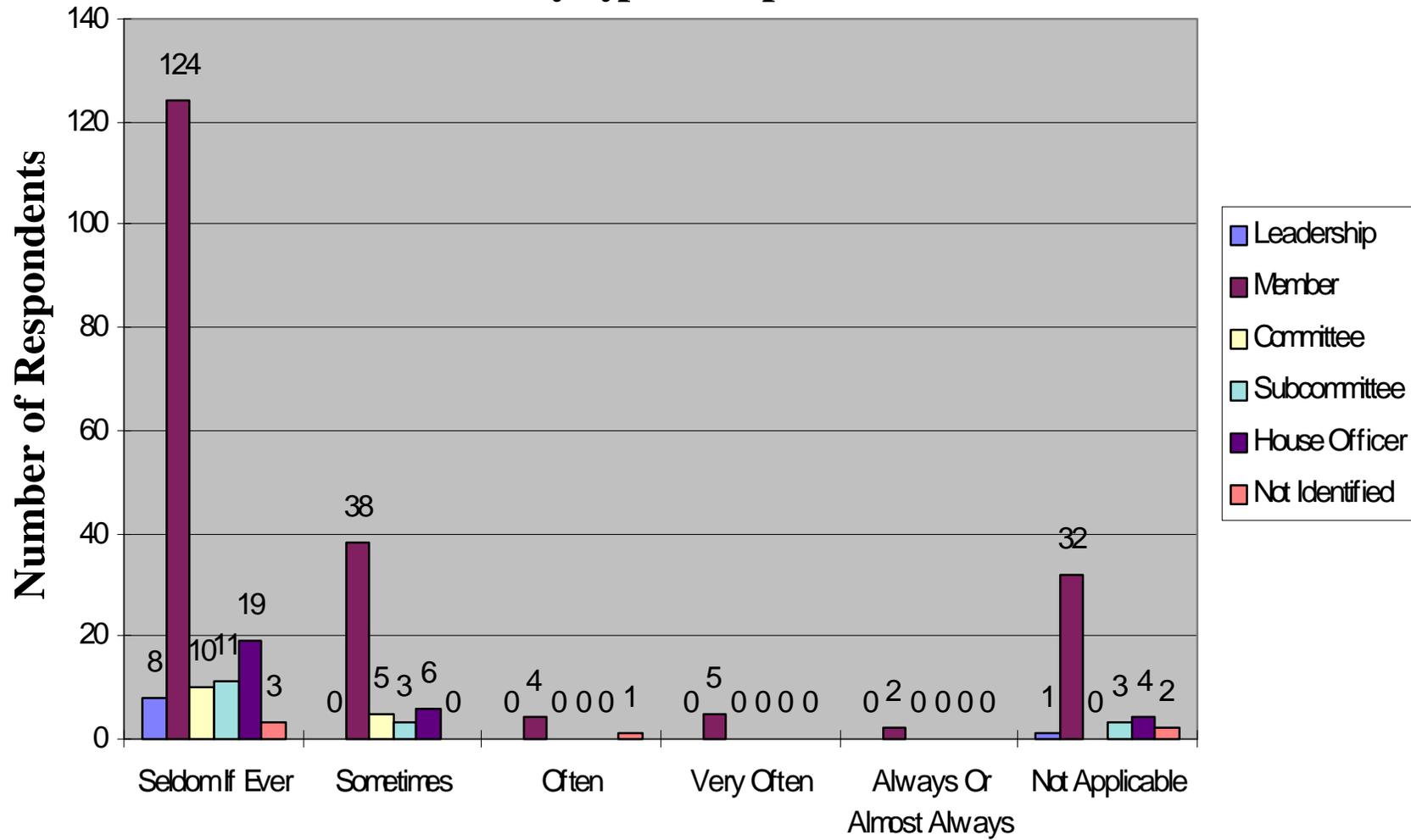
## Timely Receipt of Outgoing Mail by Type of Respondent



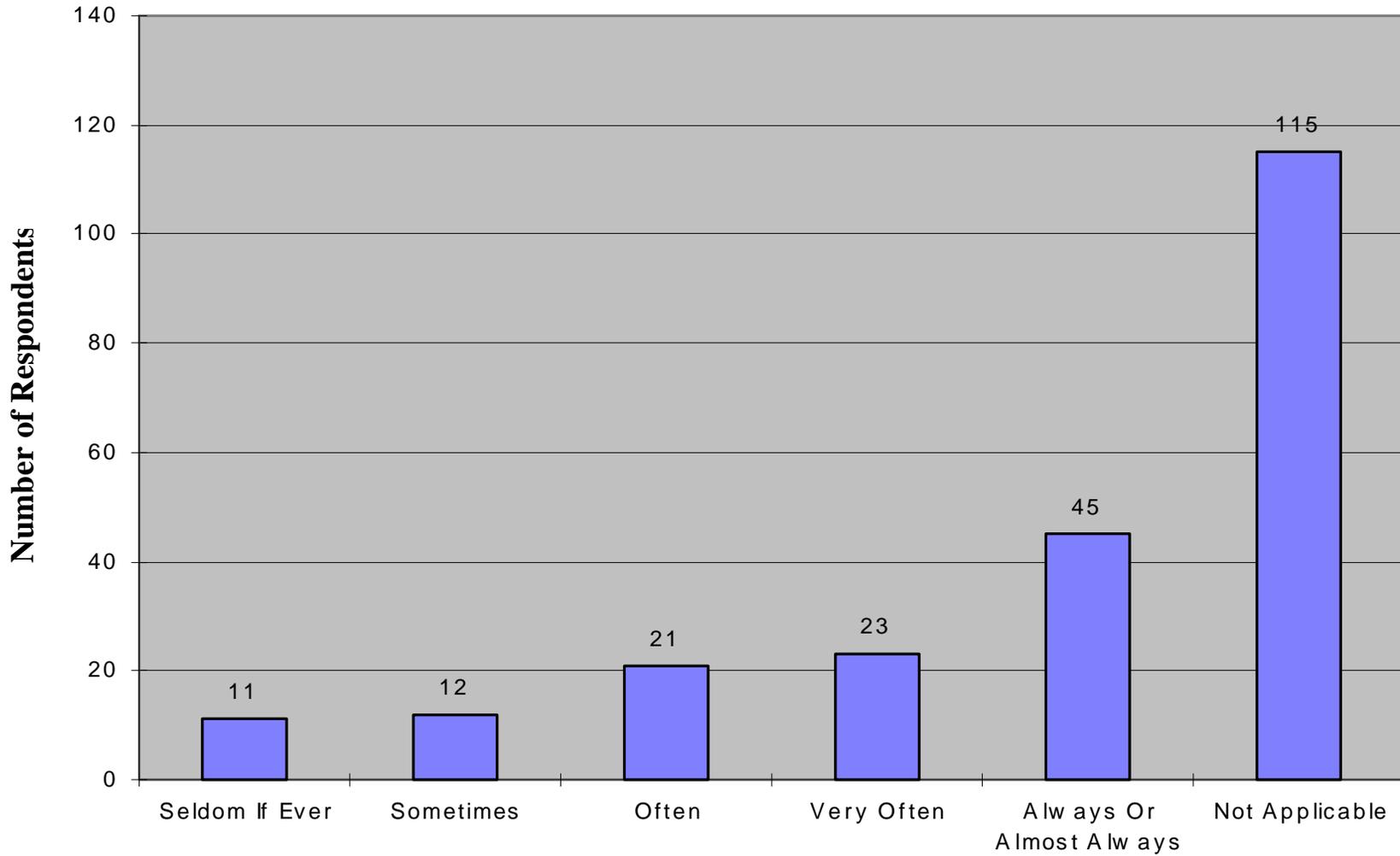
### Complaints about House Mail Operations



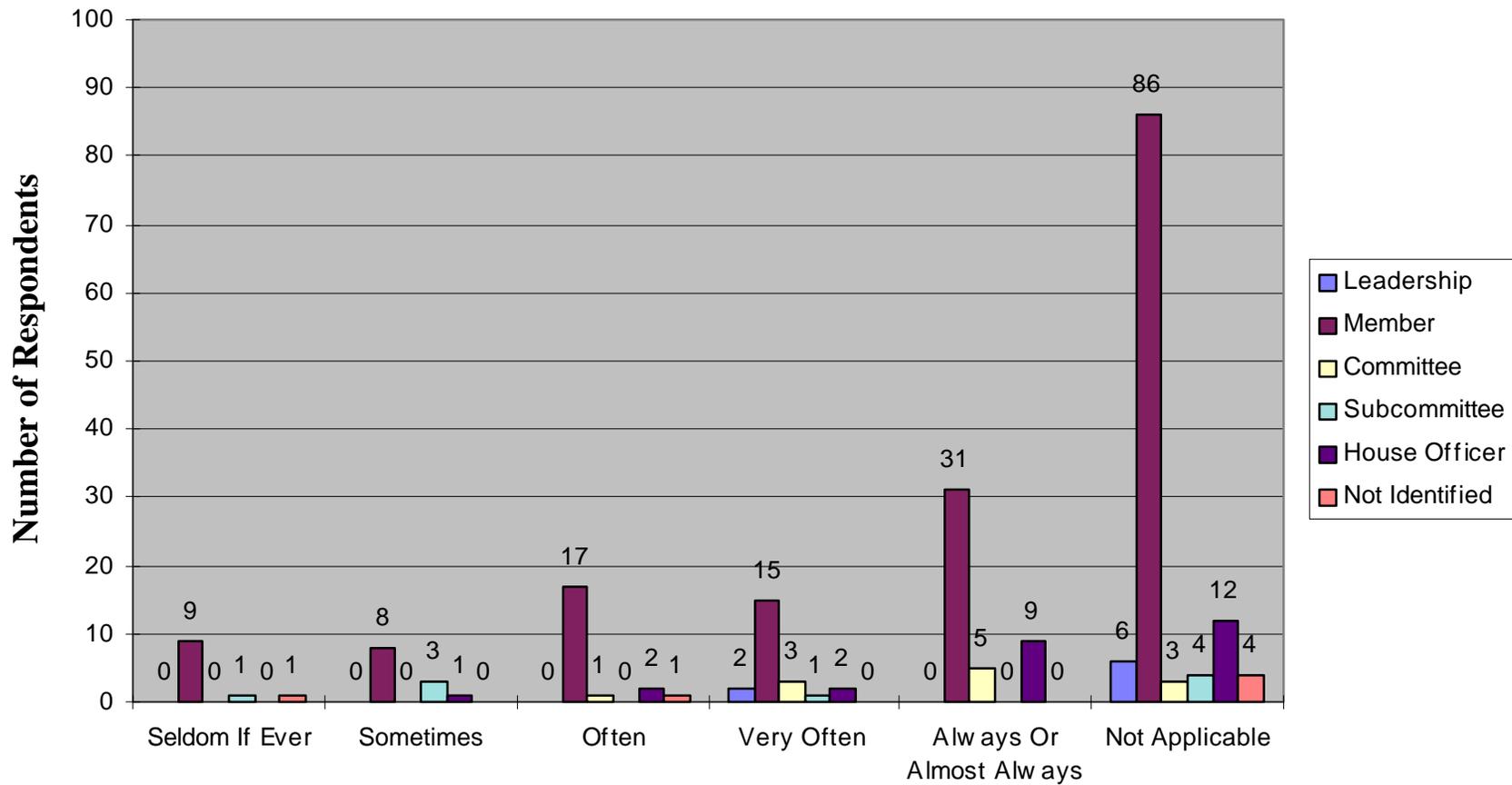
## Complaints about House Mail Operations by Type of Respondent



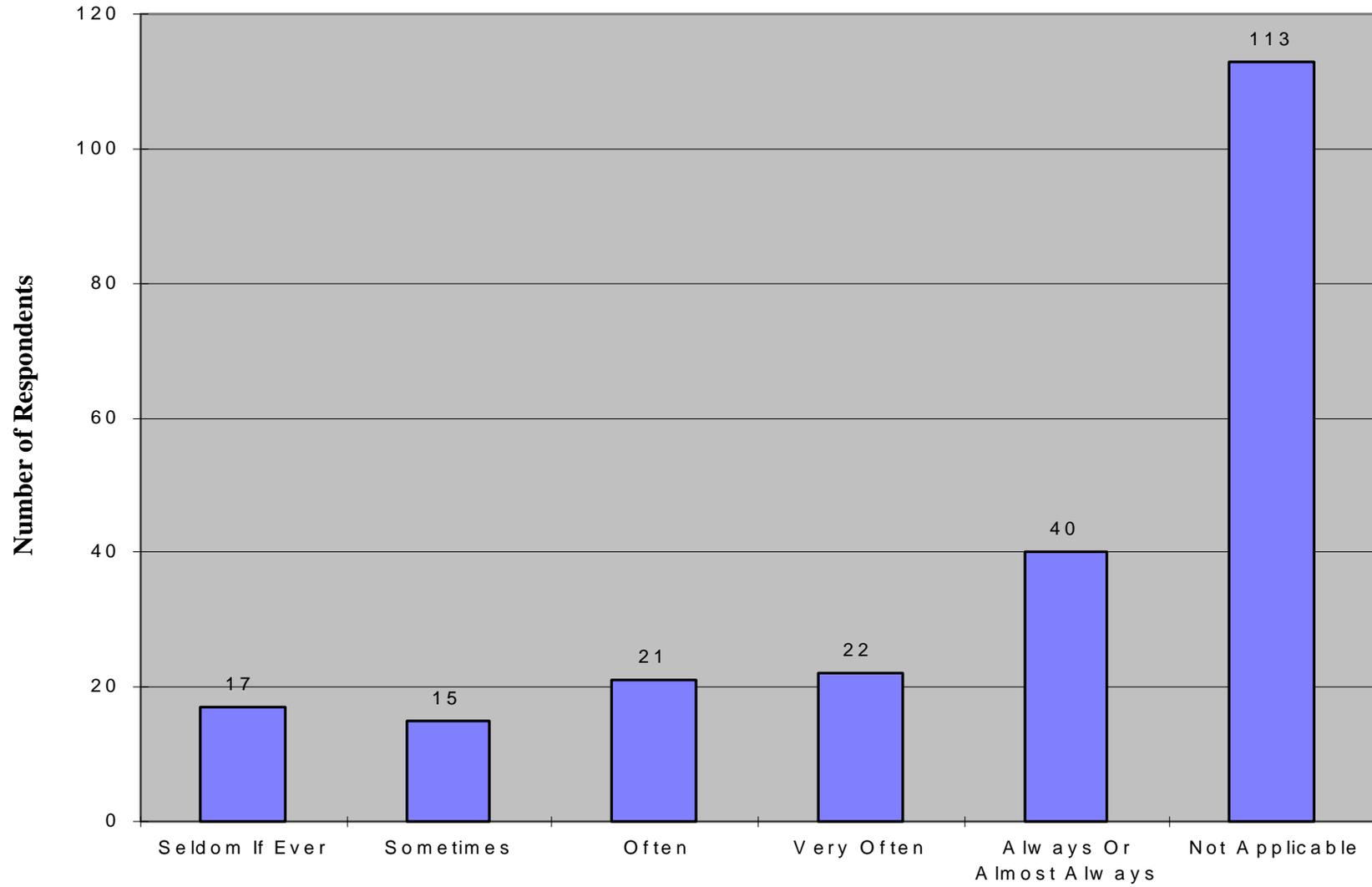
## Satisfaction with the Timeliness of Response to Complaints



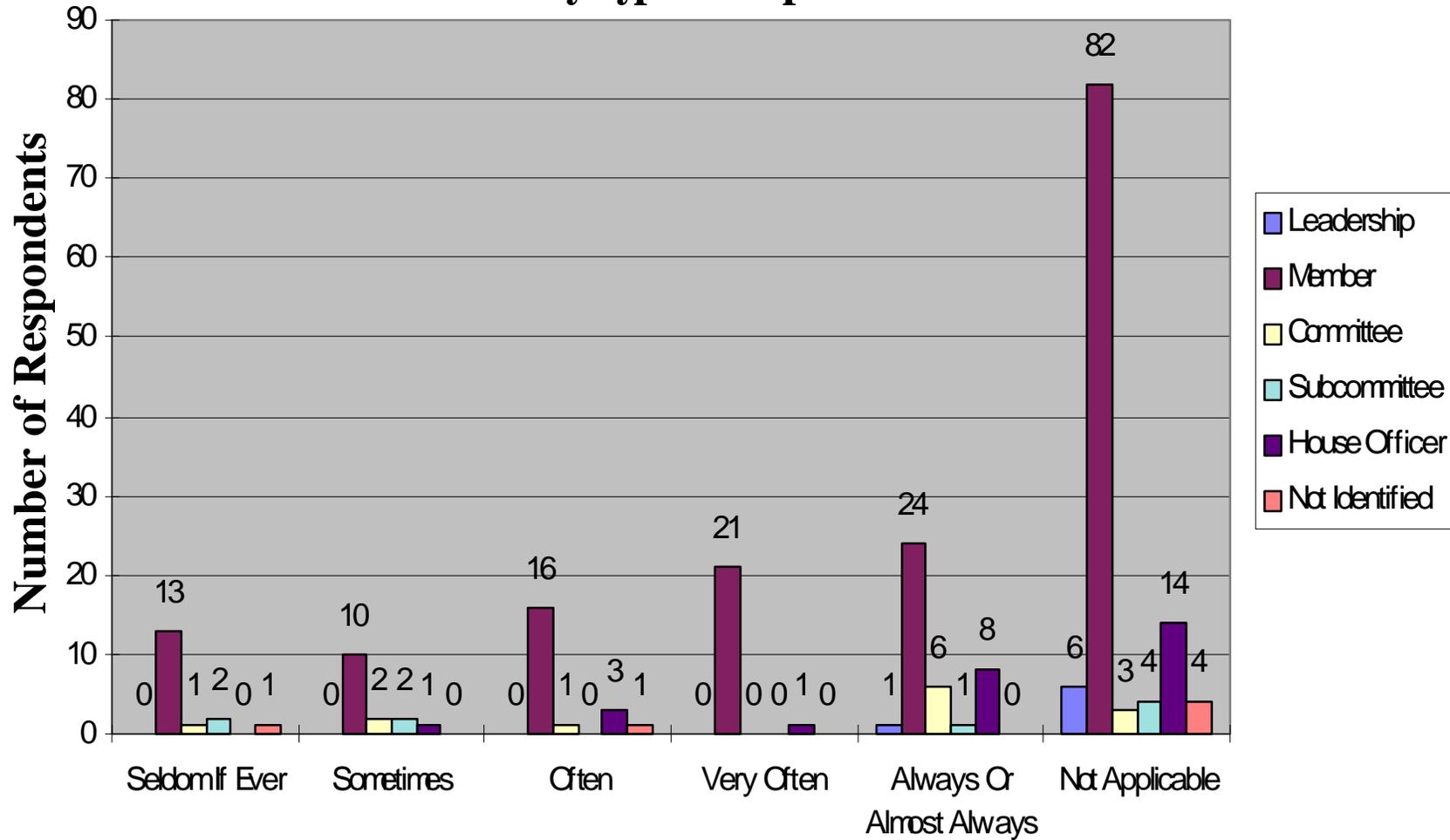
## Satisfaction with the Timeliness of Response to Complaints by Type of Respondent



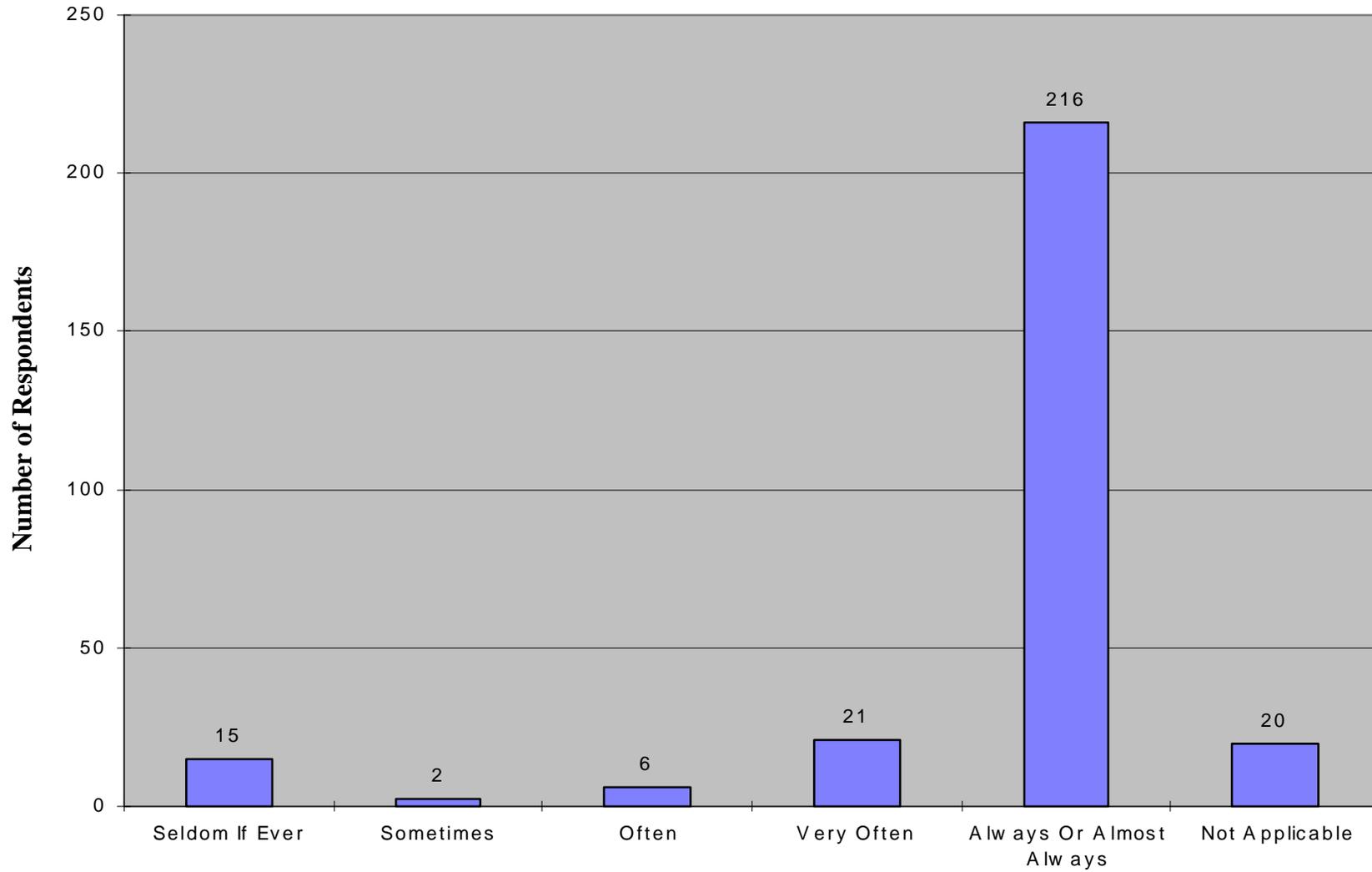
### Satisfaction with the Resolution of Complaints



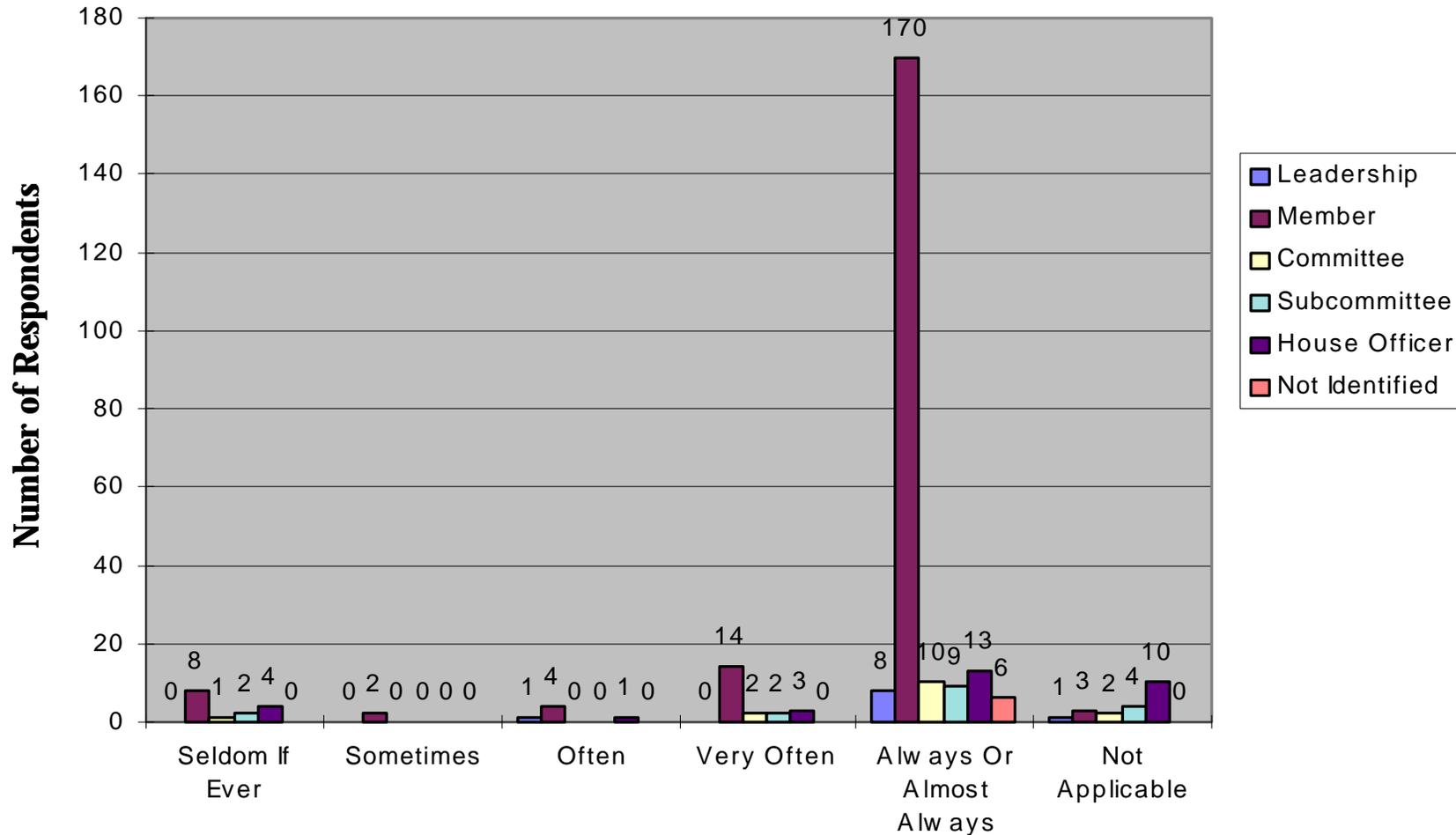
## Satisfaction with the Resolution of Complaints by Type of Respondent



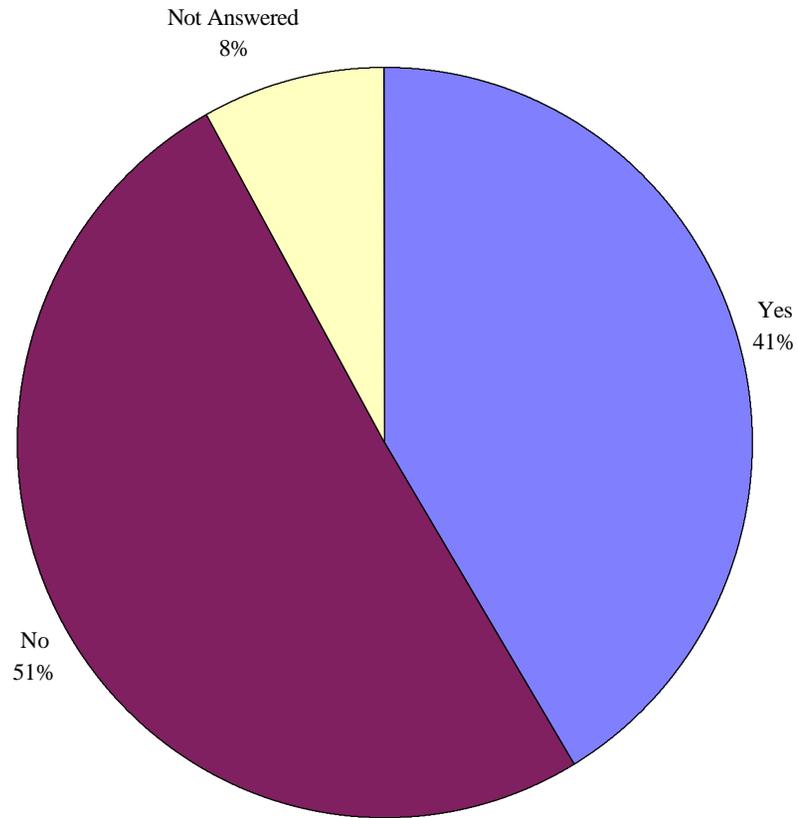
### Use of Outgoing/Incoming Mailbox Provided by Furnishings



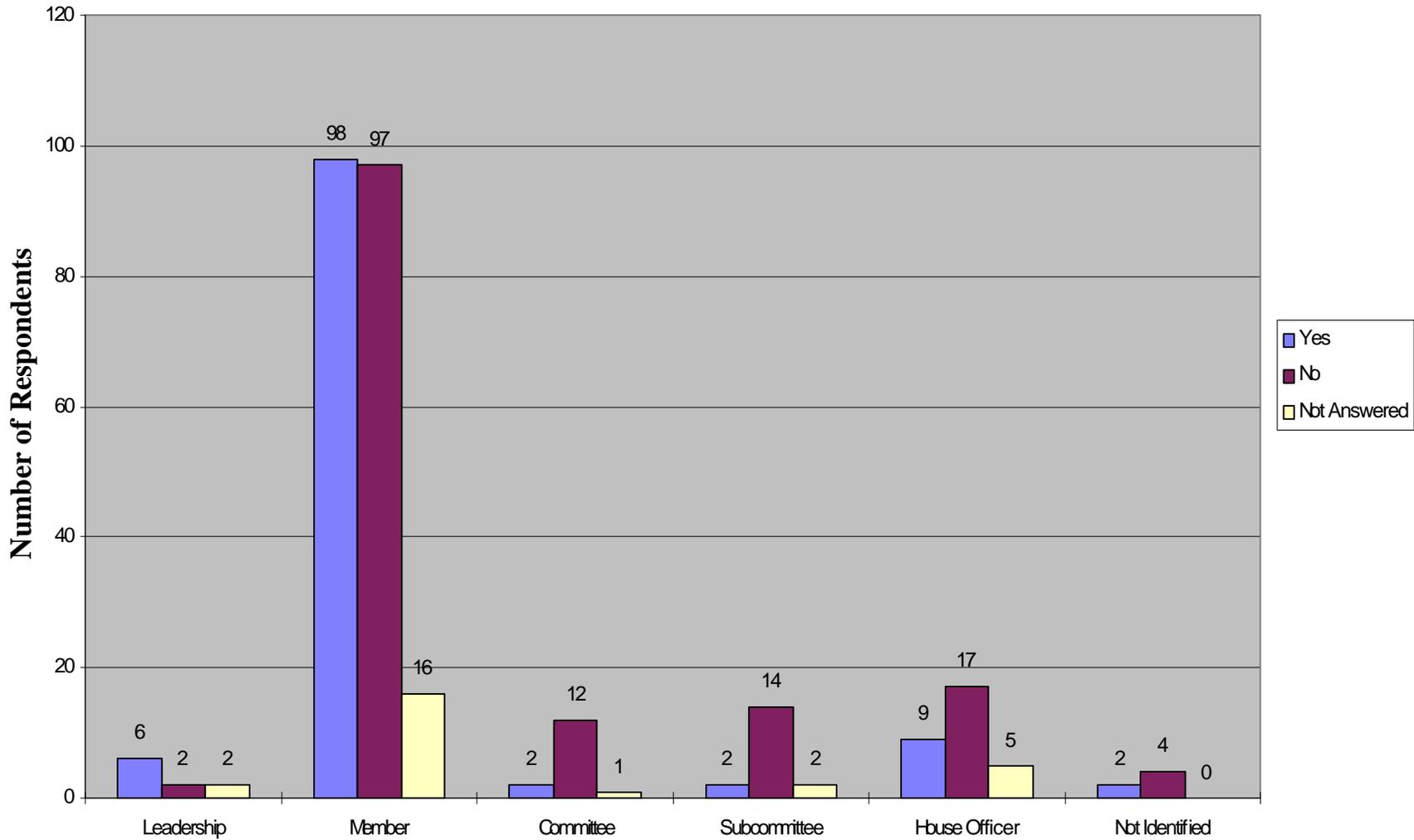
## Use of Outgoing/Incoming Mailbox Provided by Furnishings by Type of Respondent



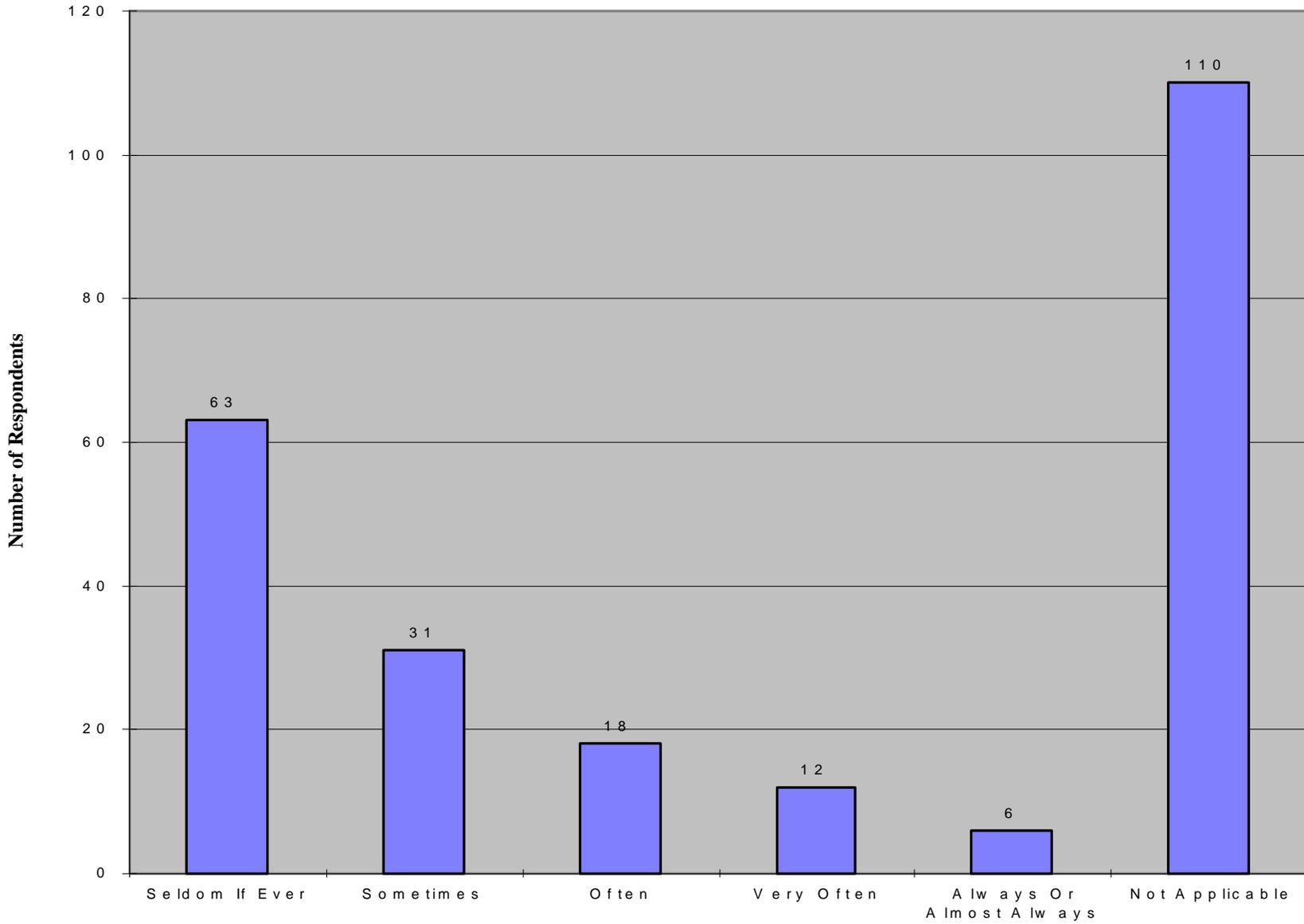
**House Awareness of HIR's National Change of Address  
(NCOA) Service**



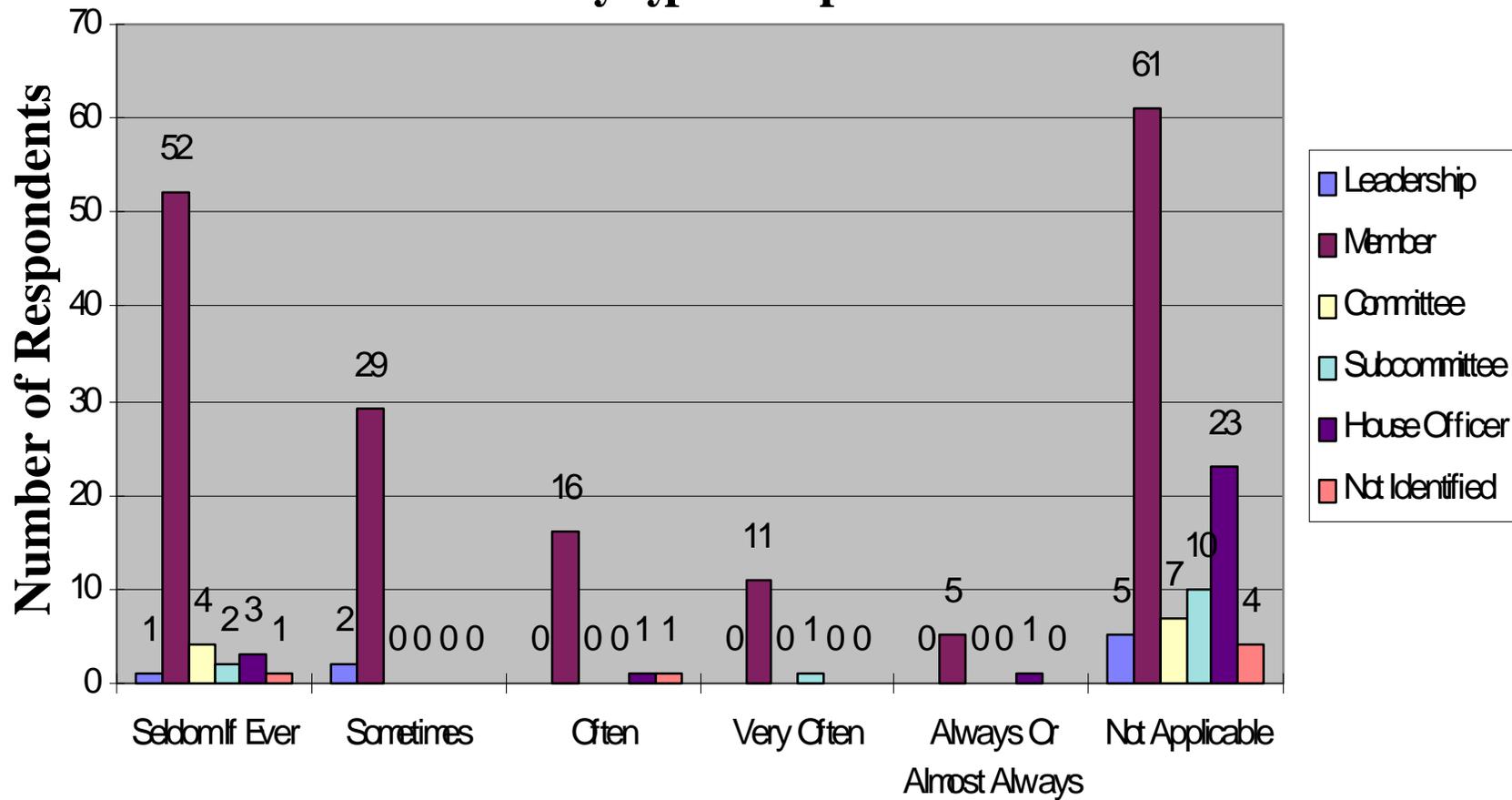
### House Awareness of HIR's NCOA Service by Type of Respondent



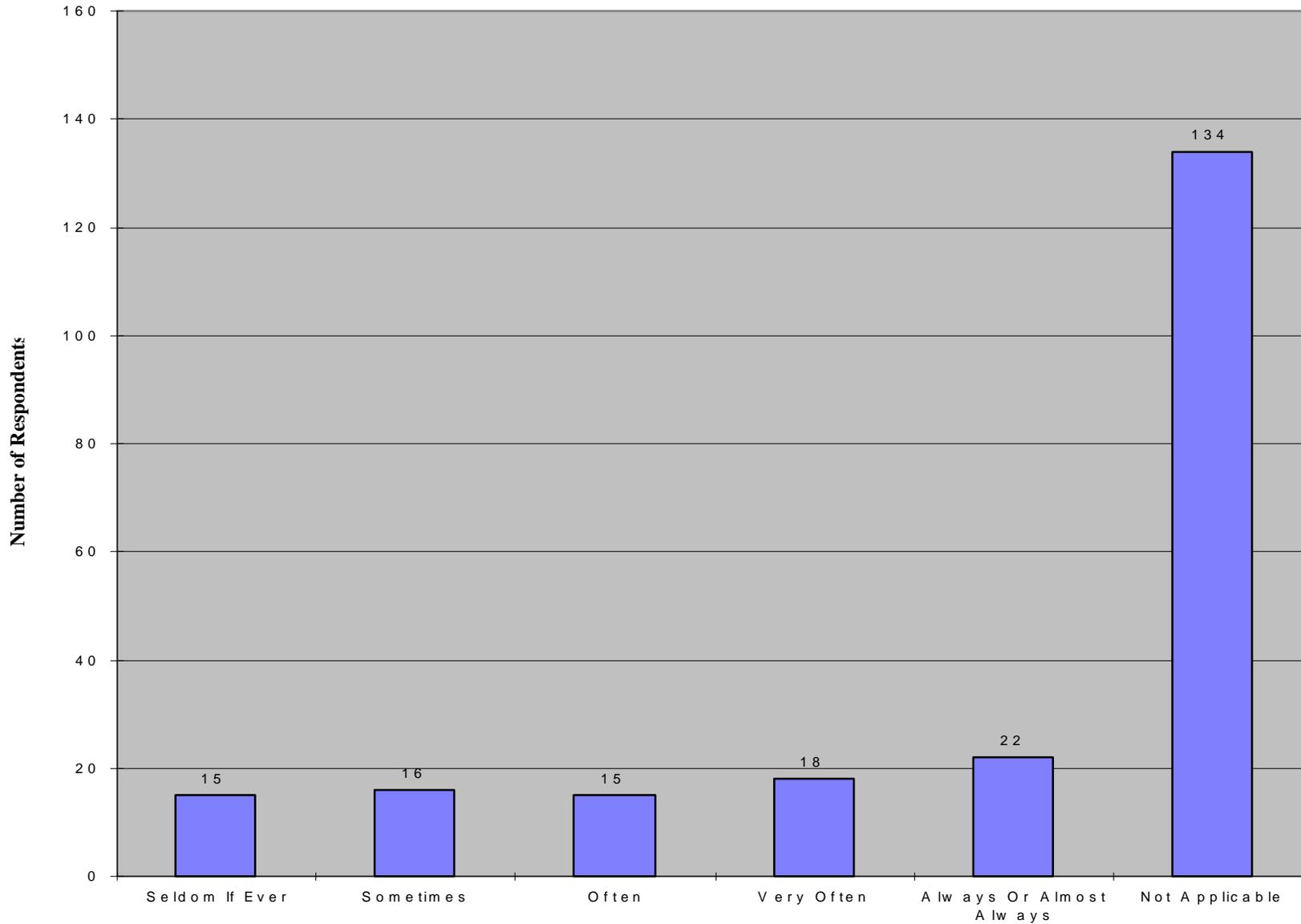
### Frequency of Updating Mailing Lists Using of HIR's NCOA Service



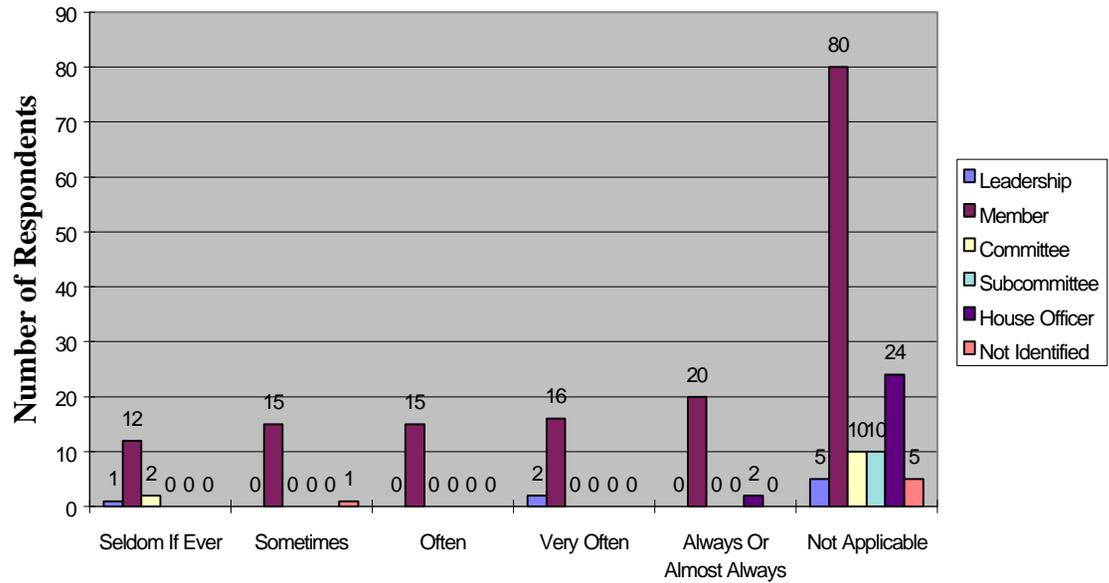
## Frequency of Updating Mailing Lists Using HIR's NCOA Service by Type of Respondent



### S a t i s f a c t i o n w i t h H I R ' s N C O A S e r v i c e



### Satisfaction with HIR's NCOA Service by Type of Respondent



**EXHIBIT B**

**HOUSE MAIL OPERATIONS CUSTOMER SATISFACTION  
SURVEY QUESTIONNAIRE**

## SURVEY OF HOUSE POSTAL OPERATIONS

**Please Check The Applicable Box:**

Leadership Office  Member Office  Committee Office  Subcommittee Office  House Officer Office

Respondent's Name (optional): \_\_\_\_\_ Respondent's Title: \_\_\_\_\_

Questions	Seldom If Ever under 25% of the time	Sometimes between 25% and 49% of the time	Often between 50% and 74% of the time	Very Often between 75% and 89% of the time	Always Or Almost Always between 90% and 100% of the time	Not Applicable
How satisfied are you with House Postal Operations?						
Does your office receive mail timely to allow for a prompt response?						
Is the mail delivered to your office on a consistent schedule?						
Are the following items delivered promptly?						
Constituent Correspondence						
Congressional Records						
House Calendars						
Federal Registers						
Do you receive other offices' mail?						
Do other offices notify you that they have received mail intended for your office?						
Are you satisfied with the timely distribution of "Dear Colleague" letters?						
Is your mail picked up promptly?						
Are items you mail received promptly?						

**SURVEY OF HOUSE POSTAL OPERATIONS**

<b>Questions</b>	<b>Seldom If Ever</b> under 25% of the time	<b>Sometimes</b> between 25% and 49% of the time	<b>Often</b> between 50% and 74% of the time	<b>Very Often</b> between 75% and 89% of the time	<b>Always Or Almost Always</b> between 90% and 100% of the time	<b>Not Applicable</b>
How often have you complained about House Postal Operations? If so:						
Were you satisfied with the timeliness of the response to your complaint?						
Were you satisfied with the resolution of your complaint?						
How often do you use the outgoing/incoming Mailbox provided by Furnishings?						
How often are mailing lists updated using HIR's National Change of Address (NCOA) service?						
How satisfied are you with NCOA services?						

Are you aware of HIR's NCOA service? (Please check the appropriate box.)

Yes       No

Please record any comments or suggestions you may have for improving House Postal Operations in the space below:

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