

**UNITED STATES POSTAL SERVICE  
ELECTRIC CARRIER ROUTE VEHICLE PROGRAM  
500 VEHICLE FLEET DEPLOYMENT REPORT**

**APPENDIX E  
ECRV CARRIER SATISFACTION SURVEY**

**SUMMARY OF SURVEY RESULTS - MANAGER RATINGS**

Manager Ratings	1	2	3	4	5	6	7	8	9	10	11	12
1. Carriers at this Post Office are satisfied with the ECRV's performance capabilities.	5	4	4	2	3	2	4	1	4	4	5	4
2. The ECRVs at this Post Office provide adequate operational capability for their assigned routes.	5	4	4	4	4	4	4	1	4	2	5	4
3. The ECRV cargo capacity sometimes limits our ability to deliver mail efficiently.	5	5	1	1	3	2	4	5	4	2	1	3
4. The ECRVs always start each day without difficulty.	4	5	1	4	2	4	3	4	4	2	5	4
5. Under normal use, the ECRVs provide adequate range.	5	5	3	4	3	4	4	1	4	4	5	4
6. The ECRVs need to be towed in from a route more frequently than a comparable gasoline vehicle.	1	1	2	5	2	4	5	4	3	2	2	2
7. The ECRVs are out of service for repairs more often than the other types of vehicle at this Post Office.	1	2	4	5	3	4	5	4	2	2	3	1
8. The charging system at this Post Office works well, and provides adequate recharging of the vehicle batteries each day.	5	5	1	1	3	2	4	5	1	3	5	5
9. Some Carriers are reluctant to use electrical equipment (such as wipers, headlights, and heater) because this could reduce vehicle range.	2	2	4	4	3	1	3	4	4	4	1	2

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**SUMMARY OF SURVEY RESULTS - MANAGER RATINGS**

<b>Analysis of Ratings</b>	<b># of 1</b>	<b># of 2</b>	<b># of 3</b>	<b># of 4</b>	<b># of 5</b>	<b>#&gt;5</b>	<b>Total Count</b>	<b>Adjusted Average</b>	<b>Favorable (%)</b>	<b>Unfavorable (%)</b>	<b>Highly Favorable (%)</b>	<b>Highly Unfavorable (%)</b>
1. Carriers at this Post Office are satisfied with the ECRV's performance capabilities.	1	2	1	6	2	0	12	3.5	67%	25%	17%	8%
2. The ECRVs at this Post Office provide adequate operational capability for their assigned routes.	1	1	0	8	2	0	12	3.8	83%	17%	17%	8%
3. The ECRV cargo capacity sometimes limits our ability to deliver mail efficiently.	3	2	2	2	3	0	12	3.0	42%	42%	25%	25%
4. The ECRVs always start each day without difficulty.	1	2	1	6	2	0	12	3.5	67%	25%	17%	8%
5. Under normal use, the ECRVs provide adequate range.	1	0	2	6	3	0	12	3.8	75%	8%	25%	8%
6. The ECRVs need to be towed in from a route more frequently than a comparable gasoline vehicle.	2	5	1	2	2	0	12	3.3	58%	33%	17%	17%
7. The ECRVs are out of service for repairs more often than the other types of vehicle at this Post Office.	2	3	2	3	2	0	12	3.0	42%	42%	17%	17%
8. The charging system at this Post Office works well, and provides adequate recharging of the vehicle batteries each day.	3	1	2	1	5	0	12	3.3	50%	33%	42%	25%
9. Some Carriers are reluctant to use electrical equipment (such as wipers, headlights, and heater) because this could reduce vehicle range.	2	3	2	5	0	0	12	3.2	42%	42%	17%	0%

*Note: Refer to the introduction to Section E.1 of this appendix for an explanation of the column headings.*

*Percentage values in the "Favorable" column include Favorable and Highly Favorable percentages combined.*

*Percentage values in the "Unfavorable" column include Unfavorable and Highly Unfavorable percentages combined.*