

2015 WAREHOUSE SURVEY RESULTS

COURIER SERVICE

Todd Holliday

12/18/2015



2014 vs. 2015 COURIER SURVEY PARTICIPATION

#	SCHOOL/LOCATION	2014	2015
		COURIER	COURIER
1	A.J. Whittenburg Elementary	YES	NO
2	Alexander Elementary	YES	YES
3	Armstrong Elementary	YES	YES
4	Augusta Circle Elementary	YES	YES
5	Beck Academy	YES	YES
6	Bell's Crossing Elementary	YES	YES
7	Berea Bus Center	NO	NO
8	Berea Elementary	YES	YES
9	Berea High	YES	YES
10	Berea Middle	YES	YES
11	Bethel Elementary	NO	YES
12	Blue Ridge High	YES	YES
13	Blue Ridge Middle	NO	NO
14	Blythe Academy	YES	NO
15	Brook Glenn Elementary	YES	YES
16	Brushy Creek Elementary	NO	YES
17	Bryson Elementary	YES	YES
18	Bryson Middle	YES	NO
19	Buena Vista Elementary	YES	NO
20	Carolina High	YES	YES
21	Chandler Creek Elementary	YES	YES
22	Cherrydale Elementary	YES	YES
23	Crestview Elementary	YES	NO
24	Child Development Services	-	YES
25	Distribution Center	-	YES
26	District Office	YES	YES
27	Donaldson Bus Center	YES	YES

#	SCHOOL/LOCATION	2014	2015
		COURIER	COURIER
28	Donaldson Career Center	YES	NO
29	Dunbar CDC	YES	YES
30	Duncan Chapel Elementary	YES	YES
31	Early College	YES	YES
32	East North Street	YES	YES
33	Eastside High	NO	YES
34	Ellen Woodside Elementary	YES	NO
35	Enoree Career Center	YES	YES
36	Fine Arts	YES	YES
37	Fisher Middle	NO	NO
38	Fork Shoals Elementary	YES	NO
39	Fountain Inn Elementary	YES	YES
40	Gateway Elementary	YES	YES
41	Golden Strip Career Center	YES	YES
42	Golden Strip CDC	YES	YES
43	Greenbrier Elementary	YES	YES
44	Greenview CDC	YES	YES
45	Greenville High	YES	YES
46	Greenville Middle	NO	NO
47	Greer High	YES	YES
48	Greer Middle	YES	YES
49	Grove Elementary	YES	YES
50	Heritage Elementary	NO	YES

2014 vs. 2015 WAREHOUSE SURVEY PARTICIPATION (cont.)

#	SCHOOL/LOCATION	2014	2015
		COURIER	COURIER
50	Heritage Elementary	NO	YES
51	Hillcrest High	YES	YES
52	Hillcrest Middle	YES	YES
53	Hollis Academy	YES	NO
54	Hughes Academy	YES	YES
55	J Harley Bonds	YES	YES
56	JL Mann High	YES	YES
57	Lake Forest Elementary	YES	YES
58	Lakeview Middle	YES	YES
59	League Academy	YES	NO
60	Mauldin Elementary	YES	YES
61	Mauldin High	YES	YES
62	Mauldin Middle	NO	YES
63	Mitchell Road Elementary	YES	NO
64	Monarch Elementary	YES	YES
65	Monaview Elementary	YES	YES
66	Mountain View Elementary	YES	YES
67	MT Anderson	YES	YES
68	Northwest Crescent CDC	NO	YES
69	Northwest Middle	YES	YES
70	Northwood Middle	NO	NO
71	Oakview Elementary	YES	YES
72	Overbrook CDC	YES	YES

#	SCHOOL/LOCATION	2014	2015
		COURIER	COURIER
73	Paris Elementary	NO	YES
74	Pelham Road Elementary	NO	NO
75	Plain Elementary	YES	YES
76	Ralph Chandler Middle	YES	NO
77	Riley CDC	NO	YES
78	Riverside High	YES	YES
79	Riverside Middle	YES	YES
80	Robert E. Cashion Elementary	YES	NO
81	Roper Mountain Sciene Center	YES	YES
82	Rudolph Gordon Elementary	YES	YES
83	Sara Collins Elementary	YES	YES
84	Sevier Middle	YES	NO
85	Simpsonville Elementary	YES	YES
86	Skyland Elementary	YES	YES
87	Slater-Marietta Elementary	YES	YES
88	Southside High	YES	YES
89	Sterling School	YES	YES
90	Stone Academy	YES	YES
91	Sue Cleveland Elementary	YES	NO
92	Sullivan Center	YES	NO
93	Summit Drive Elementary	YES	YES
94	Tanglewood Middle	YES	YES
95	Taylors Bus Center	NO	YES

#	SCHOOL/LOCATION	2014	2015
		COURIER	COURIER
96	Taylors Elementary	YES	YES
97	Thomas E. Kerns Elementary	YES	NO
98	Tigerville Elementary	YES	YES
99	Travelers Rest High	YES	YES
100	Waddell Bus Center	YES	YES
101	Wade Hampton High	YES	YES
102	Washington Center	YES	YES
103	Welcome Elementary	YES	NO
104	West Greenville	YES	YES
105	Westcliffe Elementary	YES	YES
106	Woodland Elementary	YES	YES
107	Woodmont High	YES	YES
108	Woodmont Middle	YES	YES
TOTAL SCHOOLS/LOCNS.		91	84
% COMPLETED		84.26%	77.78%

2015 WAREHOUSE COURIER SURVEY RESULTS

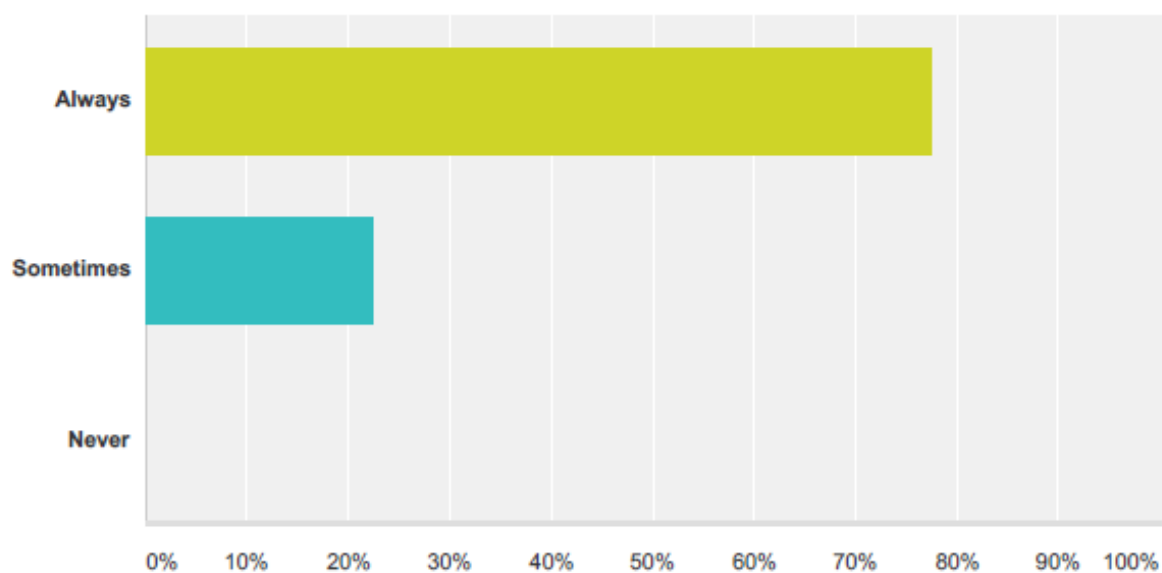
COURIER PERFORMANCE

COMPLETE DATE: December 2015

GROUP SURVEYED: Secretaries/Clerks (Main Office)

Q2 Does your courier usually arrive at the same time each day?

Answered: 124 Skipped: 1

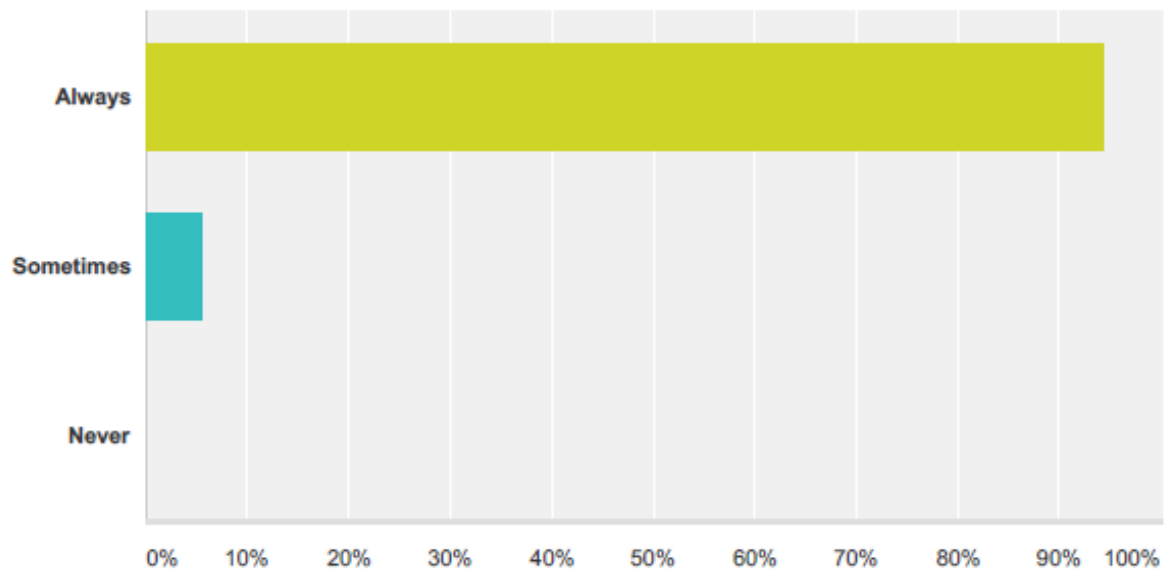


Answer Choices	Responses	
Always	77.42%	96
Sometimes	22.58%	28
Never	0.00%	0
Total		124

2015 WAREHOUSE COURIER SURVEY RESULTS

Q3 Is your courier courteous, cooperative, and professional?

Answered: 124 Skipped: 1

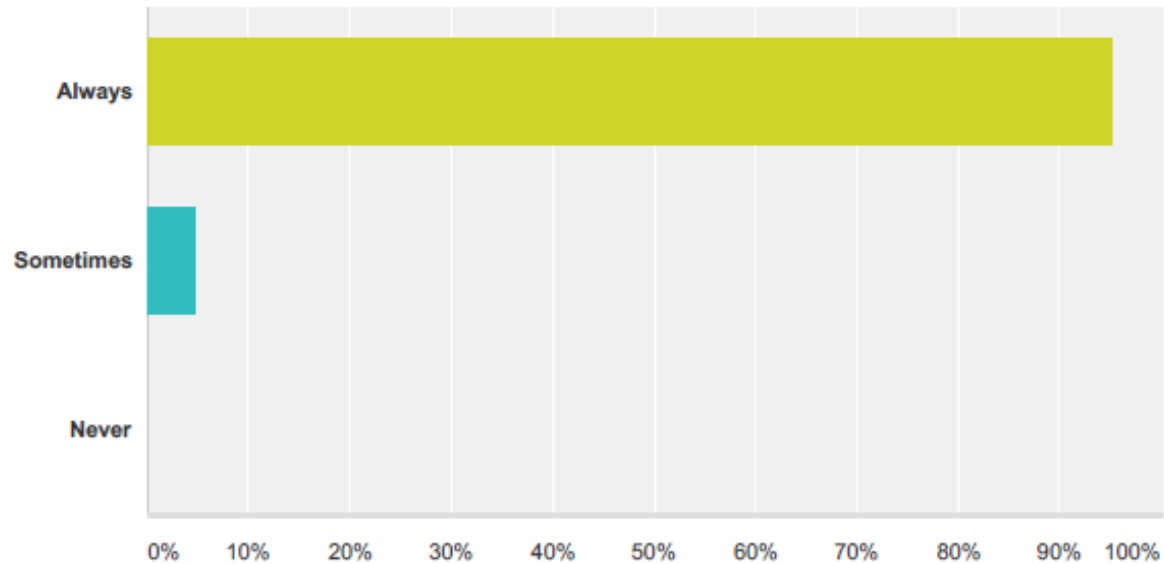


Answer Choices	Responses	
Always	94.35%	117
Sometimes	5.65%	7
Never	0.00%	0
Total		124

2015 WAREHOUSE COURIER SURVEY RESULTS

Q4 Does your courier deliver incoming mail to the appropriate place?

Answered: 123 Skipped: 2

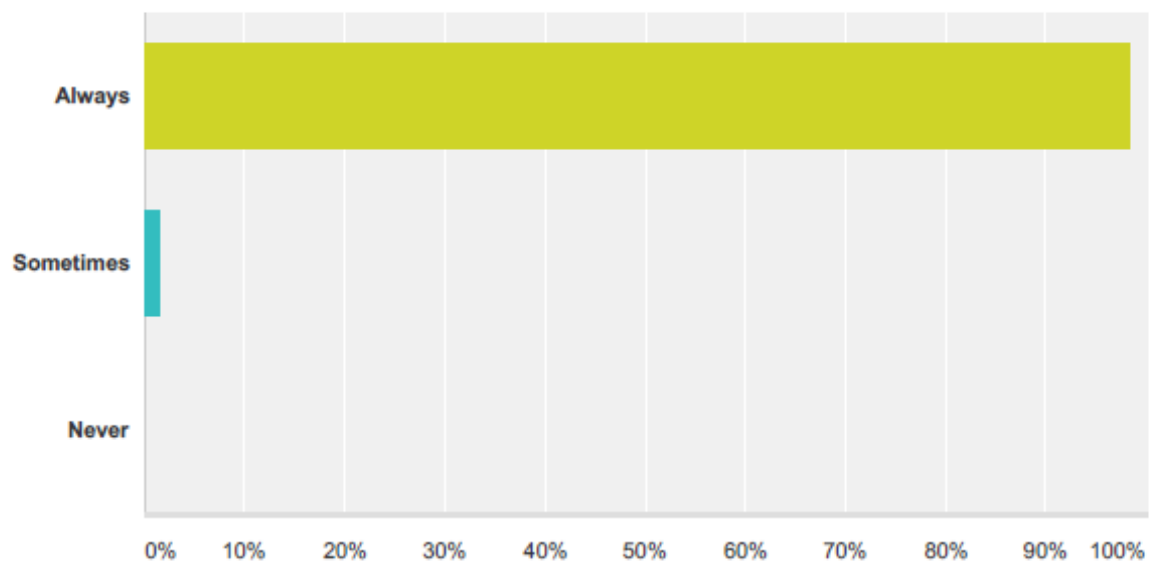


Answer Choices	Responses	
Always	95.12%	117
Sometimes	4.88%	6
Never	0.00%	0
Total		123

2015 WAREHOUSE COURIER SURVEY RESULTS

Q5 Does your courier typically pick up all outgoing mail and packages?

Answered: 124 Skipped: 1

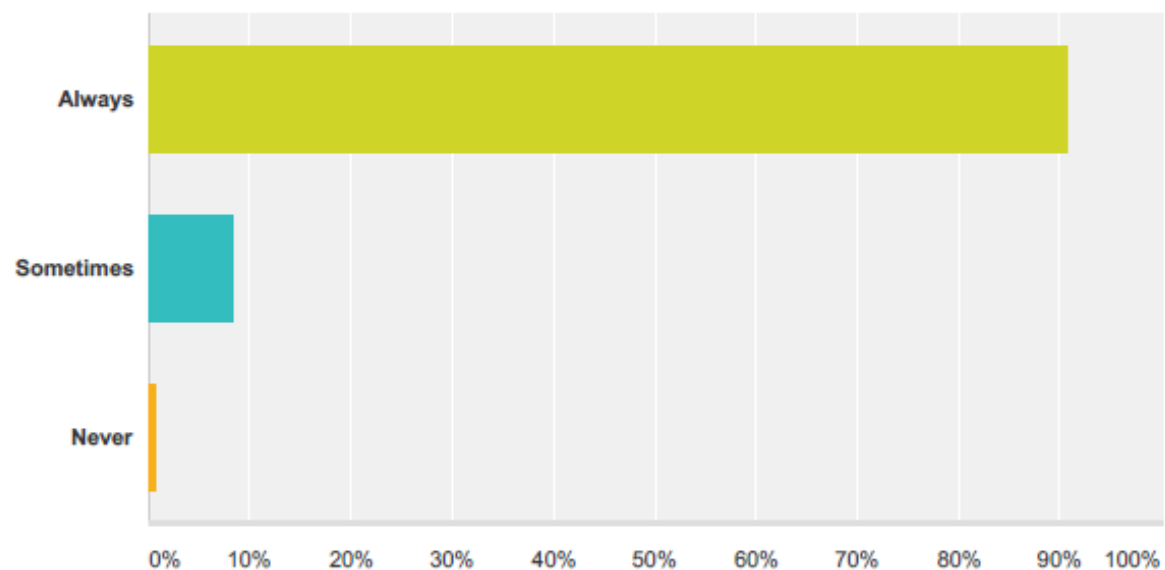


Answer Choices	Responses	
Always	98.39%	122
Sometimes	1.61%	2
Never	0.00%	0
Total		124

2015 WAREHOUSE COURIER SURVEY RESULTS

Q6 Is your courier willing to go the extra mile in his/her service?

Answered: 121 Skipped: 4

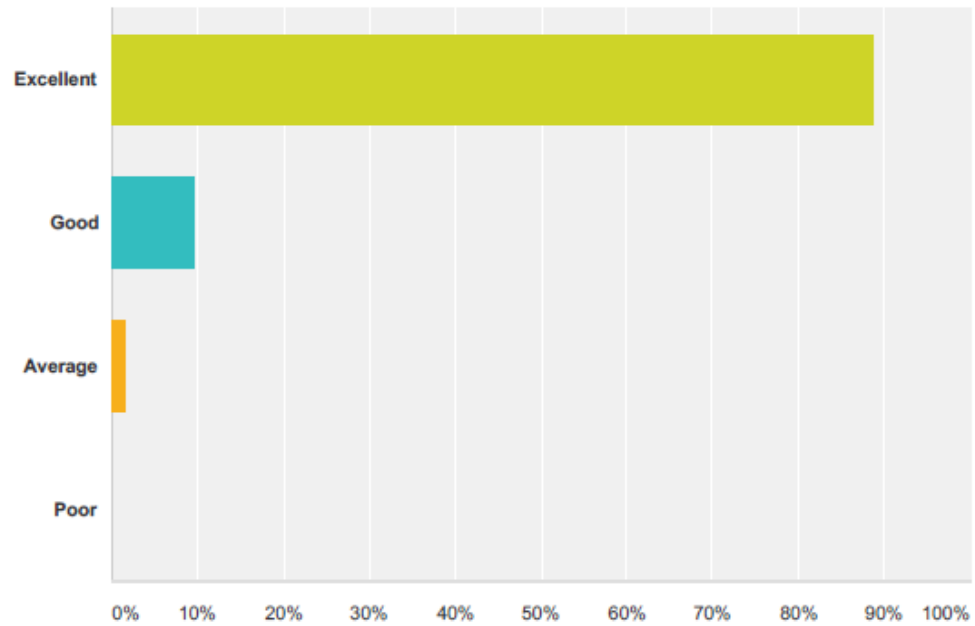


Answer Choices	Responses	
Always	90.91%	110
Sometimes	8.26%	10
Never	0.83%	1
Total		121

2015 WAREHOUSE COURIER SURVEY RESULTS

Q7 How would you rate your overall courier service?

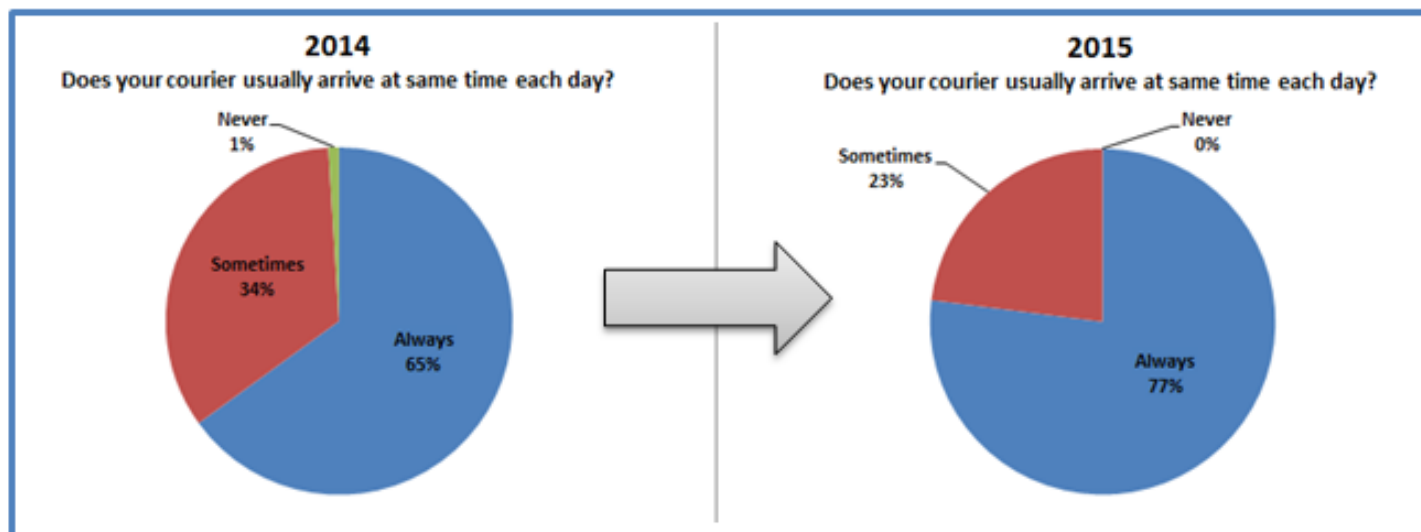
Answered: 125 Skipped: 0



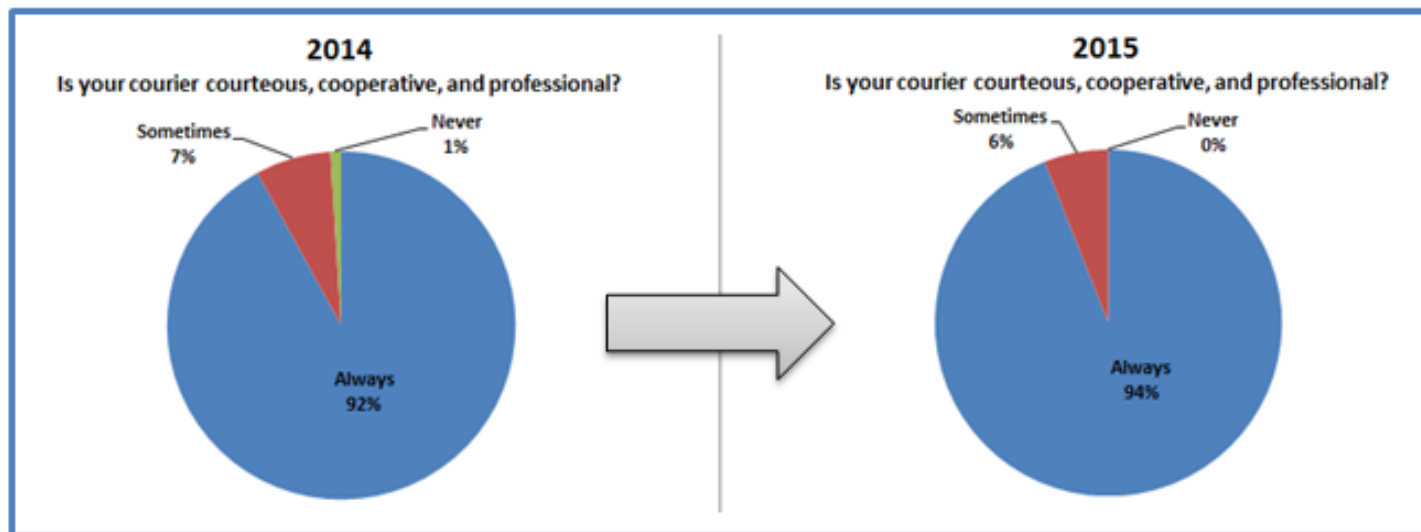
Answer Choices	Responses	
Excellent	88.80%	111
Good	9.60%	12
Average	1.60%	2
Poor	0.00%	0
Total		125

WAREHOUSE COURIER SURVEY: 2-Year Comparison (2014 vs. 2015 Results)

Question 1:

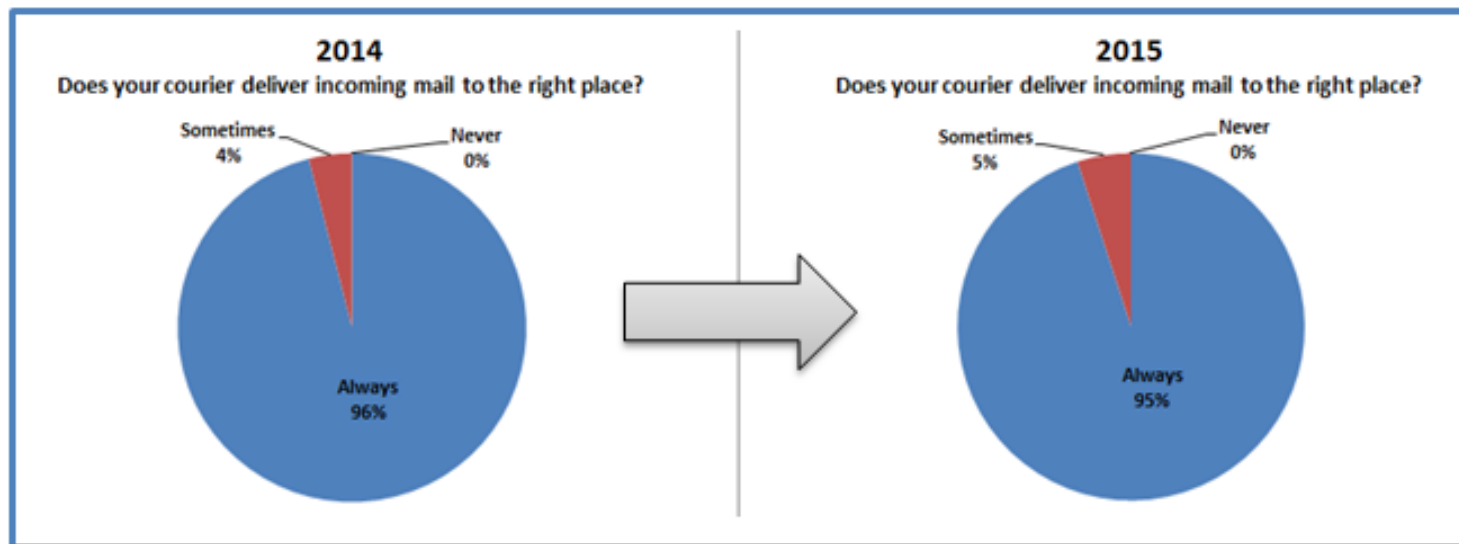


Question 2:

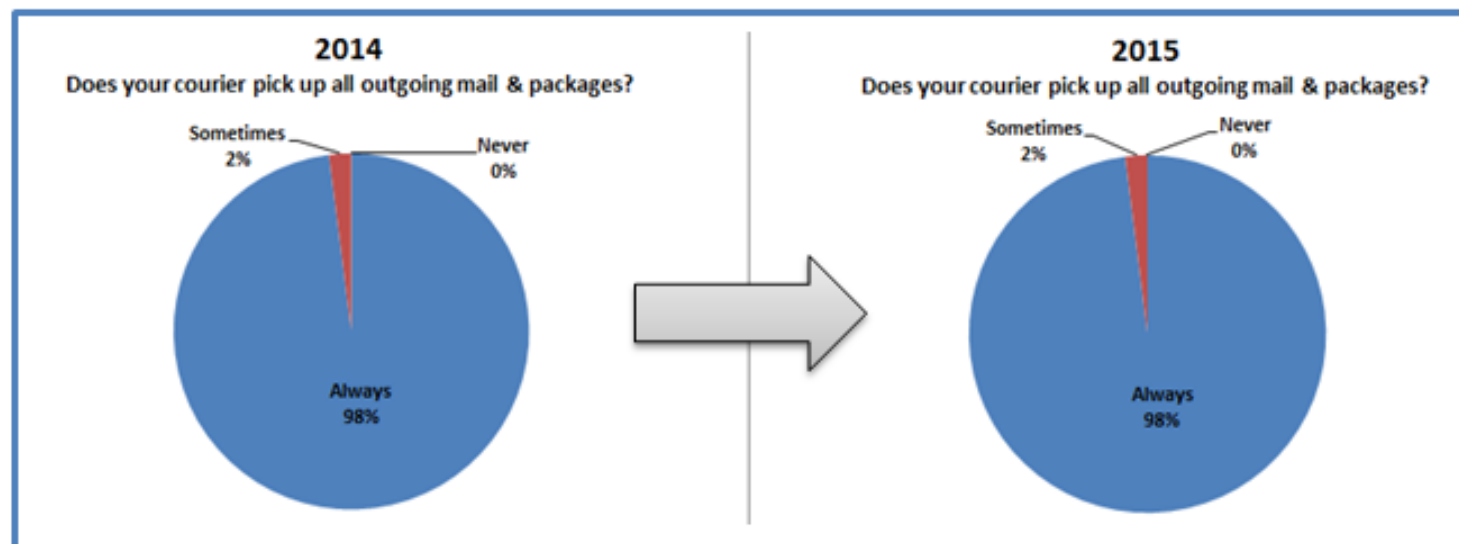


WAREHOUSE COURIER SURVEY: 2-Year Comparison (2014 vs. 2015 Results)

Question 3:

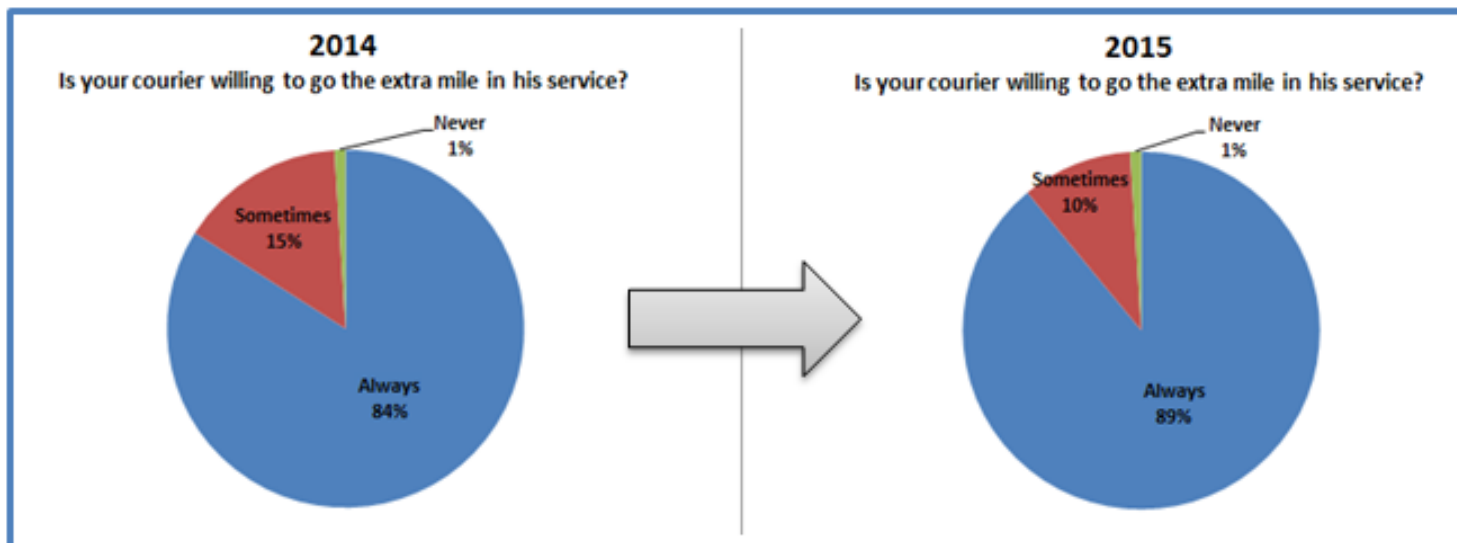


Question 4:



WAREHOUSE COURIER SURVEY: 2-Year Comparison (2014 vs. 2015 Results)

Question 5:



Question 6:

