IN COLLABORATION WITH

The Atlantic

THE ATLANTIC-LEGER POLL

METHODOLOGY



METHODOLOGY

Leger,the largest Canadian-owned polling and marketing research firm, in collaboration with The Atlantic, conducted this Web survey with a representative sample of **1,001** Americans, over the age of 18, selected from LEO's (Leger Opinion) representative panel. Data collection took place from April 2nd, 2021 to April 4th, 2021, via Computer-Assisted Web Interviewing technology (CAWI). Using 2010 U.S. Census reference variables, the American data was then analyzed and weighted by our statisticians according to gender, age, region, race/ethnicity, household size and education level in order to render a representative sample of the general population.

A margin of error cannot be associated with a non-probability sample in a panel survey. For comparison purposes, a probability sample of this size would have a margin of ±3.09%, 19 times out of 20. The results presented in this study comply with the public opinion research standards and disclosure requirements of CRIC (the Canadian Research and Insights Council) and the global ESOMAR network. Leger is a founding member of CRIC and is actively involved in raising quality standards in the survey industry. President Jean-Marc Léger is a member of the CRIC's Board of Directors and the Canadian representative of ESOMAR.

Leger is the polling firm that has presented the most accurate data, on average, over the last ten years in Canada. During the last federal election in 2019, Leger was once again the most accurate firm in the country. This accuracy is attributed to the quality of the LEO panel and rigorous application of methodological rules by Leger's 600 employees, including 200 professionals in Leger's eight offices across Canada (Montreal, Toronto, Quebec City, Winnipeg, Calgary, Edmonton and Vancouver) and in the United States (Philadelphia).

Poll aggregator 338Canada.com gave Leger the highest rating among all polling firms in Canada for the accuracy of its studies. See https://338canada.com/pollster-ratings.htm

Federal Elections 2019										
Leger	Official									
Survey	Results									
33%	33%									
33%	34%									
18%	16%									
8%	8%									
6%	7%									
2%	2%									
	Leger Survey 33% 33% 18% 8% 6%									



METHODOLOGY

Notes on Reading this Report

The numbers presented have been rounded. However, the numbers before rounding were used to calculate the sums presented and might therefore not correspond to the manual addition of these numbers.

In this report, data in bold **red** characters indicate a significantly lower proportion than that of other respondents. Conversely, data in bold **green** characters indicate a significantly higher proportion that that of other respondents.

A more detailed methodology is presented in the appendix.

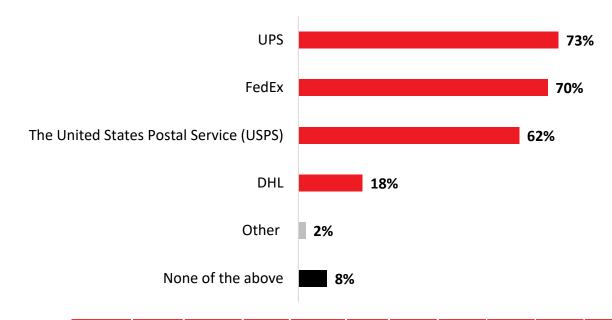
If you have questions about the data presented in this report, please contact Christian Bourque, Associate and Executive Vice-Present at the following e-mail address: cbourque@leger360.com



MAIL SERVICE RELIABILITY



Q1. Which of the following services/companies do you find are reliable for on-time delivery of letters and packages? *Select all that apply**Base: All respondents (n=1,001)



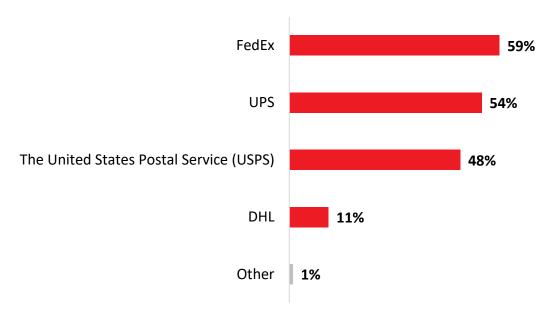
	TOTAL USA	North- East	Mid- West	South	West	18-34	35-54	55+	Male	Female	Republican	Democrat	Independent
Weighted n =	1,001	179	217	371	233	292	358	351	485	516	261	357	319
Unweighted n =	1,001	178	184	377	262	224	327	450	505	496	272	354	324
UPS	73%	70%	71%	73%	76%	68%	72%	77%	75%	70%	73%	77%	71%
FedEx	70%	70%	65%	72%	72%	66%	70%	74%	71%	70%	68%	75%	68%
The United States Postal Service (USPS)	62%	54%	64%	62%	65%	71%	59%	57%	64%	60%	66%	56%	62%
DHL	18%	20%	15%	15%	24%	15%	21%	18%	22%	15%	20%	22%	15%
Other	2%	1%	0%	2%	3%	0%	1%	3%	1%	2%	1%	2%	1%
None of the above	8%	10%	10%	6%	8%	5%	12%	7%	7%	9%	7%	5%	11%

^{*}Since respondents could give more than one answer, the total may exceed 100%.

MOST RELIABLE MAIL SERVICE



Q2. Which of the following services/companies do you find is most reliable for on-time delivery of letters and packages? *Select all that apply** Base: Respondents who selected more than one service/company at Q1 (n=714)



	TOTAL USA	North- East	Mid- West	South	West	18-34	35-54	55+	Male	Female	Republican	Democrat	Independent
Weighted n =	718	123	151	265	179	200	263	256	362	356	179	282	219
Unweighted n =	714	124	124	265	201	152	234	328	370	344	186	277	221
FedEx	59%	61%	64%	57%	58%	59%	58%	61%	59%	60%	56%	60%	63%
UPS	54%	54%	63%	52%	50%	61%	52%	50%	52%	56%	56%	58%	47%
The United States Postal Service (USPS)	48%	49%	49%	50%	46%	58%	47%	43%	49%	48%	49%	50%	44%
DHL	11%	17%	11%	5%	13%	16%	10%	7 %	14%	7 %	16%	11%	7%
Other	1%	1%	0%	1%	1%	0%	1%	2%	1%	1%	1%	2%	1%

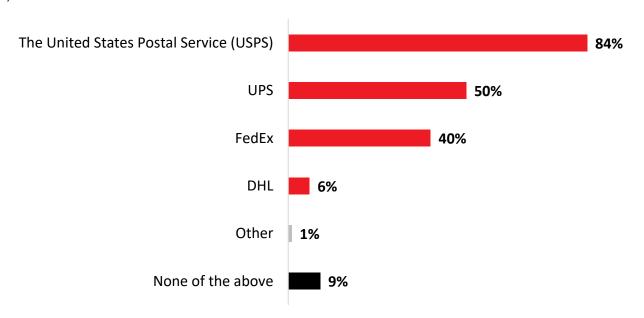
^{*}Since respondents could give more than one answer, the total may exceed 100%.

MAIL SERVICES USED IN THE PAST YEAR



Q3. Which of the following services/companies have you used in the past year to send letters and packages? Select all that apply*

Base: All respondents (n=1,001)



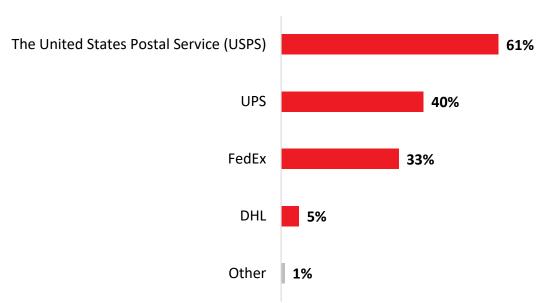
	TOTAL USA	North- East	Mid- West	South	West	18-34	35-54	55+	Male	Female	Republican	Democrat	Independent
Weighted n =	1,001	179	217	371	233	292	358	351	485	516	261	357	319
Unweighted n =	1,001	178	184	377	262	224	327	450	505	496	272	354	324
The United States Postal Service (USPS)	84%	84%	82%	83%	86%	78%	82%	91%	82%	86%	83%	87%	83%
UPS	50%	52%	41%	54%	52%	49%	52%	50%	49%	52%	60%	51%	46%
FedEx	40%	43%	35%	40%	42%	50%	40%	32%	43%	38%	46%	42%	36%
DHL	6%	11%	3%	5%	8%	12 %	6%	2%	9%	3%	11%	7%	4%
Other	1%	1%	2%	0%	1%	0%	1%	1%	1%	1%	0%	0%	1%
None of the above	9%	7%	11%	8%	10%	10%	11%	5%	8%	9%	7%	6%	11%

^{*}Since respondents could give more than one answer, the total may exceed 100%.

FAVORITE MAIL SERVICE TO USE



Q4. Which of the following services/companies is your favorite company to send or receive letters and packages? *Select all that apply**Base: Respondents who selected more than one service/company at Q3 (n=566)



	TOTAL USA	North- East	Mid- West	South	West	18-34	35-54	55+	Male	Female	Republican	Democrat	Independent
Weighted n =	546	105	99	207	135	167	194	185	260	286	161	209	157
Unweighted n =	566	104	86	218	158	138	182	246	282	284	177	207	163
The United States Postal Service (USPS)	61%	55%	61%	60%	69%	60%	61%	63%	59%	63%	57%	65%	60%
UPS	40%	50%	38%	37%	40%	47%	39%	36%	41%	39%	49%	33%	41%
FedEx	33%	38%	38%	31%	27%	42%	40%	17%	38%	28%	32%	34%	33%
DHL	5%	16%	4%	2 %	4%	12%	4%	1%	9%	2%	11%	4%	3%
Other	1%	2%	0%	0%	1%	0%	1%	1%	0%	1%	0%	0%	0%

^{*}Since respondents could give more than one answer, the total may exceed 100%.

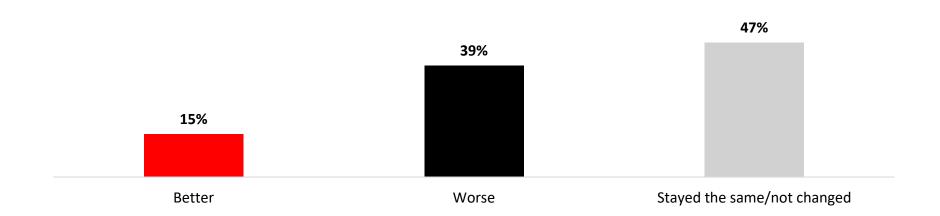


QUALITY OF USPS IN THE PAST YEAR



Q5. In the past year (since the onset of COVID-19), how has the quality of the United States Postal Service (USPS) mail delivery been to your home?

Base: All respondents (n=1,001)



	TOTAL USA	North- East	Mid- West	South	West	18-34	35-54	55+	Male	Female	Republican	Democrat	Independent
Weighted n =	1,001	179	217	371	233	292	358	351	485	516	261	357	319
Unweighted n =	1,001	178	184	377	262	224	327	450	505	496	272	354	324
Better	15%	20%	10%	15%	14%	26%	14%	6%	17%	12%	18%	17%	11%
Worse	39%	41%	44%	40%	30%	34%	39%	42%	37%	41%	31%	43%	42%
Stayed the same/not changed	47%	38%	46%	45%	57%	40%	48%	52%	47%	47%	51%	40%	48%

QUALITY OF USPS IN THE PAST YEAR –



Details by services/companies used in the past year

Q5. In the past year (since the onset of COVID-19), how has the quality of the United States Postal Service (USPS) mail delivery been to your home?

Base: All respondents

	TOTAL USA	USPS	FedEx	UPS	DHL
Weighted r	= 1,001	839	401	503	63
Unweighted r	= 1,001	860	412	521	61
Better	15%	14%	18%	16%	52%
Worse	39%	40%	43%	40%	20%
Stayed the same/not changed	47%	46%	40%	44%	27%

QUALITY OF USPS IN THE PAST THREE MONTHS



Q7. Now just thinking about the last three months (2021), how has the quality of the United States Postal Service (USPS) mail delivery been to your home, compared to last year (2020)?

Base: All respondents (n=1,001)



QUALITY OF USPS IN THE PAST THREE MONTHS -



Details by services/companies used in the past year

Q7. Now just thinking about the last three months (2021), how has the quality of the United States Postal Service (USPS) mail delivery been to your home, compared to last year (2020)?

Base: All respondents

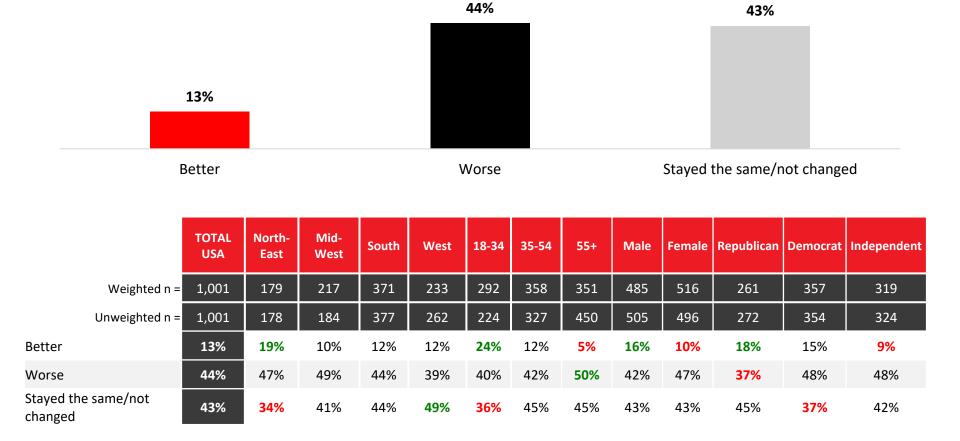
	TOTAL USA	USPS	FedEx	UPS	DHL
Weighted n =	1,001	839	401	503	63
Unweighted n =	1,001	860	412	521	61
Better	20%	19%	24%	20%	56%
Worse	28%	28%	31%	31%	16%
Stayed the same/not changed	53%	53%	45%	49%	29%

SPEED OF USPS IN THE PAST YEAR



Q6. In the past year (since the onset of COVID-19), how has the speed of the United States Postal Service (USPS) mail delivery been to your home?

Base: All respondents (n=1,001)



SPEED OF USPS IN THE PAST YEAR -



Details by services/companies used in the past year

Q6. In the past year (since the onset of COVID-19), how has the speed of the United States Postal Service (USPS) mail delivery been to your home?

Base: All respondents

	TOTAL USA	USPS	FedEx	UPS	DHL
Weighted n =	1,001	839	401	503	63
Unweighted n =	1,001	860	412	521	61
Better	13%	12%	17%	15%	55%
Worse	44%	46%	49%	46%	19%
Stayed the same/not changed	43%	42%	34%	39%	26%

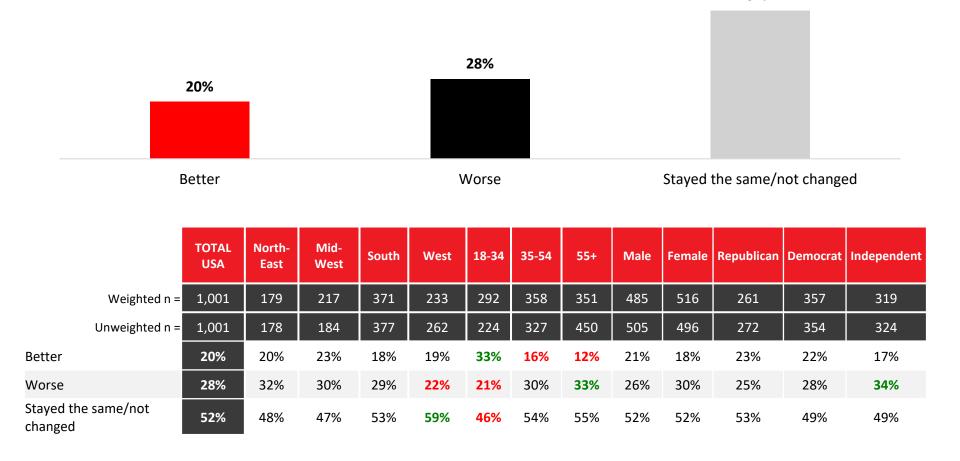
SPEED OF USPS IN THE LAST THREE MONTHS



52%

Q8. And again, in just the past three months (2021), how has the speed of the United States Postal Service (USPS)mail delivery been to your home, compared to last year (2020)?

Base: All respondents (n=1,001)



SPEED OF USPS IN THE LAST THREE MONTHS -



Details by services/companies used in the past year

Q8. And again, in just the past three months (2021), how has the speed of the United States Postal Service (USPS)mail delivery been to your home, compared to last year (2020)?

Base: All respondents

	TOTAL USA	USPS	FedEx	UPS	DHL	Other
Weighted n =	1,001	839	401	503	63	839
Unweighted n =	1,001	860	412	521	61	860
Better	20%	19%	24%	20%	54%	19%
Worse	28%	28%	30%	30%	12%	28%
Stayed the same/not changed	52%	52%	46%	50%	34%	52%

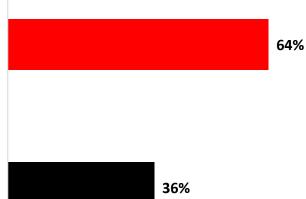
OPINION ON THE TIMELINESS OF USPS



Q9. Which of these statements more closely describes your opinion of the United States Postal Service (USPS) in terms of timeliness?

Base: All respondents (1,001)

I can rely on USPS to deliver medication and other important parcels on time.



I don't trust the USPS to deliver medication and other important parcels on time.

	TOTAL USA	North- East	Mid- West	South	West	18-34	35-54	55+	Male	Female	Republican	Democrat	Independent
Weighted n =	1,001	179	217	371	233	292	358	351	485	516	261	357	319
Unweighted n =	1,001	178	184	377	262	224	327	450	505	496	272	354	324
I can rely on USPS to deliver medication and other important parcels on time	64%	61%	59%	66%	67%	72%	62%	59%	66%	62%	66%	68%	57%
I don't trust the USPS to deliver medication and other important parcels on time	36%	39%	41%	34%	33%	28%	38%	41%	34%	38%	34%	32%	43%

OPINION ON THE TIMELINESS OF USPS -



Details by services/companies used in the past year

Q9. Which of these statements more closely describes your opinion of the United States Postal Service (USPS) in terms of timeliness?

Base: All respondents

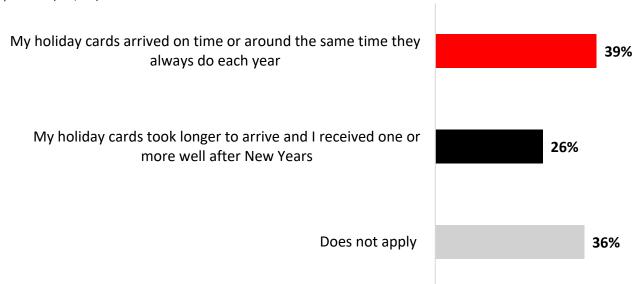
	TOTAL USA	USPS	FedEx	UPS	DHL	Other
Weighted n =	1,001	839	401	503	63	839
Unweighted n =	1,001	860	412	521	61	860
I can rely on USPS to deliver medication and other important parcels on time	64%	66%	65%	64%	89%	66%
I don't trust the USPS to deliver medication and other important parcels on time	36%	34%	35%	36%	11%	34%

EXPERIENCE WITH USPS DURING THIS PAST HOLIDAY



Q10. Which of these statements best describes your experience with the United States Postal Service (USPS) mail delivery during this past holiday season?

Base: All respondents (n=1,001)



	TOTAL USA	North- East	Mid- West	South	West	18-34	35-54	55+	Male	Female	Republican	Democrat	Independent
Weighted n =	1,001	179	217	371	233	292	358	351	485	516	261	357	319
Unweighted n =	1,001	178	184	377	262	224	327	450	505	496	272	354	324
My holiday cards arrived on time or around the same time they always do each year	39%	42%	37%	38%	39%	40%	37%	39%	41%	36%	48%	39%	33%
My holiday cards took longer to arrive and I received one or more well after New Years	26%	28%	24%	28%	22%	19%	25%	32%	22%	29%	25%	27%	26%
Does not apply	36%	30%	39%	34%	39%	40%	38%	30%	37%	34%	27 %	34%	41%

EXPERIENCE WITH USPS DURING THIS PAST HOLIDAY -



Details by services/companies used in the past year

Q10. Which of these statements best describes your experience with the United States Postal Service (USPS) mail delivery during this past holiday season?

Base: All respondents

	TOTAL USA	USPS	FedEx	UPS	DHL
Weighted n =	1,001	839	401	503	63
Unweighted n =	1,001	860	412	521	61
My holiday cards arrived on time or around the same time they always do each year	39%	40%	40%	43%	75%
My holiday cards took longer to arrive and I received one or more well after New Years	26%	27%	32%	31%	12%
Does not apply	36%	33%	28%	26%	13%

OPINION ON THE WAY USPS SHOULD FUNCTION



Q11. Which of the following statements more closely describes your opinion of the United States Postal Service?

Base: All respondents (n=1,001)

The USPS should operate like a business, prioritize revenue and profits even if that means cutting back on services that don't make money.



The USPS should function more like a public agency, and Congress/taxpayers should foot the bill to ensure quality, ontime delivery continues.



	TOTAL USA	North- East	Mid- West	South	West	18-34	35-54	55+	Male	Female	Republican	Democrat	Independent
Weighted n =		179	217	371	233	292	358	351	485	516	261	357	319
Unweighted n =	1,001	178	184	377	262	224	327	450	505	496	272	354	324
The USPS should operate like a business, prioritize revenue and profits even if that means cutting back on services that don't make money	42%	46%	47%	42%	34%	38%	44%	43%	45%	39%	60%	28%	42%
The USPS should function more like a public agency, and Congress/taxpayers should foot the bill to ensure quality, on-time delivery continues.	58%	54%	53%	58%	66%	62%	56%	57%	55%	61%	40%	72%	58%

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OPINION ON THE WAY USPS SHOULD FUNCTION -



Details by services/companies used in the past year

Q11. Which of the following statements more closely describes your opinion of the United States Postal Service?

Base: All respondents

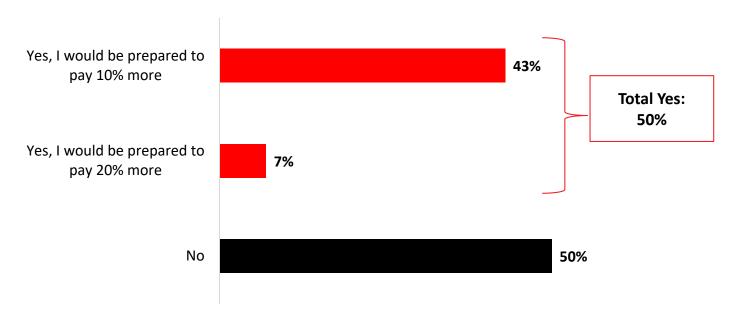
	TOTAL USA	USPS	FedEx	UPS	DHL
Weighted n =	1,001	839	401	503	63
Unweighted n =	1,001	860	412	521	61
The USPS should operate like a business, prioritize revenue and profits even if that means cutting back on services that don't make money	42%	41%	48%	48%	67%
The USPS should function more like a public agency, and Congress/taxpayers should foot the bill to ensure quality, on-time delivery continues.	58%	59%	52%	52%	33%

WILINGNESS TO PAY MORE FOR USPS SERVICES



Q12. Would you be prepared to pay more for your USPS services, if it meant the quality of service would remain?

Base: All respondents (n=1,001)



	TOTAL USA	North- East	Mid- West	South	West	18-34	35-54	55+	Male	Female	Republican	Democrat	Independent
Weighted n =	1,001	179	217	371	233	292	358	351	485	516	261	357	319
Unweighted n =	1,001	178	184	377	262	224	327	450	505	496	272	354	324
TOTAL YES	50%	55%	44%	53%	47%	53%	51%	47%	55%	45%	48%	60%	46%
Yes, I would be prepared to pay 10% more	43%	44%	36%	47%	40%	45%	43%	40%	45%	41%	43%	49%	41%
Yes, I would be prepared to pay 20% more	7%	11%	7%	6%	7%	8%	8%	6%	10%	5%	5%	11%	5%
No	50%	45%	56%	47%	53%	47%	49%	53%	45%	55%	52%	40%	54%

WILINGNESS TO PAY MORE FOR USPS SERVICES-



Details by services/companies used in the past year

Q12. Would you be prepared to pay more for your USPS services, if it meant the quality of service would remain?

Base: All respondents

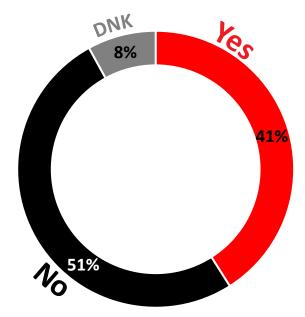
	TOTAL USA	USPS	FedEx	UPS	DHL
Weighted n =	1,001	839	401	503	63
Unweighted n =	1,001	860	412	521	61
TOTAL YES	50%	51%	53%	52%	80%
Yes, I would be prepared to pay 10% more	43%	43%	45%	44%	60%
Yes, I would be prepared to pay 20% more	7%	7%	8%	7%	21%
No	50%	49%	47%	48%	20%

POSTMASTER GENERAL'S AWARENESS



Q13. Are you aware of the current Postmaster General of the United States, Louis DeJoy?

Base: All respondents (n=1,001)



	TOTAL USA	North- East	Mid- West	South	West	18-34	35-54	55+	Male	Female	Republican	Democrat	Independent
Weighted n =	1,001	179	217	371	233	292	358	351	485	516	261	357	319
Unweighted n =	1,001	178	184	377	262	224	327	450	505	496	272	354	324
Yes	41%	46%	35%	39%	45%	34%	38%	49%	47%	34%	33%	53%	38%
No	51%	48%	54%	53%	47%	56%	54%	44%	46%	56%	62%	39%	54%
Don't know	8%	6%	12%	7%	8%	10%	8%	7%	7%	9%	5%	8%	8%





Details by services/companies used in the past year

Q13. Are you aware of the current Postmaster General of the United States, Louis DeJoy? Base: All respondents

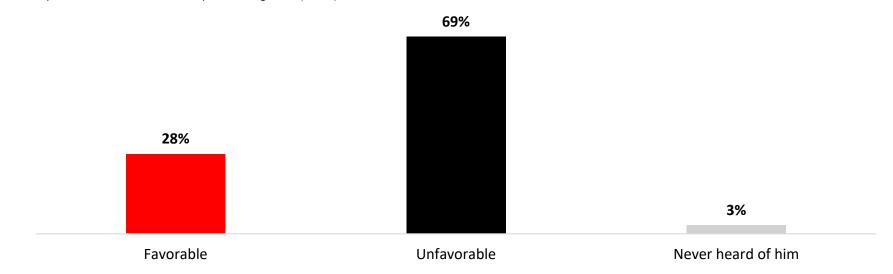
	TOTA USA	I IIV	FedEx	UPS	DHL
W	/eighted n = 1,00	1 839	401	503	63
Unw	veighted n = 1,00	1 860	412	521	61
Yes	41%	43%	44%	43%	54%
No	51%	4 9%	49%	50%	39%
Don't know	8%	8%	6%	7%	7%

OPINION ON THE POSTMASTER GENERAL



Q14. What is your opinion of Louis DeJoy?

Base: Respondents who are aware of the postmaster general (n=451)



	TOTAL USA	North- East	Mid- West	South	West	18-34	35-54	55+	Male	Female	Republican	Democrat	Independent
Weighted n =	408	82	75	146	105	100	135	172	230	178	87	190	120
Unweighted n =	451	95	72	153	131	78	134	239	259	192	98	210	133
Favorable	28%	36%	31%	26%	22%	44%	22%	22%	32%	22%	59%	17%	23%
Unfavorable	69%	63%	67%	68%	78%	49%	74%	77%	65%	75%	37%	82%	72%
Never heard of him	3%	1%	3%	6%	0%	6%	4%	0%	3%	3%	4%	1%	6%





Details by services/companies used in the past year

Q14. What is your opinion of Louis DeJoy?

Base: Respondents who are aware of the postmaster general

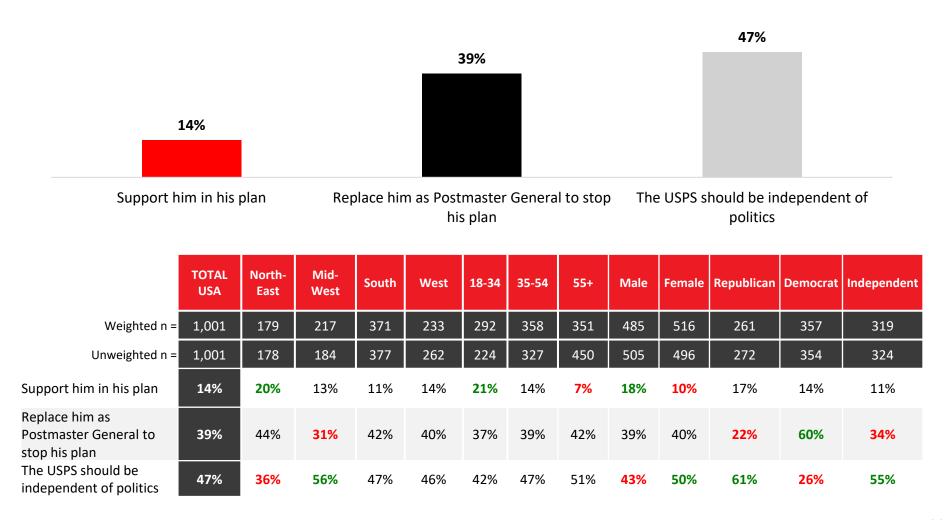
	TOTAL USA	USPS	FedEx	UPS	DHL
Weighted n =	408	360	178	216	34
Unweighted n =	451	406	197	246	34
Favorable	28%	25%	36%	33%	68%
Unfavorable	69%	73%	61%	66%	29%
Never heard of him	3%	2%	2%	1%	4%

POSTMASTER'S PLAN TO REDUCE MAIL SERVICE



Q15. Postmaster General Louis DeJoy plans to implement cost-cutting measures that would reduce mail service. Should President Biden...

Base: All respondents (n=1,001)



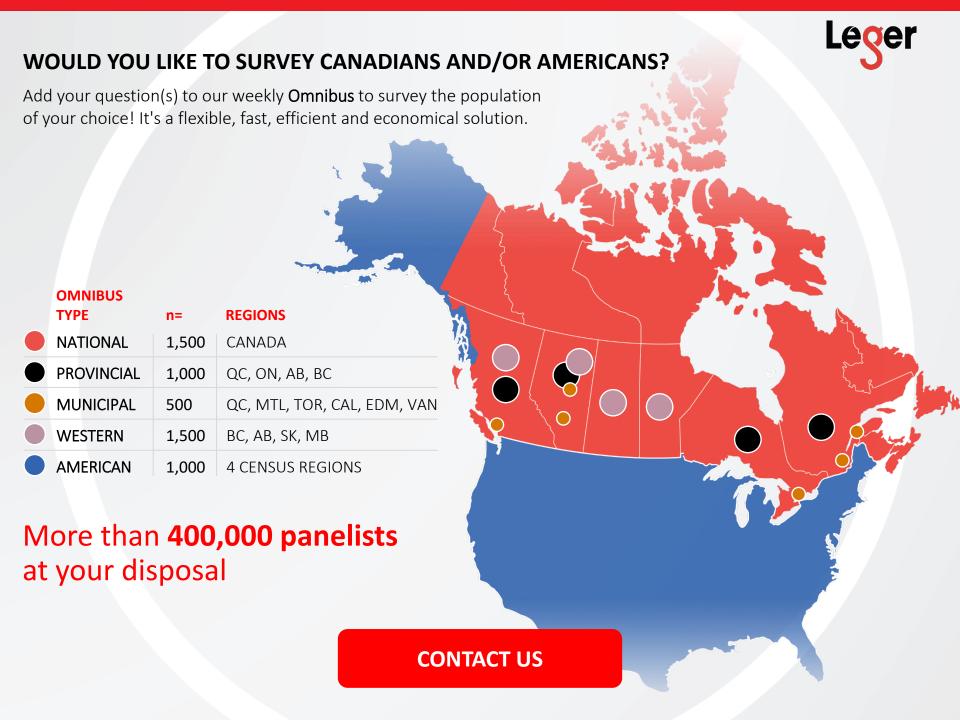
POSTMASTER'S PLAN TO REDUCE MAIL SERVICE -



Details by services/companies used in the past year

Q15. Postmaster General Louis DeJoy plans to implement cost-cutting measures that would reduce mail service. Should President Biden...
Base: All respondents

	TOTAL USA	USPS	FedEx	UPS	DHL
Weighted n =	1,001	839	401	503	63
Unweighted n =	1,001	860	412	521	61
Support him in his plan	14%	13%	18%	15%	38%
Replace him as Postmaster General to stop his plan	39%	42%	41%	40%	29%
The USPS should be independent of politics	47%	45%	41%	45%	33%







APPENDIX





DETAILED METHODOLOGY

Weighted and Unweighted Sample

The table below presents the American geographic distribution of respondents before weighting.

US region	Unweighted	Weighted
NorthEast	178	179
MidWest	184	217
South	377	371
West	262	233





DETAILED METHODOLOGY

Weighted and Unweighted Sample for The United States

The following tables present the demographic distribution of respondents according to gender and age for The United States.

GENDER	Unweighted	Weighted
Male	505	485
Female	516	496

AGE	Unweighted	Weighted
Between 18 and 29	142	189
Between 30 and 39	161	204
Between 40 and 49	154	186
Between 50 and 64	324	250
65 or older	248	172



OUR CREDENTIALS



Leger is a member of the <u>Canadian Research Insights Council</u> (<u>CRIC</u>), the industry association for the market/survey/insights research industry.



Leger is a member of <u>ESOMAR</u> (European Society for Opinion and Market Research), the global association of opinion polls and marketing research professionals. As such, Leger is committed to applying the <u>international ICC/ESOMAR</u> code of Market, Opinion and Social Research and Data Analytics.



Leger is also a member of the <u>Insights Association</u>, the American Association of Marketing Research Analytics.



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 Online community management
- Leger Digital
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- International Research
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