

USPS-LR-L-172

Materials Related to OCA/USPS-17

Preface

This is a Category 4 library reference provided by the Postal Service as prompted by OCA/USPS-17. That interrogatory sought to understand the nature of the complaints of postal customers by requesting complaints filed during the week of October 10, 2005. In order to fulfill that request, and also produce a manageable number of complaints, counsel for the Postal Service and the OCA worked together to develop the following system. The Postal Service identified the day during week of October 10, 2005 that the fewest number of complaints submitted, and then selected complainants whose last name began with "O," then "Y," then "I," then "Z", then "Q," then "U." This library reference contains the results of that system. Customer specific information, as well as other sensitive information, has been redacted.