

BEFORE THE
POSTAL RATE COMMISSION
WASHINGTON, D.C. 20268-0001

POSTAL RATE AND FEE CHANGES
PURSUANT TO PUBLIC LAW 108-18

Docket No. R2005-1

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN
(DBP/USPS-254)
(August 16, 2005)

The United States Postal Service hereby provides its institutional response to interrogatory DBP/USPS-254.

The interrogatory is stated verbatim and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-254. Please refer to your response to DBP/USPS-168 subpart b. Please reanswer the interrogatory if the word “manual” is taken to mean any written or printed instructions for the methods and/or procedures and/or reporting of the EMVS program.

RESPONSE:

Please see the attached Statement of Work (SOW) for the EMVS program. Outdated information, along with background information not pertinent to the methods, procedures, or reporting of the EMVS program, has been redacted, with updated information supplied in italics. In addition, the name of the original contractor has been replaced with “IBM,” the current contractor. Please see the attachment to DBP/USPS-256(a) for additional information concerning the EMVS program.

Express Mail Validation System (EMVS)

Scope

The Postal Service has established a Voice of the Customer (VOC) indicator for Express Mail service performance for delivery by either noon or 3 PM the next day. The measurement system that will be used is the Product Tracking System (PTS), which will replace the Electronic Marketing Reporting System (EMRS). Consumer Affairs, with the help of postal field personnel, has been tasked to validate the service performance information generated from EMRS. To accomplish this goal, the Express Mail Validation System (EMVS) will be developed to determine:

- On-time delivery performance for Express Mail as measured by an independent contractor
- Accuracy of the PTS information compared to actual delivery information.

Background

[Redacted—background information concerning a calendar year 2000 Express Mail study not pertinent to the operation of EMVS.]

Sample Design

[Redacted—outdated information. See the attachment to DBP/USPS-256(a) for up-to-date sample design information.]

Test Mail Induction

Express Mail test pieces will be deposited into the mail stream over a postal quarter. Test mail will be seeded into the mail stream using a variety of induction methods. Induction method percentages have been determined using input from postal field units. *[Outdated information concerning induction method percentages redacted. See the attachment to DBP/USPS-256(a) for up-to-date information on induction percentages].*

[Outdated information about use of multiple envelope types redacted; multiple envelope types are no longer used in EMVS.]

Test mail will be inducted Monday through Saturday and will follow the induction window established on Express Mail collection boxes or by local post offices. Where possible, [IBM] will use existing droppers to seed the test mail. *[Outdated information concerning the planning of inductions based on last pickup times redacted; IBM no longer provides a table concerning its collection of last pickup time information]*

The bundle size will be up to three Express Mail pieces. Bundling test pieces has the advantage of reducing the total number of drops to be made, which in turn hold down costs. A bundles size of up to three pieces provides a realistic number of Express pieces to be inducted into the mailstream at once without compromising a confidentiality risk to the test mail or the TTMS dropper.

Mailpiece Receipts

[Outdated information concerning fabricating pieces to Next Day delivery times (Noon or 3 PM) redacted; EMVS pieces are no longer fabricated to those delivery standards based on their proportion of volume]

ATTACHMENT TO DBP/USPS-254

Based on the demographic information provided to us by postal field units, we have determined that the Reporter panel will be made up of members of both the business and household sectors. *[Outdated information concerning identity of reporters redacted.]*

Express Mail can be delivered 7 days a week. Because most business reporters already in the existing panel are only open 6 days a week, mail will be delivered to the business portion of this panel from Monday to Saturday. Sunday will not be a valid delivery day for business reporters and any mail with an attempted delivery on Sunday to a closed business will automatically be moved to Monday.

Household reporters will be eligible to receive mail Monday to Sunday. Therefore, [IBM] will create mail that they are scheduled to received on Sundays.

Both business and household reporters will be required to report both the date of receipt and the time of receipt. Capturing the receipt time will be necessary for determining whether the noon or 3:00 PM next day delivery standard was met.

If a household or business is not available when delivery was attempted, the reporter will report the date and time that an "attempt to deliver" notice was left as the official receipt information. If the date and time are not present on the notice these will be reported as unknown and removed from the test sample. [IBM] will provide the Postal Service with a frequency of how often this happens by 3-digit within a Performance Cluster.

[Outdated information concerning protecting reporter identity redacted; please see the response to DBP/USPS-257 for a discussion of this issue.]

All data collected will undergo quality checks to ensure its integrity. These checks are similar to these completed on all EXFC and PETE data.

Validation Calls

Redacted—outdated because validation calls are no longer performed.

Performance Comparison

[IBM] will compare EMVS results with service performance data for the same period from PTS.

Timeline for Performing the Test

Redacted—outdated FY02 information.

Deliverables

Outdated information concerning report frequency redacted.

Cost Proposal

Redacted—information not pertinent to operation of program.