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

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POSTAL RATE COMMISSION  
OFFICE OF THE SECRETARY

Special Services Fees and Classifications) Docket No. MC96-3 71

OFFICE OF THE CONSUMER ADVOCATE  
INTERROGATORIES TO UNITED STATES POSTAL SERVICE  
WITNESS SUSAN W. NEEDHAM  
(OCA/USPS-T7-13-20)  
(July 16, 1996)

Pursuant to sections 25 and 26 of the Rules of Practice of the Postal Rate Commission, the Office of the Consumer Advocate hereby submits interrogatories and requests for production of documents. Instructions included with OCA Interrogatories 1-4 to the United States Postal Service dated June 19, 1996, are hereby incorporated by reference.

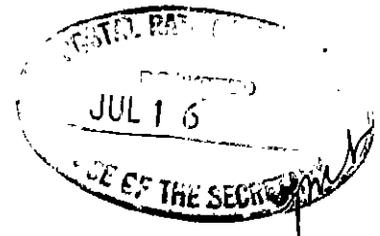
Respectfully submitted,

*Gail Willette*

GAIL WILLETTE  
Director  
Office of the Consumer Advocate

*David Ruderman*

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Attorney



OCA/USPS-T7-13. Please refer to page 25, lines 3-5 of your testimony. This testimony implies that residents are unable to obtain boxes due to non-resident box holders. To the extent information is available, please provide a listing of offices having either a post office box waiting list or non-resident box holders. This list should include the total number of boxes of each size, the number of non-resident box holders for each box size, the number of waiting list applicants for each box size, and the number of non-resident waiting list applicants for each box size. Please provide this information as a computer file so that it can be readily summarized.

OCA/USPS-T7-14. Please refer to page 25, lines 3-5 of your testimony. This testimony implies that waiting lists are caused by non-resident box holders.

- a. Please confirm that you cannot demonstrate any correlation between the number of non-resident box holders and the number of applicants on waiting lists for post office boxes at facilities. If you do not confirm, please provide whatever data are available that demonstrate a relationship between non-resident box holders and waiting lists. If this

data does exist, please specify whether the waiting lists contain non-resident applicants.

- b. Please confirm that you cannot demonstrate that waiting lists (that exclude non-resident applicants) are caused by non-resident box holders. If you do not confirm, please provide whatever data are available that demonstrate this causation.

OCA/USPS-T7-15. The purpose of this interrogatory is to identify all post offices where management at local facilities have formally complained about non-resident box holders to higher level functional units.

- a. Please provide all documents where management at local facilities have complained to higher level units, e.g. regional management, about non-resident box holders. If these documents are voluminous, you may satisfy this interrogatory by furnishing a list. The list should indicate the date of the document, the name of the local post office and to whom the document is addressed. To the extent feasible, please provide this information for the last two years.
- b. Please provide all documents received at headquarters from regional or lower-level functional units where the

originator of the document identified and/or complained about problems caused by non-resident boxholders. If these documents are voluminous, at your option, you may satisfy this interrogatory by furnishing a list of the documents. The list should indicate the date of the document, the originator of the document, and a brief summary of its contents. To the extent feasible, please provide this information for the last two years.

- c. If the documents requested in parts "a" and "b" above do not account for all instances where management at local facilities have reported to higher level management problems with non-resident box holders, please describe all other instances. Please be as detailed as reasonably feasible.

OCA/USPS-T7-16. Refer to pages 2-6 of your testimony concerning the proposal for post office boxes. Assuming the proposal for post office boxes is recommended by the Commission, will the Postal Service implement service changes to enhance the quality of post office boxes for postal customers? Please describe any service changes to be implemented and provide documentary support.

OCA/USPS-T7-17. Refer to pages 12-13, lines 16 and 1-2, respectively, of your testimony where it states "On the other hand, CMRAs offer, to varying degrees, services that are available only on a limited basis, if at all, in post offices."

- a. Please confirm that CMRAs offer the following services:  
choice of street address or box address; 24-hour access;  
call-in mailcheck; mail forwarding; package receiving; and,  
24-hour copier access. Please identify other services that  
are offered by CMRAs.
- b. Please list those services identified in "a" above that are  
available, if at all, in post offices.
- c. Please indicate in percentage terms how widely available are  
the services listed in "b" above at post offices.

OCA/USPS-T7-18. Refer to pages 11-14 of your testimony  
concerning CMRAs.

- a. Please confirm that CMRAs take delivery of mail destined for  
CMRA boxes from postal carriers. If you do not confirm,  
please explain.
- b. To the extent CMRAs take delivery from postal carriers,  
please indicate the time of day CMRAs would take delivery  
from postal carriers.

OCA/USPS-T7-19. Refer to pages 11-14 of your testimony concerning CMRAs. To your knowledge, are CMRAs post office box or caller service customers of the Postal Service? Please explain your answer.

OCA/USPS-T7-20. Refer to page 8, lines 4-12, of your testimony.

- a. Please indicate the time of day and frequency mail destined for post office box customers is placed in the boxes.
- b. Please indicate the time of day and frequency mail is made available to caller service customers.

Docket No. MC96-3

CERTIFICATE OF SERVICE

I hereby certify that I have this date served the foregoing document upon all participants of record in this proceeding in accordance with section 3.B(3) of the special rules of practice.



DAVID RUDERMAN  
Attorney

Washington, D.C. 20268-0001  
June 16, 1996