

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

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POSTAL RATE COMMISSION  
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POSTAL RATE AND FEE CHANGES, 2000

Docket No. R2000-1

RESPONSE OF UNITED STATES POSTAL SERVICE  
TO INTERROGATORY OF THE ASSOCIATION OF PRIORITY MAIL USERS, INC.  
REDIRECTED FROM WITNESS MAYO  
(APMU/USPS-1(B-E))

The United States Postal Service hereby provides its response to the following interrogatory of the Association of Priority Mail Users, Inc.: APMU/USPS-1(b-e), filed on March 2, 2000, and redirected from witness Mayo.

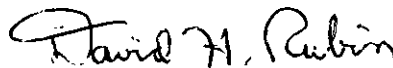
The interrogatory is stated verbatim and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.  
Chief Counsel, Ratemaking



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March 16, 2000

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**APMU/USPS-T39-1.** Please refer to your testimony at page 57, ll. 4-6, where you state that delivery confirmation data "provide an additional management diagnostic tool in assessing parcel delivery and areas for improvement."

- b. What corrective action, if any, has management taken in response to delivery confirmation data?
- c. Does management use PETE or Priority Mail ODIS data as a diagnostic tool? If so, what corrective action, if any, has management taken in response to these data?
- d. Do delivery confirmation data ever conflict with PETE or Priority Mail ODIS data? If so, what weight is placed on the respective data?
- e. Are delivery confirmation data used to monitor Emery's performance under the PMPC contract?

**RESPONSE:**

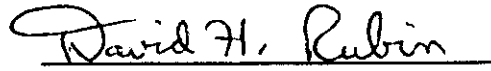
b.-c. Delivery confirmation data, ODIS data and PETE data are available to Headquarters and Field operations management. These data provide valuable feedback to management and may be used to identify areas where operational problems exist and corrective action should be undertaken. For example, PETE scores are used to determine whether the "Voice of the Customer" goals under the Postal Service's EVA Variable Pay Program are attained. While specific actions are not necessarily mandated in response to reported PETE scores, the EVA program provides incentives to management to use this data to identify potential operational problems and to identify appropriate corrective action that will result in improved service for customers.

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- d. The Postal Service has not undertaken a formal comparison of the data from the PETE, ODIS and delivery confirmation systems.
- e. Delivery Confirmation data are not used to monitor Emery's performance under the PMPC contract.

## CERTIFICATE OF SERVICE

I hereby certify that I have this day served the foregoing document upon all participants of record in this proceeding in accordance with section 12 of the Rules of Practice.

  
David H. Rubin

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March 16, 2000