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POSTAL RATE COMMISSION  
OFFICE OF THE SECRETARY

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

POSTAL RATE AND FEE CHANGES, 2000

Docket No. R2000-1

**RESPONSE OF UNITED STATES POSTAL SERVICE  
TO INTERROGATORY OF DAVID B. POPKIN  
(DBP/USPS—142)**

The United States Postal Service hereby provides its response to the following interrogatory of David B. Popkin: DBP/USPS—142, filed on March 31, 2000.

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

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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April 14, 2000

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TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-142 Please refer to your response to DBP/USPS-18.

[a] Is the address referred to in my subpart a an earlier or later address than your response to subpart a?

[b] Please reevaluate your response to subpart b since I have seen at least two versions.

[c] The copy of the survey form[s] was not provided in the electronic PDF version. Please provide.

[d] The response to subpart j was misread. I realize that the forms are not distributed at the post office but are mailed to customers of that post office. Please reanswer the original question.

[e] Refer to your response to subpart k and provide the precision and confidence levels for evaluation of a single post office as opposed to the entire Performance Cluster.

[f] Your response to subpart l was misread. I realize that the sending of the forms to customers is made as you describe. What I was referring to was the potential likelihood of a dissatisfied customer being more, or perhaps even less, likely to return the form than a satisfied customer. Please respond to the original questions and also please indicate the overall percentage of forms that are returned by the public.

[g] Should the last word on the second line of the response to subpart n be maximum or minimum? If maximum, what is the minimum number?

[h] A specific response to the level of confidence for a single office with 10,000 deliveries and 4 or 5 responses was not provided. Please provide.

[i] Confirm, or explain and discuss if you are not able to confirm, that these survey forms should not be utilized to evaluate a single office but rather an entire Performance Cluster.

RESPONSE:

a) Earlier

b) The original response, i.e., "One version is currently used for residential customers," is correct; however, this version is printed in two languages: English and Spanish.

c) Copies of the survey form are not available in PDF format.

d) The number of forms distributed is dependent upon the proportion of residential addresses in the area served by a post office within a three-digit ZIP Code area. The

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current survey plan calls for a minimum target sample of 1067 in each performance cluster. The target sample within a three-digit ZIP Code area is set consistent with this requirement.

e) The precision of the estimates for a single post office are dependent upon the number of surveys received from the area served by that post office, and the estimated proportion of respondents answering a question in a particular way.

The mathematical relationship is as follows:

if  $p$  = proportion of surveyed customers making a particular response choice or one of a group of choices

if  $q$  = proportion of surveyed customers making any other response choice

if  $z$  = 1.96 (value for a 95% confidence interval)

if  $n$  = total number of respondents

then, the precision of the estimate expressed as a percentage is:

$$d = 100 * (\text{square root of } ((z \text{ squared}) * p * q / n))$$

f) In 1996, Market Facts concluded that there was no evidence of nonresponse bias for the overall performance question in the predecessor Customer Satisfaction Index system. The national response rate for the residential survey is currently 30 percent.

g) Maximum. The precision requirement is at the Performance Cluster level. The minimum sample size requirement would be less than 1067 if the proportion ( $p$  value) being estimated is not exactly 50 percent. Refer to the formula stated in section [e] to determine the minimum sample size at other values of  $p$  ranging from  $p=0.05$  to

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$p=0.95$  . For values  $p < 0.05$  or  $p > 0.95$ , a conservative estimate of the minimum sample size may be obtained by using 0.05 or 0.95, respectively.

h) Refer to the formula provided in section [e]. A more specific response is not possible since no  $p$  value is provided.

i) A single office may be evaluated using CSM data, provided that the statistical range is properly considered.

## 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.

  
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