

UNITED STATES OF AMERICA
Before The
POSTAL RATE COMMISSION
WASHINGTON, D.C. 20268-0001

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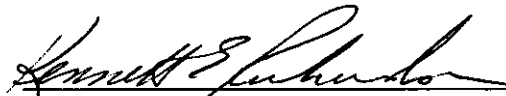
Postal Rate and Fee Changes, 2001)

Docket No. R2001-1

OFFICE OF THE CONSUMER ADVOCATE
INTERROGATORIES TO THOMAS M. SCHERER
(OCA/USPS-T30-1-4)
October 1, 2001

Pursuant to Rules 25 through 28 of the Rules of Practice of the Postal Rate Commission, the Office of the Consumer Advocate hereby submits an interrogatory and request for production of documents. Instructions included with OCA interrogatories OCA/USPS-1-21 dated September 28, 2001, are hereby incorporated by reference.

Respectfully submitted,


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Acting Director
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OCA/USPS-T30-1. In its Opinion in Docket No. R2000-1, the Commission said customers cannot easily determine either from the Postal Service's website or at post offices when different service standards exist as between Priority Mail and First-Class service.

- (a) Please indicate what efforts the Postal Service has undertaken to permit consumers to more easily determine that different service standards exist as between Priority Mail service and First-Class service.
- (b) Please indicate if, and how, customers can determine the relative service standards for a given ZIP Code pair for Priority Mail and First-Class Mail at both the Postal Service's website and at post offices.
- (c) Please indicate whether the Postal Service is planning to undertake any further efforts to assure that customers at its website or its post offices can readily determine whether different service standards exist as between Priority Mail and First-Class mail. If so, please indicate the date on which the current plans are scheduled for implementation.

OCA/USPS-T30-2. The Commission said in its Opinion in Docket No. R2000-1 in its analysis of Priority Mail meeting delivery standards that it "strongly recommends" the Postal Service review its policies with regards to consumer advertising, especially to household consumers in planning and managing the array of service offerings it provides the public.

- (a) Please indicate what reviews of its policies, if any, the Postal Service has taken since the Commission issued the Opinion in accord with this recommendation of the Commission
- (b) As recommended by the Commission, what steps has the Postal Service taken to assure that customers are not misled into purchasing a more expensive product that will not provide the anticipated added service such as Priority Mail?

OCA/USPS-T30-3. Priority Mail market share, in terms of total pieces, declined from 62.7 percent in FY 1997 to 61.8 percent in FY 1998. Please provide the market share for Priority Mail for FY 1999, FY 2000 and FY 2001 and provide the source for your response.

OCA/USPS-T30-4. Please indicate whether the Priority Mail market share in terms of revenue has continued to remain static at about 45 percent for FY 1999, FY 2000 and FY 2001 and provide the source for your response.

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 Rule 12 of the rules of practice.

Respectfully submitted,


Kenneth E. Richardson

Washington, D.C. 20268-0001
October 1, 2001