

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

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POSTAL RATE COMMISSION  
OFFICE OF THE SECRETARY

POSTAL RATE AND FEE CHANGES, 2001

Docket No. R2001-1

RESPONSE OF UNITED STATES POSTAL SERVICE  
TO INTERROGATORIES OF DOUGLAS F. CARLSON  
(DFC/USPS-1-13)

The United States Postal Service hereby provides its responses to the following interrogatories of Douglas F. Carlson: DFC/USPS-1-13, filed on September 27, 2001

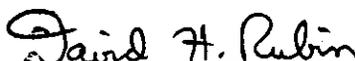
Each interrogatory is stated verbatim and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.  
Chief Counsel, Ratemaking

  
\_\_\_\_\_  
David H. Rubin

475 L'Enfant Plaza West, S.W.  
Washington, D.C. 20260-1137  
(202) 268-2986 Fax -5402  
October 11, 2001

**RESPONSE OF UNITED STATES POSTAL SERVICE TO CARLSON  
INTERROGATORIES DFC/USPS-1-2**

**DFC/USPS-1.** Please provide a listing of all Postal Inspection Service or Office of the Inspector General audits that either unit has conducted since January 1, 2000.

**RESPONSE:**

The Postal Inspection Service has ceased performing audits. This function now rests solely with the Office of the Inspector General. A listing of all Office of the Inspector General audits conducted since January 1, 2001 is located on the OIG Web Page: [www.uspsoig.gov](http://www.uspsoig.gov).

**DFC/USPS-2.** Please provide reports from all Postal Inspection Service or Office of the Inspector General audits that have been conducted on Express Mail, Priority Mail, Certified Mail, Registered Mail, Insured Mail, Return Receipt, Post Office Box, or retail window service, or on stamped cards, since January 1, 2000. If any audit reports are filed as a library reference, pursuant to Rule 31(b)(2)(ix) I request that a copy of these audit reports be mailed directly to me.

**RESPONSE:**

An audit report conducted by the Office of the Inspector General related to Certified Mail issued on May 2, 2001 is attached. This report is also available on the OIG web page listed above. Another report pertaining to Priority Mail was not received in time to be included in this response. The Postal Service will address this report in subsequent pleading.

May 2, 2001

NICHOLAS F. BARRANCA  
VICE PRESIDENT, OPERATIONS PLANNING  
AND PROCESSING

SUBJECT: Certified Mail Observations at the Los Angeles  
Processing and Distribution Center  
(Report Number AC-MA-01-002)

This management advisory report presents an issue that recently surfaced during a survey of certified mail (Project Number 01NA010AC000). The purpose of the survey was to determine if the Postal Service was meeting its delivery standards for certified mail during nonpeak times. During the survey we identified an issue that needs immediate attention. It deals with using scanning equipment that is incompatible with the Signature Capture Program.

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**Results in Brief**

The use of old scanning equipment at the Los Angeles Processing and Distribution Center may impact the Signature Capture Program. The old scanning equipment is not linked to the national database and may jeopardize the system to electronically collect, store, and retrieve delivery records. We suggested that management notify appropriate individuals that using old scanning equipment precludes their participation in the Signature Capture Program. Management agreed with our suggestion and will reinforce the proper procedures for handling signature capture mail. Management's comments are included, in their entirety, in the appendix to this report.

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**Objective, Scope, and Methodology**

Our objective was to determine whether the Postal Service was meeting its delivery standards for certified mail. In conducting our review, we observed caller service personnel in the Los Angeles Processing and Distribution Center scanning certified mail with old scanning equipment. We discussed this issue with the manager of the Main Post Office, Los Angeles, and the manager, Information

Systems, Expedited/Packages Service at headquarters. This review was conducted from December 2000 through May 2001, in accordance with the President's Council on Integrity and Efficiency's Quality Standards for Inspections. We discussed our conclusions and observations with appropriate management officials and included their comments, where appropriate.

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**Background**

Certified mail is an accountable product that permits a customer to obtain a record of delivery. On July 22, 2000, the Postal Service implemented the Signature Capture Program, which allowed the transition from manually-filed to electronically-filed delivery records. This program provides the customer with easier access to delivery information.

To implement the Signature Capture Program, new equipment was purchased. Mobile data collection devices (handheld scanners) and new Firm Print Workstations are now being used, replacing the older systems, Delivery Confirmation Receipt System and Enhanced Delivery Confirmation Receipt System. This older equipment can still be used for registry dispatch functions but the equipment is incompatible with the Signature Capture Program and no longer will be supported.

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**Implementation of  
Signature Capture  
Program**

The implementation of the Signature Capture Program may be impacted by the use of old scanning equipment not linked to the national database. During a recent visit to the Los Angeles Processing and Distribution Center, we observed caller service personnel using the Delivery Confirmation Receipt System and Enhanced Delivery Confirmation Receipt System for certified mail. In discussions with the manager, Main Post Office, regarding preparation for the upcoming tax season, we learned the manager had requested additional Delivery Confirmation Receipt System and Enhanced Delivery Confirmation Receipt System equipment to be used for the processing of certified mail. However, we confirmed with the manager, Information Systems, Expedited/Packages Service, that the old scanning equipment is not linked to the national database and thus, the use of the old equipment will prevent the facility from participating in the Signature Capture Program during the upcoming tax season. The manager of the Main Post Office in Los Angeles was not aware that the Signature Capture Program and the older system

equipment were incompatible. We are concerned that similar problems may exist at other locations. If the Signature Capture Program is not uniformly implemented, the processes to electronically collect, store, and retrieve delivery records may be jeopardized.

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<b>Suggestion</b>	We suggest the vice president, Operations Planning and Processing: Notify the appropriate individuals that using old scanning equipment for certified mail precludes their participation in the Signature Capture Program resulting in no delivery record for the customer currently or during the upcoming tax season.
<b>Management's Comments</b>	Management agreed with our suggestion and stated they had made repeated efforts to communicate the proper procedures for handling signature capture mail. Management stated that they would reinforce proper procedures with plant managers.
<b>Evaluation of Management's Comments</b>	Management's comments are responsive to our suggestion and their actions taken or planned address the issue identified in this report.

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We appreciated the cooperation and courtesies provided by your staff during the survey. If you have any questions, please contact Mike Magalski, acting director, at (703) 248-2455, or me at (703) 248-2300.

Debra S. Ritt  
Assistant Inspector General  
for Business Operations

Attachment

cc: John R. Gunnels

## APPENDIX. MANAGEMENT'S COMMENTS

NICHOLAS F. BARRANCA  
VCF PRESIDENT, OPERATIONS PLANNING AND PROCESSING



April 20, 2001

DEBRA S. RITT  
ASSISTANT INSPECTOR GENERAL FOR BUSINESS OPERATIONS

SUBJECT: Transmittal of Draft Management Advisory – Certified Mail Operations at the  
Los Angeles Processing and Distribution Center

A joint effort has been made and continues to be made amongst three functional areas—  
Operations, Core Business Marketing, and Expedited/Package Services (EPS)—to educate and  
reinforce proper procedures for capture of the Signature Confirmation product.

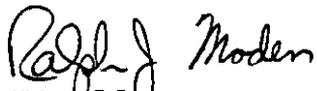
A list of correspondence, both written and electronic, either states or restates the proper  
procedures for handling Signature Confirmation mail.

- As a letter of introduction to the upcoming changes even prior to the announcement of the  
Signature Confirmation process, we offer correspondence to district and plant managers  
dated April 20, 1999, subject: New Bar Code Labels for Accountable Mail. This letter signed  
jointly between Operations and Core Business Marketing informs the audience that all  
accountable mail types will be incorporated into the Delivery Confirmation electronic  
infrastructure.
- Handbook PO-810, July 2000, Signature Capture and Electronic Record Management,  
section 1-2 outlines the process, forms, and equipment used for Signature Capture. Section  
2-3.3.1 explicitly states that "...DCRS or ...EDCRS must not be used with the signature  
capture process/electronic record. The DCRS or EDCRS may only be used for Registry  
dispatch functions" (emphasis theirs). This document was published by EPS.
- On March 2, 2001, the manager, Processing & Distribution Center Operations, crafted a letter  
to managers, In Plant Support (Area), subject: Processing IRS Mail, specifically states the  
methods by which this accountable mail could be processed. Also, the letter reminded the  
audience that DCRS and EDCRS "...must not be used with the signature confirmation  
process. DCRS and EDCRS may only record items for Registry dispatch functions."
- The March 14, 2001 edition of Operations2001, a weekly electronic communication vehicle  
similar to PostalLink, contains two separate articles concerning the upcoming tax season and  
Signature Confirmation. In the first article, Mr. Donahoe puts into perspective the importance  
of handling all accountable mail quickly and correctly, including that going to the IRS. On the  
sixth slide, an article titled Update: "Signature Capture Process, Proper Scanning Of Firm  
Sheets Critical" reviews proper procedures and equipment for the process. The page  
contains one warning in bold, italicized print: "Sites using Electronic Delivery Confirmation  
Receipt System (EDCRS or DCRS) for anything other than Registry Dispatch Bills must  
discontinue this practice immediately. All delivery data is lost with these systems." The page  
also has a teaser: "Using the wrong system—EDCRS or DCRS—will result in loss of delivery  
data."

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-2-

Although we have made reasonable, continued efforts to communicate the proper procedures to the field, we will again notify all plant managers individually, in writing, of the proper procedures that need to be followed during the tax season, as well as throughout the year for our regular customers.



for  
Nicholas F. Baranca

Attachments

cc: John Dorsey  
David Goldstein  
Pat Mendonca  
Walt O'Torney  
Julie Rios

**RESPONSES OF THE UNITED STATES POSTAL SERVICE TO  
INTERROGATORIES OF DOUGLAS CARLSON**

**DFC/ USPS-3.**

For each of the past three years, please provide all information that is available in summary form about the types of service problems that customers have brought to the attention of the Postal Service using a Consumer Service Card.

**RESPONSE:**

Consumer Service Card Analysis Program Reports for FY99 and Quarter I and II of FY2000 were provided in Response to DFC/USPS-55 in R2000-1. See USPS-LR-I-236. The remaining data requested will be provided in Library Reference USPS-LR-J-139, Consumer Affairs Tracking System Data for Complaints from Consumer Service Cards for FY2000 (QIII and QIV) and FY2001, Provided in Response to DFC/USPS-3. The Postal Service no longer uses the Consumer Service Card Analysis Program Reports to track service issues from the Consumer Service Card. Instead, the Postal Service uses the Consumer Affairs Tracking System to log complaints from Customer Service cards as well as from other sources.

**RESPONSES OF THE UNITED STATES POSTAL SERVICE TO  
INTERROGATORIES OF DOUGLAS CARLSON**

**DFC/ USPS-4.**

*Aside from the Consumer Service Card data, please discuss the systems and processes that the Postal Service uses to collect and compile statistics on service complaints from customers.*

**RESPONSE:**

The Postal Service receives complaints from various sources, including phone, email, Consumer Service Cards, personal contact, fax, and the Internet. Complaints that relate to residential, business-office or business-home are logged into the Consumer Advocate Tracking System (CATS). Complaints from the major postal accounts (about 15,000 businesses) are logged into the Business Service Network.

The complaints logged into CATS are broken down further into categories. LR-J-139 shows the breakdown.

*Complaints logged into BSN are used primarily to document and resolve the complaint or service issue for the particular customer involved. While there are no formal processes established to compile statistics, there are reports established within the BSN that provide data for analysis based on the type of service issue, class of mail and customer account type.*

**RESPONSES OF THE UNITED STATES POSTAL SERVICE  
TO INTERROGATORIES OF DOUGLAS CARLSON**

**DFC/USPS-5.**

For each of the past three years, and for each category or type of First-Class Mail (excluding Priority Mail) for which the Postal Service collects data, please provide nationwide data from EXFC, ODIS, and any other applicable systems showing:

- a. The percentage of the time that mail is delivered within the number of days specified by the applicable service standard;
- b. The average number of days to delivery.

**RESPONSE:**

- a. EXFC on-time percentage for the overnight service standard:  
FY 1999 – Refer to Docket No. R2000-1, Response to  
UPS/USPS-T-34-20; Tr. 21/9373.  
FY 2000 – 94 percent  
FY 2001 – 94 percent

EXFC on-time percentage for the two-day service standard:  
FY 1999 – Refer to Docket No. R2000-1, Tr. 21/9373.  
FY 2000 – 86 percent  
FY 2001 – 85 percent

EXFC on-time percentage for the three-day service standard:  
FY 1999 – Refer to Docket No. R2000-1, Tr. 21/9373.  
FY 2000 – 84 percent  
FY 2001 – 81 percent

ODIS data are reflected in the attachment to this response.

**RESPONSES OF THE UNITED STATES POSTAL SERVICE  
TO INTERROGATORIES OF DOUGLAS CARLSON**

**RESPONSE to DFC/USPS-5 continued:**

**b. EXFC average number of days for the overnight service standard:**

**FY 1999 – 1.11 days**

**FY 2000 – 1.11 days**

**FY 2001 – 1.12 days**

**EXFC average number of days for the two-day service standard:**

**FY 1999 – 2.02 days**

**FY 2000 – 2.02 days**

**FY 2001 – 2.07 days**

**EXFC average number of days for the three-day service standard:**

**FY 1999 – 2.87 days**

**FY 2000 – 2.91 days**

**FY 2001 – 3.03 days**

**ODIS data are reflected in the attachment to this response.**

**ORIGIN-DESTINATION INFORMATION SYSTEM  
FIRST-CLASS MAIL SERVICE ACHIEVEMENT  
FISCAL YEAR BY CATEGORY**

<b>FY</b>	<b>SERVICE STANDARD</b>	<b>MAIL CATEGORY</b>	<b>PERCENTAGE OF MAIL DELIVERED WITHIN GIVEN STANDARD</b>	<b>AVERAGE DAYS TO DELIVERY</b>
1999	OVERNIGHT	SINGLE PIECE RATE	93	1.1
1999	OVERNIGHT	AUTOMATION PRESORT	92	1.1
1999	OVERNIGHT	AUTOMATION CARRT-SORT	94	1.0
1999	OVERNIGHT	PRESORT FIRST CLASS	90	1.1
1999	TWO-DAY	SINGLE PIECE RATE	87	2.0
1999	TWO-DAY	AUTOMATION PRESORT	87	2.0
1999	TWO-DAY	AUTOMATION CARRT-SORT	89	1.8
1999	TWO-DAY	PRESORT FIRST CLASS	84	2.1
1999	THREE-DAY	SINGLE PIECE RATE	85	2.8
1999	THREE-DAY	AUTOMATION PRESORT	86	2.8
1999	THREE-DAY	AUTOMATION CARRT-SORT	86	2.7
1999	THREE-DAY	PRESORT FIRST CLASS	85	2.8
2000	OVERNIGHT	SINGLE PIECE RATE	92	1.1
2000	OVERNIGHT	AUTOMATION PRESORT	90	1.1
2000	OVERNIGHT	AUTOMATION CARRT-SORT	94	1.1
2000	OVERNIGHT	PRESORT FIRST CLASS	88	1.2
2000	TWO-DAY	SINGLE PIECE RATE	86	2.0
2000	TWO-DAY	AUTOMATION PRESORT	86	2.0
2000	TWO-DAY	AUTOMATION CARRT-SORT	90	1.9
2000	TWO-DAY	PRESORT FIRST CLASS	83	2.1
2000	THREE-DAY	SINGLE PIECE RATE	83	2.8
2000	THREE-DAY	AUTOMATION PRESORT	84	2.8
2000	THREE-DAY	AUTOMATION CARRT-SORT	78	2.9
2000	THREE-DAY	PRESORT FIRST CLASS	82	2.9
2001	OVERNIGHT	SINGLE PIECE RATE	91	1.1
2001	OVERNIGHT	AUTOMATION PRESORT	88	1.1
2001	OVERNIGHT	AUTOMATION CARRT-SORT	93	1.1
2001	OVERNIGHT	PRESORT FIRST CLASS	85	1.2
2001	TWO-DAY	SINGLE PIECE RATE	84	2.0
2001	TWO-DAY	AUTOMATION PRESORT	82	2.1
2001	TWO-DAY	AUTOMATION CARRT-SORT	91	1.9
2001	TWO-DAY	PRESORT FIRST CLASS	79	2.2
2001	THREE-DAY	SINGLE PIECE RATE	79	3.0
2001	THREE-DAY	AUTOMATION PRESORT	78	3.0
2001	THREE-DAY	AUTOMATION CARRT-SORT	81	2.7
2001	THREE-DAY	PRESORT FIRST CLASS	77	3.0

**RESPONSES OF THE UNITED STATES POSTAL SERVICE  
TO INTERROGATORIES OF DOUGLAS CARLSON**

**DFC/USPS-6.**

For each of the past three years, and for each category or type of Priority Mail for which the Postal Service collects data, please provide nationwide data from PETE, ODIS, and any other applicable systems showing:

- a. The percentage of the time that mail is delivered within the number of days specified by the applicable service standard;
- b. The average number of days to delivery.

**RESPONSE:**

- a. PETE on-time percentage for the overnight service standard:  
FY 1999 – Refer to Docket No. R2000-1, response to UPS/USPS-T-34-19; Tr. 21/9372.  
FY 2000 – 90 percent  
FY 2001 – 89 percent

PETE on-time percentage for the two-day service standard:  
FY 1999 – Refer to Docket No. R2000-1, Tr. 21/9372.  
FY 2000 – 80 percent  
FY 2001 – 75 percent  
ODIS data are reflected in the attachment to this response.

- b. PETE average number of days for the overnight service standard:  
FY 1999 – 1.14 days  
FY 2000 – 1.14 days  
FY 2001 – 1.16 days  
PETE average number of days for the two-day service standard:  
FY 1999 – 2.15 days  
FY 2000 – 2.14 days  
FY 2001 – 2.26 days  
ODIS data are reflected in the attachment to this response.

**ORIGIN-DESTINATION INFORMATION SYSTEM  
 PRIORITY MAIL SERVICE ACHIEVEMENT  
 FISCAL YEAR BY CATEGORY**

<i>FY</i>	<i>SERVICE STANDARD</i>	<i>MAIL CATEGORY</i>	<i>PERCENTAGE OF MAIL DELIVERED WITHIN GIVEN STANDARD</i>	<i>AVERAGE DAYS TO DELIVERY</i>
1999	OVERNIGHT	PRIORITY MAIL	85	1.2
1999	TWO-DAY	PRIORITY MAIL	74	2.3
1999	THREE-DAY	PRIORITY MAIL	76	3.0
2000	OVERNIGHT	PRIORITY MAIL	84	1.3
2000	TWO-DAY	PRIORITY MAIL	72	2.4
2000	THREE-DAY	PRIORITY MAIL	70	3.2
2001	OVERNIGHT	PRIORITY MAIL	82	1.3
2001	TWO-DAY	PRIORITY MAIL	68	2.5
2001	THREE-DAY	PRIORITY MAIL	67	3.4

Attachment to Response to  
 DFC/USPS-6

**RESPONSES OF THE UNITED STATES POSTAL SERVICE  
TO INTERROGATORIES OF DOUGLAS CARLSON**

**DFC/USPS-7.**

Please provide documents that explain the operation of the EXFC, PETE, and ODIS systems and the methodology for calculating days to delivery and on-time percentages.

**RESPONSE:**

The operation and methodology for calculating days to delivery and on-time percentages for EXFC and PETE was provided in Docket No. R2000-1, USPS Library Reference I-326.

The same information pertinent to ODIS can be found in Docket No. R2001-1, USPS Library Reference J-141.

**RESPONSE OF UNITED STATES POSTAL SERVICE TO CARLSON  
INTERROGATORY DFC/USPS-9**

**DFC/USPS-9.** For each type of retail terminal, please discuss with specificity the extent to which these terminals provide correct information to customers or postal employees on the service standards for First-Class Mail and Priority Mail.

**RESPONSE:**

In general, the several forms of retail terminals undergo a quarterly update cycle. Hence, changes to information available through retail terminals can only be implemented on that frequency. However, especially with the older method of updating IRT information, other types of anomalies can also be present. The Postal Service uses two different files to update the respective terminals.

One is the Priority Mail 3-Day Exception File, which only contains 3-digit origin-destination ZIP Code pairs for which the service standard is three days. This file, which constitutes the older method of providing service standard information through retail terminals, permits a terminal to show "3 days" for 3-day service standards and, by default, "2 days" for 1- and 2-day Priority Mail service standards. For First-Class Mail, no service standard data were available so the terminals default in all cases to "3 days."

The other file, the National Service Standard File, contains First-Class Mail and Priority Mail service standard data for all origin-destination pairs at the 3-digit ZIP Code level. It has been used in NCR POS ONE terminals since January 2001. As a result, NCR POS ONE terminals now show, for both First-Class Mail and Priority Mail, "3 days" if the service standard is three days, "2 days" if the service standard is two days, and "1 day" if the service standard is one day. The terminals display the service standards for both First-Class and

**RESPONSE OF UNITED STATES POSTAL SERVICE TO CARLSON  
INTERROGATORY DFC/USPS-9**

**Priority Mail if the customer has not already decided on a mail class. Otherwise the service standard for the selected mail class is displayed.**

**IBM POS ONE terminals will begin using the National Service Standard File this month (October 2001). Until then, IBM POS ONE terminals continue to rely upon the Priority Mail 3-Day Exception File. For First-Class Mail service standards, the system is hard-coded to show, as a crude approximation, "1 day" if the destination ZIP Code is 0-1 zones away, "2 days" if the destination ZIP Code is 2 zones away, and "3 days" if the destination ZIP Code is 3-8 zones away.**

**While two types of IRTs are still in use (Unisys IRT, MOS IRT), they are being phased out in favor of POS ONE terminals. The Unisys IRTs rely upon the 3-Day Exception File method of updating service standard information because of hardware limitations. The extremely rare MOS IRTs cannot currently be updated and are scheduled to be removed from service altogether by Thanksgiving of 2001.**

**RESPONSE OF THE UNITED STATES POSTAL SERVICE  
TO CARLSON INTERROGATORIES**

**DFC/USPS-10: Please list and describe all the packaging materials that the Postal Service provides for Priority Mail.**

**RESPONSE:**

**See the attached chart.**

<b>PRIORITY MAIL PACKAGING</b>			
<b>Boxes</b>	Box 4	7 x 7 x 6	Small squared box.
	Box 7	12 x 12 x 8	Medium squared box.
	1092	12-1/8 x 13-3/8 x 2-3/4	Standard Priority Mail box
	1095	12-1/4 x 15-1/2 x 3	Large Priority Mail box
	1096L	9-1/4 x 6-1/4 x 2	Box for two standard size videos
	1096S	8-5/8 x 5-3/8 x 1-5/8	Box for one standard size video
	1097	11-1/4 x 14 x 2-1/4	Mid-size Priority box
	1098S	6 x 25	Small triangular tube (Express Mail or Priority Mail)
	1098M	6 x 38	Medium triangular tube (Express Mail or Priority Mail)
<b>Envelopes</b>	EP14	11-5/8 x 15-1/8	Large tyvek envelope
	EP14B	6 x 10	Small cardboard envelope
	EP14F	12-1/2 x 9-1/2	2 lb Flat Rate cardboard envelope - holds whatever you can fit into the envelope
	EP14G	12-1/2 x 9-1/2	Cardboard - Ideal for documents which weigh 1lb or less.
	EP14H	5 x 10	Small cardboard window envelope
<b>Labels</b>	Label 23	22 x 11	Tray label - drop shipment
	Label 106	12 x 2	Outside pressure sensitive Priority Mail identity label
	Label 106A	2 x 181yds	Tape 2" wide
	Label 107	3-1/2 x 2	Sticker (pressure sensitive 50/pad)
	Label 107R	3-1/2 x 2	Sticker (pressure sensitive 440/roll)
	Label 228	5-3/8 x 4	Address label
	Label 228C	6-7/8 x 4	Address label (continuous form labels)
<b>Tag</b>	Tag 159	8 x 3-1/2	Drop shipment tag

**RESPONSE OF UNITED STATES POSTAL SERVICE TO  
INTERROGATORY OF DOUGLAS F. CARLSON**

**DFC/USPS-11.** Please provide all facts and information indicating that postal employees are or are not properly completing Form 3811, Domestic Return Receipt.

**RESPONSE:**

The Postal Service does not track either proper or improper completion of Form 3811 by postal employees as a separate category.

**RESPONSE OF UNITED STATES POSTAL SERVICE TO  
INTERROGATORY OF DOUGLAS F. CARLSON**

**DFC/USPS-12.** Please provide all information concerning time to delivery and other aspects of delivery performance that is or may be available from an analysis of data collected from the scanning of bar-coded labels for Express Mail, Certified Mail, Registered Mail, Insured Mail, Return Receipt for Merchandise, Delivery Confirmation, and Signature Confirmation.

**RESPONSE:**

Delivery performance information is available only when acceptance and delivery scans are obtained and analyzed. The only analyses are done for Express Mail, and for Priority Mail with retail option Delivery Confirmation. The Express Mail data show the following percents of Express Mail that was delivered within its service standard: for FY 1999, 90.9 percent, FY 2000, 90.7 percent, and FY 2001, 88.4 percent. The analysis for Priority Mail will be provided soon.

RESPONSE OF UNITED STATES POSTAL SERVICE TO  
INTERROGATORY OF DOUGLAS F. CARLSON

**DFC/USPS-13.** Please provide data describing the extent to which delivery employees scan *Delivery Confirmation* bar codes. Also, please identify the measurement system.

**RESPONSE:**

For Quarter 4 of FY 2001, delivery scans were obtained on 95.8 percent of *Delivery Confirmation* barcodes. Some of the missed scans resulted from problems introduced by customers, such as the placement of the *Delivery Confirmation* barcode on the back of a package, or the lack of any barcode. The measurement system is to calculate, as a proportion of all *Delivery Confirmation* items with an acceptance record or electronic file, those items that received an appropriate delivery scan.

## 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*

\_\_\_\_\_  
David H. Rubin

475 L'Enfant Plaza West, S.W.  
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October 11, 2001