

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

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POSTAL RATE COMMISSION
OFFICE OF THE SECRETARY

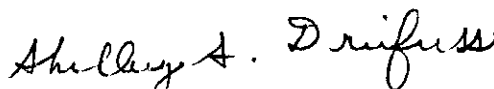
Postal Rate and Fee Changes, 2001)

Docket No. R2001-1

OFFICE OF THE CONSUMER ADVOCATE
INTERROGATORIES TO UNITED STATES POSTAL SERVICE
WITNESS: SUSAN W. MAYO (OCA/USPS-T36-44-51)
October 15, 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 interrogatories and requests for production of documents. Instructions included with OCA interrogatories OCA/USPS-1-21, dated September 28, 2001, are hereby incorporated by reference.

Respectfully submitted,



Shelley S. Dreifuss
Acting Director
Office of the Consumer Advocate

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OCA/USPS-T36-44. Please refer to your testimony at page 5, lines 3-34. You identify the nine rate-making criteria to be considered in determining postal rate and fee levels. Please explain the relative weightings you employed for each of the criteria in determining the proposed rates for each type of service that you address in your testimony.

OCA/USPS-T36-45. Please refer to your testimony at pages 23 to 30, where Certified Mail is discussed.

- (a) Do you have any studies of the level of customer satisfaction with Certified Mail? If so, please provide them.
- (b) You indicate on page 26, lines 10-11, that the enhancement of Certified Mail with the provision of Internet access and call center access to delivery time and data is expected to increase customer use of Certified Mail. How much additional usage and revenue will the enhancement generate? Please provide complete information on estimation procedures.

OCA/USPS-T36-46. In your testimony, pages 31 to 39, you discuss Delivery Confirmation.

- (a) At page 33, lines 3-8, you indicate that Delivery Confirmation data are available via the Internet and via telephone number. Do you have any information, studies or analyses that measure the accuracy of reported Delivery Confirmation data? Please furnish such studies and the percentage of Delivery Confirmation deliveries that are reported accurately.

- (b) Do you have any studies of the level of customer satisfaction with Delivery Confirmation? If so, please provide them and explain how you used them to determine Delivery Confirmation fees.

OCA/USPS-T36-47. In your testimony you discuss Insurance on pages 40 to 46. Do you have any studies, analyses, or surveys indicating the degree of consumer satisfaction with this service? If so, please provide them and explain how you used them to determine Insurance fees.

OCA/USPS-T36-48. In your testimony you discuss Return Receipts on pages 51 to 64.

- (a) Do you have any studies, analyses, or surveys indicating the degree of consumer satisfaction with the current services or consumer needs and preferences for projected services? If so, please provide them and explain how you used them to determine Return Receipt fees.
- (b) As you recognize on page 56, line 5, there are concerns about unreliable service. Do you have any studies that quantify the degree to which service is unreliable? If so, please provide them.

OCA/USPS-T36-49. In your testimony you discuss Signature Confirmation on pages 68 to 75. Do you have any studies, analyses, or surveys indicating

- (a) the degree of consumer satisfaction with the current services?
- (b) consumer needs for projected services?
- (c) consumer preferences for projected services?

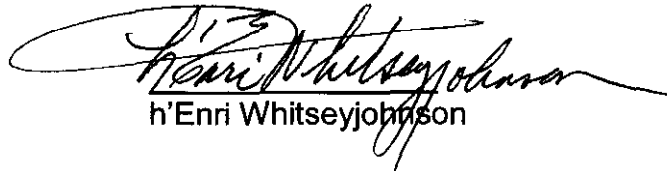
If the answer to any of a, b, or c above is affirmative, then please provide the studies.

OCA/USPS-T36-50. Please refer to your testimony at page 89, lines 10-11. You indicate that many of the special services need to be re-evaluated for redundancy. Please indicate which services need to be re-evaluated.

OCA/USPS-T36-51. Please provide any information, quantitative study results, or survey results substantiating your statement on page 100 of your testimony, lines 29-30, that "The Postal Service has made great strides in improving the overall service of both Certified Mail and Return Receipts."

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.


h'Enri Whitsey Johnson

Washington, D.C. 20268-0001
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