

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

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POSTAL RATE AND FEE CHANGES, 2001

Docket No. R2001-1

POSTAL RATE COMMISSION  
OFFICE OF THE SECRETARY

SUPPLEMENTAL RESPONSE OF UNITED STATES POSTAL SERVICE TO  
INTERROGATORY OF THE OFFICE OF CONSUMER ADVOCATE  
(OCA/USPS-7(b))

The United States Postal Service hereby supplements its response to Interrogatory 7(b) of the Office of Consumer Advocate, filed on October 12, 2001. The supplemental response cites to the material being provided in LR-J-148 under protective conditions pursuant to Presiding Officer's Ruling No. R2001-1/2.

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

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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October 19, 2001

**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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**SUPPLEMENTAL RESPONSE OF THE POSTAL SERVICE TO AN  
INTERROGATORY OF THE OFFICE OF CONSUMER ADVOCATE**

**OCA/USPS-7.** The following interrogatory refers to a case study, "Pushing the Envelope, The U.S. Postal Service Digs Deep to Deliver What Customers Really Want," by Francia Smith, Lizbeth Dobbins, and Janet Tonner. A copy of the article is attached. The case study indicates that "Postal Service managers have access to as many as 180,000 business-satisfaction surveys and 200,000 residential surveys every three months. And while customer satisfaction surveys have been around for a long time, what makes these different – and a great model for any service company – is that the results are linked by ZIP Code to precise locations and operations at the Postal Service."

(b) For each year and each three month period in FY 2000 and FY 2001, please provide by postal region, a copy of the survey results referred to in the case study.

**RESPONSE:**

(b) Objection and joint motion for protective conditions filed on October 9, 2001. The joint motion was granted on October 12. See Presiding Officer's Ruling No. R2001-1/2. The Postal Service is providing the FY 2000 and 2001 national results for class-specific questions of its Business Customer Satisfaction Survey in LR-J-148 under the protective conditions.