

BEFORE THE
POSTAL RATE COMMISSION
WASHINGTON, D.C. 20268B0001

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POSTAL RATE AND FEE CHANGES, 2001

POSTAL RATE COMMISSION
OFFICE OF THE SECRETARY
Docket No. R2001-1

RESPONSE OF UNITED STATES POSTAL SERVICE
WITNESS KOROMA TO INTERROGATORIES OF
THE OFFICE OF THE CONSUMER ADVOCATE
(OCA/USPS--T37-7-8)

The United States Postal Service hereby provides the responses of witness Koroma to the following interrogatories of the Office of the Consumer Advocate: OCA/USPS-T37-7 to 8, filed on October 12, 2001

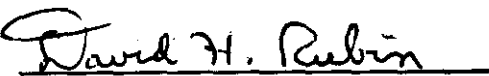
Each interrogatory is stated verbatim and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.
Chief Counsel, Ratemaking


David H. Rubin

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October 26, 2001

**RESPONSE OF POSTAL SERVICE WITNESS KOROMA (USPS-T-37) TO
INTERROGATORIES OF THE OFFICE OF CONSUMER ADVOCATE
(OCA/USPS-T37-7-8)**

OCA/USPS-T37-7. You indicate on page 1 of your testimony, lines 3-8, that your testimony proposes fee changes and classification changes for a number of special services: Address changes for election boards, address correction, bulk parcel return service, carrier sequencing of address cards, certificates of mailing, collect on delivery, correction of mailing lists, money orders, on-site meter service, Periodicals applications fees, permit fees, registered mail, restricted delivery, and ZIP Coding of mailing lists.

- a. How does the Postal Service measure the quality of service and customer satisfaction for these services?
- b. Please provide copies of all studies, memos, analyses, reviews, and presentations that the Postal Service has in its possession related to the quality of service provided for these services.
- c. Please provide copies of all studies, memos, analyses, reviews, and presentations that the Postal Service has in its possession related to customer satisfaction with respect to these services.

RESPONSE:

- (a) The Postal Service has no measurement for the quality of service or customer satisfaction for these services. However, I do consider the quality of service of the special services described in my testimony through a qualitative approach depending on the service or product offered.
- (b) The Postal service does not hold any studies, memos, analyses, reviews, or presentations related to the quality of service provided for these services.
- (c) There are no such studies, memos, analyses, reviews, or presentations.

**RESPONSE OF POSTAL SERVICE WITNESS KOROMA (USPS-T-37) TO
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(OCA/USPS-T37-7-8)**

OCA/USPS-T37-8. On page 3 of your testimony, lines 5-34, you discuss pricing and classification criteria.

- a. Please explain how you applied each of the nine criteria to each service.
- b. For each of the special services that you address, please provide the weightings that you used for each of the criteria in arriving at an overall decision on pricing.

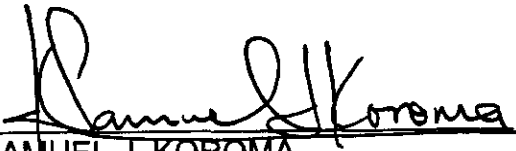
RESPONSE:

- (a) See my discussion(s) on pricing criteria for each of the services addressed in my testimony. Since each special service addressed in my testimony has its own unique characteristics, the specific criteria applicable to the service in question are discussed in the appropriate section in my testimony.

- (b) No explicit weighting factors were applied to the pricing criteria discussed in my testimony. Pricing decisions are arrived at through reasonable and sound judgment.

DECLARATION

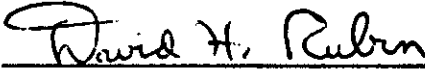
I, Samuel J. Koroma, declare under penalty of perjury that the foregoing answers are true and correct, to the best of my knowledge, information, and belief.


SAMUEL J. KOROMA

Dated: OCTOBER 26, 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.



David H. Rubin

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