

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

SUPPLEMENTAL RESPONSE OF UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF THE OFFICE OF CONSUMER ADVOCATE
(OCA/USPS-53)

The United States Postal Service hereby supplements its response to Interrogatory 53 of the Office of Consumer Advocate, filed on October 19, 2001. The supplemental response cites to the material being provided in LR-J-162 under protective conditions pursuant to Presiding Officer's Ruling No. R2001-1/3.

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 31, 2001

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OCA/USPS-53. Please provide copies of all studies, customer surveys, employee surveys, and publicly available surveys in the possession of the Postal Service related to the measurement, review, and/or evaluation of consumer satisfaction with Postal Service products and services. Please include such materials produced since 1990, whether the work was performed by the Postal Service, its contractors, independent agencies, other companies or other organizations. Products and services include but are not limited to First Class Mail, Priority Mail, Express Mail, Parcel Post, Standard A Mail, Standard B Mail, Periodicals, Insurance, Registered Mail, Certified Mail, Money Orders, Return Receipt Requested, and Delivery Confirmation. This request does not apply to any data being separately furnished under OCA/USPS-7 or OCA/USPS-51.

RESPONSE:

This response supplements the one provided on October 19, 2001. The Postal Service is providing FY2000 and FY2001 national results of class-specific questions from the Postal Service's survey of its premier and national accounts, which are filed in USPS-LR-J-162 under protective conditions. See Presiding Officer's Ruling No. R2001-1/3, dated October 23, 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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