

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 OFFICE OF THE CONSUMER ADVOCATE  
(OCA/USPS-100, 103, 105)

The United States Postal Service hereby provides its responses to the following interrogatories of Office of the Consumer Advocate: OCA/USPS-100, 103, 105, filed on October 19, 2001.

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

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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November 7, 2001

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

**OCA/USPS-100.** The following table comes from information provided by the USPS in response to DFC/USPS-5 and DFC/USPS-6.

**Priority and First-Class Single Piece Rate Mail - ODIS**

FY	Service Std	Mail Category	Percent Mail Delivered w/in Given Std	Avg Days to Delivery	Mail Category	Percent Mail Delivered w/in Given Std	Avg Days to Delivery
1999	Overnight	Priority	85	1.2	SP 1 <sup>st</sup> Class	93	1.1
2000	Overnight	Priority	84	1.3	SP 1 <sup>st</sup> Class	92	1.1
2001	Overnight	Priority	82	1.3	SP 1 <sup>st</sup> Class	91	1.1
1999	Two-Day	Priority	74	2.3	SP 1 <sup>st</sup> Class	87	2.0
2000	Two-Day	Priority	72	2.4	SP 1 <sup>st</sup> Class	86	2.0
2001	Two-Day	Priority	68	2.5	SP 1 <sup>st</sup> Class	84	2.0
1999	Three-Day	Priority	76	3.0	SP 1 <sup>st</sup> Class	85	2.8
2000	Three-Day	Priority	70	3.2	SP 1 <sup>st</sup> Class	83	2.8
2001	Three-Day	Priority	67	3.4	SP 1 <sup>st</sup> Class	79	3.0

(a) Please confirm that the percentage of mail delivered within the given standard for Overnight Priority Mail has declined from 1999 to 2001 (e.g., FY 1999 - 85% versus FY 2001 - 82%). If you are unable to confirm, please explain and cite all source documents used in preparing your response and provide a copy if one has not been previously filed.

(b) Please confirm that the percentage of mail delivered within the given standard for Overnight First-Class Single Piece Mail has declined from 1999 to 2001 (e.g., FY 1999 - 93% versus FY 2001 - 91%). If you are unable to confirm, please explain and cite all source documents used in preparing your response and provide a copy if one has not been previously filed.

(c) Please confirm that the percentage of mail delivered within the given standard for two-day Priority Mail has declined from 1999 to 2001 (e.g., FY 1999 - 74% versus FY 2001 - 68%). If you are unable to confirm, please explain and cite all source documents used in preparing your response and provide a copy if one has not been previously filed.

(d) Please confirm that the percentage of mail delivered within the given standard for two-day First-Class Single Piece Mail has declined from 1999 to 2001 (e.g., FY 1999 - 87% versus FY 2001 - 84%). If you are unable to confirm, please explain and cite all source documents used in preparing your response and provide a copy if one has not been previously filed.

(e) Please confirm that the percentage of mail delivered within the given standard for three-day Priority Mail has declined from 1999 to 2001 (e.g., FY 1999 - 76%

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versus FY 2001 - 67%). If you are unable to confirm, please explain and cite all source documents used in preparing your response and provide a copy if one has not been previously filed.

(f) Please confirm that the percentage of mail delivered within the given standard for three-day First-Class Single Piece Mail has declined from 1999 to 2001 (e.g., FY 1999 - 85% versus FY 2001 - 79%). If you are unable to confirm, please explain and cite all source documents used in preparing your response and provide a copy if one has not been previously filed.

(g) Please confirm that a comparison of the average days to deliver overnight mail indicates that for FY 1999 to FY 2001, First-Class Mail takes less time than does Priority Mail (e.g., FY 2001: First-Class SP - 1 .1 versus Priority - 1.3 days). If you are unable to confirm, please explain and cite all source documents used in preparing your response and provide a copy if one has not been previously filed.

(h) Please confirm that a comparison of the average days to deliver two-day mail indicates that for FY 1999 to FY 2001, First-Class Mail takes less time than does Priority Mail (e.g., FY 2001: First-Class SP - 2.0 versus Priority - 2.5 days). If you are unable to confirm, please explain and cite all source documents used in preparing your response and provide a copy if one has not been previously filed.

(i) Please confirm that a comparison of the average days to deliver three-day mail indicates that for FY 1999 to FY 2001, First-Class Mail takes less time than does Priority Mail (e.g., FY 2001: First-Class SP - 3.0 versus Priority - 3.4 days)? If you are unable to confirm, please explain and cite all source documents used in preparing your response and provide a copy if one has not been previously filed.

(j) Please provide copies of all studies, reports and/or analyses performed on the reasons why postal patrons choose Priority Mail, paying more to mail a mail piece weighing up to 13 oz. as Priority Mail (up to 1 lb. = \$3.50), as opposed to mailing the same item at the lower First-Class Single Piece rate (13 oz. = \$3.10 (\$0.34 +(12\*\$0.23))).

**RESPONSE:**

(a) Confirmed.

(b) Confirmed.

(c) Confirmed.

(d) Confirmed.

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- (e) Confirmed.**
- (f) Confirmed.**
- (g) Not confirmed. The average-days-to-delivery statistics reflect not only delivery performance, but also origin-destination characteristics, which differ for First-Class Mail and Priority Mail. It cannot be concluded from the average-days-to-delivery statistics that First-Class Mail necessarily “takes less time” to deliver than Priority Mail with similar origin-destination characteristics.**
- (h) Not confirmed. See response to part (g).**
- (i) Not confirmed. See response to part (g).**
- (j) The Postal Service is not aware of any studies, reports and/or analyses performed on the reasons why postal patrons choose Priority Mail when single-piece First-Class Mail is an alternative. However, see the Postal Service’s response to OCA/USPS-80 for some advantages that Priority Mail has over First-Class Mail.**

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**OCA/USPS-103.** For each of the past three years and for each category or type of (a) Express Mail, (b) Priority Mail and c) First-Class single piece letters, please provide nationwide data from ODIS, EMRS, EXFC and any other applicable systems showing the amount of mail delivered beyond of the number of days specified by the applicable service standard. Please provide the frequency - volume, percentage and average - for mail delivered within 1 to 15 days after the applicable service standard, broken out for each of the fifteen days. In your response, please include the full calculation for each figure requested including a description of what each figure used in the calculation represents. Please provide cites to source documents for all figures presented in calculations and provide copies of any documents that have not been previously filed in this docket.

**RESPONSE:**

(a) The Postal Service does not collect this type of information.

(b)-(c): For the ODIS-based frequency and percentage of Priority mail delivered within 1 to 15 days under the applicable service standard please see the attachment "OCA/USPS-103-Priority" (Attachment A). For the ODIS-based frequency and percentage of First-Class single piece letters delivered within 1 to 15 days under the applicable service standard please see the attachment "OCA/USPS-103-First-Class" (Attachment B).

For the volumes of this mail and the elements needed to produce a full calculation for each figure also see the attachments "OCA/USPS-103-Priority" and "OCA/USPS-103-First-Class." All volumes are what are referred to as "known delivery day" volume. This is mail for which delivery days can be computed, i.e., the postmark date can be read, and the recorded postmark date antedates the ODIS sampling date by less than 30 days. Total volume with known delivery days by service standard is given in the first column of the volume section of the attachment. Volume delivered within the given number of days follows the total. The percentage of volume delivered within a given

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number of days is calculated by dividing the volume delivered within a given number of days by total known delivery day volume, and converting to a percent basis. All data are obtained from ad hoc SAS programming jobs applied to ODIS data tapes. Information on the ODIS system and how it calculates service performance can be found in USPS-LR-J-141.

For similar information reported by the PETE and EXFC systems, see Attachment C to this response. The service performance reports for EXFC provide a metric for measuring on-time performance. For each origin performance cluster/destination performance cluster/service standard combination in EXFC, the following formula to calculate scores is used:

Percent of mail delivered within x days = (# of test pieces delivered within x days) / (total # of test pieces received), where x ranges from 1 to 5.

**Example:**

Suppose there were ten pieces that traveled from Atlanta to Boston with a two-day service standard. Suppose further that five pieces arrived exactly in two days, three pieces were exactly one day late, one piece was exactly two days late, and one piece was exactly three days late.

Then the profile scores for Atlanta to Boston would be:

Percent delivered within 1 day = 0/10 = 0%  
Percent delivered within 2 days = 5/10 = 50%  
Percent delivered within 3 days = 8/10 = 80%

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**Percent delivered within 4 days =  $9/10 = 90\%$   
Percent delivered within 5 days =  $10/10=100\%$**

**To calculate a national estimate of the percent of mail delivered within 1 to 5 days for each service standard, a weighted average of the individual origin/destination/service standard scores within that service standard is taken. The weights are calculated at an origin/destination/service standard level from the ODIS average daily volumes for the previous three fiscal years.**

**Attachment OCA/USPS-103-  
Priority FY 2001**

	<b>PERCENT DELIVERED IN</b>					
	<b>1 DAY</b>	<b>2 DAYS</b>	<b>3 DAYS</b>	<b>4 DAYS</b>	<b>5 DAYS</b>	
<b>OVERNIGHT</b>		82	95	97	99	99
<b>TWO-DAY</b>		10	68	87	94	97
<b>THREE-DAY</b>		3	34	67	84	92
	<b>KNOWN DEL DAYS VOLUME</b>					
	<b>Total</b>	<b>1 DAY</b>	<b>2 DAYS</b>	<b>3 DAYS</b>	<b>4 DAYS</b>	<b>5 DAYS</b>
<b>OVERNIGHT</b>	161,938,794	132,240,785	153,803,743	157,872,580	159,615,030	160,455,873
<b>TWO-DAY</b>	644,775,458	64,110,366	440,651,460	564,103,276	607,606,572	626,835,456
<b>THREE-DAY</b>	35,284,130	996,404	12,056,615	23,798,173	29,500,314	32,287,646

Attachment A  
p. 1

**Attachment OCA/USPS-103-  
Priority FY 2001**

	<i>PERCENT DELIVERED IN</i>	<i>6 DAYS</i>	<i>7 DAYS</i>	<i>8 DAYS</i>	<i>9 DAYS</i>	<i>10 DAYS</i>
<b>OVERNIGHT</b>		99	100	100	100	100
<b>TWO-DAY</b>		98	99	99	100	100
<b>THREE-DAY</b>		95	97	98	99	99
	<i>KNOWN DEL DAYS VOLUME</i>					
	<i>Total</i>	<i>6 DAYS</i>	<i>7 DAYS</i>	<i>8 DAYS</i>	<i>9 DAYS</i>	<i>10 DAYS</i>
<b>OVERNIGHT</b>	161,938,794	160,979,942	161,293,786	161,487,235	161,615,348	161,679,681
<b>TWO-DAY</b>	644,775,458	634,509,985	638,280,288	641,222,701	642,483,594	643,281,577
<b>THREE-DAY</b>	35,284,130	33,508,674	34,113,294	34,581,605	34,857,071	34,990,777

**Attachment OCA/USPS-103-  
Priority FY 2001**

	<i>PERCENT DELIVERED IN</i>					
	<i>11 DAYS</i>	<i>12 DAYS</i>	<i>13 DAYS</i>	<i>14 DAYS</i>	<i>15 DAYS</i>	
<b>OVERNIGHT</b>		100	100	100	100	100
<b>TWO-DAY</b>		100	100	100	100	100
<b>THREE-DAY</b>		99	100	100	100	100
	<i>KNOWN DEL DAYS VOLUME</i>					
	<i>Total</i>	<i>11 DAYS</i>	<i>12 DAYS</i>	<i>13 DAYS</i>	<i>14 DAYS</i>	<i>15 DAYS</i>
<b>OVERNIGHT</b>	161,938,794	161,728,731	161,775,532	161,804,362	161,823,187	161,844,338
<b>TWO-DAY</b>	644,775,458	643,721,814	643,954,180	644,141,797	644,317,839	644,410,653
<b>THREE-DAY</b>	35,284,130	35,074,859	35,120,697	35,155,861	35,185,689	35,214,421

**Attachment OCA/USPS-103-  
Priority FY 2000**

	<b>PERCENT DELIVERED IN</b>	<b>1 DAY</b>	<b>2 DAYS</b>	<b>3 DAYS</b>	<b>4 DAYS</b>	<b>5 DAYS</b>
<b>OVERNIGHT</b>		84	96	98	99	99
<b>TWO-DAY</b>		11	72	90	96	98
<b>THREE-DAY</b>		4	38	70	86	93
	<b>KNOWN DEL DAYS VOLUME</b>					
	<b>Total</b>	<b>1 DAY</b>	<b>2 DAYS</b>	<b>3 DAYS</b>	<b>4 DAYS</b>	<b>5 DAYS</b>
<b>OVERNIGHT</b>	177,719,282	148,843,523	169,821,924	173,535,470	175,551,184	176,440,364
<b>TWO-DAY</b>	675,887,126	72,795,362	488,810,578	608,245,891	647,115,877	662,442,681
<b>THREE-DAY</b>	35,277,339	1,309,279	13,413,561	24,715,953	30,279,358	32,663,372

Attachment A  
p. 4

**Attachment OCA/USPS-103-  
Priority FY 2000**

	<i>PERCENT DELIVERED IN</i>	<i>6 DAYS</i>	<i>7 DAYS</i>	<i>8 DAYS</i>	<i>9 DAYS</i>	<i>10 DAYS</i>
<b>OVERNIGHT</b>		100	100	100	100	100
<b>TWO-DAY</b>		99	99	100	100	100
<b>THREE-DAY</b>		96	97	98	99	99
	<i>KNOWN DEL DAYS VOLUME</i>					
	<i>Total</i>	<i>6 DAYS</i>	<i>7 DAYS</i>	<i>8 DAYS</i>	<i>9 DAYS</i>	<i>10 DAYS</i>
<b>OVERNIGHT</b>	177,719,282	176,880,784	177,182,112	177,325,743	177,404,693	177,450,026
<b>TWO-DAY</b>	675,887,126	668,732,498	671,651,167	673,365,634	674,092,960	674,648,779
<b>THREE-DAY</b>	35,277,339	33,801,993	34,334,357	34,730,539	34,874,249	35,000,903

Attachment A p. 5

**Attachment OCA/USPS-103-  
Priority FY 2000**

	<i>PERCENT DELIVERED IN</i>					
	<i>11 DAYS</i>	<i>12 DAYS</i>	<i>13 DAYS</i>	<i>14 DAYS</i>	<i>15 DAYS</i>	
<b>OVERNIGHT</b>	100	100	100	100	100	100
<b>TWO-DAY</b>	100	100	100	100	100	100
<b>THREE-DAY</b>	99	100	100	100	100	100
	<i>KNOWN DEL DAYS VOLUME</i>					
	<i>Total</i>	<i>11 DAYS</i>	<i>12 DAYS</i>	<i>13 DAYS</i>	<i>14 DAYS</i>	<i>15 DAYS</i>
<b>OVERNIGHT</b>	177,719,282	177,499,249	177,522,910	177,545,742	177,580,591	177,609,395
<b>TWO-DAY</b>	675,887,126	675,045,245	675,219,588	675,367,122	675,479,629	675,572,934
<b>THREE-DAY</b>	35,277,339	35,068,768	35,102,171	35,169,498	35,191,057	35,205,187

Attachment A p. 6

**Attachment OCA/USPS-103-  
Priority FY 1999**

	<i>PERCENT DELIVERED IN</i>					
	<i>1 DAY</i>	<i>2 DAYS</i>	<i>3 DAYS</i>	<i>4 DAYS</i>	<i>5 DAYS</i>	
<b>OVERNIGHT</b>	85	96	98	99	99	
<b>TWO-DAY</b>	11	74	91	96	98	
<b>THREE-DAY</b>	4	44	76	89	95	
	<i>KNOWN DEL DAYS VOLUME</i>					
	<i>Total</i>	<i>1 DAY</i>	<i>2 DAYS</i>	<i>3 DAYS</i>	<i>4 DAYS</i>	<i>5 DAYS</i>
<b>OVERNIGHT</b>	182,715,829	155,723,983	175,898,238	178,957,473	180,786,752	181,437,869
<b>TWO-DAY</b>	649,548,826	73,419,320	479,912,378	590,476,505	625,242,814	638,342,688
<b>THREE-DAY</b>	32,102,760	1,238,669	14,225,090	24,402,913	28,564,967	30,382,576

Attachment A p. 7

**Attachment OCA/USPS-103-  
Priority FY 1999**

	<b>PERCENT DELIVERED IN</b>					
	<b>6 DAYS</b>	<b>7 DAYS</b>	<b>8 DAYS</b>	<b>9 DAYS</b>	<b>10 DAYS</b>	
<b>OVERNIGHT</b>		100	100	100	100	100
<b>TWO-DAY</b>		99	99	100	100	100
<b>THREE-DAY</b>		97	98	99	99	99
	<b>KNOWN DEL DAYS VOLUME</b>					
	<b>Total</b>	<b>6 DAYS</b>	<b>7 DAYS</b>	<b>8 DAYS</b>	<b>9 DAYS</b>	<b>10 DAYS</b>
<b>OVERNIGHT</b>	182,715,829	181,842,547	182,070,519	182,244,964	182,364,918	182,463,337
<b>TWO-DAY</b>	649,548,826	643,621,942	645,803,836	647,430,736	648,172,895	648,535,196
<b>THREE-DAY</b>	32,102,760	31,217,480	31,517,652	31,719,023	31,864,291	31,912,540

**Attachment OCA/USPS-103-  
Priority FY 1999**

	<i>PERCENT DELIVERED IN</i>					
	<i>11 DAYS</i>	<i>12 DAYS</i>	<i>13 DAYS</i>	<i>14 DAYS</i>	<i>15 DAYS</i>	
<b>OVERNIGHT</b>		100	100	100	100	100
<b>TWO-DAY</b>		100	100	100	100	100
<b>THREE-DAY</b>		100	100	100	100	100
	<i>KNOWN DEL DAYS VOLUME</i>					
	<i>Total</i>	<i>11 DAYS</i>	<i>12 DAYS</i>	<i>13 DAYS</i>	<i>14 DAYS</i>	<i>15 DAYS</i>
<b>OVERNIGHT</b>	182,715,829	182,507,648	182,533,198	182,546,307	182,557,707	182,577,043
<b>TWO-DAY</b>	649,548,826	648,857,389	649,041,372	649,154,006	649,244,556	649,295,512
<b>THREE-DAY</b>	32,102,760	31,948,631	31,984,903	32,006,973	32,022,722	32,036,028

Attachment A p. 9

**Attachment OCA/USPS-103-  
First-Class Single Piece Letters - 2001**

	<i>PERCENT DELIVERED IN</i>	<i>1 DAY</i>	<i>2 DAYS</i>	<i>3 DAYS</i>	<i>4 DAYS</i>	<i>5 DAYS</i>
<b>OVERNIGHT</b>		92	98	99	99	100
<b>TWO-DAY</b>		24	86	96	98	99
<b>THREE-DAY</b>		6	39	82	93	97
	<i>KNOWN DEL DAYS VOLUME</i>					
	<i>Total</i>	<i>1 DAY</i>	<i>2 DAYS</i>	<i>3 DAYS</i>	<i>4 DAYS</i>	<i>5 DAYS</i>
<b>OVERNIGHT</b>	21,571,314,688	19,923,925,353	21,137,059,562	21,321,602,721	21,428,838,880	21,479,795,399
<b>TWO-DAY</b>	10,044,115,195	2,432,832,323	8,666,992,222	9,613,806,478	9,849,606,651	9,945,239,507
<b>THREE-DAY</b>	9,490,598,821	616,457,143	3,728,398,208	7,761,619,857	8,818,011,716	9,179,756,290

Attachment B p. 1

**Attachment OCA/USPS-103-  
First-Class Single Piece Letters - 2001**

	<i>PERCENT DELIVERED IN</i>	<i>6 DAYS</i>	<i>7 DAYS</i>	<i>8 DAYS</i>	<i>9 DAYS</i>	<i>10 DAYS</i>
<b>OVERNIGHT</b>		100	100	100	100	100
<b>TWO-DAY</b>		99	100	100	100	100
<b>THREE-DAY</b>		98	99	99	100	100
	<i>KNOWN DEL DAYS VOLUME</i>					
	<i>Total</i>	<i>6 DAYS</i>	<i>7 DAYS</i>	<i>8 DAYS</i>	<i>9 DAYS</i>	<i>10 DAYS</i>
<b>OVERNIGHT</b>	21,571,314,688	21,507,218,503	21,523,777,284	21,536,654,991	21,544,233,525	21,550,201,816
<b>TWO-DAY</b>	10,044,115,195	9,985,222,922	10,004,519,213	10,017,982,860	10,025,273,142	10,029,959,509
<b>THREE-DAY</b>	9,490,598,821	9,316,904,226	9,381,716,911	9,434,586,917	9,451,898,603	9,463,071,436

Attachment B p. 2

**Attachment OCA/USPS-103-  
First-Class Single Piece Letters - 2001**

	<i>PERCENT DELIVERED IN</i>	<i>11 DAYS</i>	<i>12 DAYS</i>	<i>13 DAYS</i>	<i>14 DAYS</i>	<i>15 DAYS</i>
<b>OVERNIGHT</b>		100	100	100	100	100
<b>TWO-DAY</b>		100	100	100	100	100
<b>THREE-DAY</b>		100	100	100	100	100
	<i>KNOWN DEL DAYS VOLUME</i>					
	<i>Total</i>	<i>11 DAYS</i>	<i>12 DAYS</i>	<i>13 DAYS</i>	<i>14 DAYS</i>	<i>15 DAYS</i>
<b>OVERNIGHT</b>	21,571,314,688	21,555,879,833	21,558,899,298	21,561,498,107	21,563,233,051	21,564,427,749
<b>TWO-DAY</b>	10,044,115,195	10,033,021,603	10,036,155,306	10,037,644,766	10,039,261,798	10,040,431,450
<b>THREE-DAY</b>	9,490,598,821	9,470,870,459	9,476,281,104	9,480,238,752	9,482,877,154	9,484,492,112

Attachment B  
p. 3

**Attachment OCA/USPS-103-  
First-Class Single Piece Letters-2000**

	<i>PERCENT DELIVERED IN</i>					
	<i>1 DAY</i>	<i>2 DAYS</i>	<i>3 DAYS</i>	<i>4 DAYS</i>	<i>5 DAYS</i>	
<b>OVERNIGHT</b>		93	98	99	99	100
<b>TWO-DAY</b>		25	88	96	98	99
<b>THREE-DAY</b>		7	42	85	95	98
	<i>KNOWN DEL DAYS VOLUME</i>					
	<i>Total</i>	<i>1 DAY</i>	<i>2 DAYS</i>	<i>3 DAYS</i>	<i>4 DAYS</i>	<i>5 DAYS</i>
<b>OVERNIGHT</b>	21,812,477,373	20,378,237,525	21,445,106,676	21,613,998,619	21,700,100,111	21,742,168,012
<b>TWO-DAY</b>	10,667,731,641	2,690,771,686	9,370,667,024	10,269,459,799	10,489,849,360	10,581,958,193
<b>THREE-DAY</b>	9,603,580,239	663,036,835	4,039,309,260	8,178,490,561	9,099,098,532	9,382,374,699

Attachment B p. 4

**Attachment OCA/USPS-103-  
First-Class Single Piece Letters-2000**

	<i>PERCENT DELIVERED IN</i>					
	<i>6 DAYS</i>	<i>7 DAYS</i>	<i>8 DAYS</i>	<i>9 DAYS</i>	<i>10 DAYS</i>	
<b>OVERNIGHT</b>		100	100	100	100	100
<b>TWO-DAY</b>		100	100	100	100	100
<b>THREE-DAY</b>		99	99	100	100	100
	<i>KNOWN DEL DAYS VOLUME</i>					
	<i>Total</i>	<i>6 DAYS</i>	<i>7 DAYS</i>	<i>8 DAYS</i>	<i>9 DAYS</i>	<i>10 DAYS</i>
<b>OVERNIGHT</b>	21,812,477,373	21,764,164,407	21,776,893,399	21,787,563,912	21,793,901,545	21,797,951,282
<b>TWO-DAY</b>	10,867,731,641	10,620,579,592	10,636,808,954	10,647,240,696	10,653,608,171	10,657,675,829
<b>THREE-DAY</b>	9,603,580,239	9,490,405,721	9,536,205,199	9,563,570,494	9,577,015,681	9,585,323,055

Attachment B p. 5

**Attachment OCA/USPS-103-  
First-Class Single Piece Letters-2000**

	<i>PERCENT DELIVERED IN</i>					
	<i>11 DAYS</i>	<i>12 DAYS</i>	<i>13 DAYS</i>	<i>14 DAYS</i>	<i>15 DAYS</i>	
<b>OVERNIGHT</b>		100	100	100	100	100
<b>TWO-DAY</b>		100	100	100	100	100
<b>THREE-DAY</b>		100	100	100	100	100
	<i>KNOWN DEL DAYS VOLUME</i>					
	<i>Total</i>	<i>11 DAYS</i>	<i>12 DAYS</i>	<i>13 DAYS</i>	<i>14 DAYS</i>	<i>15 DAYS</i>
<b>OVERNIGHT</b>	21,812,477,373	21,801,278,869	21,803,468,784	21,805,012,668	21,806,644,238	21,807,659,874
<b>TWO-DAY</b>	10,667,731,641	10,660,131,619	10,662,041,946	10,663,375,368	10,664,347,694	10,664,929,683
<b>THREE-DAY</b>	9,603,580,239	9,590,275,654	9,593,467,249	9,596,051,833	9,597,939,892	9,599,083,576

**Attachment OCAUSPS-103-  
First-Class Single Piece Letters - 1999**

	PERCENT DELIVERED IN	1 DAY	2 DAYS	3 DAYS	4 DAYS	5 DAYS
OVERNIGHT						
TWO-DAY		94	98	99	100	100
THREE-DAY		26	89	97	99	99
		8	44	87	95	98
KNOWN DEL DAYS VOLUME						
Total		1 DAY	2 DAYS	3 DAYS	4 DAYS	5 DAYS
OVERNIGHT						
TWO-DAY		20,250,353,889	21,199,061,628	21,351,276,356	21,434,639,549	21,469,314,832
THREE-DAY		10,697,135,213	9,522,563,325	10,370,970,481	10,556,152,343	10,628,466,765
		9,336,779,133	4,081,957,803	8,111,705,168	8,909,134,062	9,141,667,234

**Attachment OCA/USPS-103-  
First-Class Single Piece Letters - 1999**

	<i>PERCENT DELIVERED IN</i>	<i>6 DAYS</i>	<i>7 DAYS</i>	<i>8 DAYS</i>	<i>9 DAYS</i>	<i>10 DAYS</i>
<b>OVERNIGHT</b>		100	100	100	100	100
<b>TWO-DAY</b>		100	100	100	100	100
<b>THREE-DAY</b>		99	99	100	100	100
	<i>KNOWN DEL DAYS VOLUME</i>					
	<i>Total</i>	<i>6 DAYS</i>	<i>7 DAYS</i>	<i>8 DAYS</i>	<i>9 DAYS</i>	<i>10 DAYS</i>
<b>OVERNIGHT</b>	21,530,027,387	21,487,511,340	21,498,090,880	21,506,037,927	21,511,553,519	21,515,932,534
<b>TWO-DAY</b>	10,697,135,213	10,657,136,589	10,669,581,638	10,680,363,517	10,685,949,926	10,688,804,674
<b>THREE-DAY</b>	9,336,779,133	9,241,297,125	9,278,175,665	9,302,843,003	9,314,713,001	9,321,119,371

**Attachment OCA/USPS-103-  
First-Class Single Piece Letters - 1999**

	<i>PERCENT DELIVERED IN</i>					
	<i>11 DAYS</i>	<i>12 DAYS</i>	<i>13 DAYS</i>	<i>14 DAYS</i>	<i>15 DAYS</i>	
<b>OVERNIGHT</b>		100	100	100	100	100
<b>TWO-DAY</b>		100	100	100	100	100
<b>THREE-DAY</b>		100	100	100	100	100
	<i>KNOWN DEL DAYS VOLUME</i>					
	<i>Total</i>	<i>11 DAYS</i>	<i>12 DAYS</i>	<i>13 DAYS</i>	<i>14 DAYS</i>	<i>15 DAYS</i>
<b>OVERNIGHT</b>	21,530,027,387	21,519,420,921	21,521,667,680	21,523,490,881	21,524,671,741	21,525,410,392
<b>TWO-DAY</b>	10,697,135,213	10,691,234,385	10,692,867,219	10,693,797,643	10,694,478,615	10,695,103,534
<b>THREE-DAY</b>	9,336,779,133	9,325,744,051	9,329,145,920	9,330,827,914	9,332,534,602	9,333,367,230

Attachment B p. 9

**INTERROGATORIES TO THE UNITED STATES POSTAL SERVICE  
(OCA/USPS-103)**

**External First-Class Mail (EXFC) Measurement System**

***National Overnight Service Standard Results***

Fiscal Year	1 Day	2 Day	Percent Delivered within			5 Day
			3 Day	4 Day		
1999	93	98	99	100	100	
2000	94	98	99	100	100	
2001	94	98	99	99	100	

***National Two-Day Service Standard Results***

Fiscal Year	1 Day	2 Day	Percent Delivered within			5 Day
			3 Day	4 Day		
1999	20	87	96	98	99	
2000	20	86	96	98	99	
2001	18	85	95	98	99	

***National Three-Day Service Standard Results***

Fiscal Year	1 Day	2 Day	Percent Delivered within			5 Day
			3 Day	4 Day		
1999	5	33	86	95	98	
2000	4	31	84	94	98	
2001	4	28	81	92	97	

**Priority Mail End-to-End (PETE) Measurement System**

***National Overnight Service Standard Results***

Fiscal Year	1 Day	2 Day	Percent Delivered within			5 Day
			3 Day	4 Day		
1999	90	97	99	100	100	
2000	90	97	99	100	100	
2001	89	97	99	100	100	

***National Two-Day Service Standard Results***

Fiscal Year	1 Day	2 Day	Percent Delivered within			5 Day
			3 Day	4 Day		
1999	17	79	94	98	99	
2000	17	80	93	98	99	
2001	15	75	91	96	98	

**RESPONSE OF UNITED STATES POSTAL SERVICE TO  
INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE**

**OCA/USPS-105.** For each of the past three years and for each of the data systems that collect data on (a) Express Mail, (b) Priority Mail, and (c) First-Class Mail, please provide a definition of (1) the point of entry into the data collection system (for example, deposit of an envelope into a mailbox) and (2) the point of exit from the data collection system (for example, arrival of a piece of mail at the destination Postal Service facility or physical delivery to the addressee's residence). Please provide cites to source documents and provide copies if one has not been previously filed in this docket.

- (a) If the point of entry and/or the point of exit used in the data system(s) differs from that used to calculate Postal Service's service standards, please provide the alternative definitions used to calculate the service standards and identify how each alternative definition differs from the definition used in the applicable data system(s). Please provide cites to source documents and provide copies if one has not been previously filed in this docket.
- (b) Referring to part "a" of this interrogatory, for each alternative definition, identify all documents that discuss the reason(s) for the adoption of different standards. Please provide cites to these documents and provide copies if one has not been previously filed in this docket.

**RESPONSE:**

The following systems collect information that bears some relationship to service standards: PETE, EXFC, ODIS, and EMRS.

PETE and EXFC both collect data using points of entry/exit that are co-extensive with service standards. Information from mail is collected when it enters the system (e.g., a collection box) and information is again collected from mail when it reaches a reporter's address. As such, these systems collect information that bears directly on service standard compliance. See Docket No. R2000-1, USPS-LR-I-326 at 9.

The other two systems' alternative approaches are explained below.

ODIS, the Origin-Destination Information System, is documented in USPS-LR-J-45, 137 and 141.

ODIS collects these data for all classes of mail except Express Mail, second-class, Mailgram, and INTELPOST. Information is also recorded for

**RESPONSE OF UNITED STATES POSTAL SERVICE TO  
INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE**

five physical shapes of mail. Volumes and service times are measured within and between sectional center facilities (SCFs), multi-ZIP Coded cities, independent cities, and area distribution centers (ADCS). These are collectively known as ODIS areas.

USPS-LR-J-141, at 5. In ODIS, a piece of mail "enters" the data collection system when it is sampled at a Mail Exit Point (MEP). The sampled mailpiece exits the data collection system after all pertinent information is recorded and it is returned to the mail processing system for further handling or delivery. ODIS measures days to delivery from the postmark date (cancellation mark or meter imprint) to the day the piece is sampled. ODIS cannot measure the time a piece is in the system before it is cancelled nor can it measure the time between an ODIS test and delivery to a customer or delivery receptacle. ODIS does not include Express Mail.

Express Mail service performance is captured by the Electronic Marketing Reporting System (EMRS), which records, tracks, and reports on Express Mail transactions. The system is used to receive and compare the Express Mail identification numbers scanned by postal employees at the post office or mail processing plants and delivery stations. If the comparisons show no match between the scanned barcode entered at the points of acceptance and delivery, exception reports can be prepared and made available to managers each workday for follow-up action.

Express Mail customers can drop their packages in a Postal Service collection box designated for Express Mail if appropriate postage is affixed, or leave the Express

**RESPONSE OF UNITED STATES POSTAL SERVICE TO  
INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE**

Mail at their designated point of collection (residential or business) for pick-up by the carrier, if appropriate postage is affixed.

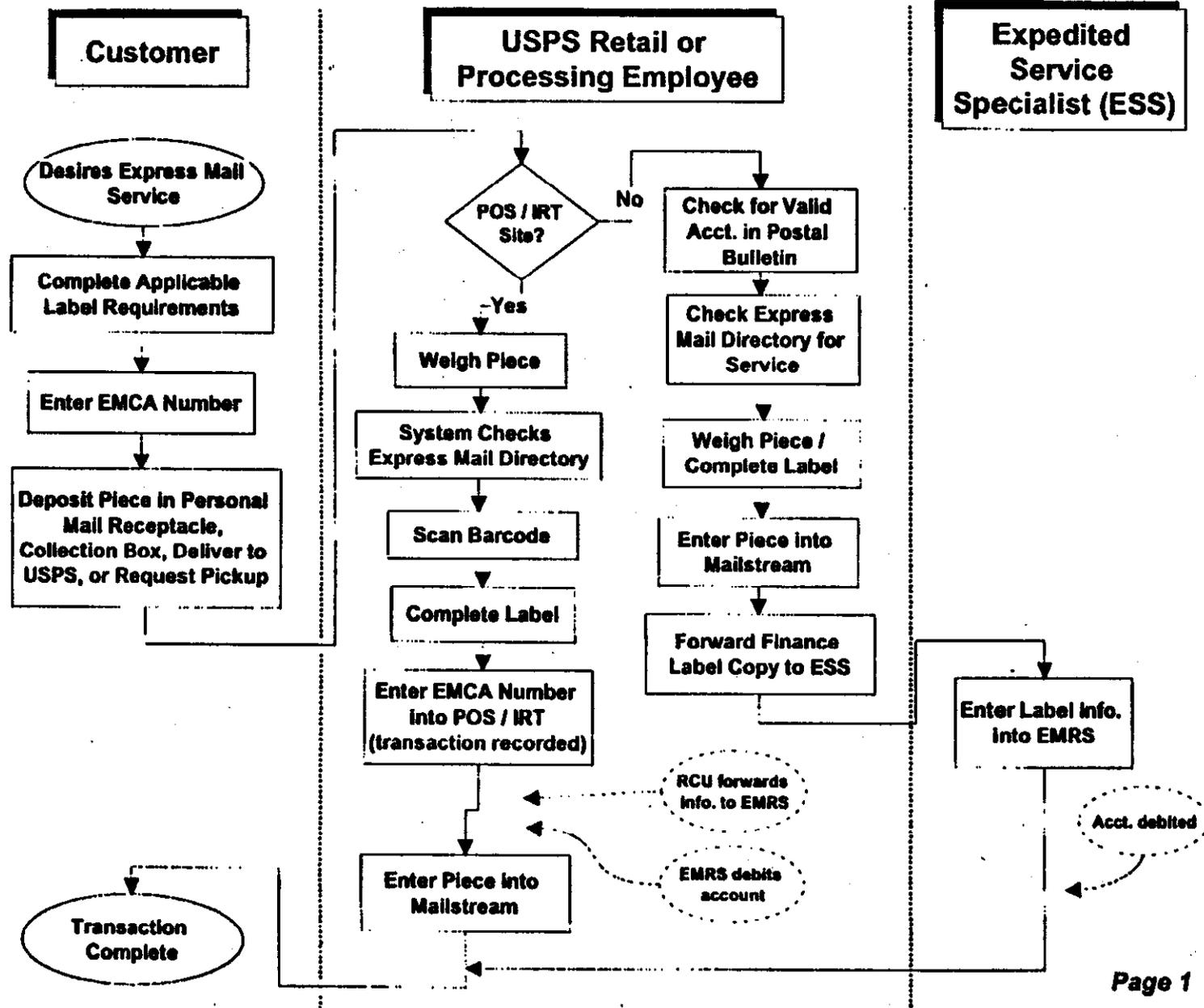
Postmasters, Retail Sales/Service Associate (SSA), clerks, or other employees accepting Express Mail, electronically scan the preprinted barcode on the Express Mail label, which enters the label's unique identifying number into an automated system for tracking purposes. The employees are to weigh the package, note the calculated postage on the mailing label (Label 11-B) and complete the Origin section of the label.

After acceptance is recorded, the Postal Service tracks each Express Mail package until it reaches the delivery station near the home or business receiving the package. At these stations, employees again electronically scan the barcode on the Express Mail label before the package is delivered.

The current Express Mail Acceptance Process (EMCA) is diagrammed in the attachment to this response. See also, Domestic Mail Manual D500 (Deposit, Collection, and Delivery), E500 (Eligibility), and P500 (Postage and Payment Methods); and POM Chapter 3 (Collection Service, National Service Standards).

# Current Express Mail Acceptance Process (EMCA)

Attachment to OLA/USPS-105



**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.

*K N Hollies*

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Kenneth N. Hollies

475 L'Enfant Plaza West, S.W.  
Washington, D.C. 20260-1137  
November 7, 2001