

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

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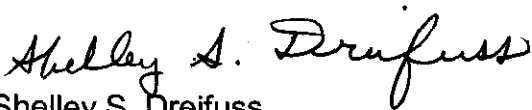
Postal Rate and Fee Changes, 2001 )

Docket No. R2001-1

OFFICE OF THE CONSUMER ADVOCATE  
INTERROGATORIES TO UNITED STATES POSTAL SERVICE  
OCA/USPS-183-214  
(November 14, 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,

  
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OCA/USPS-183. Please refer to the "Management Instruction, PO-250-93-2" attached to the Postal Service's response to interrogatory OCA/USPS-83.

- a. Under a paragraph labeled "Background," a reference is made to "The Customer Satisfaction Index." Is this the same customer satisfaction index requested in any earlier OCA interrogatories? If so, which interrogatories? Please provide a full description of "The Customer Satisfaction Index" referred to in the "Background" paragraph. Also, please provide a full description of the data collected by this index, giving examples, and the types of reports that are routinely made from the "Customer Satisfaction Index." In addition, describe fully the individuals or organizations sampled and how the data are collected.
- b. In the "Background" paragraph, the statement is made: "The Customer Satisfaction Index points out areas where prompt response is receiving low marks from our customers and needs improvement." Please provide the full set of scores referred to by this statement for the period just prior to the issuance of the Management Instruction (dated August 23, 1993). FY 1993 scores are satisfactory. Provide comparable scores for the periods FY1999, FY2000, FY2001, and FY 2002 (if available).
- c. State fully all measures implemented by the Postal Service to improve the scores referred to in the statement quoted in part b.
- d. State fully how the Postal Service monitors success/failure to improve responses to customer complaints, at the (1) local level, (2) district level, (3) regional level.

In particular, explain fully how each of the types of individuals and departments listed under the "Scope" paragraph measures the success/failure of administrative levels below to improve responses to customer complaints:

- (1) Headquarters Consumer Affairs
- (2) Area office managers
- (3) Customer Services district managers
- (4) Plant managers
- (5) Consumer Affairs and Claims managers
- (6) Postmasters and station or branch managers
- (7) Postal employees delegated responsibility for handling complaints

OCA/USPS-184. Please refer to the "Management Instruction, PO-250-93-2" attached to the Postal Service's response to interrogatory OCA/USPS-83. In the paragraph labeled "Source of Complaints," the following methods of submitting complaints are listed: (1) Form 431 4-C, *Consumer Service Card (English)*; (2) Form 431 4-C, *Consumer Service Card (Spanish)*; (3) Telephone and personal contact; (4) Written correspondence, including customer surveys (e.g., the Customer Satisfaction Index); (5) Headquarters to field referrals; and (6) Governmental inquiries. Please list separately and describe fully all databases that collect and tabulate the complaint information listed for the six complaint methods.

OCA/USPS-185. Please refer to the "Management Instruction, PO-250-93-2" attached to the Postal Service's response to interrogatory OCA/USPS-83. In the paragraph labeled "Responsibility," it is stated that "Consumer Affairs and Claims

managers must also . . . Establish and maintain a customer complaint file.” Is this “customer complaint file” separate from, and in addition to, the complaint files listed in interrogatory OCA/USPS-184 above? If so, then what is the name of the database that collects and maintains this customer complaint information? If not, then which of the files listed in Interrogatory OCA/USPS-184 is coextensive with the Consumer Affairs and Claims managers customer complaint files?

OCA/USPS-186. Please refer to the “Management Instruction, PO-250-93-2” attached to the Postal Service’s response to interrogatory OCA/USPS-83. In the paragraph labeled “Responsibility,” it is stated: “Postmasters and station or branch managers must also do the following . . . Maintain one or more customer complaint control logs.”

- a. Is this “customer complaint control log” separate from, and in addition to, the complaint files listed in interrogatory OCA/USPS-184 above? If so, then what is the name of the database that collects and maintains this customer complaint information? If not, then which of the files listed in Interrogatory OCA/USPS-184 is coextensive with the Postmaster/Station Manager/Branch Manager customer complaint control logs?
- b. Are the Postmaster/Station Manager/Branch Manager customer complaint control logs centralized into district, regional, or national databases?
  - (i) If so, what are these databases called?
  - (ii) What reports are regularly generated from these databases?

OCA/USPS-187. Please refer to the "Management Instruction, PO-250-93-2," pages 2-3, attached to the Postal Service's response to interrogatory OCA/USPS-83. Please confirm that information collected from a complaint made in person, in writing (by letter), and by telephone is transferred to a Consumer Service Card. If this is correct, then are all such methods of complaint consolidated into a single Consumer Service Card database? If not, then explain fully.

OCA/USPS-188. Please refer to the "Management Instruction, PO-250-93-2" attached to the Postal Service's response to interrogatory OCA/USPS-83. In the paragraph labeled "Measurement of Effectiveness," the following documents are listed: Customer Satisfaction Index, Consumer Affairs field audits, Periodic reports on the Consumer Service Card program.

- a. Please provide all results of the Customer Satisfaction Index for the period just prior to the issuance of the Management Instruction (on August 12, 1993). FY1993 information is satisfactory. Provide these same results for FY 1999, FY 2000, and FY2001.
- b. Provide a full list of Consumer Affairs field audits from 1993-2001. Include a brief description of each field audit, including the classes of mail and services addressed in each audit.
- c. Provide copies of the Periodic Reports from the Consumer Service Card program for the period just prior to issuance of the Management Instruction on August 12, 1993, (FY 1993 is satisfactory), and for FY1999, FY2000, and FY2001.
- d. Provide the following tabulations from the Consumer Service Card program:

- (1) Total number of complaints of all types in FY1993, FY1999, FY2000, and FY2001.
- (2) Subjects of the top 10 complaints (by number of complaints), for all types of complaints for FY1993, FY1999, FY2000, and FY2001. Please give the number of complaints for each of the 10 subjects.
- (3) Total number of complaints about First-Class Mail in FY1993, FY1999, FY2000, and FY2001.
- (4) Subjects of the top 5 complaints (by number of complaints) for First-Class Mail for FY1993, FY1999, FY2000, and FY2001. Please give the number of complaints for each of the 5 subjects.
- (5) Number of complaints on length of time to deliver First-Class Mail for FY1993, FY 1999, FY2000, and FY2001.
- (6) Number of complaints on failure to deliver First-Class Mail for FY1993, FY1999, FY2000, FY2001.
- (7) Number of complaints on damaged First-Class Mail for FY1993, FY1999, FY2000, FY2001.
- (8) Number of complaints on misdelivery of First-Class Mail for FY1993, FY1999, FY2000, FY2001.
- (9) Number of complaints on price of First-Class Mail for FY1993, FY1999, FY2000, FY2001.

OCA/USPS-189. Please refer to interrogatory OCA/USPS-188.d.(1) –(2) above.

- a. Describe all procedures and policies implemented by the Postal Service to rectify the complaints referenced in interrogatory OCA/USPS-188.d.(1) – (2). State the years that the procedures and policies were implemented.
- b. Provide copies of all documents distributed to managers and employees to inform them of such policies and procedures.
- c. Please describe all methods implemented by the Postal Service to measure the success or failure of the procedures and policies described in response to part a. above. Provide copies of all documents demonstrating any measures of success or failure of such policies and procedures.
- d. Please describe all procedures and policies implemented by the Postal Service to rectify the complaints about First-Class Mail referenced in OCA interrogatory 188.d.(3) – (8) above. State the years that the procedures and policies were implemented. Provide copies of all documents distributed to managers and employees to inform them of such policies and procedures.
- e. Please describe all methods implemented by the Postal Service to measure the success or failure of the procedures and policies described in response to part d. of this interrogatory. Provide copies of all documents demonstrating any measures of success or failure of such policies and procedures.

OCA/USPS-190. Provide the following tabulations from the Consumer Service Card program:

- a. Total number of complaints about Priority Mail in FY1993, FY1999, FY2000, and FY2001.

- b. Subjects of the top 5 complaints (by number of complaints) for Priority Mail for FY1993, FY1999, FY2000, and FY2001. Please give the number of complaints for each of the 5 subjects.
- c. Number of complaints on length of time to deliver Priority Mail for FY1993, FY1999, FY2000, and FY2001.
- c. Number of complaints on failure to deliver Priority Mail for FY1993, FY1999, FY2000, FY2001.
- d. Number of complaints on damaged Priority Mail for FY1993, FY1999, FY2000, FY2001.
- e. Number of complaints on misdelivery of Priority Mail for FY1993, FY1999, FY2000, FY2001.
- f. Number of complaints on price of Priority Mail for FY1993, FY1999, FY2000, FY2001.

OCA/USPS-191. Please refer to interrogatory OCA/USPS-190.a. – e. above.

- a. Describe all procedures and policies implemented by the Postal Service to rectify the complaints about Priority Mail referenced in interrogatory OCA/USPS-190.a. – e. above.
- b. State the years that the procedures and policies were implemented. Provide copies of all documents distributed to managers and employees to inform them of such policies and procedures.
- c. Please describe all methods implemented by the Postal Service to measure the success or failure of the procedures and policies described in response to part a.



of this interrogatory. Provide copies of all documents demonstrating any measures of success or failure of such policies and procedures.

OCA/USPS-191A. Provide the following tabulations from the Consumer Service Card program:

- a. Total number of complaints about Express Mail in FY1993, FY1999, FY2000, and FY2001.
- b. Subjects of the top 5 complaints (by number of complaints) for Express Mail for FY1993, FY1999, FY2000, and FY2001. Please give the number of complaints for each of the 5 subjects.
- c. Number of complaints on length of time to deliver Express Mail for FY1993, FY1999, FY2000, and FY2001.
- d. Number of complaints on failure to deliver Express Mail for FY1993, FY1999, FY2000, FY2001.
- e. Number of complaints on damaged Express Mail for FY1993, FY1999, FY2000, FY2001.
- f. Number of complaints on misdelivery of Express Mail for FY1993, FY1999, FY2000, FY2001.
- g. Number of complaints about the tracking system for Express Mail for FY 1993, FY1999, FY2000, and FY2001.
- h. Number of complaints on price of Express Mail for FY1993, FY1999, FY2000, FY2001.

OCA/USPS-192. Please refer to interrogatory OCA/USPS-191Aa. – g. above.

- a. Please describe all procedures and policies implemented by the Postal Service to rectify the complaints about Express Mail referenced in interrogatory OCA/USPS-191A. a. - g.
- b. State the years that the procedures and policies were implemented. Provide copies of all documents distributed to managers and employees to inform them of such policies and procedures.
- c. Please describe all methods implemented by the Postal Service to measure the success or failure of the procedures and policies described in response to part a. of this interrogatory. Provide copies of all documents demonstrating any measures of success or failure of such policies and procedures.

OCA/USPS-193. Provide the following tabulations from the Consumer Service Card program:

- a. Total number of complaints about Parcel Post in FY1993, FY1999, FY2000, and FY2001.
- b. Subjects of the top 5 complaints (by number of complaints) for Parcel Post for FY1993, FY1999, FY2000, and FY2001. Please give the number of complaints for each of the 5 subjects.
- c. Number of complaints on length of time to deliver Parcel Post for FY1993, FY 1999, FY2000, and FY2001.
- d. Number of complaints on failure to deliver Parcel Post for FY1993, FY1999, FY2000, FY2001.
- e. Number of complaints on damaged Parcel Post for FY1993, FY1999, FY2000, FY2001.

- f. Number of complaints on misdelivery of Parcel Post for FY1993, FY1999, FY2000, FY2001.
- g. Number of complaints on price of Parcel Post for FY1993, FY1999, FY2000, FY2001.

OCA/USPS-194. Please refer to interrogatory OCA/USPS-193.a. -f. above.

- a. Please describe all procedures and policies implemented by the Postal Service to rectify the complaints about Parcel Post referenced in interrogatory OCA/USPS-193. a. - f.
- b. State the years that the procedures and policies were implemented. Provide copies of all documents distributed to managers and employees to inform them of such policies and procedures.
- c. Please describe all methods implemented by the Postal Service to measure the success or failure of the procedures and policies described in response to part a. of this interrogatory. Provide copies of all documents demonstrating any measures of success or failure of such policies and procedures.

OCA/USPS-195. Provide the following tabulations from the Consumer Service Card program:

- a. Total number of complaints about Certified Mail in FY1993, FY1999, FY2000, and FY2001.
- b. Subjects of the top 10 complaints (by number of complaints) for Certified Mail for FY1993, FY1999, FY2000, and FY2001. Please give the number of complaints for each of the 10 subjects.

- c. Number of complaints on price of Certified Mail for FY1993, FY1999, FY2000, FY2001.

OCA/USPS-196. Please refer to interrogatory OCA/USPS-195.a. - b. above.

- a. Please describe all procedures and policies implemented by the Postal Service to rectify the complaints about Certified Mail referenced in interrogatory OCA/USPS-195. a. - b.
- b. State the years that the procedures and policies were implemented. Provide copies of all documents distributed to managers and employees to inform them of such policies and procedures.
- c. Please describe all methods implemented by the Postal Service to measure the success or failure of the procedures and policies described in response to part a. of this interrogatory. Provide copies of all documents demonstrating any measures of success or failure of such policies and procedures.

OCA/USPS-197. Provide the following tabulations from the Consumer Service Card program:

- a. Total number of complaints about Return Receipt in FY1993, FY1999, FY2000, and FY2001.
- b. Subjects of the top 10 complaints (by number of complaints) for Return Receipt for FY1993, FY1999, FY2000, and FY2001. Please give the number of complaints for each of the 10 subjects.
- c. Number of complaints on price of Return Receipt for FY1993, FY1999, FY2000, FY2001.

OCA/USPS-198. Please refer to interrogatory OCA/USPS-197.a. - b. above.

- a. Please describe all procedures and policies implemented by the Postal Service to rectify the complaints about Return Receipt referenced in interrogatory OCA/USPS-197.a. - b.
- b. State the years that the procedures and policies were implemented. Provide copies of all documents distributed to managers and employees to inform them of such policies and procedures.
- c. Please describe all methods implemented by the Postal Service to measure the success or failure of the procedures and policies described in response to part a. of this interrogatory. Provide copies of all documents demonstrating any measures of success or failure of such policies and procedures.

OCA/USPS-199. Provide the following tabulations from the Consumer Service Card program:

- a. Total number of complaints about Money Orders in FY1993, FY1999, FY2000, and FY2001.
- b. Subjects of the top 10 complaints (by number of complaints) for Money Orders for FY1993, FY1999, FY2000, and FY2001. Please give the number of complaints for each of the 10 subjects.
- c. Number of complaints on price of Return Receipt for FY1993, FY1999, FY2000, FY2001.

OCA/USPS-200. Please refer to interrogatory OCA/USPS-199.a. - b. above.

- a. Please describe all procedures and policies implemented by the Postal Service to rectify the complaints about Money Orders referenced in interrogatory OCA/USPS-199.a. - b.
- b. State the years that the procedures and policies were implemented. Provide copies of all documents distributed to managers and employees to inform them of such policies and procedures.
- c. Please describe all methods implemented by the Postal Service to measure the *success or failure of the procedures and policies described in response to part a.* of this interrogatory. Provide copies of all documents demonstrating any measures of success or failure of such policies and procedures.

OCA/USPS-201. Provide the following tabulations from the Consumer Service Card program:

- a. Total number of complaints about Post Office Boxes in FY1993, FY1999, FY2000, and FY2001.
- b. Subjects of the top 10 complaints (by number of complaints) for Post Office Boxes for FY1993, FY1999, FY2000, and FY2001. Please give the number of complaints for each of the 10 subjects.
- c. Number of complaints on price of Post Office Boxes for FY1993, FY1999, FY2000, FY2001.

OCA/USPS-202. Please refer to interrogatory OCA/USPS-201.a. - b. above.

- a. Please describe all procedures and policies implemented by the Postal Service to rectify the complaints about Post Office Boxes referenced in interrogatory OCA/USPS-201.a. - b.
- b. State the years that the procedures and policies were implemented. Provide copies of all documents distributed to managers and employees to inform them of such policies and procedures.
- c. Please describe all methods implemented by the Postal Service to measure the success or failure of the procedures and policies described in response to part a. of this interrogatory. Provide copies of all documents demonstrating any measures of success or failure of such policies and procedures.

OCA/USPS-203. Provide the following tabulations from the Consumer Service Card program:

- a. Total number of complaints about Registered Mail in FY1993, FY1999, FY2000, and FY2001.
- b. Subjects of the top 10 complaints (by number of complaints) for Registered Mail for FY1993, FY1999, FY2000, and FY2001. Please give the number of complaints for each of the 10 subjects.
- c. Number of complaints on price of Registered Mail for FY1993, FY1999, FY2000, FY2001.

OCA/USPS-204. Please refer to interrogatory OCA/USPS-203.a. - b. above.

- a. Please describe all procedures and policies implemented by the Postal Service to rectify the complaints about Registered Mail referenced in interrogatory OCA/USPS-203.a. - b.
- b. State the years that the procedures and policies were implemented. Provide copies of all documents distributed to managers and employees to inform them of such policies and procedures.
- c. Please describe all methods implemented by the Postal Service to measure the success or failure of the procedures and policies described in response to part a. of this interrogatory. Provide copies of all documents demonstrating any measures of success or failure of such policies and procedures.

OCA/USPS-205. Provide the following tabulations from the Consumer Service Card program:

- a. Total number of complaints about Insurance in FY1993, FY1999, FY2000, and FY2001.
- b. Subjects of the top 10 complaints (by number of complaints) for Insurance for FY1993, FY1999, FY2000, and FY2001. Please give the number of complaints for each of the 10 subjects.
- c. Number of complaints on price of Insurance for FY1993, FY1999, FY2000, FY2001.

OCA/USPS-206. Please refer to interrogatory OCA/USPS-205.a. - b. above.



- a. Please describe all procedures and policies implemented by the Postal Service to rectify the complaints about Insurance referenced in interrogatory OCA/USPS-205.a. - b.
- b. State the years that the procedures and policies were implemented. Provide copies of all documents distributed to managers and employees to inform them of such policies and procedures.
- c. Please describe all methods implemented by the Postal Service to measure the success or failure of the procedures and policies described in response to part a. of this interrogatory. Provide copies of all documents demonstrating any measures of success or failure of such policies and procedures.

OCA/USPS-207. Provide the following tabulations from the Consumer Service Card program:

- a. Total number of complaints about Delivery Confirmation in FY1999, FY2000, and FY2001.
- b. Subjects of the top 10 complaints (by number of complaints) for Delivery Confirmation for FY1999, FY2000, and FY2001. Please give the number of complaints for each of the 10 subjects.
- c. Number of complaints on price of Delivery Confirmation for FY1999, FY2000, FY2001.

OCA/USPS-208. Please refer to interrogatory OCA/USPS-207.a. - b. above.

- a. Please describe all procedures and policies implemented by the Postal Service to rectify the complaints about Delivery Confirmation referenced in interrogatory OCA/USPS-207.a. - b.
- b. State the years that the procedures and policies were implemented. Provide copies of all documents distributed to managers and employees to inform them of such policies and procedures.
- c. Please describe all methods implemented by the Postal Service to measure the success or failure of the procedures and policies described in response to part a. of this interrogatory. Provide copies of all documents demonstrating any measures of success or failure of such policies and procedures.

OCA/USPS-209. Provide the following tabulations from the Consumer Service Card program:

- a. Total number of complaints about Signature Confirmation since its inception (please specify the time period(s) covered).
- b. Subjects of the top 10 complaints (by number of complaints) for Signature Confirmation since its inception (please specify the time period(s) covered). Please give the number of complaints for each of the 10 subjects.
- c. Number of complaints on price of Signature Confirmation since its inception (please specify the time period(s) covered).

OCA/USPS-210. Please refer to interrogatory OCA/USPS-209.a. - b. above.

- a. Please describe all procedures and policies implemented by the Postal Service to rectify the complaints about Signature Confirmation referenced in interrogatory OCA/USPS-209.a. - b.
- b. Provide copies of all documents distributed to managers and employees to inform them of such policies and procedures.
- c. Please describe all methods implemented by the Postal Service to measure the success or failure of the procedures and policies described in response to part a. of this interrogatory. Provide copies of all documents demonstrating any measures of success or failure of such policies and procedures.

OCA/USPS-211. At the Postal Service's website – usps.com – it is possible to e-mail or upload a comment to the Postal Service, e.g., at

<<http://new.usps.com/cgi-bin/uspsbv/scripts/content.jsp?B=contactform&C=Priority%20Mail&B=B=null&TT=1&CC=null&DD=null&Comments=null>>.

In this example, a visitor to the USPS website can submit a "Comment" classified as a "Problem" concerning Priority Mail.

- a. Does the Postal Service maintain a database of "Problem Comments" from its USPS website?
- b. If so, what reports are routinely generated from the "Problem Comments" database? If not, why not?
- c. How does the Postal Service use the "Problem Comments" submitted via e-mail or uploaded?

- d. How many "Problem Comments" or complaints were submitted via the USPS website in FY1999, FY2000, and FY2001? Please specify the time period for each figure given.
- e. What were the top 10 "Problem Comments" or complaints submitted via the USPS website in FY1999, FY2000, and FY2001? Please give the number of "Problem Comments" or complaints and corresponding time period for each of the 10 subject areas listed.
- f. Are "Problem Comments" or complaints submitted at the USPS website integrated into the Consumer Card Service program? If so, how is this accomplished?
- g. Please list all of the possible paths for submitting a "Problem Comment" or complaint at the USPS website, including Uniform Resource Locators (URLs).
- h. What are the Postal Service's procedures for responding to and/or rectifying "Problem Comments" or complaints submitted via the USPS website? Please provide copies of all written policies and procedures.

OCA/USPS-212. At the Postal Service's website, under "Contact USPS," "Consumer Feedback," specifically at

< [\[bin/uspsbv/scripts/content.jsp?B=contact&C=null&D=null&H=null&T=1&CC=null&DD=null\]\(http://new.usps.com/cgi-bin/uspsbv/scripts/content.jsp?B=contact&C=null&D=null&H=null&T=1&CC=null&DD=null\)>](http://new.usps.com/cgi-</a></p></div><div data-bbox=)

consumers are encouraged to call "1-800-ASK-USPS" to "expedite any service related issues."

- a. When consumers call 1-800-ASK-USPS and relate a complaint, is a separate database maintained for such complaints?
- b. If so, what reports are routinely generated from this database? If not, why not?
- c. How many complaints were submitted via 1-800-ASK-USPS in FY1999, FY2000, and FY2001? Please specify the time period for each figure given.
- d. What were the top 10 "Problem Comments" or complaints submitted via 1-800-ASK-USPS in FY1999, FY2000, and FY2001? Please give the number of complaints and corresponding time period for each of the 10 subject areas listed.
- e. Are complaints submitted via 1-800-ASK-USPS integrated into the Consumer Card Service program? If so, how is this accomplished?
- f. What are the Postal Service's procedures for responding and/or rectifying complaints submitted via 1-800-ASK-USPS? Please provide copies of all written policies and procedures.

OCA/USPS-213. This interrogatory addresses the training and reference materials for 1-800-ASK-USPS personnel.

- a. Is the 1-800-ASK-USPS call center staffed by USPS employees or private contractors?
- b. Are training procedures for 1-800-ASK-USPS employees uniform throughout the United States? If not, how do these procedures differ by location?
- c. Please provide all materials used to train 1-800-ASK-USPS employees, whether written, in video, audio, or graphic form. Also include all computer- or internet-based training materials.

- d. Please provide all materials that 1-800-ASK-USPS employees refer to in responding to consumer inquiries or complaints. Include these materials no matter what form they take: written, electronic, computer-based, internet-based, video, audio, or graphic.

OCA/USPS-214. Please revise USPS-LR-J-148 by providing disaggregated percentage information for all possible responses, i.e., in the same format as comparable information provided in USPS-LR-J-162.

#### 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.

  
Stephanie Wallace

Washington, D.C. 20268-0001  
November 14, 2001