

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 INTERROGATORY OF UNITED PARCEL SERVICE  
REDIRECTED FROM WITNESS MEEHAN  
(UPS/USPS-T11-7)

The United States Postal Service hereby provides its response to the following interrogatory of United Parcel Service: UPS/USPS-T11-7, filed on November 9, 2001, and redirected from witness Meehan.

The 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:



Susan M. Duchek

475 L'Enfant Plaza West, S.W.  
Washington, D.C. 20260-1137  
(202) 268-2990; Fax -5402  
November 23, 2001

Response of United States Postal Service  
to  
Interrogatories of United Parcel Service  
(Redirected from witness Meehan, USPS-T-11)

**UPS/USPS-T11-7.** Does the Postal Service measure or record any information on the activities that Postal Service call center personnel perform? If so, describe the nature of the information that is collected and how it is used.

**Response:**

Yes. The Postal Service collects information on the call types (e.g. ZIP Code, change of address, vacation holds, hours and locations, etc.), call lengths, call quality, call response time, staffing efficiency, number of abandoned calls, and number of calls per time period, etc. The information is used for a variety of purposes, such as to forecast required call center activity and support, to evaluate performance of the system and support contractor, to diagnose call types that can be most successfully automated, and to reconcile invoicing with the current staffing vendors.

## 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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Susan M. Duchek

475 L'Enfant Plaza West, S.W.  
Washington, D.C. 20260-1137  
(202) 268-2990; Fax -5402  
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