

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 INTERROGATORIES OF OFFICE OF THE CONSUMER ADVOCATE  
(ERRATA)  
(OCA/USPS-51-53, 55-57)

The United States Postal Service hereby supplements its responses to the following interrogatories of the Office of Consumer Advocate: OCA/USPS-51-53, 55-57, filed on October 5, 2001. The supplemental responses cite to the material being provided in USPS-LR-J-197 under protective conditions pursuant to Presiding Officer's Ruling No. R2001-1/2 and 17.

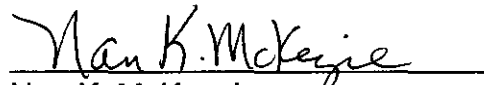
Each interrogatory is stated verbatim and is followed by the supplemented response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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December 14, 2001

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**OCA/USPS-51.** The Associated Press has reported on the operations of the Postal Service in Northern Virginia, indicating that 99 percent of area residents experienced excellent, very good, or good experience with the Postal Service, the highest rating of the 85 districts surveyed from coast to coast. (See Attachment). The survey was reported as having begun in 1992. Please furnish copies and any available summaries of the survey for all districts surveyed from 1992 to the present, excluding surveys already requested under OCA/USPS-7 (if applicable).

**RESPONSE:**

The data responsive to this question is the Postal Service's survey of residential customers, currently known as the Customer Satisfaction Measurement (CSM) Residential Survey. This is the same survey as identified in the Postal Service's response to OCA/USPS-7(a), Attachment A.

The Postal Service is providing the data for the years FY 94, 97, 00, and 01 in USPS-LR-J-197, as directed in P.O. Rulings R2001-1/7 and 17, and pursuant to protective conditions. See P.O. Ruling 17. Only the data for FY2001 can be provided annually. The rest of the data are being provided quarterly which is how the Postal Service received the data until FY2001.

The CSM-Residential survey referenced in P.O. Ruling 17, (see footnote 11) is the survey that was used only in FY2001. The questions in the CSM Residential Survey for FY1994, 97 and 00 were different in many respects from the FY2001 survey. The data being provided are for those questions that most nearly approximate the FY2001 survey. See P.O Ruling R2001-1/17, p. 8. The difference in the questions from one year to the next may affect any conclusions about trends over time that could have been drawn from the results. As such, by

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providing the results that "most nearly approximate" the FY2001 questionnaires,  
Postal Service is not making any representation that the results can be compared  
statistically or that any conclusions about trends are necessarily valid.

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**OCA/USPS-52.** 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 the quality of 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:**

*The surveys responsive to this question are Customer Satisfaction Measurement (CSM) Residential survey, the CSM Small/Large Business (CSM-Business) survey, the CSM National Account survey and the CSM Premier Account survey.*

The Postal Service is providing the data for the years FY 94, 97, 00, and 01 in USPS-LR-J-197, as directed in P.O. Rulings R2001-1/7 and 17, and pursuant to protective conditions. See P.O. Rulings 2 and 17. Only the data for FY2001 can be provided annually. The rest of the data are being provided quarterly, which is how the Postal Service received the data until FY2001.

The CSM-Residential survey referenced in P.O. Ruling 17, (footnote 11) is the survey that was used only in FY2001. The questions in the CSM Residential surveys for FY1994, 97 and 00 were different in many respects from the FY2001 survey.

The CSM-Business survey, the National Account survey, and the Premier Account survey referenced in P.O. Ruling 17 (footnote 11) were used in FY2000

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and FY2001. The questions in used in FY94 and FY97 were also different in many respects from the FY2000 and FY2001 survey.

Where questions in the surveys differ from the ones selected in P.O. Rulings 7 and 17, the data provided are for those questions that most nearly approximate the selected questions. See P.O. Ruling R2001-1/17, p. 8. The difference in the questions from one year to the next may affect any conclusions about trends over time that could have been drawn from the results. As such, by providing the results that "most nearly approximate" the selected questions, Postal Service is not making any representation that the results can be compared statistically or that any conclusions about trends are necessarily valid.

The following data are unavailable: FY1994 results for CSM Business, Premier and National Accounts surveys and the FY1997 textual answers to the question about recent experiences with a serious problem.

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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:**

See response to OCA/USPS-52. The only publicly available survey information is the American Customer Satisfaction Index (ACSI). See response to Interrogatory OCA/USPS-65, filed on October 31, 2001 for the publicly available information.

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**OCA/USPS-55.** 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 window service furnished to customers at Postal Service retail facilities. 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:**

See response to OCA/USPS-52.

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**OCA/USPS-56.** 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 assistance and/or information provided by Postal Service employees and contractors to the public in response to telephone inquiries. 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:**

See response to OCA/USPS-52.



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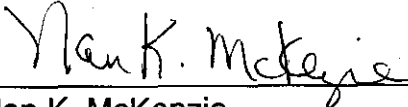
**OCA/USPS-57.** Please provide copies of all studies, customer surveys, employee surveys, and publicly available surveys in the possession of the Postal Service related to the measurement, review, and/or evaluation of the delivery service provided by Rural and City carriers to postal customers.

**RESPONSE:**

See response to OCA/USPS-52.

**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.

  
Nan K. McKenzie

475 L'Enfant Plaza West, S.W.  
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December 14, 2001