

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
(OCA/USPS-65)

The United States Postal Service hereby supplements its responses to the following interrogatories of the Office of Consumer Advocate: OCA/USPS-65, filed on October 17, 2001. The supplemental response cites provides an additional information as directed in POR-R2001-1/20, dated December 21, 2001.

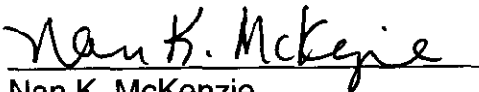
The interrogatory is stated verbatim and is followed by the supplemented response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.
Chief Counsel, Ratemaking


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December 21, 2001

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

OCA/USPS-65. Has the Postal Service ever participated in the American Customer Satisfaction Index? If so, please furnish copies of the results.

- (a) If the answer is positive, please discuss why the Postal Service commenced its participation in the Index and what benefits or advantages it expected to accrue by participation. Provide specific cites to all documents used in preparing your response and include a copy of each source document referenced if one has not been previously filed in this docket.
- (b) If the Postal Service did at one time participate in the Index but no longer does, please discuss the circumstances that led to the cessation of participation and the reasons for ceasing to participate. Provide specific cites to all documents used in preparing your response and include a copy of each source document referenced if one has not been previously filed in this docket.

RESPONSE:

The Postal Service has been included in the Index since its inception, as part of the Transportation, Communications and Utilities sector. The Postal Service has never been given a choice as to whether to participate, but has simply been included in the list of organizations about which data has been collected.

Publicly available portions of the Index can be viewed at its website, www.asq.org/info/acsi/scores/transcommutil.htm/.

- (a) Objection filed on October 29, 2001.
- (b) Objection filed on October 29, 2001.

SUPPLEMENTAL RESPONSE:

An additional website is as follows:

<http://www.bus.umich.edu/research/nqrc/Q1-01.html#par>

The Postal Service does not have any other publicly available ACSi results other than those posted on the two websites provided here.

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

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December 21, 2001