

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

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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-311)

The United States Postal Service hereby provides its responses to the following interrogatories of Office of the Consumer Advocate: OCA/USPS-311161-166, filed on December 13, 2001.

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

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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RESPONSE OF THE UNITED STATE POSTAL SERVICE TO
INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE

OCA/USPS-311. Please refer to the response to interrogatory OCAkJSPS-300. It is stated that:

The Postal Service provides postmasters with information on service objectives, and retail associates regularly use these service objectives to provide estimates of delivery time frames in assisting customers with their decisions about which service would best meet the customer's needs.

(a) Provide all documentation that "the Postal Service provides postmasters on service objectives" with respect to First-Class delivery times.

(b) Is it the Postal Service's policy to inform customers about the specific First-Class service standard that applies when a question is posed by a customer about a First-Class mailing between a specific ZIP code [sic] pair or specific city/town pair? Please explain fully.

(c) Is it the Postal Service's policy to give customers who inquire about the length of time for delivery of a First-Class Mail piece for a specific ZIP code [sic] pair or city/town pair the answer that First-Class Mail is delivered sometime during the Docket No. R2001-1 period "one to three days" without specifying that one, two or three days is the service standard for the stated ZIP code [sic] or city/town pair? Please explain fully.

(d) Provide any existing documentation concerning Postal Service policy as described in parts (b) and (c) of this interrogatory.

RESPONSE:

Information responsive to this interrogatory has recently been provided in connection with: responses to OCA/USPS-24-25, 141, and 297-302; the objection to OCA/USPS-307 (filed January 16, 2002); and Docket No. C2001-3. Since information can flow in a variety of ways, including personal conversations; meetings; documentation prepared locally, at district or area offices; internet and intranet web sites; etc., there is no realistic means of cataloging all of them. The Postal Service does not have a policy of informing customers about matters in which they have not expressed an interest. However, if an inquiry regarding First-Class Mail service standards is made, accurate responses can be provided.

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Attached as Exhibit 1 to Response to OCA/USPS-311 is a sample zone chart, this one for three-digit ZIP Code 222; it identifies which zone other three-digit ZIP Codes lie in with respect to, in this case, three-digit ZIP Code 222.

Each facility makes available its own zone chart for free distribution. A zone chart can be used together with, for example, Exhibit 2 to Response to OCA/USPS-311, which consists of a printout from the publicly available online *Domestic Mail Manual* showing postage for heavier weight First-Class Mail pieces to respective zones.

In short, service standard information is accordingly widely available to customers and to postal employees. If an inquiry is made regarding standards applicable to a particular origin/destination pair, the information is readily available.

ZONE CHART

FOR MAIL ORIGINATING FROM :

222 ARLINGTON VA

004 - 005	3	178 - 179	2	362	4	596 - 599	8
006 - 009	7	180 - 181	3	363 - 367	5	600 - 609	4
010 - 011	4	182	2	368	4	610 - 617	5
012	3	183 - 188	3	369	5	618 - 619	4
013 - 046	4	189 - 199	2	370 - 374	4	620 - 667	5
047	5	200 - 214	1	375	5	668 - 672	6
048 - 059	4	215	2	376 - 379	4	673	5
060 - 061	3	216 - 217	1	380 - 383	5	674 - 693	6
062	4	218 - 219	2	384 - 385	4	700 - 704	5
063 - 079	3	220 - 227	1	386 - 397	5	705 - 706	6
080 - 086	2	228 - 239	2	399 - 410	4	707 - 729	5
087 - 119	3	240 - 241	2	411 - 412	3	730 - 742	6
120 - 123	4	242 - 243	3	413 - 414	4	743 - 744	5
124 - 127	3	244	2	415 - 416	3	745 - 748	6
128 - 129	4	245	2	417 - 418	4	749	5
130 - 132	3	246 - 253	3	420	5	750 - 784	6
133 - 136	4	254	1	421 - 436	4	785	7
137 - 142	3	255 - 261	3	437 - 447	3	786 - 787	6
143	4	262 - 265	2	448 - 455	4	788	7
144 - 153	3	266	3	456 - 457	3	789 - 796	6
154 - 156	2	267 - 268	2	458 - 497	4	797 - 806	7
157 - 158	3	270 - 286	3	498 - 509	5	807	6
159	2	287 - 296	4	510 - 511	6	808 - 831	7
160 - 165	3	297	3	512 - 533	5	832 - 844	8
166	2	298 - 315	4	534	4	845	7
167	3	316 - 317	5	535 - 561	5	846 - 864	8
168	2	318 - 319	4	562	6	865 - 885	7
169	3	320 - 355	5	563 - 564	5	889 - 999	8
170 - 176	2	356 - 359	4	565 - 587	6		
177	3	360 - 361	5	588 - 595	7		

EXHIBIT 1 to Response to CCA/OSPS-31

Exhibit 2 to Response to OCA/USA-311

9.0 KEYS AND IDENTIFICATION DEVICES

Weight Not Over (pounds)	Zones Local, 1, 2, & 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
36	18.85	26.25	30.25	36.75	41.05	53.90
37	19.25	26.95	31.05	37.70	42.10	55.35
38	19.65	27.55	31.80	38.70	43.15	56.80
39	20.05	28.25	32.60	39.65	44.20	58.25
40	20.45	28.95	33.40	40.60	45.25	59.70
41	20.85	29.55	34.15	41.55	46.30	61.15
42	21.25	30.25	34.90	42.45	47.40	62.60
43	21.65	30.90	35.70	43.45	48.45	64.05
44	22.05	31.55	36.50	44.40	49.55	65.50
45	22.45	32.25	37.25	45.35	50.60	66.95
46	22.85	32.90	38.00	46.30	51.65	68.40
47	23.25	33.55	38.80	47.30	52.75	69.85
48	23.65	34.25	39.60	48.25	53.80	71.30
49	24.05	34.90	40.35	49.20	54.90	72.75
50	24.45	35.55	41.15	50.15	55.95	74.20
51	24.85	36.25	41.90	51.10	57.00	75.65
52	25.25	36.90	42.70	52.10	58.05	77.10
53	25.65	37.55	43.45	53.05	59.10	78.55
54	26.05	38.20	44.25	53.95	60.15	80.00
55	26.45	38.90	45.05	54.90	61.20	81.45
56	26.85	39.55	45.80	55.90	62.25	82.90
57	27.25	40.20	46.55	56.85	63.30	84.35
58	27.65	40.90	47.35	57.80	64.35	85.80
59	28.05	41.55	48.15	58.75	65.40	87.25
60	28.45	42.20	48.95	59.75	66.45	88.70
61	28.85	42.90	49.65	60.70	67.50	90.15
62	29.25	43.50	50.45	61.65	68.55	91.60
63	29.65	44.20	51.25	62.60	69.60	93.05
64	30.05	44.90	52.05	63.60	70.65	94.50
65	30.45	45.50	52.75	64.50	71.70	95.95
66	30.85	46.20	53.55	65.45	72.75	97.40
67	31.25	46.90	54.35	66.40	73.80	98.85
68	31.65	47.50	55.15	67.35	74.85	100.30
69	32.05	48.20	55.90	68.35	75.90	101.75
70	32.45	48.90	56.65	69.30	76.95	103.20
35	18.45	25.65	29.50	35.80	40.00	52.45
34	18.05	25.05	28.70	34.80	38.95	51.00
33	17.65	24.45	27.95	33.85	37.90	49.55
32	17.25	23.85	27.15	32.90	36.85	48.10
31	16.85	23.25	26.35	31.95	35.80	46.65
30	16.45	22.65	25.60	31.05	34.75	45.20
29	16.05	22.05	24.85	30.05	33.70	43.75
28	15.65	21.45	24.05	29.10	32.65	42.30
27	15.25	20.85	23.25	28.15	31.60	40.85
26	14.85	20.25	22.45	27.20	30.55	39.40
25	14.45	19.65	21.75	26.25	29.50	37.95
24	14.05	19.05	20.95	25.25	28.45	36.50
23	13.65	18.45	20.15	24.30	27.40	35.05
22	13.25	17.85	19.35	23.35	26.35	33.60
21	12.85	17.25	18.60	22.40	25.30	32.15
20	12.45	16.65	17.85	21.40	24.25	30.70
19	12.05	16.05	17.05	20.50	23.20	29.25
18	11.65	15.45	16.30	19.55	22.15	27.80
17	11.25	14.85	15.50	18.60	21.10	26.35
16	10.85	14.25	14.85	17.60	20.05	24.90
15	10.45	13.65	14.20	16.65	19.00	23.45
14	10.05	13.05	13.55	15.70	17.95	22.00
13	9.65	12.45	12.90	14.75	16.90	20.55
12	9.25	11.85	12.25	13.75	15.85	19.10
11	9.00	11.25	11.60	12.80	14.80	17.65
10	8.75	10.65	10.95	11.80	13.75	16.20
9	8.65	10.10	10.30	10.90	12.70	14.75
8	8.50	9.50	9.65	10.10	11.65	13.30
7	8.40	8.90	9.00	9.30	10.60	11.85
6	8.10	8.30	8.35	8.50	9.55	10.40
5	7.70	7.70	7.70	7.70	7.70	7.70
4	6.45	6.45	6.45	6.45	6.45	6.45
3	5.20	5.20	5.20	5.20	5.20	5.20
2	3.95	3.95	3.95	3.95	3.95	3.95
1	\$3.50	\$3.50	\$3.50	\$3.50	\$3.50	\$3.50

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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January 17, 2002