

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

CONFIRM

Docket No. MC2002-1

RESPONSE OF UNITED STATES POSTAL SERVICE  
WITNESS LUBENOW TO INTERROGATORIES OF AMERICAN POSTAL WORKERS  
UNION  
(APWU/USPS-T2-1-2)

The United States Postal Service hereby provides the responses of witness Lubenow to the following interrogatories of the American Postal Workers Union:  
APWU/USPS-T2-1-2, filed on May 31, 2002.

Each 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

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Joseph K. Moore

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June 7, 2002

RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS LUBENOW  
TO INTERROGATORIES OF AMERICAN POSTAL WORKERS UNION

**APWU/USPS-T[-2]-1.** On page 8 of your testimony, at lines 10 through 14, you discuss how CONFIRM data can be used “to accumulate data on how quickly mail flows from point to point throughout the system” and state that a “matrix could fairly easily be developed allowing internal comparisons and determination of relative efficiencies and where bottlenecks are occurring.” Has the CONFIRM data been used in any of these ways to date? If so, please provide examples. Which Postal personnel have had or will have access to CONFIRM data for these purposes? Has anyone been tasked with reviewing CONFIRM data to look for bottlenecks? If so, who has been tasked to look for bottlenecks, have any bottlenecks been located as a result of reviewing CONFIRM data and have any bottlenecks been removed as a result of reviewing CONFIRM data? If so, please provide examples.

**RESPONSE:**

Some of the mailers and suppliers participating in the program have developed their own reports relating to service performance issues. The mailers and suppliers are in a position to know when they entered their mail, and they can correlate that data to the observations from the Confirm program. During the testing of CONFIRM, before the USPS developed the ability to collect “start the clock” data, it is my understanding that some of these mailers shared their information with the Postal Service in order to work together to achieve improvements.

Since the Postal Service began collecting “start the clock” data in October 2001, participating mailers and the Postal Service both have access to information about the mailings . However, mailers who have concerns about service performance may still meet with the Postal Service to express these concerns and to pursue improvements.

I do not know which postal personnel have access to CONFIRM data, but my understanding is that through obtaining an ID and a password, postal personnel do

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have the opportunity to access data. The reports that are available to the authorized users are described extensively in USPS Library Reference 3 in the current proceeding. Some reports are available to mailers as well as to the postal personnel, while others are available only to the postal personnel. I do not have direct knowledge of what bottlenecks have been removed through the use of these reports by postal personnel, but it is reasonable to expect that some improvements have been made.

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**APWU/USPS-T2-2.** On page 8 of your testimony, at lines 15 through 22, you discuss how CONFIRM data can be used to resolve customer service problems with a particular CONFIRM mailer. Has the CONFIRM data been used in any of these ways to date? If so, please provide examples. Which Postal personnel have had or will have access to CONFIRM data for these purposes? Have Postal Service customer service representatives had access to CONFIRM data for these purposes? Will they have access to CONFIRM data for these purposes in the future? What training has been or will be provided to customer service representatives or other postal employees on how to use CONFIRM data to resolve customer service problems?

**RESPONSE:**

I do not have direct knowledge of interactions between particular mailers and the Postal Service to resolve customer service problems, but it is my understanding that such efforts have taken place on a number of occasions.

I am also not aware of exactly which postal personnel have had access to the CONFIRM data, nor which of them will have access in the future. The USPS Library Reference 3 does contain information on how such access can be gained by mailers, with reference to their own mail, and by postal personnel. I do not know the extent of the training that the Postal Service provides to the postal personnel to whom access has been granted. However, mailers participating in the MTAC CONFIRM work group have had considerable opportunity to provide input to the Postal Service concerning which reports may be useful, and the library reference describes in detail the reports that have been developed.

## 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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Joseph K. Moore

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