

RECEIVED

OCT 30 4 30 PM '03

POSTAL RATE COMMISSION  
OFFICE OF THE SECRETARY

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

Complaint on First-Class Mail  
Service Standards

Docket No. C2001-3

UNITED STATES POSTAL SERVICE LIBRARY REFERENCE C2001-3/16

**2000-01 Consumer Affairs Tracking System Files  
That Appear To Reference Delayed First-Class Mail  
And Two-Day Or Three-Day Service Standards  
(Filed In Response To DFC/USPS-7)**

## USPS Library Reference C2001-3/16

The Library Reference consists of 13 USPS CATS files, each of which is identified by the case number at the top center of the first page of each file.

All but two of the files are one page in length.

Each file reflects letters, e-mail messages, summaries of the contents of USPS consumer service cards, or summaries of correspondence, telephone communications between the Postal Service and customers relating to customer concerns about First-Class Mail service delays in 2000-01.

Rather than restrict the library reference only to those files that could be said to specifically implicate or reference the 2000-01 service standard changes at issue in this proceeding, the Postal Service has also included files pertaining to delayed First-Class Mail in which the two-day and three-day First-Class Mail service standards are (1) referenced explicitly, (2) alluded to, or (3) appear to be relevant. The inclusion of these files should not be interpreted as a concession by the Postal Service that each file reflects a complaint about the service standard changes at issue in this proceeding.

The final file (#X10036626) contains an electronically scanned copy of a USPS Consumer Service Card (page 17) on which the original handwriting is now difficult to read. The original card no longer exists. However, its content is easily deduced from the content of the associated correspondence in that particular file.

None of the original documents has been preserved. The electronically-scanned copies or electronically recorded summaries reproduced here are the only representation of the original contents in the possession of the Postal Service.

Names and street addresses are redacted from each file to protect the identities of customers who contacted the Postal Service, as well as the senders or recipients of each customer's correspondence.

N45037103

Case Information	
<p><b>Address</b>                  [REDACTED]                  Santa Clarita CA 91351 [REDACTED]</p> <p><b>Day Phone:</b> [REDACTED]  <b>Evening Phone</b></p>	<p style="text-align: center;">Status Closed</p> <p style="text-align: center;">Source Consumer Service Card</p> <p style="text-align: center;">Receipt Date 03/05/2001                  Due Date 03/23/2001</p> <p style="text-align: center;">Transfer Date</p> <p style="text-align: center;">Close Date 03/14/2001</p> <p style="text-align: center;">Closure Method Telephone</p> <p style="text-align: center;">Assigned To Jackie Bradford                  District VAN</p>
<p><b>Description</b>                  Added by bradfojd on 03/05/2001 — CSC#G01388373 ON WED, FEB 21 01, A PIECE OF MAIL WAS SENT TO ME FROM [REDACTED] IN WHEELING, IL, CALLED [REDACTED] THIS PIECE OF MAIL CONTAINS A CHECK MADE OUT TO ME FOR \$320.00. FOR SOME UNKNOWN REASON WHEN THESE CHECKS ARE MAILED OUT TO ME EVERY TWO WEEKS ON A WED, THESE CHECKS ARE NOT BEING DELIVERED TO ME UNTIL MONDAY, THE FOLLOWING WEEK. IT DOES NOT TAKE 4-5 DAYS FOR A PIECE OF MAIL TO REACH CALIF FROM WHEELING, IL. MY CHECK THAT WAS MAILED OUT ON WED, 2-21-01, SHOULD HAVE BEEN DELIVERED TO ME ON FRI, 2-23-01. REF TO FIELD 3-5-01                  Added by nadeldl on 03/14/2001 — 3-14-01 CALLED CUSTOMER. ADVISED OF STANDARD DELIVERY TIMES.</p>	
Case NSC Codes Addresses	

NSC Case		
Case	Status	Comm. Status
Case NSC Codes Addresses		

Process Codes					
Num	Type	Category	Issue	Involved	Details
1	Problem	Delivery/Mail Pick-up	Delay (Has Mailpiece)	First Class	Postmark 5-7 Days Old
Case NSC Codes Addresses					

N25054430

Case Information	
<p><b>Address</b>                  [REDACTED]                  Redlands CA 92373</p> <p><b>Day Phone</b> [REDACTED]  <b>Evening Phone</b> [REDACTED]</p>	<p><b>Status</b> Closed  <b>Source</b> 800 Number  <b>Receipt Date</b> 10/25/2001  <b>Due Date</b> 10/30/2001  <b>Transfer Date</b>  <b>Close Date</b> 10/26/2001  <b>Closure Method</b> Telephone  <b>Assigned To</b> Cindy Wilson  <b>District</b> SAN</p>
<p><b>Description</b>                  Source: Kansas National Service Center Call Type: Complaint NSC Involved: Non Delivery QG NSC Problem: None ***** Q/A Summary Start [03:35 PM CDT 10-25-2001] ***** Selected Complaint Type: Non Delivery Q: May I have your name, current address, and daytime telephone number? A: [REDACTED] REDLANDS, CA 92373 Q: Was It? A: Flat / Large Envelope Q: Was Mailing? A: First Class Q: Frequency: A: Frequently Q: Number of days of non delivery: A: 4 - 7 Q: Date item mailed: A: Mon October 22 2001 Q: Would You Like a Call Back? A: No ***** Q/A Summary End [03:36 PM CDT 10-25-2001] ***** Created by Agent:JOANA czb611 on 03:36 PM CDT 10-25-2001 ***** Customer states payroll mailed from Riverside did not arrive. Added by foleycj on 10/26/2001 = 10/26/01 - CALLED CUSTOMER HE SAID THAT HE DID RECEIVE PACKAGE TODAY, BUT IT IS ALWAYS MAILED ON MONDAY AND THEY USUALLY GET THEM BY WEDNESDAY BUT, FOR QUITE SOME TIME NOW THEY HAVE BEEN TAKING THE EXTRA TWO DAYS. - CINDY</p>	
<p>Case NSC Codes Addresses</p>	

NSC Case		
Case	Status	Comm. Status
KA10425951		
<p>Case NSC Codes Addresses</p>		

Process Codes					
Num	Type	Category	Issue	Involved	Details
		Delivery/Mail Pick-	Delav (Has	First	Postmark 5-7 Days

S40015814

Case Information	
<p>Address  <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div>                     Monroe UT 84754 <div style="background-color: black; width: 50px; height: 15px; display: inline-block;"></div></p> <p>Day Phone <div style="background-color: black; width: 100px; height: 15px; display: inline-block;"></div></p> <p>Evening Phone</p>	<p style="text-align: center;">Status Closed</p> <p style="text-align: center;">Source Consumer Service Card</p> <p>Receipt Date 10/13/2000</p> <p style="text-align: center;">Due Date 11/02/2000</p> <p>Transfer Date</p> <p style="text-align: center;">Close Date 11/02/2000</p> <p>Closure Method Closed By Direction</p> <p style="text-align: center;">Assigned To Helene Parrott</p> <p style="text-align: center;">District SLC</p>
<p><b>Description</b>                      Added by parrothc on 10/13/2000 — I MAILED A BIRTHDAY CARD TO MY BROTHER WHO LIVES IN RICHFIELD EIGHT MILES AWAY. I PUT IT IN THE MAIL ON FRI AND WITH THE OLD SYSTEM HE WOULD OF HAD IT MON ON HIS BIRTHDAY, BUT HE NEVER GOT IT UNTIL THE FOLLOWING FRI. ALSO MY MOM SENT ME A LETTER FROM ESCALANTE ON MON AND I NEVER GOT IT UNTIL FRI. IT USED TO ALWAYS JUST TAKE TWO DAYS. CSC# G31407260</p>	
<p>Case NSC Codes Addresses</p>	

NSC Case		
Case	Status	Comm. Status
<p>Case NSC Codes Addresses</p>		

Process Codes					
Num	Type	Category	Issue	Involved	Details
1	Problem	Delivery/Mail Pick-up	Delay (Has Mailpiece)	First Class	Postmark 5-7 Days Old
<p>Case NSC Codes Addresses</p>					

Addresses				
Type	Address	City	State	Zip

S40021789

Case Information	
<p>Address  <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div>                     Enterprise UT 84725-  <div style="background-color: black; width: 50px; height: 15px; margin-bottom: 5px;"></div>                     Day Phone ( )                      Evening Phone</p>	<p>Status Closed                      Source Consumer Service Card                      Receipt Date 07/16/2001                      Due Date 08/03/2001                      Transfer Date                      Close Date 07/16/2001                      Closure Method Letter                      Assigned To Joan Flores                      District SLC</p>
<p><b>Description</b>                      Added by floresje on 07/16/2001 — CSC # G33 195 055 - ALL MAIL GOING TO ST GEORGE IS SENT TO PROVO AND THEN BACK TO CEDAR AND ST GEORGE. IT CAUSES ALL MAIL SENT TO BE DELAYED AT LEAST FOUR DAYS TO A WEEK. WHEN IT WAS ROUTED DIRECTLY, IT TOOK AT THE MOST TWO DAYS. WHY WAS IT CHANGED? I HAVE BEEN CHARGED LATE FEES FOR BILLS BECAUSE THE MAIL WAS SO SLOW.</p>	
<p><u>Case NSC Codes Addresses</u></p>	

NSC Case		
Case	Status	Comm. Status
<p><u>Case NSC Codes Addresses</u></p>		

Process Codes					
Num	Type	Category	Issue	Involved	Details
1	Problem	Delivery/Mail Pick-up	Delay (Has Mailpiece)	First Class	Postmark 5-7 Days Old
<p><u>Case NSC Codes Addresses</u></p>					

Addresses				
Type	Address	City	State	Zip

S40024691

Case Information	
<p>Address  <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div>                     Mountain Green UT 84050-<div style="background-color: black; width: 30px; height: 15px; display: inline-block;"></div></p> <p>Day Phone <div style="background-color: black; width: 100px; height: 15px; display: inline-block;"></div></p> <p>Evening Phone</p>	<p>Status Closed</p> <p>Source Consumer Service Card</p> <p>Receipt Date 10/19/2001</p> <p>Due Date 11/08/2001</p> <p>Transfer Date</p> <p>Close Date 10/22/2001</p> <p>Closure Method Letter</p> <p>Assigned To Patti Traynor</p> <p>District SLC</p>
<p><b>Description</b></p> <p>Added by traynopj on 10/22/2001 == reference CSC # G 00 139 816 "On Monday, Oct 14, I rec'd a birthday card postmarded Oct 9 in lake Oswego OR. I also rec'd a card postmarked Oct 9 in Pendleton OR. I also rec'd a small (8 x 8 x 1 inches) package postmarked Oct 9 in Lake Oswego. Six days is unacceptable! Normally, it takes two days....THREE MAXIMUM! P.S. I saw a newspaper article quoting one of your lead people who siad you have reverted to ground US Air transport. It does not take 6 days to drive from Portland to Salt Lake City!!" Called customer--no answer.</p>	
<p><u>Case NSC Codes Addresses</u></p>	

NSC Case		
Case	Status	Comm. Status
<p><u>Case NSC Codes Addresses</u></p>		

Process Codes					
Num	Type	Category	Issue	Involved	Details
1	Problem	Delivery/Mail Pick-up	Delay (Has Mailpiece)	First Class	Postmark 5-7 Days Old
<p><u>Case NSC Codes Addresses</u></p>					

Addresses				
Type	Address	City	State	Zip

S15052073

Case Information	
<p>Address</p> <p>[REDACTED]</p> <p>Pueblo CO 81002 [REDACTED]</p> <p>Day Phone: [REDACTED]</p> <p>Evening Phone: [REDACTED]</p>	<p>Status Closed</p> <p>Source Consumer Service Card</p> <p>Receipt Date 11/23/2001</p> <p>Due Date 12/13/2001</p> <p>Transfer Date</p> <p>Close Date 11/23/2001</p> <p>Closure Method Information Only</p> <p>Assigned To Sonda Goss</p> <p>District DEN</p>
<p><b>Description</b></p> <p>Added by gosssl on 11/23/2001 == G00550672 11/8/01, Payroll is mail from Sterling CO on Tuesdays, it takes two to three days, we have to pay our employees by Thursday due to our union contract. Per supervisor, All mail is put into POB upon receipt by 10:30. Suggested Express Mail.</p>	
<p>Case NSC Codes Addresses</p>	

NSC Case		
Case	Status	Comm. Status
Case NSC Codes Addresses		

Process Codes					
Num	Type	Category	Issue	Involved	Details
1	Problem	Delivery/Mail Pick-up	Delay (Has Mailpiece)	First Class	Postmark 3-4 Days Old
Case NSC Codes Addresses					

Addresses				
Type	Address	City	State	Zip
Case NSC Codes Addresses				

X20024354

Case Information	
<p><b>Address</b>                  [REDACTED]                  Bristow NE 68719- [REDACTED]                  Day Phone [REDACTED]                  Evening Phone [REDACTED]</p>	<p>Status Closed                  Source Phone Calls                  Receipt Date 12/06/2001                  Due Date 12/17/2001                  Transfer Date                  Close Date 12/06/2001                  Closure Method Internal Hq Referral                  Assigned To Diane West                  District OMA</p>
<p><b>Description</b>                  Added by westde on 12/06/2001 == request from PM for assist. His bank mails daily to [REDACTED] OMAHA NE. normally one day. problems last two weeks, mailing sent Nov 27, 28, 29, 30 all received on sat 12-1. this week dec 3 and 4 received by [REDACTED] on 12-6. all sent first-class other than except for Dec 4 sent Priority. [REDACTED] has told his local bank they should not use USPS for mailings, and advises them to use UPS. [REDACTED] CAN NOT BECAUSE UPS only comes through Bristow once every three days. referred to BSN rep, John Ash for investigation and follow up with postmaster and us bank. closed</p>	
Case NSC Codes Addresses	

NSC Case		
Case	Status	Comm. Status
Case NSC Codes Addresses		

Process Codes					
Num	Type	Category	Issue	Involved	Details
1	Problem	Delivery/Mail Pick-up	Delay (Has Mailpiece)	First Class	Postmark 3-4 Days Old
Case NSC Codes Addresses					

Addresses					

X05020594

Case Information	
<p>Address                  [REDACTED]                  Lecoma MO 65540 [REDACTED]                  Day Phone [REDACTED]                  Evening Phone [REDACTED]</p>	<p>Status Closed                  Source Phone Calls                  Receipt Date 05/23/2001                  Due Date 06/01/2001                  Transfer Date                  Close Date 06/01/2001                  Closure Method Telephone                  Assigned To Donna Squires                  District KCM</p>
<p><b>Description</b>                  Added by squiredm on 05/23/2001 = 05/23/01 DSquires: Customer sent in First-Class Envelopes, very large envelopes from [REDACTED]. His paper is being sent via 1st Class Mail due to previous delays, now he is still experiencing those delays. He expects his paper within the two day service standard. See attached copies. 05/23/01 Referred to Lead MDO, Plant P&amp;D. Added by squiredm on 06/01/2001 = 05/25/01 Robert Zajic: I called DSquires about these papers and she is mailing the actual envelopes to me for disposition. The info that was faxed was not good, and hard to read. Overall it appears that he is getting good service. I also suggest to Donna that she contact the Business Service network here or in St. Louis and asked why they don't use Priority on this as it appears that it might be cheaper and is "trackable". 06/01/01 Referred to Larry Butko, Business Service Network. 06/01/01 Larry Butkko: Sent copies of file to St. Louis Postal Business Service Network for their attention and action deemed necessary. 06/01/01 DSquires: Called [REDACTED] home, reached his wife and explained the above status of his paper. [REDACTED] states he is very methodical, and when the paper doesn't arrive on time, it does not set well with him, and he has to either fix the problem, or find out what happened. She will advise her husband that I called and what we are doing. Thanked us for calling. CASE CLOSED 06/01/01 DS.</p>	
<p><u>Case NSC Codes Addresses</u></p>	

NSC Case		
Case	Status	Comm. Status
<p><u>Case NSC Codes Addresses</u></p>		

Process Codes					
Num	Type	Category	Issue	Involved	Details

X20020523

Case Information	
<p><b>Address</b>                  [REDACTED]                  Howells NE 68641 [REDACTED]    <b>Day Phone</b> [REDACTED]  <b>Evening Phone</b> [REDACTED]</p>	<p style="text-align: center;">Status Closed                  Source Consumer Service Card                  Receipt Date 06/27/2001                  Due Date 07/17/2001                  Transfer Date                  Close Date 06/29/2001                  Closure Method Telephone                  Assigned To Vicky Segers                  District OMA</p>
<p><b>Description</b>                  Added by segersvk on 06/29/2001 — I send our son in Liberty MO a letter every week and frequent packages. The time of delivery is very poor. 2-3 days for letters and it is only 250 miles. Recently a package I sent Priority Mail took 6 days. Can you explain the poor service to me? sometimes letters even take 4-5 days. Action Taken: 6/28/01 Called customer and talked to husband. Told him that service standards to Liberty MO were 2-3 days. He asked me to call back after 4:00 and talk to his wife. Called back at 4:20 - no answer - left message. 6/29/01 customer returned my call. Said her son was a teacher at the elementary school there and service was terrible. Knew that we weren't going to do anything about it, but wanted to make her complaint known. And if she put 2-3 days on the consumer service card, then she made an error - it was usually 4-5 days. Told customer we would be happy to examine the delayed mailpieces, but customer didn't sound as if she was interested in following up.</p>	
Case NSC Codes Addresses	

NSC Case		
Case	Status	Comm. Status
Case NSC Codes Addresses		

Process Codes					
Num	Type	Category	Issue	Involved	Details
1	Problem	Delivery/Mail Pick-up	Delay (Has Mailpiece)	First Class	Postmark 5-7 Days Old
2	Problem	Delivery/Mail Pick-up	Delay (Has Mailpiece)	Priority Mail	Postmark 5-7 Days Old

S10008737

Case Information	
<p>Address                  [REDACTED]                  [REDACTED]                  Libby MT 59923- [REDACTED]</p> <p>Day Phone                  Evening Phone</p>	<p>Status Closed                  Source Letters/Correspondence                  Receipt Date 04/02/2001                  Due Date 04/20/2001                  Transfer Date                  Close Date 04/02/2001                  Closure Method Telephone                  Assigned To Mary Maida                  District BIL</p>
<p><b>Description</b>                  Added by maidamg on 04/02/2001 == 04-02-01 letter of inquiry from Postmaster Libby MT on delivery delays from this [REDACTED] to customer in his area. Discussed prior BSN issues on this Company and that DNO is responding to service standard delays by requesting that all 3 dy mail from Portland be sent via surface transportation thru GEG to meet the 3 day service standard. Explained when MONday is Holiday delivery wil probably occur on Wed rather than Tuesdays. PM will discuss this with his customer. CASE CLOSED</p>	
<p>Case NSC Codes Addresses</p>	

NSC Case		
Case	Status	Comm. Status
<p>Case NSC Codes Addresses</p>		

Process Codes					
Num	Type	Category	Issue	Involved	Details
1	Problem	Delivery/Mail Pick-up	Delay (Has Mailpiece)	First Class	Postmark 5-7 Days Old
<p>Case NSC Codes Addresses</p>					

Addresses				
Type	Address	City	State	Zip

POSTMASTER  
U. S. POSTAL SERVICE



March 6, 2001

Scott Wuertz  
Manager Transportation & Network  
U. S. Postal Service  
841 S. 26<sup>th</sup> Street  
Billings, MT 59101-9713

Scott,

The attached envelope was received by my customer on March 1, 2001, after being mailed in Medford, OR, on February 23, 2001. These folks had the same problem last fall on a regular basis, but it seemed to have fixed itself. Now, it has started again, and has happened the past three weeks in a row: mailed on Friday and received on Thursday. The mailings are time critical. Hopefully you can help us figure out what the delay is and how to fix it.

Thanks,

A handwritten signature in black ink, appearing to read "Dan Stephens". The signature is fluid and cursive.

Dan Stephens



S10008012

Case Information	
<p><b>Address</b>                  [REDACTED]                  Columbia Falls MT 59912 [REDACTED]</p> <p><b>Day Phone</b> [REDACTED]  <b>Evening Phone</b> [REDACTED]</p>	<p>Status Closed                  Source Phone Calls                  Receipt Date 01/02/2001                  Due Date 01/11/2001                  Transfer Date                  Close Date 01/02/2001                  Closure Method Telephone                  Assigned To Karen Finnegan                  District BIL</p>
<p><b>Description</b>                  Added by finnegkl on 01/02/2001 — Customer called Consumer Affairs on 12/29/00 regarding their SSI checks. Delivery is suppose to be on the 1st of each month. If the 1st falls on a holiday or Weekend then delivery should be the Friday before the 1st. Customer states that for the past 5 months the checks have always been received two to three days late. 12/29/00: Advised customer to turn in envelope to local postmaster who will forward to Billings for investigation. Called Columbia Falls Postmaster who will work with the customers that she is aware of that are having troubles with timely delivery of SSI Checks.</p>	
<p><u>Case NSC Codes Addresses</u></p>	

NSC Case		
Case	Status	Comm. Status
<p><u>Case NSC Codes Addresses</u></p>		

Process Codes					
Num	Type	Category	Issue	Involved	Details
1	Problem	Delivery/Mail Pick-up	Delay (Has Mailpiece)	First Class	Postmark 3-4 Days Old
<p><u>Case NSC Codes Addresses</u></p>					

Addresses				
Type	Address	City	State	Zip

I10027314

Case Information	
<p>Address                  [REDACTED]                  Reynoldsburg OH 43068 [REDACTED]                  Day Phone [REDACTED]                  Evening Phone [REDACTED]</p>	<p>Status Closed                  Source Phone Calls                  Receipt Date 07/10/2001                  Due Date 07/19/2001                  Transfer Date                  Close Date 07/10/2001                  Closure Method Telephone                  Assigned To Lynn Nickell                  District CMS</p>
<p><b>Description</b>                  Added by nickella on 07/10/2001 = Customer complains that his retirement check takes 4 days to reach him. Check is from an [REDACTED] in Tampa Fl, but a presort house in Maine is actually entering the piece into the mailstream. The delivery from Maine is a 3-day standard. Explain to customer about the delivery standards.</p>	
Case NSC Codes Addresses	

NSC Case		
Case	Status	Comm. Status
Case NSC Codes Addresses		

Process Codes					
Num	Type	Category	Issue	Involved	Details
1	Problem	Delivery/Mail Pick-up	Delay (Has Mailpiece)	First Class	Postmark 3-4 Days Old
Case NSC Codes Addresses					

Addresses				
Type	Address	City	State	Zip
Case NSC Codes Addresses				

X10036626

Case Information	
<p>Address  <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div>                     Spring Valley WI 54767-  <div style="background-color: black; width: 20px; height: 15px; margin-bottom: 5px;"></div>                      Day Phone <div style="background-color: black; width: 100px; height: 15px; display: inline-block;"></div>                      Evening Phone</p>	<p>Status Closed                      Source Senate/Congressional                      Receipt Date 12/10/2001                      Due Date 12/19/2001                      Transfer Date                      Close Date 01/03/2002                      Closure Method Letter                      Assigned To Jodi Hirsch                      District MIN</p>
<p>Description                      Added by hirschjr on 12/10/2001 = CONGRESSIONAL INQUIRY FROM CONSTITUENT OF REPRESENTATIVE KIND REGARDING THE LENGTH OF TIME IT TAKES A LETTER MAILED IN SPRING VALLEY WI TO ARRIVE IN MADISON WI. Added by hirschjr on 12/21/2001 = CONTACTED EAU CLAIRE PLANT MANAGER JIM HAUGER - HE STATED DELIVERY STANDARDS FOR MAIL FROM SPRING VALLEY TO MADISON HAS ALWAYS BEEN 2 DAYS. HE STATES THE TRANSPORTATION TIMES HAVE CHANGED OVER THE PAST COUPLE OF YEARS, SO MAIL MIGHT HAVE BEEN MAKING IT OVER NIGHT PREVIOUSLY, BUT IS NOW TAKING 2 DAYS. HE STATED PEOPLE THINK THIS SHOULD BE AN OVER NIGHT SERVICE. JIM ALSO STATED THAT IF THIS CUSTOMERS MAIL IS TAKING MORE THAN 2 DAYS TO ARRIVE THEY CAN MAIL THE DELAYED ENVELOPE TO THE ATTENTION OF THE PLANT MANAGER @ 3510 HOGARTH STREET EAU CLAIRE WI 54703-0487. HE WILL LOOK AT THE ID ON BACK OF ENVELOPES TO SEE IF HE CAN DETERMINE WHAT THE PROBLEM IS. Added by hirschjr on 01/03/2002 = RETURNED &amp; MAILED ON 12/28/01 = CC TO GOVT RELATIONS - CC TO PLANT MANAGER.</p>	
<p>Case NSC Codes Addresses</p>	

NSC Case		
Case	Status	Comm. Status
<p>Case NSC Codes Addresses</p>		

Process Codes					
Num	Type	Category	Issue	Involved	Details
		Deliver/Mail Pick	Delav (Has	First	Postmark 8-14 Days

FIELD OFFICE CONSUMER AFFAIRS TRACKING SYSTEM  
REFERRAL SHEET  
SPRING VALLEY, WI  
DUPLICATE COPY

CASE NUMBER: X10032723

RESTRICTED INFORMATION

RECEIVED: 09/05/2001

DUE DATE: 09/12/2001

OLD ADDRESS (if COA issue)

CURRENT ADDRESS	
[REDACTED]	(EXEMPTION)

--

Day Phone: [REDACTED]

Eye Phone: [REDACTED]

SOURCE: CONSUMER SERVICE CARD

INVOLVED: First-Class

CASE WORKER: THOMAS B PARISLAN

PROBLEM: Delay - Multiple Incidents

CUSTOMER STATEMENT

9/5/01 - CONSUMER SERVICE CARD (CSC) CONCERNING DELAYS OF MAIL (3-5 DAYS) FROM SPRING VALLEY WI TO MADISON WI. SEE ATTACHED CSC.

LETTER OF APOLOGY SENT TO CUSTOMER.

FORWARDED COPY OF CSC ALONG WITH CSC FROM POSTMASTER OF SPRING VALLEY WI TO EAU CLAIR AND ST PAUL P & D'S.

9/13/01 Received a letter from customer thanking me for prompt reply but indicating he would be pursuing this on some other level.

ACTION TAKEN:

FILE

Attachments

EMPLOYEE: \_\_\_\_\_

DATE: \_\_\_/\_\_\_/\_\_\_

(All attachments must be submitted on 8 1/2 X 11 paper)

RETURN TO:

Consumer Affairs and Claims  
US Postal Service  
100 South 1st St Rm 121  
Minneapolis MN 55401-9631

16



NORTHLAND DISTRICT  
CONSUMER AFFAIRS



September 5, 2001

[REDACTED]  
[REDACTED]  
SPRING VALLEY WI 54767 [REDACTED]

Dear [REDACTED]

We have received your Consumer Service Card and at the outset, I would like to say that I share your concern about the delay you described and assure you this is not typical of the service we normally provide. Generally, our national service goals are based on the deposit of mail into the system by 5 P.M. First-Class Mail deposited prior to that time is committed for next day delivery service locally; second day delivery to designated areas (generally within a 600 mile radius); and third day delivery for the remainder of the contiguous 48 states. We regret some of your mail has been an exception to these goals and ask you to accept our apology for any inconvenience you have experienced.

We are very much concerned about delayed mail. Your Postmaster has also contacted our office about the delays. I have sent copies of his concerns and your Consumer Service Card to the Managers of Distribution Operations in both Eau Claire and St Paul to inform them of the problems you are experiencing with delays between Spring Valley WI and Madison WI.

I realize an apology is no substitute for good service; nevertheless, it helps to know the kinds of difficulties our customers have, and we appreciate your reporting this matter to us. The delay of any piece of mail is generally frustrating to both the Postal Service and its customers.

Sincerely,

Thomas Parisian  
Consumer Affairs Associate

  
Spring Valley, WI 54767  
September 10, 2001

Mr. Thomas Parisiani, Consumer Affairs Associate  
United States Postal Service  
Northwest District  
100 South 1st Street  
Room 121  
Minneapolis, MN 55401-9631

Dear Mr. Parisiani:

Just returned home from a trip to Oregon and found your letter in my mail. Thank you for your prompt reply.

I think your goals for first, second, and third day delivery are excellent ones. However, goals that are not reached are not worth much. My mail to Madison should reasonably reach there in one day and, at most, two. Instead, a 250-mile destination is taking as long as a Boston or Los Angeles destination. It does not take a nuclear physicist to figure out that mail that is mailed to Madison and then goes to Eau Claire AND THEN to St. Paul, Minnesota is delayed one or two days before it goes to Madison. The question is WHY does it take this counterintuitive route?

I appreciate your response, but I think I am going to pursue this a little further before I trust the USPS to do anything about it or I give it up as a lost cause. There must be a very good reason for Western Wisconsin mail to take this very peculiar route. Since you did not inform me as to that reason, I suspect it is a reason that has more to do with administrative convenience than with postal efficiency.

I hope that my complaint, seconded by my postmaster, changes the situation. In the meantime, I am going to pursue it on some other levels.

Sincerely yours,  


CONSUMER AFFAIRS TRACKING SYSTEM  
CONTROL SHEET

RESTRICTED INFORMATION

Case Number: X10036626

Day Phone:

Eve Phone:

KIND

SPRING VALLEY, WI 54767

CASE INFORMATION

Case worker: Jodi Hirsch

Receipt Date: 12/10/2001

District: NORTHLAND

Due Date: 12/19/2001

Source: SENATE/CONGRESSIONAL

Close Date: \_\_\_/\_\_\_/\_\_\_

Method: [ ]

Added by hirschjr on 12/10/2001 == CONGRESSIONAL INQUIRY FROM CONSTITUENT OF REPRESENTATIVE KIND REGARDING THE LENGTH OF TIME IT TAKES A LETTER MAILED IN SPRING VALLEY WI TO ARRIVE IN MADISON WI. Added by hirschjr on 12/21/2001 == CONTACTED EAU CLAIRE PLANT MANAGER JIM HAUGER - HE STATED DELIVERY STANDARDS FOR MAIL FROM SPRING VALLEY TO MADISON HAS ALWAYS BEEN 2 DAYS. HE STATES THE TRANSPORTATION TIMES HAVE CHANGED OVER THE PAST COUPLE OF YEARS, SO MAIL MIGHT HAVE BEEN MAKING IT OVER NIGHT PREVIOUSLY, BUT IS NOW TAKING 2 DAYS. HE STATED PEOPLE THINK THIS SHOULD BE AN OVER NIGHT SERVICE. JIM ALSO STATED THAT IF THIS CUSTOMERS MAIL IS TAKING MORE THAN 2 DAYS TO ARRIVE THEY CAN MAIL THE DELAYED ENVELOPE TO THE ATTENTION OF THE PLANT MANAGER @ 3510 HOGARTH STREET EAU CLAIRE WI 54703-0487. HE WILL LOOK AT THE ID ON BACK OF ENVELOPES TO SEE IF HE CAN DETERMINE WHAT THE PROBLEM IS. Added by hirschjr on 01/03/2002 == RETURNED & MAILED ON 12/28/01 == CC TO GOVT RELATIONS - CC TO PLANT MANAGER.

Author: Mark.Aumann@mail.house.gov at INTERNET

Date: 12/6/01 12:44 PM

Normal

TO: JEFFREY L LONGIE at MNMN004L

Subject: constituent concern

----- Message Contents

Dear Jeff:

Hops these words from Eau Claire find you well. We were recently contacted by a constituent of ours:

[REDACTED]  
Spring Valley, WI 54767  
[REDACTED]

who wanted to know why it takes so long for letters mailed from Spring Valley to reach Madison. He believes letters posted in Spring Valley go to Eau Claire, then St. Paul before being routed to Madison. Could you please look into this matter and have a response prepared outlining how mail posted in Spring Valley gets routed to Madison and what can be done to speed up this process?

Thanks, Jeff, for your time and attention to this matter. Take care and hope to hear from you.

Sincerely,

Mark Aumann  
Staff - U.S. Rep. Ron Kind  
131 S. Barstow Street, Suite 301  
Eau Claire, WI 54701 - 2625  
715-831-9214

File item 2 original document name: Not specified

File item 2 document type: PCDATA

File item 2 size (bytes): 1636

DISTRICT MANAGER  
CUSTOMER SERVICE AND SALES  
NORTHLAND DISTRICT



December 28, 2001

The Honorable Ron Kind  
Attn: Mark Aumann  
131 S. Barstow Street, Suite 301  
Eau Claire WI 54701

Dear Representative Kind:

Thank you for contacting the Postal Service on behalf of your constituent Mr. [REDACTED] regarding the length of time it takes letters mailed from Spring Valley WI to reach Madison WI.

According to the Plant Manager of the Eau Claire Processing & Distribution Center, letters sent from Spring Valley WI go through the Eau Claire processing center. The manager states there is a truck that goes from the processing plant to Madison. He indicates that the service standards for mail from Spring Valley to Madison is 2 days. The Plant Manager states that if [REDACTED] mail is taking more than 2 days to arrive in Madison, he would like to see the delayed envelopes. He states the ID on the back of the envelope may help him in determining where a potential problem is occurring. These letters can be sent to the Plant Manager, United States Postal Service, 3510 Hogarth Street, Eau Claire WI 54703-0487.

The distribution system of the Postal Service is massive, and we sometimes disappoint our customers and ourselves. But, as a public service, we realize we have an obligation to hold the trust of our customers by providing good, reliable mail service. We are working hard to maintain this commitment. Providing the best possible service at the lowest possible cost is our primary objective.

Although we cannot promise that delays will not occur in the future, we will continue to do our best to provide [REDACTED] with an acceptable level of service that he has come to expect.

If your office should have any questions regarding this matter, please feel free to contact Manager Jeff Longie in the Northland District Consumer Affairs Office at 612-349-6388.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael J. Daley".

Michael J. Daley  
A/District Manager