

Before The
POSTAL RATE COMMISSION
WASHINGTON, D.C. 20268-0001

Experimental Premium Forwarding Service)

Docket No. MC2005-1

OFFICE OF THE CONSUMER ADVOCATE
INTERROGATORIES TO UNITED STATES POSTAL SERVICE
WITNESS SAMUEL J. KOROMA (OCA/USPS-T4-23-25)
January 27, 2005

Pursuant to Rules 25 through 28 of the Rules of Practice of the Postal Rate Commission, the Office of the Consumer Advocate hereby submits interrogatories and requests for production of documents. Instructions included with OCA interrogatories OCA/USPS-T1-1-13 dated November 29, 2004, are hereby incorporated by reference.

Respectfully submitted,

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OCA/USPS-T4-23. Please refer to your testimony, Attachment A, the “MC2005-1 Data Collection Plan,” and your response to OCA/USPS-T4-15, where it states, “Some complaints would end up in the existing system for collecting, analyzing and responding to customer complaints that is overseen by the Postal Service’s Consumer Advocate.”

- (a) Please describe “the existing system,” including the organizational relationship between any component parts, such as the Consumer Advocate at postal headquarters, the USPS Call Center, the “email Us” at http://hdusps.esecurecare.net/cgi-bin/hdusps.cfg/php/enduser/ask.php?p_sid=IXcRMAwh&p_lva= on the Postal Service’s website, and consumer affairs managers and officials in field/district/local facilities and offices.
- (b) Please explain the process by which consumer complaints are collected, analyzed and responded to under “the existing system,” and any component parts described in subpart (a), above. Will this process be applicable to PFS customer complaints? Please explain.
- (c) Please identify and describe the types of information or data collected from customer complaints by “the existing system,” and any component parts described in subpart (a), above. Will the same or similar types of information or data be collected from PFS customer complaints? Please explain.
- (d) Please describe and explain in what form the information and data collected from customer complaints under “the existing system,” and any component parts described in subpart (a) above, are recorded, organized,

managed and maintained. Will the information and data collected from PFS customer complaints be recorded, organized, managed and maintained in the same form? Please explain.

- (i) Please explain how persons collecting information and data under “the existing system” generally, and for PFS customer complaints, would record such information and data. Provide examples of physical and electronic forms or pages used.
- (ii) Please explain in what form the information or data at the time of collection is recorded under “the existing system” generally, and for PFS customer complaints, i.e., in narrative or text form, or grouped or categorized, etc.
- (iii) Please provide the name of each program or data base in which the information and data collected under “the existing system” is recorded, organized, managed and maintained, and the relationship between each program and data base.
- (iv) Please explain whether each program and data base is “searchable” so as to permit research by specific class of mail, problem, etc., including PFS, if recommended and approved.
- (v) Please explain how long information and data that is collected and recorded in electronic form are retained under “the existing system.” Specifically, how long would customer complaint information and data collected in FY 2004 be retained by “the existing system?”

- (e) Please identify and describe the types of reports, summaries, or other compilations that are routinely generated under “the existing system?” Will the same or similar types of reports, summaries, or other compilations based on PFS customer complaints be generated under “the existing system?” Please explain.
- (f) Please identify and describe the types of information that are made public with respect to customer complaints under “the existing system?” Will the same or similar types of information be made public with respect to PFS customer complaints under “the existing system?” Please explain.

OCA/USPS-T4-24. Please refer to your testimony at page 2, lines 4-7, which refer to “temporary forwarding, permanent forwarding, and hold mail.” For FY 2003 and FY 2004, please provide the number of temporary forwarding requests, permanent forwarding requests, and requests for hold mail.

OCA/USPS-T4-25. Please refer to your response to OCA/USPS-T4-19(c), where, with reference to the statistical probability that the ODIS-RPW sampling system will sample a PFS Priority Mail piece, it states “The correct probability cannot easily be determined, and may be larger or smaller.” Please explain what factors would cause the probability to be either larger or smaller.