

**BEFORE THE
POSTAL RATE COMMISSION
WASHINGTON, DC 20268-0001**

Postal Rate and Fee Changes, 2005

Docket No. R2005-1

**DOUGLAS F. CARLSON
INTERROGATORIES TO THE UNITED STATES POSTAL SERVICE
(DFC/USPS-31-53)**

May 17, 2005

Pursuant to sections 25-27 of the *Rules of Practice*, I hereby submit interrogatories to the United States Postal Service.

The instructions contained in my interrogatories DFC/USPS-1-19 are incorporated herein by reference.

Respectfully submitted,

Dated: May 17, 2005

DOUGLAS F. CARLSON

DFC/USPS-31. Please refer to the Postal Service's request for an opinion and recommended decision at Attachment F, page 35. Please confirm that some post offices decline to provide customers with printed Express Mail directories. If you do not confirm, please explain how a customer can obtain a printed Express Mail directory from a post office that declines to provide one to him.

DFC/USPS-32. Please refer to the response to DFC/USPS-10. Does the Postal Service take the position that all employees are abiding by all relevant regulations governing delivery of mail to which a return receipt is attached and that all employees are completing all return receipts properly? Please identify the basis for your response.

DFC/USPS-33. Please describe the specific process by which the data reported in the response to DFC/USPS-12 were collected.

DFC/USPS-34. Please identify the source of the data in the WEBeis that the Postal Service reported in response to DFC/USPS-15.

DFC/USPS-35. For the data reported in response to DFC/USPS-15, please identify all assumptions and search parameters used in querying, analyzing, and reporting the data (e.g., a scan indicating final disposition or delivery was either "Delivered" or "Returned to Sender," and an article was deemed not to have received a scan indicating final disposition or delivery if no such scan was recorded within N days after the acceptance scan).

DFC/USPS-36. Please provide the percentage of Registered Mail that received an acceptance scan at a retail terminal but that did not receive a scan indicating a final disposition or delivery. In your response, please identify all assumptions and search

parameters used in querying, analyzing, and reporting the data (e.g., a scan indicating final disposition or delivery was either “Delivered” or “Returned to Sender,” and an article was deemed not to have received a scan indicating final disposition or delivery if no such scan was recorded within N days after the acceptance scan).

DFC/USPS-37. Please provide the percentage of Insured Mail that received an acceptance scan at a retail terminal but that did not receive a scan indicating a final disposition or delivery. In your response, please identify all assumptions and search parameters used in querying, analyzing, and reporting the data (e.g., a scan indicating final disposition or delivery was either “Delivered” or “Returned to Sender,” and an article was deemed not to have received a scan indicating final disposition or delivery if no such scan was recorded within N days after the acceptance scan).

DFC/USPS-38. For each special service for which postal employees are required to scan a bar code upon delivering the item, please provide the percentage of mail that received a scan other than one indicating final disposition or delivery and that did not also receive a scan indicating final disposition or delivery. In your response, please identify all assumptions and search parameters used in querying, analyzing, and reporting the data (e.g., a scan indicating final disposition or delivery was either “Delivered” or “Returned to Sender,” and an article was deemed not to have received a scan indicating final disposition or delivery if no such scan was recorded within N days after the acceptance scan).

DFC/USPS-39. For each type of mail that requires a signature upon delivery, including Express Mail and mail for which the customer purchased a special service, please identify the percentage of mail, by type, that received a scan indicating final disposition

or delivery and that has no signature on file. This interrogatory excludes responsive information that the Postal Service already has provided in response to other interrogatories. In your response, please identify all assumptions and search parameters used in querying, analyzing, and reporting the data (e.g., a scan indicating final disposition or delivery was either “Delivered” or “Returned to Sender,” and an article was deemed not to have received a scan indicating final disposition or delivery if no such scan was recorded within N days after the acceptance scan).

DFC/USPS-40. Please provide the percentage of Signature Confirmation pieces for which delivery records show that the customer waived the signature.

DFC/USPS-41. Please provide the date, if any, on which scanning equipment was modified to prevent an employee from indicating that the sender waived the signature for mail for which the customer purchased Signature Confirmation.

DFC/USPS-42. Please refer to the response to DFC/USPS-19. Please identify the steps that the Postal Service has taken to pursue “improved scan performance by its field employees.” Please provide the relevant documentation.

DFC/USPS-43. For each year since and including 2001, please identify the percentage of First-Class Mail that was destined to one-day, two-day, and three-day delivery areas, according to the Postal Service’s service standards for First-Class Mail. Please specify whether the response includes Priority Mail.

DFC/USPS-44. For each year since and including 2001, please identify the percentage of Priority Mail that was destined to one-day, two-day, and three-day delivery areas, according to the Postal Service’s service standards for First-Class Mail.

DFC/USPS-45. Please identify the volume, percentage, and weight distribution of Priority Mail flat-rate envelopes that were destined to a ZIP Code for which the service standards for Priority Mail and First-Class Mail were identical. The response should provide all available data, including, at a minimum, data derived from transactions at retail terminals. In your response, please separate data derived from transactions at retail terminals from other data.

DFC/USPS-46. Please reconcile the response to DFC/USPS-27 with the calculation methodology specified on page 17 of USPS-LR-K-127.

DFC/USPS-47.

- a. Please provide the total number of collection boxes that were in service as of the most-recent date for which data are available. In your response, please identify Express Mail and non-Express Mail collection boxes separately.
- b. Please identify the data system from which the data provided in response to part (a) were derived or obtained.

DFC/USPS-48. Please refer to the response to DBP/USPS-1. Please confirm that “CBMS” stands for Collection Box Management System, not Collection Box Management Database.

DFC/USPS-49. For each day of the week, please provide the percentage of accepted Express Mail volume that is guaranteed for delivery on the next day, the second day, and the “second delivery day.”

DFC/USPS-50. Please describe how Certified Mail letters and flats are separated, mechanically or manually, from mail that does not require a signature upon delivery.

DFC/USPS-51. Please provide documents relating to the training and instruction of window clerks on how to sell services to customers who wish to send mail that, based on its size and weight, could be sent by First-Class Mail, Priority Mail, or Express Mail.

DFC/USPS-52. Please provide documents issued since Docket No. 2001-1 was filed that relate to delivery of Certified Mail to high-volume recipients including, but not limited to, the Internal Revenue Service and state tax agencies.

DFC/USPS-53. Please refer to the response to DFC/USPS-5.

- a. Please explain why the on-time percentages in PETE are higher than the on-time percentages in ODIS. If differences in the characteristics of the sampled mail exist, please identify those differences and how those differences may affect delivery performance.
- b. Please explain which type of delivery performance PETE is intended to measure. For example, is PETE a system-wide measurement of overnight and two-day Priority Mail performance?
- c. Please identify the source of the data for on-time percentage for Delivery Confirmation that the Postal Service reported in its response to DFC/USPS-5.