

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

POSTAL RATE AND FEE CHANGES  
PURSUANT TO PUBLIC LAW 108-18

Docket No. R2005-1

RESPONSES OF POSTAL SERVICE WITNESS LEWIS  
TO INTERROGATORIES OF THE OCA (OCA/USPS-T30-1-7)  
(May 18, 2005)

The United States Postal Service hereby provides the response of witness Lewis to the following interrogatories of the OCA, filed on May 3, 2005: OCA/USPS-T30-1-7. Partial objections to these were filed on May 13, and provision of these responses is not intended to waive those objections.

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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Eric P. Koetting

475 L'Enfant Plaza West, S.W.  
Washington, D.C. 20260-1137  
(202) 268-2992, Fax -5402  
May 18, 2005

RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS LEWIS TO  
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**OCA/USPS-T30-1.** Witness Stevens indicates that your testimony provides a “more complete discussion of DOIS (Delivery Operations Information System).” USPS-T-15 at 23.

- a. Have you (or others) furnished documentation of DOIS in the current rate case? If so, please provide full citations. If not, then please furnish complete DOIS documentation.
- b. Is it correct that DOIS documentation is only available through the Postal Service’s intra-net? If not, then please explain.
- c. On what date was DOIS first introduced to delivery offices? On that date, how many offices were placed under DOIS?
- d. At the present time, how many delivery offices operate under DOIS?
- e. How many delivery offices do not operate under DOIS?
- f. What is the total number of delivery offices?
- g. Is DOIS used in delivery offices that include city carrier routes?
- h. Is DOIS used in delivery offices that include rural carrier routes?
- i. What is the number of delivery offices that consist solely of city carrier routes and do not include any rural carrier routes?
- j. What is the number of delivery offices that consist solely of rural carrier routes and do not include any city carrier routes?
- k. What is the number of delivery offices that consist of a mix of city and rural carrier routes?
- l. If the figures given in response to parts i., j. and k. do not equal the figure given in response to part f., then what offices would be included in the remainder? Please describe in full.
- m. Please give the number of delivery offices consisting solely of city carrier routes that operate under DOIS.
- n. Please give the number of delivery offices consisting of a mix of city and rural carrier routes that operate under DOIS.
- o. Are DOIS reports ever generated by or for headquarters? If so, please list all such reports, including their purpose and the information contained in them.

**Response**

A. The Postal Service has not provided DOIS documentation.

B. Yes, because the DOIS program team determined that interactive training would better meet the needs of Postal managers, the DOIS training and user's guide is only available online.

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C. National deployment of DOIS began with 33 'delivery units' on May 19, 2001. The DOIS program team deployed DOIS systems based upon supervisor assignments rather than by office or even ZIP code. The DOIS team designated these supervisor assignments as 'delivery units' and defined a 'delivery unit' as a grouping of city delivery routes under the management of one supervisor.

D. The Postal Service does not have a count of how many delivery offices have DOIS systems. The DOIS program team deployed DOIS systems based upon supervisor assignments rather than by office or even ZIP code. The DOIS team designated these supervisor assignments as 'delivery units' and defined a 'delivery unit' as a grouping of city delivery routes under the management of one supervisor. DOIS is deployed to 7,939 delivery units.

E. Please see my response to part D. The Postal Service does not have a count of the number of offices without DOIS.

F. Current Address Management data shows that within the Postal System there are 32,777 Post Offices, Stations, and Branches with delivery operations. This includes City, Rural, Highway Contract, Post Office Box and General Delivery.

G and H. The DOIS system was designed to facilitate the management of City delivery routes. It is deployed in offices with City delivery and offices with both City and Rural delivery operations.

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I. The Postal Service has 3,499 delivery offices with City delivery that do not have Rural delivery.

J. The Postal Service has 11,856 delivery offices with Rural delivery that do not have City delivery.

K. The Postal Service has 5,574 delivery offices with both City and Rural delivery.

L. The Postal Service has 11,848 delivery offices without City or Rural delivery. These offices provide General, Post Office Box and Highway Contract delivery.

M and N. Please see my response to part D. The Postal Service does not have a count of the number of offices using DOIS consisting solely of City delivery or with both City and Rural delivery.

O. DOIS was designed as a supervisor tool. As such, it only provides unit-level reports. It does not provide roll-up or summary level reporting. Persons with DOIS access can get to any report in DOIS, for example, HQ can generate those unit-level reports, the same information a supervisor or unit manager looks at.

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**OCA/USPS-T30-2.** Please refer to your testimony at page 6.

- a. Have you (or others) furnished documentation of the Piece Count Recording System (PCRS) in the current rate case? If so, please provide full citations. If not, then please furnish complete PCRS documentation.
- b. Give a detailed description of how PCRS integrates mail counting procedures with the automated mail processing equipment. Give separate descriptions for each distinct shape of mail, e.g., letters, flats, and packages, and the type of automated equipment used to sort the mail, e.g., Barcode Sorters (BCS); Automatic Flat Sorting Machines (AFSM), by type of AFSM; Small Package and Bundle Sorters (SPBS); Parcel Sorting Machines (PSM), etc. Please give a complete set of descriptions for all types of automated equipment used in PCRS.
- c. Please give a detailed description of how PCRS improves and standardizes procedures for measuring and converting mail handled outside the automated mailstream. Please give a complete set of descriptions for all types of non-automated mail.
- d. Does PCRS consist of filling in forms or tables? If so, then provide the forms or tables used in PCRS. If not, are other standardized types of data put into PCRS? List all such types of data collected.
- e. On what date was PCRS first introduced to delivery offices? On that date, how many offices were placed under PCRS?
- f. At the present time, how many delivery offices operate under PCRS?
- g. How many delivery offices do not operate under PCRS?
- h. Is PCRS used in delivery offices that include city carrier routes?
- i. Is PCRS used in delivery offices that include rural carrier routes?
- j. Please give the number of delivery offices consisting solely of city carrier routes that operate under PCRS.
- k. Please give the number of delivery offices consisting of a mix of city and rural carrier routes that operate under PCRS.
- l. Are PCRS reports ever generated by or for headquarters? If so, please list all such reports, including their purpose and the information contained in them.

**Response**

A. A copy of the Piece Count Recording System Management Instruction is being filed as USPS-LR-K-128.

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B. The PCRS instructs Customer Service unit managers and supervisors to use, where available, End of Run reports from mail processing equipment as the basis of their volume counts. Customer Service managers generally receive End of Run data from letter and flat operations but not parcel/package operations.

C. The PCRS requires all Customer Service operations to follow the same mail counting and recording procedure. The process, which includes the use of End of Run reports, route statistics, and mailing information, results in more accurate mail counts. The PCRS Management Instruction in USPS-LR-K-128 contains a detailed description of the mail counting requirements at pages 5 through 9.

D. The PCRS Management Instruction in USPS-LR-K-128 includes the volume recording forms that field offices use.

E. The Postal Service initially implemented the Piece Count Recording System in September of 1998. The instruction applied to all Customer Service operations as of the implementation date.

F and G. Current Address Management data shows that within the Postal System there are 32,777 Post Offices, Stations, and Branches with delivery operations. This includes City, Rural, Highway Contract, Post Office Box and General Delivery. The mail counting procedures articulated in the PCRS applies to each of those offices.

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H and I. Yes, the PCRS applies to both City and Rural delivery offices.

J. The Postal Service has 3,499 delivery offices with City delivery that do not have Rural delivery.

K. The Postal Service has 5,574 delivery offices with both City and Rural delivery.

L. There are no PCRS system reports.

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**OCA/USPS-T30-3.** Please refer to your testimony at page 6.

- a. Have you (or others) furnished documentation of the Time and Attendance Control System (TACS) in the current rate case? If so, please provide full citations. If not, then please furnish complete TACS documentation.
- b. Does TACS consist of filling in forms or tables? If so, then provide the forms or tables used in TACS. If not, are other standardized types of data put into TACS? List all such types of data collected.
- c. On what date was TACS first introduced to delivery offices? On that date, how many offices were placed under TACS?
- d. At the present time, how many delivery offices operate under TACS?
- e. How many delivery offices do not operate under TACS?
- f. Is TACS used in delivery offices that include city carrier routes?
- g. Is TACS used in delivery offices that include rural carrier routes?
- h. Please give the number of delivery offices consisting solely of city carrier routes that operate under TACS.
- i. Please give the number of delivery offices consisting of a mix of city and rural carrier routes that operate under TACS.
- j. Are TACS reports ever generated by or for headquarters? If so, please list all such reports, including their purpose and the information contained in them.

**Response**

A. Objection filed.

B. TACS is a time and attendance collection system. Data are input into the system via electronic time clocks for the majority of our employees. Time and attendance data are also input from paper forms, such as manual timecards or leave slips, or via a voice-recognition system known as TVR (TACS Voice-Recognition).

C. The Postal Service's first implementation of TACS was in 213 Finance Numbers in Columbia, SC District in October 1999. These 213 Finance Numbers included Plants and administrative offices as well as delivery units.

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D and E. All delivery offices operate under TACS.

F and G. Yes, TACS is used in offices with both City and Rural delivery.

H. The TACS system tracks deployment by Finance Number rather than by office.

TACS has 3,367 Finance Numbers with just city carriers.

I. The TACS system tracks deployment by Finance Number rather than by office.

TACS has 4,616 Finance Numbers with both city and rural carriers.

J. TACS is a time and attendance record keeping system. As such, reports are regularly generated by headquarters personnel for the purpose of tracking the time and attendance of headquarters employees. TACS is not designed for, or used to, generate any national level reports.

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**OCA/USPS-T30-4.** Please refer to your testimony at pages 6 -7.

- a. Have you (or others) furnished documentation of the Managed Service Point (MSP) system in the current rate case? If so, please provide full citations. If not, then please furnish complete MSP documentation.
- b. Does MSP consist of filling in forms or tables? If so, then provide the forms or tables used in MSP. If not, are other standardized types of data put into MSP? List all such types of data collected.
- c. On what date was MSP first introduced to delivery offices? On that date, how many offices were placed under MSP?
- d. At the present time, how many delivery offices operate under MSP?
- e. How many delivery offices do not operate under MSP?
- f. Is MSP used in delivery offices that include city carrier routes?
- g. Is MSP used in delivery offices that include rural carrier routes?
- h. Please give the number of delivery offices consisting solely of city carrier routes that operate under MSP.
- i. Please give the number of delivery offices consisting of a mix of city and rural carrier routes that operate under MSP.
- j. Are MSP reports ever generated by or for headquarters? If so, please list all such reports, including their purpose and the information contained in them.

**Response**

A. The Postal Service has not provided documentation of the Managed Service Point system (MSP). MSP is an application contained within DOIS. The training and users guide for the MSP feature of DOIS is only available online as a part of the DOIS training.

B. The MSP application provides delivery supervisors with information about the consistency of street delivery. The MSP system does not involve forms. Supervisors place a small barcoded label either in or near the mailbox at selected addresses on each delivery route. Carriers scan these barcodes when making delivery. The MSP system compares that time of delivery with the scheduled delivery time for that location

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allowing the supervisor to monitor success in delivering customers' mail within the same one-hour window every day. Supervisors use that information to better manage service and performance.

C. The MSP system began as a field initiative. The Postal Service incorporated MSP into DOIS in September of 2003. The Postal Service does not have statistics on MSP deployment prior to when we incorporated the application into DOIS.

D. MSP is used in each office with DOIS. As in my response to OCA/USPS-T30-1, the Postal Service does not have a count of how many delivery offices have DOIS systems. DOIS is deployed to 7,939 'delivery units.'

E. Offices without DOIS do not have MSP. I have no statistics on the number of delivery offices without DOIS.

F and G. Supervisors use MSP in offices with City delivery and in offices with both City and Rural delivery. However, in delivery offices that include Rural carrier routes, supervisors do not use MSP on those Rural routes. MSP, which is a component of the DOIS system, was designed as a tool for managing City delivery routes.

H and I. Please see my response to OCA/USPS-T30-1. The Postal Service does not have a count of the number of offices using DOIS consisting solely of City delivery or with both City and Rural delivery.

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J. DOIS was designed as a supervisor tool. As such, it only provides unit-level reports. It does not provide roll-up or summary level reporting. Persons with DOIS access can get to any report in DOIS, for example, HQ can generate those unit-level reports, the same information a supervisor or unit manager looks at.

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**OCA/USPS-T30-5.** Please refer to your testimony at page 7 where you describe the capabilities of the "DOIS system interfaces."

- a. Describe in detail what you mean by that phrase.
- b. Please provide the complete DOIS system interface database from the time it was first implemented through today.
- c. Provide separate fields for delivery offices broken down: by delivery day, by carrier, by hours worked per carrier, by volume workload for each carrier day that corresponds to the hours worked, by DPS letters, by non-DPS-letters, by flat shape, by package shape, and by number of bundles.
- d. On what date was the DOIS system interface first introduced to delivery offices? On that date, how many offices were placed under the DOIS system interface?
- e. At the present time, how many delivery offices operate under the DOIS system interface?
- f. How many delivery offices do not operate under the DOIS system interface?
- g. Is the DOIS system interface used in delivery offices that include city carrier routes?
- h. Is the DOIS system interface used in delivery offices that include rural carrier routes?
- i. Please give the number of delivery offices consisting solely of city carrier routes that operate under the DOIS system interface.
- j. Please give the number of delivery offices consisting of a mix of city and rural carrier routes that operate under the DOIS system interface.
- k. Are DOIS system interface reports ever generated by or for headquarters? If so, please list all such reports, including their purpose and the information contained in them.

**Response**

A. In using the term "interfaces," I meant that other non-DOIS processes and applications pass information to the DOIS system and receive information from the DOIS system.

B and C. There is no DOIS system interface database.

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D – J. The DOIS designers built these interfaces into the DOIS software, so all offices with DOIS have software with these DOIS system interfaces. See my response to OCA/USPS-T30-1.

K. There are no DOIS system interface reports.

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**OCA/USPS-T30-6.** Please refer to your testimony at page 7.

- a. Have you (or others) furnished documentation of the Route Pivoting feature in the current rate case? If so, please provide full citations. If not, then please furnish complete Route Pivoting documentation.
- b. Does the Route Pivoting feature consist of filling in forms or tables? If so, then provide the forms or tables used in the Route Pivoting feature. If not, are other standardized types of data put into the Route Pivoting feature? List all such types of data collected.

**Response**

A. The Postal Service has not provided documentation of the DOIS Route Pivoting feature as it is an application contained within DOIS. The training and users guide for the Route Pivoting feature of DOIS is only available online as a part of the DOIS training.

B. The Route Pivoting feature of DOIS is designed to assist supervisors divide routes into logical sections when it is necessary to have more than one carrier perform delivery on a route. The Route Pivoting system does not involve forms. The Route Pivoting feature of DOIS requires that delivery unit supervisors review and identify the addresses on each route into logical groupings or pivots. The supervisor must identify the time it takes to deliver these pivots and to identify the routes contiguous with or close by each pivot. The DOIS software allows the supervisor to use this information when making carrier assignments.

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**OCA/USPS-T30-7.** Does the Postal Service possess any data systems or databases other than those mentioned in the above interrogatories that contain (1) delivered volumes by date, by ZIP Code, by shape or (2) street workhours by date, by ZIP Code? If so, please identify, describe, and provide documentation for those systems or databases

**Response**

The Postal Service has no national reporting system other than the DOIS system that contains daily delivered volume and street workhours by date and ZIP code.

## CERTIFICATE OF SERVICE

I hereby certify that I have this date served the foregoing document in accordance with Section 12 of the Rules of Practice and Procedure.

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Eric P. Koetting

475 L'Enfant Plaza West, S.W.  
Washington, D.C. 20260-1137  
(202) 268-2992, FAX: -5402  
May 18, 2005