

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

INSTITUTIONAL RESPONSES OF THE UNITED STATES POSTAL SERVICE  
TO INTERROGATORIES OF THE OFFICE OF THE CONSUMER ADVOCATE  
(OCA/USPS-24, 27, 30-31)  
(May 24, 2005)

The United States Postal Service hereby provides institutional responses to  
interrogatories OCA/USPS-24, 27, 30-31, filed on May 10, 2005.

Each interrogatory is stated verbatim, followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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**OCA/USPS-24.** Please refer to Attachment F to the Request, page 35, and the text of Rule: 54(n), which states, in part, “The Request must identify the achieved levels of service for those classes and subclasses of mail and mail services for which performance goals have been set.” Also please refer to the paragraph at the bottom of page 35, where it refers to “[a]chieved levels of performance.”

- a. Please confirm that the ODIS Quarterly Statistics Reports cited and filed with the Commission as LR-K-82 do not provide any data on the achieved levels of performance with respect to the Overnight, 2<sup>nd</sup> Day, 3<sup>rd</sup> Day, 4<sup>th</sup> Day, 5<sup>th</sup> Day, 6<sup>th</sup> Day and 7<sup>th</sup> Day service standards for Periodicals Mail. If you do not confirm, please explain how the ODIS data relate to the achieved levels of performance for Periodicals Mail, and to the Periodicals Mail service standards referred to in response to interrogatory OCA/USPS-23, above. If you do confirm, please provide data on the achieved levels of performance with respect to the Overnight, 2<sup>nd</sup> Day, 3<sup>rd</sup> Day, 4<sup>th</sup> Day, 5<sup>th</sup> Day, 6<sup>th</sup> Day and 7<sup>th</sup> Day service standards for Periodicals Mail.
- b. Please confirm that the ODIS Quarterly Statistics Reports are not intended or designed to provide data on the achieved levels of performance with respect to the Overnight, 2<sup>nd</sup> Day, 3<sup>rd</sup> Day, 4<sup>th</sup> Day, 5<sup>th</sup> Day, 6<sup>th</sup> Day and 7<sup>th</sup> Day service standards for Periodicals Mail. If you do not confirm, please explain.
- c. Please explain how the Postal Service uses ODIS data to improve Periodicals Mail so as to achieve the Periodicals Mail service standards.
- d. Please identify and describe any statistical or other measurement system that provides data on the achieved levels of performance with respect to the Overnight, 2<sup>nd</sup> Day, 3<sup>rd</sup> Day, 4<sup>th</sup> Day, 5<sup>th</sup> Day, 6<sup>th</sup> Day and 7<sup>th</sup> Day service standards for Periodicals Mail referred to in response to interrogatory OCA/USPS-23, above.

**RESPONSE:**

- a. Confirmed. The subsequent request to provide data does not specify a source. Notwithstanding, given the question’s context of ODIS-RPW data, one can note that ODIS-RPW would not be used to monitor whether Periodicals transit time estimates are achieved. Nor is other information available that permits monitoring of Periodicals transit time.
- b. Confirmed.
- c. Given the response to part (a), no such explanation is possible.

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d. Local postal units may measure Periodicals service performance, especially for locally produced, entered and delivered publications, but no systematic measurements are known to exist.

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**OCA/USPS-27.** Please refer to Attachment F to the Request, page 35, and the text of Rule: 54(n), which states, in part, “The Request must identify the achieved levels of service for those classes and subclasses of mail and mail services for which performance goals have been set.” Also please refer to the paragraph at the bottom of page 35, where it refers to “[a]chieved levels of performance.”

- a. Please explain how the Postal Service uses ODIS data to improve Parcel Post, BPM, Media Mail, and Library [Mail] so as to achieve the service standards for these Package Services subclasses.
- b. Please identify and describe any statistical or other measurement system that provides data on the achieved levels of performance with respect to the 2<sup>nd</sup> Day, 3<sup>rd</sup> Day, 4<sup>th</sup> Day, 5<sup>th</sup> Day, 6<sup>th</sup> Day, 7<sup>th</sup> Day, 8<sup>th</sup> Day, and 9<sup>th</sup> Day separately for the Parcel Post, BPM, Media Mail, and Library service standards referred to in response to interrogatory OCA/USPS-26, above.

**RESPONSE:**

- a. For stamped and metered single piece Package Services, information on failures can help local staff diagnose and remediate systemic problems. National transit time estimates can provide tracking information on achievement levels. No information is available on how such data are integrated into decisions that may affect service standard performance.
- b. For stamped and metered single piece Package Services, ODIS-RPW provides information that can be used as described in the response to part (a).

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**OCA/USPS-30.** Please refer to Attachment F to the Request, page 35, and the text of Rule: 54(n), which states, in part, “The Request must identify the achieved levels of service for those classes and subclasses of mail and mail services for which performance goals have been set.” Also please refer to the paragraph at the bottom of page 35, where it refers to “[a]chieved levels of performance.”

- a. Please confirm that the ODIS Quarterly Statistics Reports cited and filed with the Commission as LR-K-82 do not provide any data on the achieved levels of performance with respect to the for 2<sup>nd</sup> Day, 3<sup>rd</sup> Day, 4<sup>th</sup> Day, 5<sup>th</sup> Day, 6<sup>th</sup> Day, 7<sup>th</sup> Day, 8<sup>th</sup> Day, 9<sup>th</sup> Day, and 10<sup>th</sup> Day service standards separately for Regular, Enhanced Carrier Route, Nonprofit, and Nonprofit Enhanced Carrier Route. If you do not confirm, please explain how the ODIS data relate to the achieved levels of performance for Standard Mail, and to the Standard Mail service standards referred to in response to interrogatory OCA/USPS-29, above. If you do confirm, please provide data on the achieved levels of performance with respect to the for 2<sup>nd</sup> Day, 3<sup>rd</sup> Day, 4<sup>th</sup> Day, 5<sup>th</sup> Day, 6<sup>th</sup> Day, 7<sup>th</sup> Day, 8<sup>th</sup> Day, 9<sup>th</sup> Day, and 10<sup>th</sup> Day service standards separately for Regular, Enhanced Carrier Route, Nonprofit, and Nonprofit Enhanced Carrier Route..
- b. Please confirm that the ODIS Quarterly Statistics Reports are not intended or designed to provide data on the achieved levels of performance with respect to the 2<sup>nd</sup> Day, 3<sup>rd</sup> Day, 4<sup>th</sup> Day, 5<sup>th</sup> Day, 6<sup>th</sup> Day, 7<sup>th</sup> Day, 8<sup>th</sup> Day, 9<sup>th</sup> Day, and 10<sup>th</sup> Day service standards for Standard Mail. If you do not confirm, please explain.
- c. Please explain how the Postal Service uses ODIS data to improve Standard Mail so as to achieve the Standard Mail service standards.
- d. Please identify and describe any statistical or other measurement system that provides data on the achieved levels of performance with respect to the 2<sup>nd</sup> Day, 3<sup>rd</sup> Day, 4<sup>th</sup> Day, 5<sup>th</sup> Day, 6<sup>th</sup> Day, 7<sup>th</sup> Day, 8<sup>th</sup> Day, 9<sup>th</sup> Day, and 10<sup>th</sup> Day service standards for Standard Mail referred to in response to interrogatory OCA/USPS-29, above.

**RESPONSE:**

- a. Confirmed. No such data are available.
- b. Confirmed.
- c. Given the responses to parts (a) and (b), perforce no such explanation could be forthcoming.
- d. No such statistical or other measurement system is known to exist.

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**OCA/USPS-31.** Please refer to the response of witness Lewis to interrogatory VP/USPS-T30-3. Please provide a list and description of all systems of records maintained by the Postal Service from which the response can be extracted.

**RESPONSE:**

The information came from the Address Management System, which contains all valid domestic delivery addresses.