

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

Postal Rate and Fee Changes, 2005 )

Docket No. R2005-1

OFFICE OF THE CONSUMER ADVOCATE  
INTERROGATORIES TO UNITED STATES POSTAL SERVICE  
(OCA/USPS-61-73)  
(May 24, 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 interrogatory OCA/USPS-T1-1, dated April 12, 2005, are hereby incorporated by reference.

Respectfully submitted,

---

SHELLEY S. DREIFUSS  
Director  
Office of the Consumer Advocate

KENNETH E. RICHARDSON  
Attorney

1333 H Street, N.W.  
Washington, D.C. 20268-0001  
(202) 789-6830; Fax (202) 789-6819  
e-mail: [richardsonke@prc.gov](mailto:richardsonke@prc.gov)

OCA/USPS-61. Please refer to the response to DBP/USPS-48, regarding Registered Mail, where it states, in part, “The number of claims, the number of claims paid, and the dollar amount paid for claims do not exactly match the numbers provided in response to DFC/USPS-23 because the response to this interrogatory [DBP/USPS-48] is based on data relating to claims accepted in a fiscal year while the earlier response [to DFC/USPS-23] used data that tracked claims resolved in a fiscal year.”

- a. Please confirm that for FY2004, the total number of “Claims Filed” for Registered Mail was 1012, as shown on Page 1 of the Attachment to DBP/USPS-48. If you do not confirm, please explain.
- b. Please confirm that for FY2004, the total number of “Claims Paid” (i.e., “resolved”) for Registered Mail was 612, as shown on Page 1 of the Attachment to DFC/USPS-23. If you do not confirm, please explain.
- c. Please confirm that for FY2004, the total value of ‘Claims Paid” for Registered Mail was \$1,766,268, as shown on Page 1 of the Attachment to DFC/USPS-23. If you do not confirm, please explain.
- d. Please confirm that for FY2004, the total value of Registered Mail Claims Paid of \$1,766,268 is reported in C/S 20 of the Cost Segments and Components Report, FY 2004. If you do not confirm, please explain and provide the correct amount and cost segment.
- e. Please refer to Page 1 of the Attachment to DBP/USPS-48. For the columns “Claims Paid” and “Value of Claims,” please provide the number of claims paid (i.e., “resolved”) for each value level that equals 612, and the value of claims paid for each value level that equals \$1,766,268, respectively.

OCA/USPS-62. Please refer to the response to DBP/USPS-48, and Pages 2 and 3 of the Attachment to DBP/USPS-48. Please provide "Registered Mail Volume and Claims Data by Value Category" for FY 2000 through FY 2001.

OCA/USPS-63. Please refer to the response to DBP/USPS-25.

- a. For FY 2004, please confirm that the total Post Office to Address Express Mail volume is 54,383,250. If you do not confirm, please explain.
- b. For FY 2004, please confirm that the percent of delivery failures of 2,329,666 to the total Post Office to Address Express Mail volume of 54,383,250 is 4.28 percent ( $2,329,666 / 54,383,250$ ). If you do not confirm, please explain.

OCA/USPS-64. Please refer to the response to DBPUSPS-43, regarding Express Mail on-time delivery failures, which states, in part, "The Postal Service continues to work with the airlines to improve transportation."

- a. To what extent are the delivery failures for Next Day and Second Day Express Mail caused by the Postal Service's use of commercial airlines to transport Express Mail? Please explain.
- b. Please rank order and discuss the most important factors causing the 1,742,209 delivery failures for Next Day Express Mail, and the 587,457 delivery failures for Second Day Express Mail.

OCA/USPS-65. Please refer to the response to DBP/USPS-43.

- a. For FY 2002 and FY 2003, please provide the total number of delivery failures for Post Office to Addressee Express Mail, and the number of delivery failures separately for Next Day and Second Day Post Office to Addressee Express

Mail. Also, for FY 2002 and FY 2003, please provide the total volume of Postal Office to Addressee Express Mail.

- b. For FY 2002 and FY 2003, please provide the percent of delivery failures to the total volume of Post Office to Addressee Express Mail, and the percent of delivery failures to total delivery failures separately for Next Day and Second Day Post Office to Addressee Express Mail.

OCA/USPS-66. Please refer to the response to DBPUSPS-44(b).

- a. For FY 2004, please provide the total amount of the Postal Service's potential monetary exposure if all customers who experienced delivery failures requested refunds because of the failure to deliver Express Mail by the guaranteed delivery time.
- b. Please provide the total amount of Express Mail refunds for FY2002 and FY2003, and the total amount of Postal Service's potential monetary exposure if all customers who experienced delivery failures requested refunds because of the failure to deliver Express Mail by the guaranteed delivery time.

OCA/USPS-67. Please refer to the response to DFC/USPS-12. Please rank order and discuss the most important factors causing the Postal Service's failure to obtain Delivery Confirmation scans for 2 percent of Priority Mail pieces, 3 percent of Package Service parcels, and 6 percent of First-Class Mail Letters and Sealed Parcels subclass parcels during the period January through March of 2005.

OCA/USPS-68. Please refer to the response to DFC/USPS-13. Please rank order and discuss the most important factors causing the Postal Service's failure to record a scan indicating final disposition for the 6 percent of Certified Mail pieces that received an

acceptance scan at a retail terminal but did not receive a scan indicating final disposition, including delivery, during the period January through March of 2005.

OCA/USPS-69. Please refer to the response to DFC/USPS-16. Please rank order and discuss the most important factors causing the Postal Service's failure to obtain a signature for the 5 percent of mail for which electronic return receipt was purchased that also received a scan indicating a final disposition, such as delivery, but did not have a signature linked to the piece, during the period February through March, 2005.

OCA/USPS-70. Please refer to the response to DFC/USPS-17. Please rank order and discuss the most important factors causing the Postal Service's failure to obtain a signature for 8 percent of Signature Confirmation pieces without signature waiver requested that also received a scan indicating a final disposition but did not have a signature linked to the piece during the period February through March, 2005.

OCA/USPS-71. Please refer to the response to DFC/USPS-18. For Delivery Confirmation items for which an acceptance scan was recorded at a retail terminal, please rank order and discuss the most important factors causing the Postal Service's failure to obtain a Delivery Confirmation scan indicating a final disposition or delivery for 2 percent of Priority Mail pieces, 3 percent of Package Service parcels, and 3 percent of First-Class Mail Letters and Sealed Parcels subclass parcels during the period January through March of 2005.

OCA/USPS-72. Please refer to the response to DFC/USPS-19. For special services where acceptance is recorded at a retail terminal or by electronic manifest, please rank order and discuss the most important factors causing the Postal Service's failure to obtain a scan for 6 percent of Certified Mail, 7 percent of Registered Mail, 4 percent of

Signature Confirmation on Priority Mail, 5 percent of Signature Confirmation on Package Services parcels, and 7 percent of Signature Confirmation on First-Class Mail Letters and Sealed Parcels subclass parcels during the period January through March, 2005.

OCA/USPS-73. Please refer to the tables below.

- a. For Fiscal Years 2002, 2003, and 2004, please complete the following table to indicate the percent of Express Mail accepted for delivery by delivery day.

Percent of Express Mail Accepted for Delivery by Delivery Day					
	Next Day		Second Day		
			Second Delivery Day		
	Noon	3:00 PM	(3rd Day)	(4th Day)	(5th Day +)
PO to Addressee					

Please provide a source for all figures used in the table. (For reference, please see Docket No. R2001-1, OCA/USPS-74.)

- b. For Fiscal Years 2002, 2003, and 2004, please complete the following table to indicate the percent of Express Mail delivered by delivery day.

Percent of Express Mail Delivered by Delivery Day					
	Next Day		Second Day		
			Second Delivery Day		
	Noon	3:00 PM	(3rd Day)	(4th Day)	(5th Day +)
PO to Addressee					

Please provide a source for all figures used in the table.