

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 THE UNITED STATES POSTAL SERVICE TO INTERROGATORIES
OF THE OCA (OCA/USPS-20-21)

The United States Postal Service hereby provides its response to the following interrogatories of the OCA, filed on May 10, 2005: OCA/USPS-20-21.

The interrogatories are stated verbatim and are followed by the responses.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

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**RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO OCA INTERROGATORY**

OCA/USPS-20. Please refer to Attachment F to the Request, page 35, the text of Rule: 54(n) concerning “identification of any performance goals,” and the chart entitled “United States Postal Service Service Standards.”

- a. Please identify and describe the performance goals and/or service standards for Overnight, 2nd Day, and 3rd Day First-Class Mail.
- b. Please provide a citation to the DMM, January 6, 2005, or any other Postal Service document, supporting the response to subpart a. of this interrogatory.

RESPONSE:

a&b. The service standards for First-Class Mail range from 1 to 3 days and vary depending on the 3-digit Zip Code of origin and destination for a First-Class Mail piece. These service standards are published in the Attachment referenced in the question with each omnibus rate request and were discussed throughout the record in Docket No. C2001-3.

OCA/USPS-21. Please refer to DMM §133.2.1., January 6, 2005, which states, in part, "The USPS follows uniform guidelines for distributing and delivering mail but does not guarantee delivery within the specified time. Local postmasters can provide more information."

- a. Please provide the "uniform guidelines for distributing and delivering mail."
- b. Please discuss the phrase "delivery within the specified time." What is (are) the "specified time" (or times) for First-Class Mail that is (are) not guaranteed?

Please describe and discuss the information that can be provided by local postmasters.

RESPONSE:

The uniform guidelines are those published in the Postal Operations Manual §§ 453 and 621 and duplicated below. The "specified time" is the service standard applicable to a specific 3-digit ZIP Code origin-destination pair. Postmasters and window clerks may and do routinely provide origin-destination service standard information in response to customer requests. Moreover, the USPS Service Standards CD-ROM which contains these service standards is revised quarterly and is provided to postal customers upon request.

POM § 453 -- Distribution Priorities

Distribute mail by these priorities:

- a. Express Mail.
- b. Priority Mail.
- c. First-Class Mail.
- d. Periodicals.
 - (1) Newspaper treatment Periodicals (marked "NEWS").
 - (2) All other Periodicals (marked "PER").
- e. Standard Mail.
- f. Package Services.

RESPONSE to OCA/USPS-212 continued:

POM § 621.1 -- Express Mail, First-Class Mail, and Priority Mail

Deliver on the first trip all Express Mail, First-Class Mail, and Priority Mail received at the central distribution facility prior to the established cut-off time.