

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-78-99)
(May 31, 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,

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OCA/USPS-78. Please confirm that the Delivery Operations Information System (DOIS) was deployed to offices with city carrier delivery routes over the period June 2001 through September 2002. If this is not correct, then please provide the correct dates.

OCA/USPS-79. Please confirm that since September 2002, every office with 8 or more city carrier routes is part of the Delivery Operations Information System (DOIS). If this is not correct, then please provide the correct information.

- a. Is it correct that 163,000 city carrier routes are part of DOIS? If this is not correct, then please give the correct figure.
- b. Is it correct that 5000 city carrier routes are not part of DOIS? If this is not correct, then please give the correct figure.

OCA/USPS-80. Please confirm that it is Postal Service policy for city carrier delivery unit supervisors who are in the Delivery Operations Information System (DOIS) to use the system.

OCA/USPS-81. Please confirm that the average number of city carrier routes per delivery unit supervisor is approximately 25.

- a. If this is not correct, then please provide the correct figure.
- b. How many city carrier delivery unit supervisors are there?

OCA/USPS-82. Please confirm that Delivery Operations Information System (DOIS) data are maintained on a current basis for a period of 13 months. If this is not correct, then please provide the correct information.

OCA/USPS-83. Please confirm that all Delivery Operations Information System (DOIS) data since implementation are archived in Eagan, MN. If this is not correct, then please provide the correct information.

OCA/USPS-84. Please confirm that the Time and Attendance Control System (TACS) supplies hours actually worked by city carriers, on a daily basis, as an input to the Delivery Operations Information System (DOIS).

- a. If this is not correct, then please supply the correct information.
- b. Please confirm that, under TACS, a city carrier must clock in/out at the delivery office:
 - i. clock in, at the beginning of the work day
 - ii. clock out to the street, after the in-office tasks are completed
 - iii. clock in from the street, after the street tasks (primarily delivery) have been completed
 - iv. clock out of the office at the end of the work day
 - v. clock in, at the beginning of auxiliary time, when another carrier needs assistance
 - vi. clock out, at the end of auxiliary time, when the assistance period is completed
 - vii. that auxiliary clocking in and out is done on a time clock for in-office assistance
 - viii. that auxiliary clocking in and out is done by means of a written form when the assistance is given as part of the delivery function, on the street (what form is used for this purpose? Please supply a copy of the form)

ix. If any of the above cannot be confirmed, then please explain.

OCA/USPS-85. Please confirm that the Piece Count Recording System (PCRS) supplies daily end-of-run mail counts for the last sorting operation performed on automatable letter-shaped mail that was run in the last destination Processing and Distribution Center (P & DC) or comparable facility prior to entry at the delivery office.

- a. If this is not correct, then please provide the correct information.
- b. Please list the types of letter-sorting machines and sorting operations that are the source(s) of the end-of-run reports furnished under the Delivery Operations Information System (DOIS).
- c. Does DOIS refer to such end-of-run reports as DPS volumes? If not, then please explain.
- d. Please provide a sample copy of such an end-of-run report.

OCA/USPS-86. Please confirm that the Piece Count Recording System (PCRS) supplies daily end-of-run mail counts for the last sorting operation performed on automatable flat-shaped mail that was run in the last destination Processing and Distribution Center (P & DC) or comparable facility prior to entry at the delivery office.

- a. If this is not confirmed, then please provide the correct information.
- b. Please list the types of flat-sorting machines and sorting operations that are the source(s) of the end-of-run reports furnished under the Delivery Operations Information System (DOIS).

- c. Please supply a sample copy of such an end-of-run report.

OCA/USPS-87. Please confirm that Piece Count Recording System (PCRS) supplies daily end-of-run mail counts for the last sorting operation performed on automatable package-shaped mail that was run in the last destination Processing and Distribution Center (P & DC) or comparable facility prior to entry at the delivery office.

- a. If this is not correct, then please provide the correct information.
- b. Please list the types of package-sorting machines and sorting operations that are the source(s) of the end-of-run reports furnished under the Delivery Operations Information System (DOIS).
- c. Please supply a sample copy of such an end-of-run report.

OCA/USPS-88. Please confirm that any (1) letter-shaped mail or (2) flat-shaped mail counts that are not available from an end-of-run report from the upstream Processing and Distribution Center (P & DC) or comparable facility prior to entry at the delivery office will be made manually at the delivery office on a piece or foot-length basis.

- a. If this is not correct, then please provide the correct information.
- b. Also confirm that these counts are entered into the Delivery Operations Information System (DOIS). If this is not confirmed, then please provide the correct information.
- c. What is the conversion factor for measurements made in feet (1) for letter-shaped mail, and (2) for flat-shaped mail, into number of pieces?

- d. Are these counts always recorded on a Data Collection Device (DCD)? If not, then please explain.
- e. Are the manually-counted letter-shaped pieces referred to (in DOIS) as caseable automated letters? If not, what are caseable automated letters?
- f. What terminology is used in DOIS for non-automatable letters?
- g. Are the manually counted flats referred to (in DOIS) as caseable automated flats? If not, what are caseable automated flats?
- h. What terminology is used in DOIS for non-automatable flats?

OCA/USPS-89. Please confirm that any package-shaped mail counts that are not available from the upstream Processing and Distribution Center (P & DC) or comparable facility prior to entry at the delivery office will be made manually at the delivery office on a piece basis.

- a. If this is not correct, then please provide the correct information.
- b. Also confirm that these counts are entered into the Delivery Operations Information System (DOIS). If this is not confirmed, then please provide the correct information.
- c. Are these counts always recorded on a Data Collection Device (DCD)? If not, then please explain.
- d. Are there any other type of counts, e.g., by weight? If so, then please describe them and provide any conversion factors used.

OCA/USPS-90. Please confirm that the Delivery Operations Information System (DOIS) contains the number of sequenced bundles that are carried on a city carrier route each day.

- a. If this is not confirmed, then please provide the correct information.
- b. If this is correct, are the sequenced bundle counts part of the Piece Count Recording System (PCRS)? If this is not correct, then please explain.
- c. Are sequenced bundles classified in DOIS as either: (1) Sequenced letter sets or (2) Sequenced flat sets? If this is not correct, then please supply the correct information.
- d. What is the source of the piece count for sequenced bundles?

OCA/USPS-91. Please confirm that the Delivery Operations Information System (DOIS) includes the estimated mileage for each city carrier route included in DOIS.

- a. If this is not confirmed, then please provide the correct information.
- b. Is the DOIS mileage figure limited to miles driven? Does it also include miles walked on the route? Please explain.
- c. Are the miles walked available from any other source? Does that source interface with DOIS? Please explain.

OCA/USPS-92. Please confirm that as part of the Managed Service Point (MSP) System, carriers scan barcodes by means of Mobile Data Collection Devices (MDCDs):

- a. At the time they leave the office for the street delivery activities
- b. At their first delivery point

- c. At their last delivery point
- d. When they first return to the office, following completion of their street tasks
- e. Also confirm that this information is supplied to the Delivery Operations Information System (DOIS).
- f. If any of the above are not correct, then please explain.

OCA/USPS-93. Please confirm that any unusual circumstances that cause the carrier to spend more time than estimated on regular tasks are recorded as "SPLY Impacts."

- a. Also confirm that the amount of time consumed by the unusual task is recorded.
- b. If any of the above are not correct, then please explain.
- c. Please confirm that "SPLY Impacts" information is part of the Delivery Operations Information System (DOIS). If this is not correct, then please explain.

OCA/USPS-94. Please provide a sample copy of a Delivery Operations Information System (DOIS) "Workload Status Report" and explain how it is used.

OCA/USPS-95. Please provide a sample copy of a Delivery Operations Information System (DOIS) "Route Base Information Report."

OCA/USPS-96. Please provide a sample copy of a Delivery Operations Information System (DOIS) "Route Information Card."

OCA/USPS-97. Please provide a sample copy of a Delivery Operations Information System (DOIS) "Route/Carrier Daily Performance Report." Is the name of the report which contains a record of the actual hours worked by a city delivery carrier on the previous day? If not, then please explain the function of the "Route/Carrier Daily

Performance Report.” Also, please name (and provide a sample copy of) the DOIS report containing the actual hours worked by a carrier on the previous day.

OCA/USPS-98. Please provide a sample copy of a Delivery Operations Information System (DOIS) “Workhour/Workload Report.”

OCA/USPS-99. What is the name of the report in the Delivery Operations Information System (DOIS) that records the actual amount of time worked by a carrier on the previous day as opposed to the estimated amount of time to be worked? Please provide a copy of such a report, unless it has already been requested in another interrogatory.