

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-78 - 99)  
(June 14, 2005)

The United States Postal Service hereby provides its responses to the following interrogatories of the OCA, filed on May 31, 2005: OCA/USPS-78 - 99.

Each interrogatory is stated verbatim and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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June 14, 2005

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

**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.

**Response**

The initial Headquarters deployment of DOIS began in June 2001 and continued through September 2002. After that time, the Areas and Districts have continued to add additional DOIS sites.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORY  
OF THE OFFICE OF THE CONSUMER ADVOCATE**

**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.

**Response**

Headquarters initially implemented DOIS in every office with eight or more City carrier routes and expects that the Areas have continued to follow that guidance.

**A.** The Postal Service estimates that the number of City routes in offices with DOIS systems is more than 158,000.

**B.** The balance of City routes, those not in DOIS, is about 6,000.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORY  
OF THE OFFICE OF THE CONSUMER ADVOCATE**

**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.

**Response**

Confirmed.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORY  
OF THE OFFICE OF THE CONSUMER ADVOCATE**

**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?

**Response**

**A.** The number of facilities with City delivery is 9,073.

The number of City routes is 164,596.

The average is just a bit more than 18 routes per facility with City delivery.

**B.** The Postal Service has about 12,000 Delivery Service supervisors.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORY  
OF THE OFFICE OF THE CONSUMER ADVOCATE**

**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.

**Response**

Confirmed.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORY  
OF THE OFFICE OF THE CONSUMER ADVOCATE**

**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.

**Response**

Confirmed.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORY  
OF THE OFFICE OF THE CONSUMER ADVOCATE**

**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.

**Response**

**A.** Confirmed.

**B.** These are the required clock rings for recording time and attributing to the correct assignment. However, carriers may or may not complete clock rings for auxiliary time at the precise start and completion of provided auxiliary time. Carriers are required to complete those clock rings before their last clock ring of the day. The form supervisors use to track auxiliary assistance is the USPS Form 3996, Carrier – Auxiliary Control form (attached).

United States Postal Service  
**Carrier - Auxiliary Control**

<b>A. Delivery Unit</b>	<b>B. Telephone</b>	<b>C. Date</b>
<b>D. Carrier's Name and Route No.</b>	<b>E. Lunch Place and Time</b>	
<b>F. Indicate entire or portion of the case shelves covering mail as street auxiliary assistance</b>		<b>G. Keys Required?</b> Yes <input type="checkbox"/> No <input type="checkbox"/>
1	2	3
4	5	6
		<b>H. Carfare Required?</b> Yes <input type="checkbox"/> No <input type="checkbox"/>
		<b>I. Accountable Mail?</b> Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>J. Reason For Use of Auxiliary</b>		

K. Estimated Work		L. Management Action. Check and initial all appropriate actions.					
Hours	Minutes	Auxiliary Assistance		Hours	Minutes	Overtime	
		Approved <input type="checkbox"/>				Approved <input type="checkbox"/>	
		Disapproved <input type="checkbox"/>				Disapproved <input type="checkbox"/>	

**M. Transportation (If drive-out, show parking location(s) on reverse)**

Transportation Mode to and from route:    Postal owned:     Drive-out:     Contract:     Public:

**N. Starts Delivery at:**    \* Collect mail from all collection boxes on your part of the route, unless instructed otherwise.

Deliver

Collection boxes locations:

1	
2	
3	
4	
5	
6	

**O. Find Relays At:**

1	
2	
3	

**P. Assistance Completed By (Carrier Name and regular route number if assigned):**

Office Time		Street Time				Total Auxiliary Time
Begin Time	Time Used	Begin Travel To	Begin Delivery	Begin Travel From	Travel To	
					Delivery	
End Time		End Travel To	End Delivery	End Travel From	Travel From	
					Total Street	

# Instructions

The regular carrier shall prepare the form as follows (except as indicated)

- A. Enter the name of the delivery unit.
- B. Enter the telephone number for the unit.
- C. Enter the date requesting assistance.
- D. Enter the name of the carrier requesting assistance or overtime and the route number.
- E. Enter the lunch place and time, if applicable.
- F. Place an "X" in space below the number indicating the case shelf containing the mail for which assistance is being requested. The bottom shelf of the letter separations is designated under 1. When assistance is required for less than a full shelf of mail, enter the portion of shelf in fractions. The portion should be identified as follows: L 1/2; R 1/4; (L) indicates "Left"; (R) Right; and (M) is for Middle of the shelf.
- G. Indicate if Keys are required for delivery of this portion of the route.
- H. Indicate if Carfare is required for delivery of this portion of the route.
- I. Indicate if there are any Accountable mail pieces for delivery of this portion of the route.
- J. Show the reason assistance is being requested. (Omit during Christmas period)
- K. The carrier must enter the estimated hours and minutes of the amount of assistance being requested.
- L. MANAGEMENT ACTION - This section is completed by the manager reviewing the form.
- M. Show the transportation information as indicated.
- N. Indicate the delivery starting point and the blocks of each street to be delivered.
- O. List the points where relays will be found.

The manager reviews the request and makes a determination as to the appropriate actions. The manager shall check the appropriate actions and initial each section.

The form is handed to the carrier assigned to provide the assistance, who will complete the bottom time entries.

- P. This section is completed by the carrier providing the assistance and the delivery manager. It is broken into four sections; the replacement carriers name, office work, street work and the total workhours used.

The carrier will complete the following items:

- The assisting carrier will enter their name and regular route number if applicable;
- Enter the begin and end time for any office work performed as assistance on this route;
- Enter the begin travel time to the delivery territory and the end travel time to the delivery territory on this route;
- Enter the begin delivery time to the delivery territory and the end delivery time on this route;
- Enter the begin travel time from the delivery territory and the end travel time from the delivery territory on this route, and then turn in the completed form to the delivery manager.

The Delivery Manager will complete the following item:

- Office time used;
- Travel to time;
- Delivery time;
- Travel from time;
- Total street time, and
- Total auxiliary time used.

Park locations:

- 1. \_\_\_\_\_ 4. \_\_\_\_\_
- 2. \_\_\_\_\_ 5. \_\_\_\_\_
- 3. \_\_\_\_\_ 6. \_\_\_\_\_

**RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORY  
OF THE OFFICE OF THE CONSUMER ADVOCATE**

**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.

**Response**

**A, B, and C.** Delivery units do not normally receive carrier-routed parcels. Therefore, they do not receive End of Run reports from parcel sorting operations.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORY  
OF THE OFFICE OF THE CONSUMER ADVOCATE**

**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?

**Response**

**A.** Supervisors follow the procedures in the Piece Count Recording System to provide manual counts of letter and flat mail volumes that are not available from End of Run reports.

**B.** In offices with DOIS systems, supervisors record volume counts in DOIS. In non-DOIS offices, supervisors record volume on a Volume Recording Worksheet (PS Form 3921).

**C.** The Piece Count Recording System Management Instruction (Library Reference USPS-LR-K-128) shows the following foot to pieces conversion factors for letters and flats in Exhibit 1 on page 9.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORY  
OF THE OFFICE OF THE CONSUMER ADVOCATE**

Type of Mail	Total Pieces per Foot	
	Letters	Flats
Manual	227	115
Automated	215	115
Sequenced	227	115

**D.** Offices that are on DOIS and have a working Data Collection Device should use that Data Collection Device for recording manual volume counts. Offices that do not use the Data Collection Device to record volume must record volumes on a Volume Recording Worksheet (PS Form 3921).

**E.** DOIS records automation-sorted letters that require carrier casing as Caseable Automated Letters. These letters generally arrive at the delivery unit carrier-routed rather than DPSed. DOIS categorizes this mail as Caseable Automated because supervisors get counts of these letter volumes from the End of Run report from the machine that processed them.

**F.** DOIS identifies the caseable letters that supervisors must manually count as Cased Letters.

**G.** DOIS records automation-sorted flats as Caseable Automated Flats because supervisors get counts of these letter volumes from the End of Run report from the machine that processed them.

**H.** The caseable flats that supervisors must manually count DOIS identifies as Flats.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORY  
OF THE OFFICE OF THE CONSUMER ADVOCATE**

**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.

**Response**

**A.** Supervisors manually count parcels at delivery units.

**B.** In offices with DOIS systems, supervisors record volume counts in DOIS. In non-DOIS offices, supervisors record volume on a Customer Services Volume Recording Worksheet (PS Form 3922).

**C.** Offices that are on DOIS and have a working Data Collection Device should use that Data Collection Device for recording manual volume counts. Offices that do not use the Data Collection Device to record volume must record volumes by route and enter those numbers manually into DOIS if in a DOIS office.

**D.** Delivery operations do not use weights to count mail.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORY  
OF THE OFFICE OF THE CONSUMER ADVOCATE**

**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?

Response

**A and B.** The Postal Service does not count the bundles City carriers take with them to the street each day.

**C and D.** As described in the Piece Count Reporting System Management Instruction at page 8 (Library Reference USPS-LR-K-128), delivery supervisors count as Sequenced Sets, mail from saturation mailings that carriers take directly to the street without casing. While supervisors record letter and flat volume figures separately at the DOIS entry screen, reports consolidate the data into single number for sequenced pieces.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORY  
OF THE OFFICE OF THE CONSUMER ADVOCATE**

**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.

**Response**

**A.** DOIS maintains as Route Base Information the actual daily mileage recorded during the route inspection. Only routes with vehicles have base mileage.

**B.** The route base mileage is the difference between the ending odometer reading and the beginning odometer reading. The figure does not include miles walked on the route.

**C.** The Postal Service does not record or maintain data showing the miles walked on carrier routes.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORY  
OF THE OFFICE OF THE CONSUMER ADVOCATE**

**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.

**Response.**

**A, B, C, D, E, and F.** These are all MSP scan points.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORY  
OF THE OFFICE OF THE CONSUMER ADVOCATE**

**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.

**Response**

**A, B, and C.** The DOIS system includes as a feature the ability for supervisors to enter unusual operational circumstances as 'SPLY Impacts.' The use of this feature is discretionary. DOIS includes this feature as a means to facilitate recording events that significantly effect unit operations (an ice storm that delayed transportation or fire that caused a facility evacuation, for example) such that the unit supervisors and managers will want to factor the impact into budget spreads or route inspection data in the next year. SPLY Impacts is not intended to record day to day changes in route performance.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORY  
OF THE OFFICE OF THE CONSUMER ADVOCATE**

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

**Response**

The supervisor should pull the Workload Status Report after completing the mail count and designation of carrier assignments. The Workload Status Report shows:

- \* the carriers assigned to each route and the amount of in-office or street time they are assigned
- \* the projected office time and a comparison to the route's schedule for in-office time
- \* each carrier's expected in-office productivity on the route to which they are assigned to perform in-office work
- \* the AM volume on each route
- \* the time that each route should be ready to leave the office
- \* the amount of time each route should take to deliver
- \* the time carriers should return from delivering their assignments

The Workload Status Report shows the supervisor's 'gameplan' for the unit for the day.

A sample Workload Status report is attached.

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# Workload Status Report

RESTRICTED INFORMATION

Service Date: 06/09/2005

Route	Carrier	Type	OTDL	Proj Route OT/UT	% Std	AM Available				AM Curtailed				Office Workload & Projected Leave Time				Street Workload & Projected Return Time					
						Letters	Flats	PP	DPS	Seq Pcs	Letters	Flats	Proj Office Hours	Aux Prov(+/-) Rcvd(-)	Misc Office Time	Proj Leave Time	Leave Time Var.	Base Street Hours	Aux Prov(+/-) Rcvd(-)	Misc Street Time	Proj Return Time	Return Time Var	
18001		PTF		-0:05	100	139	211	4	889					1:19	0:00	0:00	8:09 AM	-2:08	4:33	1:27	0:00	2:39 PM	-0:41
18002		REG	12	-2:05	97	345	193	7	893					1:29	0:00	0:00	8:19 AM	-3:03	3:29	0:57	0:00	1:15 PM	-2:05
18003		REG	12	0:00	100	323	206	8	1009					1:31	0:00	0:00			3:58	0:00	0:00		
		CAS													0:00	0:00				1:27			
		REG													0:00	0:00				0:56			
		PTF													0:00	0:00				0:59			
		T-6													0:00	0:00				0:35			
18004		REG		-0:54	72	171	298	10	833					1:18	0:00	0:00	8:07 AM	-2:00	4:42	1:06	0:00	2:26 PM	-0:54
18005		T-6		0:00	100	240	248	15	1239					1:31	0:00	0:00			4:12	0:00	0:00		
		REG													0:00	0:00				0:57			
		PTF													0:00	0:00				2:03			
		T-6													0:00	0:00				1:34			
18006		T-6		0:25	100	241	276	11	1112					1:36	0:00	0:00	8:25 AM	-2:19	4:06	1:34	0:00	2:34 PM	-0:45
18008		REG		-3:08	97	208	125	4	615					1:11	0:00	0:00	9:00 AM	-2:09	4:40	-0:59	0:00	1:11 PM	-3:08
		REG													0:00	0:00				0:59			
18010		REG	12	-0:41	69	280	313	10	1125					1:23	0:00	0:00	8:12 AM	-2:12	4:25	0:00	0:00	1:07 PM	-2:12
18011		PTF		-1:27	100	214	188	15	858					1:21	0:00	0:00	8:11 AM	-2:27	4:12	0:59	0:00	1:53 PM	-1:27
18012		CAS		-0:18	100	209	172	12	919					1:19	0:00	0:00	12:00 PM	2:07	4:56	1:02	0:00	6:29 PM	3:09
18013		T-6	12	-1:01	100	191	219	13	1019					1:24	0:00	0:00	8:13 AM	-2:14	4:22	1:13	0:00	2:18 PM	-1:01
18014		REG	12	-0:58	100	156	158	6	785					1:13	0:00	0:00	8:02 AM	-1:59	4:48	1:00	0:00	2:21 PM	-0:58
18015		T-6		-1:06	100	148	151	18	674					1:11	0:00	0:00	8:01 AM	-2:42	5:08	0:35	0:00	2:14 PM	-2:06
18016		REG		-0:36	78	147	265	10	716					1:17	0:00	0:00	9:06 AM	-1:35	5:09	0:59	0:00	3:44 PM	-0:36
18017		REG	10	0:09	87	160	211	6	840					1:15	0:00	0:00	8:05 AM	-2:13	4:32	0:56	0:02	2:05 PM	-1:15
18018		REG	10	0:00	100	159	233	7	834					1:24	0:00	0:00			4:27	0:00	0:00		
		REG													0:00	0:00				1:08			
		REG													0:00	0:00				1:06			
		T-6													0:00	0:00				1:13			
		REG													0:00	0:00				1:00			
18019		REG	12	-1:08	93	259	196	12	708					1:22	0:00	0:00	9:12 AM	-2:16	4:22	0:28	0:00	2:32 PM	-1:48
18020		REG	10	-2:37	100	270	160	12	734					1:19	0:00	0:00	8:09 AM	-2:37	4:04	0:00	0:00	12:43 PM	-2:37
Unit Totals						3860	3823	180	15602	0	0	0	0	24:22	0:00	0:00		-29:47	80:05	0:02			-18:24

GENERATED BY: LEWIS, JEFF  
Customs House 20018, 2001801

**Unit Summary**

Volume	Authorized Hours			Workload Hours			Overtime / Leave Hours		
	Projected Hours	Base Hours	Budget Hours	Total Office	Total Street	Total Route	Overtime	Annual Leave	Sick Leave
Total Case	7,683			104:30			24:23		
Total Base	37,234			144:43			80:07		
				127:00			104:30		

**RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORY  
OF THE OFFICE OF THE CONSUMER ADVOCATE**

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

**Response**

Please see the attached.

# Route Base Information Report

RESTRICTED INFORMATION

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Delivery Unit: XXXXXXXXXX

Route Type	Carrier	Volume					Base Times					Scheduled Times					Base Miles					
		AM Ltr	AM Flat	PM Ltr	PM Flat	Base PP	Base DPS %	Base PDS	Base Ofc Time	Base Rtr Time	Base Str Time	Tot Time	% to Std	FOT	BT	LV		RT	ET	OEI	SEI	Vehicle Nbr
18001 REG		1313	535	0	0	11	52	414	03:33	00:00	04:33	08:06	100	00:40	07:00	10:17	15:20	15:30	116.88	90.88	8221928	3
18002 REG		1855	756	0	0	18	50	841	04:38	00:00	03:29	08:07	97	00:40	07:00	11:22	15:20	15:30	181.60	241.76	8224867	3
18003 REG		1585	646	0	0	26	58	402	04:08	00:00	03:58	08:06	100	00:40	07:00	10:52	15:20	15:30	97.12	101.41	2202940	3
18004 REG		1617	659	0	0	13	56	361	03:26	00:00	04:42	08:08	72	00:40	07:00	10:08	15:20	15:30	105.40	76.69	8208095	3
18005 REG		1742	710	0	0	22	56	673	03:50	00:00	04:12	08:02	79	00:40	07:00	10:38	15:20	15:30	175.56	160.24	7204646	2
18006 REG		1648	672	0	0	19	58	255	04:01	00:00	04:06	08:07	92	00:40	07:00	10:44	15:20	15:30	63.60	62.18	2208915	3
18008 REG		1275	520	0	0	11	49	503	03:22	00:00	04:40	08:02	97	00:40	08:00	11:10	16:20	16:30	149.35	107.88	8223927	3
18010 REG		1475	641	0	0	14	60	496	03:23	00:00	04:25	07:48	69	00:40	07:00	10:25	15:20	15:30	146.60	112.30	8221934	4
18011 REG		1705	695	0	0	12	53	317	03:54	00:00	04:12	08:06	84	00:40	07:00	10:38	15:20	15:30	81.31	75.34	8223928	4
18012 REG		1116	455	0	0	11	56	675	03:02	00:00	04:56	07:59	97	00:40	07:00	09:54	15:20	15:30	222.04	136.72	1266580	3
18013 REG		1713	698	0	0	14	57	451	03:44	00:00	04:22	08:05	77	00:40	07:00	10:28	15:20	15:30	121.02	103.43	8216795	3
18014 REG		1149	468	0	0	15	53	337	03:11	00:00	04:48	07:59	100	00:40	07:00	10:02	15:20	15:30	105.88	70.10	1260225	4
18015 REG		1105	450	0	0	15	47	380	02:53	00:00	05:08	08:01	91	00:40	08:00	10:43	16:20	16:30	131.79	74.11	8221940	3
18016 REG		1160	473	0	0	11	47	425	02:45	00:00	05:09	07:54	78	00:40	08:00	10:42	16:20	16:30	154.47	82.63	8223929	4
18017 REG		1458	594	0	0	5	53	388	03:30	00:00	04:32	08:02	87	00:40	07:00	10:18	15:20	15:30	111.07	85.51	8200003	3

Route Type	Volume					Base Times					Scheduled Times					Base Miles					
	AM Ltr	AM Flat	PM Ltr	PM Flat	Base PP	Base DPS %	Base PDs	Base Ofc Time	Rtr Time	Base Str Time	Tot Time	% to Std	FOT	BT	LV		RT	ET	OEI	SEI	Vehicle Nbr
18018 REG	1447	590	0	0	15	55	347	03:39	00:00	04:27	08:07	94	00:40	07:00	10:23	15:20	15:30	94.93	77.92	8221942	4
18019 REG	1518	619	0	0	12	52	285	03:47	00:00	04:22	08:09	93	00:40	08:00	11:28	16:20	16:30	75.46	65.22	8221945	3
18020 REG	1543	629	0	0	6	51	372	03:53	00:00	04:04	07:57	100	00:38	07:00	10:46	15:20	15:30	95.84	91.50	7208873	4
Total	26424	10810	0	0	250		7922	64:39	0:00	80:05	144:45		11:58								59
Avg	1468	601	0	0	14		440	3:36	0:00	4:27	8:03		0:40	7:13	10:37	15:33	15:43	122.59	98.91		3

Miscellaneous Routes

Route Type	Volume					Base Times					Scheduled Times					Base Miles					
	AM Ltr	AM Flat	PM Ltr	PM Flat	Base PP	Base DPS %	Base PDs	Base Ofc Time	Rtr Time	Base Str Time	Tot Time	% to Std	FOT	BT	LV		RT	ET	OEI	SEI	Vehicle Nbr
18021 T-6											00:00										
18023 T-6											00:00										
18024 T-6											00:00										
18031 T-6											00:00										
18888 OMB											04:00		07:30								
Total											4:00										
Avg											0:48		1:30								

**RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORY  
OF THE OFFICE OF THE CONSUMER ADVOCATE**

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

**Response**

Please see the attached.

## Route Information Card

*RESTRICTED INFORMATION*

<b>Route Number:</b>	18001	<b>Regular Carrier:</b>	██████████
<b>ZIP Code:</b>	██████████	<b>T6/Repl. Carrier:</b>	
<b>Office Time:</b>	03:33	<b>Begin:</b>	07:00 AM
<b>Street Time:</b>	04:33	<b>Leave:</b>	10:17 AM
<b>Total Time:</b>	08:06	<b>Return:</b>	03:20 PM
		<b>End:</b>	03:30 PM
<b>AM Cased Volume:</b>	1848		
<b>PM Cased Volume:</b>	0	<b>Average Parcels:</b>	11
<b>Total Cased Volume:</b>	1848	<b>Average Accts.:</b>	2
<b>Possible Deliveries:</b>	414	<b>DPS %:</b>	52

**Collection Points:**

Location	Pickup Time	
	Daily	Saturday

**RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORY  
OF THE OFFICE OF THE CONSUMER ADVOCATE**

**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.

**Response**

The Route/Carrier Daily Performance/Analysis Report compares the actual workhours used to the projected workhours required. Supervisors generally use the Route/Carrier Daily Performance Report, as you suggest, for comparing the actual results from yesterday's operation to the plan. However, it is available for any of the dates active in DOIS, not just the prior day. Supervisors can select report dates to perform special analyses, for example comparing Saturday operations.

# Route/Carrier Daily Performance/Analysis Report

RESTRICTED INFORMATION

Delivery Unit: [REDACTED]

Service Date: 06/08/2005

Service Week: 37

Carrier Type: U: UAR R: REG TE: TE  
 C: CAS T: T-6 RT: RTR  
 P: PTR F: PTF RS: RES

Rte	Carrier Name/Type/Assign	Mail Volumes				AM Office Assignments						Street Assignments						PM Office			Total Hours							
		Cased		Delivered		Office Hours			Leave Time			Street Hours			Return Time			Office Hours			Total Hours							
		Ltr	Fit	DPS	Seq	Total	PP	Proj	Act	Var	Proj	Act	Var	Proj	Act	Var	Proj	Act	Var	Proj	Act	Var	Proj	Act	Var	OT		
18001	[REDACTED]	227	370	690		1,287	7	1:38	2:59	1:22						4:33	4:56	0:23	14:44	19:18	4:34	0:10	0:00	-0:10	6:21	7:56	1:35	2:44
	F primary							1:38	2:59	1:22						4:33	4:56	0:23							6:21	7:56	1:35	2:44
18002	[REDACTED]	227	446	814		1,487	10	1:46	3:04	1:18						3:29	4:53	1:24				0:10	0:00	-0:10	5:25	7:57	2:32	2:27
	R primary							1:46	3:04	1:18						3:29	4:53	1:24							5:25	7:57	2:32	2:27
18003	[REDACTED]	284	452	1,024		1,760	8	1:53	1:51	-0:02						3:58	5:29	1:32				0:10	0:01	-0:09	6:01	7:21	1:20	7:27
	R unknown							0:00	1:51	1:51						0:00	1:30	1:30							0:00	3:21	3:21	3:57
	R unknown							0:00	0:00	0:00						0:00	2:29	2:29							0:00	2:30	2:30	
	R street							0:00	0:00	0:00						0:25	1:30	1:05							0:25	1:30	1:05	3:30
18004	[REDACTED]	284	405	818		1,507	7	1:25	3:02	1:37						4:42	4:28	-0:14				0:10	0:01	-0:09	6:17	7:31	1:14	1:56
	R primary							1:25	3:02	1:37						4:42	4:28	-0:14	15:57	17:55	1:58				6:17	7:31	1:14	1:56
18005	[REDACTED]	284	487	1,134		1,905	8	1:58	2:13	0:15						4:12	1:19	-2:53				0:10	0:00	-0:10	6:20	3:32	-2:48	2:37
	T office							1:58	2:13	0:15						0:00	0:00	0:00							2:08	2:13	0:06	2:37
	C unknown							0:00	0:00	0:00						0:00	0:44	0:44							0:00	0:44	0:44	
	T str aux							0:00	0:00	0:00						1:12	0:35	-0:37							1:12	0:35	-0:37	
18006	[REDACTED]	170	427	1,072		1,669	11	1:42	2:25	0:43						4:06	5:17	1:11				0:10	0:07	-0:02	5:57	7:49	1:52	
	T primary							1:42	2:25	0:43						4:06	5:17	1:11	16:37	18:04	1:27				5:57	7:49	1:52	
18008	[REDACTED]	284	368	624		1,276	12	1:39	2:37	0:58						4:40	6:07	1:27				0:10	0:12	0:02	6:28	8:55	2:27	0:56
	R primary							1:39	2:37	0:58						3:28	5:11	1:43	13:38	15:48	2:12				5:17	8:00	2:43	
	R unknown							0:00	0:00	0:00						0:00	0:55	0:55							0:00	0:55	0:55	0:56
18010	[REDACTED]	341	414	1,128		1,883	9	1:26	2:11	0:45						4:25	2:49	-1:36				0:10	0:22	0:13	6:01	5:22	-0:38	
	R primary							1:26	2:11	0:45						4:25	2:49	-1:36	17:36	18:04	0:28				6:01	5:22	-0:38	
18011	[REDACTED]	227	441	749		1,417	11	1:48	3:17	1:29						4:12	4:56	0:44				0:10	0:01	-0:08	6:10	8:14	2:05	0:14
	F primary							1:48	3:17	1:29						4:12	4:56	0:44	13:29	16:12	2:43				6:10	8:14	2:05	0:14
18012	[REDACTED]	227	418	850		1,495	8	1:44	1:04	-0:41						4:56	5:06	0:10				0:10	0:24	0:14	6:50	6:34	-0:17	
	C unknown							0:00	1:04	1:04						0:00	5:06	5:06							0:00	6:34	6:34	
18013	[REDACTED]	170	448	985		1,603	7	1:45	0:00	-1:45						4:22	1:29	-2:52				0:10	0:00	-0:10	6:16	1:29	-4:46	



# Route/Carrier Daily Performance/Analysis Report

RESTRICTED INFORMATION

Delivery Unit: [REDACTED]  
 Service Date: 06/08/2005  
 Service Week: 37

Unit Totals														
Mail Volumes			AM Office Hours			Street Hours			PM Office Hours			Total Hours		
Cased	Delivered		Projected	Actual	Variation	Projected	Actual	Variation	Projected	Actual	Variation	Projected	Actual	Variation
Letters	4,371	DPS	30:11	35:12	5:01	80:06	73:40	-6:26	2:53	1:31		113:10	110:23	-2:47
Flats	7,516	Seq												
PP	156	Total												25:55
														OT

**RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORY  
OF THE OFFICE OF THE CONSUMER ADVOCATE**

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

**Response**

Please see the attached.

# Workhour Workload Report (by Route)

RESTRICTED INFORMATION

Delivery Unit: [REDACTED]  
 Date Range: 06/08/2005 - 06/08/2005  
 Route: 18001  
 Regular Carrier: [REDACTED]

Date	Carrier	Office Time						Street Time						Total Time						Volumes					
		Act AM	Proj AM	AM Asst	AM Var	Act PM	Proj PM	PM Asst	PM Var	OEI	Act Str	Proj Str	Str Asst	Str Var	SEI	Act Total	Proj Total	Total Var	TEI	Total Cased Ltr	Total Cased Flt	DPS	Seq	PP	Total Divd Pcs
06/08	[REDACTED]	2:59	0:00	1:38	1:22	0:00	0:10	-0:10	137.45	4:56	0:00	4:33	0:23	83.19	7:56	6:21	1:35	51.82	227	370	690		4		1,287

Reg / Repl Averages and Totals	Office Time						Street Time						Total Time						Volumes					
	Act AM	Proj AM	AM Asst	AM Var	Act PM	Proj PM	PM Asst	PM Var	OEI	Act Str	Proj Str	Str Asst	Str Var	SEI	Act Total	Proj Total	Total Var	TEI	Total Cased Ltr	Total Cased Flt	DPS	Seq	PP	Total Divd Pcs
Regular Averages	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0.00	0:00	0:00	0:00	0:00	0.00	0:00	0:00	0:00	0.00	0	0	0	0	0	0
Repl Averages	2:59	0:00	1:38	1:22	0:00	0:10	-0:10	137.46	4:56	0:00	4:33	0:23	83.20	7:56	6:21	1:35	51.83	227	370	690	0	4		1,287
Regular Totals	0:00	0:00	0:00	0:00	0:00	0:00	0:00		0:00	0:00	0:00	0:00		0:00	0:00	0:00		0	0	0	0	0	0	0
Repl Totals	2:59	0:00	1:38	1:22	0:00	0:10	-0:10		4:56	0:00	4:33	0:23		7:56	6:21	1:35		227	370	690	0	4		1,287
Route Totals	2:59	0:00	1:38	1:22	0:00	0:10	-0:10		4:56	0:00	4:33	0:23		7:56	6:21	1:35		227	370	690	0	4		1,287

Base Information												Fixed	
Office	3:33 AM Ltrs	1,313 PM Ltrs	0 Base % to Std	100 Base Parcels	11 Dly Begin	07:00 Dly Return	15:20 Sat Begin	07:00 Sat Return	15:20 Sat End	15:30 Office Time	0:40		
Street	4:33 AM Flts	535 PM Flts	0 DPS %	52 Base Rtr Hours	0:00 Dly Leave	10:17 Dly End	15:30 Sat Leave	10:17 Sat End	15:30 Sat End	15:30	0:40		

**RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORY  
OF THE OFFICE OF THE CONSUMER ADVOCATE**

**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.

**Response**

The Workhour Workload Report, requested in OCA/USPS-98, and Route/Carrier Daily Performance/Analysis Report, requested in OCA/USPS-97, (and Miscellaneous Route/Carrier Daily Performance/Analysis Report) compare the actual workhours used to the projected workhours required. These reports are available for any of the dates active in DOIS, not just the prior day.

## 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

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June 14, 2005