

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

RESPONSE OF THE UNITED STATES POSTAL SERVICE  
TO INTERROGATORIES OF THE OFFICE OF THE CONSUMER ADVOCATE  
(OCA/USPS-157 AND 166)

The United States Postal Service hereby provides its responses to the following  
interrogatories of the Office of the Consumer Advocate, filed on June 10, 2005:

OCA/USPS-157 and 166.

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

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.  
Chief Counsel, Ratemaking

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July 8, 2005

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

**OCA/USPS-157.** With respect to claims pursuant to Postal Insurance, please provide the following:

- a. Average length of time to inform the claimant that a claim has been received
- b. Average length of time to inform the claimant that a claim will be paid
- c. Average length of time to inform the claimant that a claim is denied
- d. Average length of time to inform the claimant that an appeal has resulted in a decision to pay the claim
- e. Average length of time to inform the claimant that an appeal upholds the prior decision
- f. Please provide the full range of days for each of the average time figures requested in parts a. – e., e.g., the number of claims that were paid 1 day following the submission of the claim . . . until the number of days for the longest time period is set forth.
- g. Also provide any internal time standards that the Postal Service applies to its employees for each of the steps listed in parts a. – e. of this question.
- h. Supply the information requested above (both in the predicate and parts a. – g.) for Registered Mail.
- i. Supply the information requested above (both in the predicate and parts a. – g.) for Express Mail, with insurance included.
- j. Supply the information requested above (both in the predicate and parts a. – g.) for Express Mail, with supplemental insurance.

**RESPONSE:**

a. The claimant is not informed that a claim has been received.

b-e.

Average Number of Days Until an Action is Taken

	b.	c.	d. First Appeal	d. Second Appeal	e. First Appeal	e. Second Appeal
Numbered Insurance	11.3	16.6	6.9	14.5	9.2	13.9
Registered Mail	28.3	21.6	4.0	10.3	2.4	7.2
Express Mail with insurance	10.1	18.2	5.7	5.3	5.0	13.2
Express Mail with supplemental insurance	22.9	18.6	5.5	5.4	1.4	5.4

f. The following tables provides the full range of days for each of the average time figures requested in parts a. – e. with those days with zero in each cell omitted.

g. 15 days for Adjudication, 60 days for claims Appeals, 30 days for Registered Adjudication.

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

**Numbered Insurance**

<b>Claim Count by # of Days</b>	<i>First Status to Payment</i>	<i>First Status to Denial</i>	<i>First Appeal to Denial</i>	<i>First Appeal to Payment</i>	<i>Second Appeal to Denial</i>	<i>Second Appeal to Payment</i>
0	38259	7383	352	1991	54	55
1	21011	6322	138	448	0	4
2	4457	1439	28	84	0	0
3	4132	1203	57	114	0	2
4	3034	909	9	69	0	1
5	2457	865	32	49	2	0
6	1233	348	13	46	2	3
7	1019	237	25	57	0	0
8	432	85	19	67	0	3
9	608	228	8	26	1	0
10	339	61	13	42	1	0
11	317	108	9	32	0	0
12	896	285	9	37	1	2
13	468	92	6	33	1	0
14	510	115	12	38	0	2
15	452	83	11	43	1	3
16	260	72	5	27	3	4
17	446	83	2	20	6	3
18	436	57	5	17	0	0
19	430	158	3	14	0	2
20	866	146	5	20	1	1
21	643	115	11	51	3	4
22	616	97	7	55	5	9
23	321	85	5	14	4	1
24	445	95	3	15	1	3
25	528	88	3	23	9	4
26	441	117	5	19	2	0
27	409	83	18	34	5	1
28	603	165	3	32	1	1
29	427	132	5	18	1	0
30	418	1167	2	5	0	0
31	749	785	3	22	2	0
32	422	915	3	3	1	0
33	389	1308	5	27	0	0
34	638	235	4	27	1	0
35	963	292	4	24	0	3
36	492	130	9	15	1	0
37	274	89	4	14	0	0
38	394	92	5	4	1	1
39	389	203	7	20	0	0
40	286	87	2	11	0	1
41	614	114	3	14	0	0
42	405	165	6	22	0	0
43	349	73	4	7	0	0
44	197	63	1	1	0	0
45	237	68	2	1	0	0

RESPONSE OF UNITED STATES POSTAL SERVICE  
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<b>Claim Count by # of Days</b>	<i>First Status to Payment</i>	<i>First Status to Denial</i>	<i>First Appeal to Denial</i>	<i>First Appeal to Payment</i>	<i>Second Appeal to Denial</i>	<i>Second Appeal to Payment</i>
46	445	160	1	5	0	0
47	201	96	1	2	0	0
48	568	140	0	2	1	1
49	342	105	1	7	0	0
50	211	34	2	2	0	0
51	146	42	1	2	0	1
52	263	122	1	6	0	1
53	403	52	1	3	0	0
54	150	51	1	5	1	0
55	167	72	2	4	0	0
56	217	72	0	4	1	1
57	187	84	2	3	0	0
58	122	70	2	0	1	0
59	97	42	1	0	0	0
60	82	22	0	1	0	0
61	114	96	2	0	0	0
62	146	62	0	2	0	0
63	134	35	0	3	1	1
64	90	41	0	0	0	0
65	96	104	1	0	0	0
66	76	23	0	1	0	1
67	91	47	1	0	0	0
68	127	92	0	0	0	0
69	115	50	2	1	0	0
70	106	45	0	3	0	0
71	79	21	0	1	0	0
72	66	10	0	0	0	0
73	38	15	0	0	0	0
74	56	43	1	0	0	0
75	45	36	2	1	0	0
76	62	24	5	0	0	1
77	109	87	1	0	0	1
78	98	31	0	0	0	0
79	47	16	0	0	0	0
80	67	16	0	0	0	0
81	29	9	0	1	0	0
82	51	80	0	0	0	0
83	75	55	0	0	0	0
84	92	43	0	0	0	0
85	60	23	1	0	0	0
86	44	15	0	0	0	0
87	74	11	0	0	0	1
88	32	3	0	2	0	0
89	51	12	0	0	0	0
90	151	253	0	1	0	2
91	167	122	0	0	0	0
92	78	27	0	0	0	0

RESPONSE OF UNITED STATES POSTAL SERVICE  
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<b>Claim Count by # of Days</b>	<i>First Status to Payment</i>	<i>First Status to Denial</i>	<i>First Appeal to Denial</i>	<i>First Appeal to Payment</i>	<i>Second Appeal to Denial</i>	<i>Second Appeal to Payment</i>
<b>93</b>	33	43	0	0	0	0
<b>94</b>	16	20	0	0	0	0
<b>95</b>	18	8	0	1	0	0
<b>96</b>	63	16	1	1	0	0
<b>97</b>	37	9	0	0	0	0
<b>98</b>	36	20	0	1	0	0
<b>99</b>	49	15	0	0	0	0
<b>100</b>	50	22	0	0	0	0
<b>101</b>	34	17	0	0	0	0
<b>102</b>	15	6	1	0	0	0
<b>103</b>	21	4	0	0	0	0
<b>104</b>	34	10	0	0	0	0
<b>105</b>	25	14	0	0	0	0
<b>106</b>	30	8	0	0	0	0
<b>107</b>	13	3	0	0	0	0
<b>108</b>	31	4	0	0	0	0
<b>109</b>	17	7	0	0	0	0
<b>110</b>	14	3	0	1	0	0
<b>111</b>	28	6	0	0	0	0
<b>112</b>	15	1	0	0	0	0
<b>113</b>	14	5	0	0	0	0
<b>114</b>	41	4	0	1	0	0
<b>115</b>	17	5	1	0	0	0
<b>116</b>	10	1	0	0	0	0
<b>117</b>	18	5	0	1	0	0
<b>118</b>	22	4	0	0	0	0
<b>119</b>	17	8	0	0	0	0
<b>120</b>	17	1	0	0	0	0
<b>121</b>	14	1	0	0	0	0
<b>122</b>	16	4	0	0	0	0
<b>123</b>	9	0	0	0	0	0
<b>124</b>	32	3	0	0	1	0
<b>125</b>	13	7	0	1	0	0
<b>126</b>	20	3	0	0	0	0
<b>127</b>	13	1	0	0	0	0
<b>128</b>	9	3	0	0	0	0
<b>129</b>	14	4	0	0	0	0
<b>130</b>	5	4	0	0	0	0
<b>131</b>	5	6	0	0	0	0
<b>132</b>	15	3	0	0	0	0
<b>133</b>	20	3	0	0	0	0
<b>134</b>	10	2	0	0	0	0
<b>135</b>	12	4	0	0	0	0
<b>136</b>	10	1	0	0	0	0
<b>137</b>	7	3	0	0	0	0
<b>138</b>	9	1	0	1	0	0
<b>139</b>	8	2	0	0	0	0

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

<b>Claim Count by # of Days</b>	<i>First Status to Payment</i>	<i>First Status to Denial</i>	<i>First Appeal to Denial</i>	<i>First Appeal to Payment</i>	<i>Second Appeal to Denial</i>	<i>Second Appeal to Payment</i>
140	10	3	0	0	0	0
141	8	2	0	0	0	0
142	9	0	0	0	0	0
143	5	1	0	0	0	0
144	5	4	0	0	0	0
145	7	2	0	0	0	0
146	15	1	0	0	0	0
147	17	6	0	0	0	0
148	16	1	0	0	0	0
149	10	1	0	0	0	0
150	3	3	0	0	0	0
151	13	0	0	0	0	0
152	21	1	0	0	0	0
153	13	2	0	0	0	0
154	16	4	0	0	0	0
155	9	2	0	0	0	0
156	8	0	1	0	0	0
157	24	3	0	0	0	0
158	16	2	0	0	0	0
159	14	2	0	0	0	0
160	12	3	0	0	0	0
161	13	3	0	0	0	0
162	1	0	0	0	0	0
163	9	3	0	0	0	0
164	10	2	0	0	0	0
165	4	1	0	0	0	0
166	19	1	0	0	0	0
167	7	1	0	0	0	0
168	8	3	0	0	0	0
169	2	0	0	0	0	0
170	7	9	0	0	0	0
171	4	1	0	0	0	0
172	3	0	0	0	0	0
173	16	9	0	0	0	0
174	9	0	0	0	0	0
175	8	1	0	0	0	0
176	7	0	0	0	0	0
177	4	0	0	0	0	0
178	0	1	0	0	0	0
179	5	2	0	0	0	0
180	2	1	0	0	0	0
181	8	5	0	0	0	0
182	8	1	0	0	0	0
183	3	0	0	0	0	0
184	2	0	0	0	0	0
185	3	1	0	0	0	0
186	3	0	0	0	0	0

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<b>Claim Count by # of Days</b>	<i>First Status to Payment</i>	<i>First Status to Denial</i>	<i>First Appeal to Denial</i>	<i>First Appeal to Payment</i>	<i>Second Appeal to Denial</i>	<i>Second Appeal to Payment</i>
187	3	1	0	0	0	0
188	1	0	0	0	0	0
189	4	3	0	0	0	0
190	6	0	0	0	0	0
191	3	0	0	0	0	0
192	1	0	0	0	0	0
193	1	2	0	0	0	0
194	6	9	0	0	0	0
195	4	3	0	0	0	0
196	2	0	0	0	0	0
197	6	0	0	0	0	0
198	5	0	0	0	0	0
199	0	1	0	0	0	0
200	2	0	0	0	0	0
201	3	15	0	0	0	0
202	8	2	0	0	0	0
203	4	0	0	0	0	0
204	2	1	0	0	0	0
205	1	3	0	0	0	0
207	2	0	0	0	0	0
208	1	0	0	0	0	0
209	2	0	0	0	0	0
210	3	0	0	0	0	0
211	3	0	0	0	0	0
212	1	0	0	0	0	0
213	3	2	0	0	0	0
215	2	0	0	0	0	0
216	2	1	0	0	0	0
217	2	0	0	0	0	0
218	1	0	0	0	0	0
219	1	0	0	0	0	0
221	2	0	0	0	0	0
222	2	0	0	0	0	0
223	7	0	0	0	0	0
224	1	0	0	0	0	0
225	2	0	0	0	0	0
226	1	0	0	0	0	0
228	3	1	0	0	0	0
229	1	1	0	0	0	0
231	1	0	0	0	0	0
233	1	0	0	0	0	0
234	1	0	0	0	0	0
235	1	0	0	0	0	0
236	0	1	0	0	0	0
238	2	0	0	0	0	0
239	1	0	0	0	0	0
240	0	1	0	0	0	0

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

<b>Claim Count by # of Days</b>	<i>First Status to Payment</i>	<i>First Status to Denial</i>	<i>First Appeal to Denial</i>	<i>First Appeal to Payment</i>	<i>Second Appeal to Denial</i>	<i>Second Appeal to Payment</i>
251	1	1	0	0	0	0
253	3	0	0	0	0	0
254	1	0	0	0	0	0
255	1	0	0	0	0	0
256	2	0	0	0	0	0
257	1	0	0	0	0	0
258	2	0	0	0	0	0
259	1	0	0	0	0	0
261	0	1	0	0	0	0
266	1	0	0	0	0	0
271	1	0	0	0	0	0
275	0	1	0	0	0	0
276	2	0	0	0	0	0
278	0	1	0	0	0	0
279	1	0	0	0	0	0
282	1	0	0	0	0	0
286	2	0	0	0	0	0
292	1	0	0	0	0	0
293	1	0	0	0	0	0
294	1	0	0	0	0	0
295	2	0	0	0	0	0
304	1	0	0	0	0	0
312	0	1	0	0	0	0
314	3	0	0	0	0	0
315	3	0	0	0	0	0
320	2	0	0	0	0	0
323	1	0	0	0	0	0
324	1	0	0	0	0	0
330	1	0	0	0	0	0
332	1	0	0	0	0	0
333	1	0	0	0	0	0
334	1	0	0	0	0	0
336	1	0	0	0	0	0
340	1	0	0	0	0	0
343	2	0	0	0	0	0
344	1	0	0	0	0	0
352	1	0	0	0	0	0
355	1	0	0	0	0	0
361	1	0	0	0	0	0
365	1	0	0	0	0	0
384	1	0	0	0	0	0

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

**Registered Mail**

<b>Claim Count by # of Days</b>	<i>First Status to Payment</i>	<i>First Status to Denial</i>	<i>First Appeal to Denial</i>	<i>First Appeal to Payment</i>	<i>Second Appeal to Denial</i>	<i>Second Appeal to Payment</i>
0	62	68	49	41	6	4
1	15	69	1	1	0	0
2	21	13	1	0	0	0
3	10	17	0	0	0	0
4	7	9	0	0	0	0
5	14	2	0	1	0	0
6	17	9	0	0	0	0
7	10	1	0	0	0	0
8	3	3	0	0	0	0
9	14	4	0	0	0	0
10	6	5	0	0	0	0
11	8	4	0	0	0	0
12	7	3	0	0	0	0
13	5	4	0	0	1	0
14	19	4	0	0	0	1
15	12	1	0	0	1	0
16	3	3	0	0	0	0
17	6	4	0	0	0	0
18	12	5	0	0	0	0
19	5	4	0	0	0	0
20	12	6	0	0	0	0
21	21	4	0	1	0	1
22	12	4	0	0	2	1
23	8	2	0	0	0	0
24	18	3	0	0	0	0
25	2	2	0	0	0	1
26	3	2	0	1	0	0
27	8	1	0	0	0	0
28	8	3	0	0	0	0
29	8	3	0	0	0	0
30	2	11	0	0	0	0
31	8	15	0	0	0	0
32	8	13	0	0	0	0
33	15	10	0	0	0	0
34	7	3	0	0	0	0
35	11	9	0	0	0	0
36	10	1	0	0	0	0
37	5	4	0	0	0	0
38	6	2	0	0	0	0
39	20	9	0	0	0	0
40	6	4	0	0	0	0
41	3	13	0	0	0	0
42	6	8	0	0	0	0
43	6	2	0	0	0	0
44	4	0	0	0	0	0
45	2	2	0	0	0	0

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

<b>Claim Count by # of Days</b>	<i>First Status to Payment</i>	<i>First Status to Denial</i>	<i>First Appeal to Denial</i>	<i>First Appeal to Payment</i>	<i>Second Appeal to Denial</i>	<i>Second Appeal to Payment</i>
46	1	0	0	0	0	0
47	4	3	0	0	0	0
48	6	3	0	1	0	0
49	3	1	0	0	0	0
50	3	2	0	0	0	0
52	2	6	0	0	0	0
53	2	2	0	0	0	0
54	3	0	0	0	0	0
55	2	1	0	0	0	0
56	2	3	0	0	0	0
57	3	1	1	0	0	0
58	2	1	0	0	0	0
59	1	1	0	0	0	0
60	4	2	0	0	0	0
61	0	3	0	0	0	0
62	2	0	0	0	0	0
63	1	1	0	0	0	0
64	1	1	0	0	0	0
65	0	2	0	0	0	0
66	1	0	0	0	0	0
67	3	0	1	0	0	0
68	1	0	0	0	0	0
69	0	2	0	0	0	0
70	6	0	0	0	0	0
72	4	0	0	0	0	0
73	1	0	0	0	0	0
75	3	3	0	0	0	0
77	2	1	0	0	0	0
79	1	0	0	0	0	0
80	0	1	0	0	0	0
81	0	1	0	0	0	0
82	2	1	0	0	0	0
85	1	0	0	0	0	0
86	1	0	0	0	0	0
87	1	0	0	0	0	0
88	1	0	0	1	0	0
90	0	1	0	0	0	0
91	1	1	0	0	0	0
92	2	0	0	0	0	0
94	1	0	0	0	0	0
95	1	0	0	0	0	0
99	1	1	0	0	0	0
100	2	0	0	0	0	0
101	1	0	0	0	0	0
104	1	1	0	0	0	0
105	1	0	0	0	0	0
106	3	1	0	0	0	0

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

<b>Claim Count by # of Days</b>	<i>First Status to Payment</i>	<i>First Status to Denial</i>	<i>First Appeal to Denial</i>	<i>First Appeal to Payment</i>	<i>Second Appeal to Denial</i>	<i>Second Appeal to Payment</i>
<b>107</b>	1	0	0	0	0	0
<b>109</b>	1	0	0	0	0	0
<b>110</b>	2	0	0	0	0	0
<b>115</b>	1	0	0	0	0	0
<b>120</b>	2	0	0	0	0	0
<b>122</b>	0	1	0	0	0	0
<b>126</b>	1	0	0	0	0	0
<b>134</b>	0	1	0	0	0	0
<b>135</b>	1	0	0	0	0	0
<b>137</b>	0	1	0	0	0	0
<b>142</b>	1	0	0	0	0	0
<b>148</b>	1	0	0	0	0	0
<b>168</b>	1	0	0	0	0	0
<b>170</b>	1	0	0	0	0	0
<b>179</b>	0	1	0	0	0	0
<b>183</b>	1	0	0	0	0	0
<b>193</b>	0	1	0	0	0	0
<b>221</b>	1	0	0	0	0	0

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

**Express Mail with Insurance**

<b>Claim Count by # of Days</b>	<i>First Status to Payment</i>	<i>First Status to Denial</i>	<i>First Appeal to Denial</i>	<i>First Appeal to Payment</i>	<i>Second Appeal to Denial</i>	<i>Second Appeal to Payment</i>
0	942	346	65	98	4	4
1	435	186	3	1	0	0
2	72	47	0	4	0	0
3	71	45	1	0	0	0
4	42	21	1	1	0	0
5	27	4	0	0	0	0
6	19	4	1	0	1	0
7	18	12	0	0	0	0
8	16	5	1	0	0	1
9	9	3	0	0	0	0
10	4	0	0	0	0	0
11	6	5	0	2	0	0
12	15	10	1	0	0	0
13	9	1	0	0	0	0
14	3	2	0	0	0	0
15	14	2	1	0	0	0
16	7	1	0	1	0	0
17	7	2	0	1	0	0
18	7	6	0	2	0	0
19	5	4	1	0	0	0
20	16	5	0	1	0	0
21	12	8	1	1	1	0
22	11	4	0	3	0	0
23	8	2	0	0	1	0
24	3	0	1	0	0	1
25	5	1	0	2	1	0
26	6	2	1	1	0	0
27	6	2	1	3	0	0
28	12	6	0	0	1	0
29	6	2	0	0	1	0
30	6	28	0	0	0	0
31	6	36	0	0	0	0
32	8	23	0	0	0	0
33	11	43	0	0	0	0
34	13	16	1	1	0	0
35	13	12	1	2	0	0
36	5	5	1	1	0	0
37	7	6	0	0	0	0
38	9	2	1	1	0	0
39	9	5	0	1	0	0
40	6	2	0	1	0	0
41	6	3	1	0	0	0
42	9	5	0	0	0	0
43	5	3	0	0	0	0
44	8	5	0	0	0	0
45	8	4	0	0	0	0

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<b>Claim Count by # of Days</b>	<i>First Status to Payment</i>	<i>First Status to Denial</i>	<i>First Appeal to Denial</i>	<i>First Appeal to Payment</i>	<i>Second Appeal to Denial</i>	<i>Second Appeal to Payment</i>
46	15	4	0	1	0	0
47	3	5	0	0	0	0
48	15	6	0	0	0	0
49	6	11	0	0	0	0
50	8	3	0	0	0	0
51	1	2	0	0	0	0
52	7	3	0	0	0	0
53	5	6	0	0	0	0
54	3	5	0	0	0	0
55	7	5	0	0	0	0
56	5	5	0	0	0	0
57	5	1	0	0	0	0
58	4	5	0	0	0	0
59	1	1	0	0	0	0
60	3	0	0	0	0	0
61	4	14	0	0	0	0
62	0	2	0	0	0	0
63	4	2	0	1	0	0
64	1	2	0	0	0	0
65	0	1	0	0	0	0
66	1	2	0	0	0	0
67	1	0	0	0	0	0
68	11	1	0	0	0	0
69	4	0	0	0	0	0
70	8	1	0	0	0	0
71	2	1	0	0	0	0
72	3	0	0	0	0	0
73	1	1	0	0	0	0
74	1	0	0	0	0	0
75	1	3	1	0	0	0
76	0	1	0	0	0	0
77	3	1	0	0	0	0
78	2	0	0	0	0	0
79	3	0	0	0	0	0
80	1	0	0	0	0	0
83	0	3	0	0	0	0
84	1	1	0	0	0	0
86	0	1	0	0	0	0
87	0	1	0	0	0	0
88	0	1	0	0	0	0
89	0	1	0	0	0	0
90	6	26	0	0	0	0
91	1	4	0	0	0	0
93	0	2	0	0	0	0
94	0	1	0	0	0	0
96	1	0	0	0	0	0
98	0	2	0	0	0	0

RESPONSE OF UNITED STATES POSTAL SERVICE  
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<b>Claim Count by # of Days</b>	<i>First Status to Payment</i>	<i>First Status to Denial</i>	<i>First Appeal to Denial</i>	<i>First Appeal to Payment</i>	<i>Second Appeal to Denial</i>	<i>Second Appeal to Payment</i>
<b>100</b>	0	2	0	0	0	0
<b>102</b>	0	1	0	0	0	0
<b>105</b>	1	0	0	0	0	0
<b>106</b>	1	2	0	0	0	0
<b>111</b>	1	3	0	0	0	0
<b>112</b>	1	0	0	0	0	0
<b>119</b>	1	1	0	0	0	0
<b>122</b>	1	0	0	0	0	0
<b>130</b>	0	1	0	0	0	0
<b>132</b>	0	1	0	0	0	0
<b>133</b>	3	0	0	0	0	0
<b>143</b>	1	0	0	0	0	0
<b>145</b>	1	1	0	0	0	0
<b>148</b>	1	0	0	0	0	0
<b>150</b>	0	1	0	0	0	0
<b>154</b>	2	0	0	0	0	0
<b>158</b>	1	0	0	0	0	0
<b>159</b>	1	0	0	0	0	0
<b>163</b>	0	1	0	0	0	0
<b>174</b>	1	0	0	0	0	0
<b>187</b>	0	1	0	0	0	0
<b>204</b>	1	0	0	0	0	0
<b>213</b>	0	1	0	0	0	0
<b>216</b>	1	0	0	0	0	0
<b>228</b>	1	0	0	0	0	0

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

**Express Mail with Supplemental Insurance**

<b>Claim Count by # of Days</b>	<i>First Status to Payment</i>	<i>First Status to Denial</i>	<i>First Appeal to Denial</i>	<i>First Appeal to Payment</i>	<i>Second Appeal to Denial</i>	<i>Second Appeal to Payment</i>
0	181	102	37	41	1	7
1	49	42	3	1	0	1
2	18	6	0	1	0	0
3	20	9	0	1	0	1
4	15	6	0	0	0	0
5	9	2	0	0	0	0
6	10	1	0	1	0	1
7	7	1	0	1	0	0
8	6	0	0	3	0	0
9	5	0	1	0	0	0
10	4	1	0	1	0	0
11	6	2	0	0	0	0
12	5	1	0	0	1	0
13	8	2	1	1	0	0
14	6	2	0	0	0	1
15	5	4	0	1	0	0
16	0	3	0	1	0	0
17	3	2	0	0	0	0
18	5	0	0	0	0	0
19	3	1	0	0	0	0
20	3	0	0	0	0	0
21	5	0	0	0	0	0
22	5	0	0	2	0	1
23	5	1	0	0	0	0
24	2	2	0	0	0	1
25	4	0	0	0	1	0
26	7	1	0	0	0	0
27	9	0	0	2	0	0
28	5	0	0	1	0	0
29	6	0	0	0	0	0
30	5	5	0	0	0	0
31	3	8	0	0	0	0
32	0	12	0	0	0	0
33	4	10	0	0	0	0
34	4	3	0	0	0	0
35	8	1	0	1	0	0
36	4	2	1	0	0	0
37	3	1	0	1	0	0
38	10	1	0	0	0	0
39	4	3	0	1	0	0
40	6	1	0	0	0	0
41	3	1	0	0	0	0
42	9	0	0	0	0	0
43	8	0	0	0	0	0
44	4	1	0	0	0	0
45	6	0	0	0	0	0

RESPONSE OF UNITED STATES POSTAL SERVICE  
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<b>Claim Count by # of Days</b>	<i>First Status to Payment</i>	<i>First Status to Denial</i>	<i>First Appeal to Denial</i>	<i>First Appeal to Payment</i>	<i>Second Appeal to Denial</i>	<i>Second Appeal to Payment</i>
46	6	1	0	0	0	0
47	4	1	0	0	0	0
48	7	0	0	0	0	0
49	5	1	0	0	0	0
50	1	1	0	0	0	0
51	2	0	0	0	0	0
52	2	1	0	0	0	0
53	1	1	0	0	0	0
54	3	0	0	0	0	0
55	0	1	0	0	0	0
56	4	1	0	0	0	0
57	4	0	0	0	0	0
58	1	0	0	0	0	0
59	2	0	0	0	0	0
60	1	1	0	0	0	0
61	1	3	0	0	0	0
62	3	1	0	0	0	0
63	1	0	0	0	0	0
65	2	0	0	0	0	0
67	1	0	0	0	0	0
68	2	0	0	0	0	0
69	2	0	0	0	0	0
70	1	0	0	0	0	0
71	2	0	0	0	0	0
72	0	1	0	0	0	0
73	1	0	0	0	0	0
74	1	2	0	0	0	0
76	1	0	0	0	0	0
77	2	1	0	0	0	0
78	2	0	0	0	0	0
79	2	1	0	0	0	0
82	0	1	0	0	0	0
83	0	1	0	0	0	0
85	1	0	0	0	0	0
87	1	1	0	0	0	0
88	1	0	0	0	0	0
90	2	2	0	0	0	0
91	1	3	0	0	0	0
92	2	1	0	0	0	0
93	2	0	0	0	0	0
99	1	0	0	0	0	0
100	1	0	0	0	0	0
101	2	0	0	0	0	0
102	0	2	0	0	0	0
103	3	1	0	0	0	0
110	1	0	0	0	0	0
115	0	1	0	0	0	0

RESPONSE OF UNITED STATES POSTAL SERVICE  
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<b>Claim Count by # of Days</b>	<i>First Status to Payment</i>	<i>First Status to Denial</i>	<i>First Appeal to Denial</i>	<i>First Appeal to Payment</i>	<i>Second Appeal to Denial</i>	<i>Second Appeal to Payment</i>
<b>119</b>	1	0	0	0	0	0
<b>125</b>	1	0	0	0	0	0
<b>127</b>	1	0	0	0	0	0
<b>128</b>	1	0	0	0	0	0
<b>132</b>	1	0	0	0	0	0
<b>138</b>	1	0	0	0	0	0
<b>146</b>	1	0	0	0	0	0
<b>152</b>	1	0	0	0	0	0
<b>154</b>	0	1	0	0	0	0
<b>158</b>	0	1	0	0	0	0
<b>159</b>	1	0	0	0	0	0
<b>161</b>	0	1	0	0	0	0
<b>168</b>	1	0	0	0	0	0
<b>172</b>	1	0	0	0	0	0
<b>199</b>	0	1	0	0	0	0
<b>217</b>	1	0	0	0	0	0
<b>229</b>	1	0	0	0	0	0
<b>231</b>	1	0	0	0	0	0
<b>343</b>	1	0	0	0	0	0

RESPONSE OF UNITED STATES POSTAL SERVICE  
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**OCA/USPS-166.** Please provide any internal (or external) standards or benchmarks the Postal Service has established for the successful provision of Certified Mail.

- a. State when each individual standard or benchmark was established.
- b. What is the internal system for establishing such standards or benchmarks?
- c. For each standard or benchmark provided, state the percentage of time Certified Mail fails to meet, meets, or exceeds the standard or benchmark. Provide the figures underlying the calculation.
- d. If the Postal Service has not established standards or benchmarks, explain why not?
- e. Isn't it true that if the Postal Service fails to establish standards and benchmarks, thereby failing to measure its level of successful performance, then a significant percentage of Certified Mail purchases will result in unsatisfactory service to customers? If this is not confirmed, then please explain.
- f. Please provide response to parts a. – c., for FY 2001, FY 2002, FY 2003, FY 2004, and FY 2005 to date.

**RESPONSE:**

The Postal Service seeks scan performance of 98 percent on Certified Mail. See the response to DFC/USPS-42, filed May 31, 2005.

- a. Certified Mail scan performance goals were first established in FY 2003.
- b. No internal system was used to establish the goal.
- c. Scan performance was at 86 percent in January, 2003, 93 percent in January, 2004, and 93 percent in January, 2005. Also, see the response to DFC/USPS-15 for recent scan performance data.
- d-e. Not applicable
- f. Data earlier than those in part c are not available.