

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

REVISED RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE
(OCA/USPS-33) [Errata]

The United States Postal Service hereby provides its revised response to interrogatory OCA/USPS-33 of the Office of the Consumer Advocate, filed on May 12, 2005. The revision makes the response consistent with the response to interrogatory OCA/USPS-166, also filed today.

The interrogatory is stated verbatim and is followed by the revised response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

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OCA/USPS-33. Please refer to Attachment F to the Request, page 35, and the text of Rule: 54(n) concerning "identification of any performance goals.

- a. In the absence of any performance goals and/or service standards identified pursuant to Rule: 54(n) for the Special Services in Tables 11 and 12 of USPS-T-28, has the Postal Service established any other service objectives or directives concerning these special services? Please explain, and provide such service objectives or directives.
- b. In the absence of any performance goals and/or service standards identified pursuant to Rule: 54(n) for the Special Services in Tables 11 and 12 of USPS-T-28, please explain how the Postal Service measures the level of service provided for these special services.
- c. Please identify and describe any statistical or other measurement system that provides data on the level of service provided with respect to the performance goals and/or service standards, or service objectives, referred to in response to interrogatory OCA/USPS-32(a), above, and subpart a. of this interrogatory, for the Special Services in Tables 11 and 12 of USPS-T-28.

RESPONSE:

- a. See the responses to OCA/USPS-32 and OCA/USPS-166.
- b. The Postal Service tracks volumes and revenues for the special services, and receives customer complaints and compliments.
- c. No statistical or other measurement systems are used, except that the Product Tracking System is used to measure delivery scan rates for Certified Mail, Delivery Confirmation, and Signature Confirmation.