

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 INTERROGATORY OF DAVID B. POPKIN
(DBP/USPS-226)
(July 27, 2005)

The United States Postal Service hereby provides its institutional response to interrogatory DBP/USPS-226.

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

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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DBP/USPS-226. Please refer to your response to DBP/USPS-126.

- (a) Please provide the requirements and associated regulations which relate to the level of window service and all forms of delivery service that must and/or should be provided on a Saturday.
- (b) Please indicate any insight as to why 24% of the post offices feel that it is inappropriate to provide retail window service on Saturdays.
- (c) Does the 76% of post offices that are open on Saturday represent only independent post offices or does it also include classified stations and branches and/or contract station and branches?
- (d) If it includes any stations and/or branches, please provide a figure based on independent post offices only.
- (e) Please provide a breakdown for each of the Areas in the country.
- (f) Please confirm, or explain if you are unable to confirm, that there is now a recent policy to extend the retail window hours both on weekdays and on Saturdays.
- (g) What is the current policy with respect to either increasing or decreasing the availability of retail window service on Saturdays?

RESPONSE:

(a) According to POM section 126.42: "Window service is provided on Saturdays if there is a demonstrated need. Normally, such service does not exceed 4 hours.

Postmasters must obtain approval from the next higher management level if more hours are necessary to meet customer needs. At financial units serving business areas, or facilities serving communities where many residents leave on weekends, retail service may be closed if service is available at other postal units, contract stations, or self-service postal centers. Postmasters must post signs telling customers of locations and hours of such services."

(b) As noted in the response to part (a), the decision whether to provide window service on Saturdays is a local decision based on customer needs. For example, in areas where residents leave on weekends, retail service may be closed if service is available at other postal locations, contract stations, or self-service postal centers.

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(c) The figure provided in the response to DBP/USPS-126 represents retail sites that submit Form 1412 for Saturday retail activities. This could include post offices as well as stations or branches.

(d) The data is not available in the format requested.

(e) Capital Metro: 84%

Eastern: 87%

Great Lakes: 83%

New York Metro: 83%

Northeast: 90%

Pacific: 44%

Southeast: 82%

Southwest: 65%

Western: 70%

(f) The Postal Service is planning to extend and adjust hours of service at Postal Service retail locations nationally where customer traffic dictates the need.

(g) Where districts believe there is a need to better serve customers, there will be strategically located USPS retail sites open until 3 PM on Saturdays.