

**BEFORE THE
POSTAL RATE COMMISSION
WASHINGTON, DC 20268-0001**

Postal Rate and Fee Changes, 2006

Docket No. R2006-1

**DOUGLAS F. CARLSON
INTERROGATORIES TO THE UNITED STATES POSTAL SERVICE
(DFC/USPS-1-27)**

June 9, 2006

Pursuant to sections 25–27 of the *Rules of Practice*, I hereby submit interrogatories to the United States Postal Service.

The instructions accompanying DFC/USPS-T34-1–4 are incorporated herein by reference.

Respectfully submitted,

Dated: June 9, 2006

DOUGLAS F. CARLSON

DFC/USPS-1. Please provide the cost of producing pre-stamped Priority Mail flat-rate envelopes and explain to which service, if any, these costs are attributed.

DFC/USPS-2. Please provide the percentage of volume in each eligible service for which customers purchased return receipts (e.g., customers purchased a return receipt along with 75 percent of Certified Mail, 10 percent of Insured Mail, etc.).

DFC/USPS-3. Of total return receipt volume, please provide the percentage that customers purchased with each eligible service (e.g., 85 percent of total return-receipt volume was associated with Certified Mail, two percent was associated with Express Mail, etc.).

DFC/USPS-4. Please provide the percentage of total Express Mail volume that is accepted at a retail window.

DFC/USPS-5. For each quarter in FY 2002, FY 2003, and FY 2004, please provide the overall overnight, two-day, and three-day EXFC scores and the overnight, two-day, and three-day EXFC scores for mail destined to post-office boxes.

DFC/USPS-6. Please provide the percentage of Registered Mail that received an acceptance scan at a retail terminal but that did not receive a scan indicating a final disposition or delivery. In your response, please identify all assumptions and search parameters used in querying, analyzing, and reporting the data (e.g., a scan indicating final disposition or delivery was either “Delivered” or “Returned to Sender,” and an article was deemed not to have received a scan indicating final disposition or delivery if no such scan was recorded within N days after the acceptance scan).

DFC/USPS-7. Please provide the percentage of numbered Insured Mail that received an acceptance scan at a retail terminal but that did not receive a scan indicating a final disposition or delivery. In your response, please identify all

assumptions and search parameters used in querying, analyzing, and reporting the data (e.g., a scan indicating final disposition or delivery was either “Delivered” or “Returned to Sender,” and an article was deemed not to have received a scan indicating final disposition or delivery if no such scan was recorded within N days after the acceptance scan).

DFC/USPS-8. For each special service for which postal employees are required to scan a bar code upon delivering the item, please provide the percentage of mail that received a scan other than one indicating final disposition or delivery and that did not also receive a scan indicating final disposition or delivery. In your response, please identify all assumptions and search parameters used in querying, analyzing, and reporting the data (e.g., a scan indicating final disposition or delivery was either “Delivered” or “Returned to Sender,” and an article was deemed not to have received a scan indicating final disposition or delivery if no such scan was recorded within N days after the acceptance scan).

DFC/USPS-9. For each type of mail that requires a signature upon delivery, including Express Mail and mail for which the customer purchased a special service, please identify the percentage of mail, by type, that received a scan indicating final disposition or delivery and that has no signature on file. This interrogatory excludes responsive information that the Postal Service already has provided in response to other interrogatories. In your response, please identify all assumptions and search parameters used in querying, analyzing, and reporting the data (e.g., a scan indicating final disposition or delivery was either “Delivered” or “Returned to Sender,” and an article was deemed not to have received a scan indicating final disposition or delivery if no such scan was recorded within N days after the acceptance scan).

DFC/USPS-10. For each year since and including 2004, please identify the percentage of First-Class Mail that was destined to one-day, two-day, and three-day delivery areas, according to the Postal Service’s service standards for First-Class Mail. Please specify whether the response includes Priority Mail.

DFC/USPS-11. For each year since and including 2004, please identify the percentage of Priority Mail that was destined to one-day, two-day, and three-day delivery areas, according to the Postal Service's service standards for First-Class Mail.

DFC/USPS-12. Please identify the volume, percentage, and weight distribution of Priority Mail flat-rate envelopes that were destined to a ZIP Code for which the service standards for Priority Mail and First-Class Mail were identical. The response should provide all available data, including, at a minimum, data derived from transactions at retail terminals. In your response, please separate data derived from transactions at retail terminals from other data.

DFC/USPS-13. Please provide the percentage of Delivery Confirmation items for which an acceptance scan at a retail terminal exists but for which no scan is on record indicating a final disposition or delivery.

DFC/USPS-14. Please provide documents issued since Docket No. 2005-1 was filed that relate to delivery of Certified Mail to high-volume recipients including, but not limited to, the Internal Revenue Service and state tax agencies.

DFC/USPS-15. Please provide a copy of the current Mystery Shopper Handbook.

DFC/USPS-16. Please provide a copy of the current checklist or other rating sheet that the mystery shopper completes after visiting a retail window.

DFC/USPS-17. Please provide all memoranda and directives issued by Postal Service headquarters since January 1, 2005, including those transmitted by electronic mail, relating to removal of collection boxes or collection receptacles.

DFC/USPS-18.

- a. Please provide the number of collection boxes of all types except Express Mail that were operated by the Postal Service in 2004, 2005, and 2006.

- b. For each year, please identify the database from which the data were extracted.
- c. Please explain whether data from the Collection Program Management System that is available at the headquarters level may differ from data maintained in the CPMS at the district level.

DFC/USPS-19. Please provide reports from all Postal Inspection Service or Office of the Inspector General audits that have been conducted on Express Mail, Priority Mail, Certified Mail, Registered Mail, Insured Mail, Return Receipt, Post Office Box, or retail window service, or on stamped cards, since January 1, 2005. If any audit reports are filed as a library reference, pursuant to Rule 31(b)(2)(ix) I request that a copy of these audit reports be mailed directly to me.

DFC/USPS-20. For each of the past two years, please provide all information that is available in summary form about the types of service problems that customers have brought to the attention of the Postal Service.

DFC/USPS-21. For each of the past three years, and for each category or type of First-Class Mail (excluding Priority Mail) for which the Postal Service collects data, please provide nationwide data from EXFC, ODIS, and any other applicable systems showing:

- a. The percentage of the time that mail is delivered within the number of days specified by the applicable service standard;
- b. The average number of days to delivery.

DFC/USPS-22. For each of the past three years, and for each category or type of Priority Mail for which the Postal Service collects data, please provide nationwide data from PETE, ODIS, and any other applicable systems showing:

- a. The percentage of the time that mail is delivered within the number of days specified by the applicable service standard;
- b. The average number of days to delivery.

DFC/USPS-23. For each of the past three years, and for each category or type of Express Mail for which the Postal Service collects data, please provide nationwide data showing:

- a. The percentage of the time that mail is delivered within the number of days specified by the applicable service standard or delivery guarantee;
- b. The average number of days to delivery.

DFC/USPS-24. Please provide all facts and information indicating that postal employees are or are not properly completing Form 3811, Domestic Return Receipt.

DFC/USPS-25. Please provide all information concerning time to delivery and other aspects of delivery performance that is or may be available from an analysis of data collected from the scanning of bar-coded labels for Express Mail, Certified Mail, Registered Mail, Insured Mail, Return Receipt for Merchandise, Delivery Confirmation, and Signature Confirmation.

DFC/USPS-26. Please provide data describing the extent to which delivery employees scan Delivery Confirmation bar codes. Also, please identify the measurement system.

DFC/USPS-27. Please provide the percentage of Certified Mail that received an acceptance scan at a retail terminal but that did not receive a scan indicating a final disposition or delivery.