

# DOCKET SECTION

BEFORE THE  
POSTAL RATE COMMISSION  
WASHINGTON, D.C. 20268-0001

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POSTAL RATE AND FEE CHANGES, 1997

POSTAL RATE COMMISSION  
OFFICE OF THE SECRETARY  
Docket No. R97-1

RESPONSE OF UNITED STATES POSTAL SERVICE  
TO INTERROGATORY OF  
THE OFFICE OF THE CONSUMER ADVOCATE  
(OCA/USPS-94)

The United States Postal Service hereby provides the response to the following  
interrogatory of the Office of the Consumer Advocate: OCA/USPS-94, filed on  
September 23, 1997.

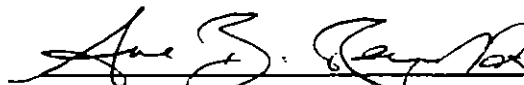
The interrogatory is stated verbatim and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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October 7, 1997

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TO INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE

OCA/USPS-94. Please refer to the Postal Service response to OCA/USPS-T14-15d, redirected from witness Bradley, regarding steps taken by management to rectify the problems perceived by the Postal Inspection Service. Please provide the memorandum by Chief Operating Officer Henderson to the Assistant Vice Presidents to emphasize district responsibility for data accuracy and integrity.

RESPONSE:

Please see the attached memorandum to Vice Presidents, Area Operations.



October 5, 1995

VICE PRESIDENTS, AREA OPERATIONS

SUBJECT: Delivery Point Sequencing Program

There are certain existing policies and procedures related to city carrier operations and Delivery Point Sequencing (DPS) that must be adhered to in all delivery units to ensure maximization of savings and the ultimate success of the program. The recent Inspection Service audit on DPS also recommended consistent and full compliance within all units. Having worked with the Areas, outlined below is a list of those policies and procedures representing their consensus as to being critical to DPS success.

1. Local management must implement the DPS Savings Tracking System, which was sent to the field April 13, 1995, and use it as required in its accompanying instructions. There will be no unauthorized modifications to the methodology or to the system, which will be reassessed periodically to ensure it is representative of the changing operating environment. Each District is responsible for the accuracy and integrity of the baseline data and all other data entry requirements at the 5-digit level. This responsibility is not limited to the DPS Savings Tracking System, but also includes CSDRS and DSIS. The use of these management systems is required.
2. The DPS Savings Tracking System will be used by the Districts to identify 5-digit units that are successful sites, sites on the road to success and those sites that need management attention to get them on track. For those units needing management attention, a specific corrective action plan is to be developed, along with measurable target goals and milestones for the critical performance indicators identified in the analysis of the unit as contributing factors inhibiting success.
3. Managers will work within existing handbooks and Memoranda of Understanding (MOUs) to implement DPS and to capture the associated savings. This includes obtaining "current" route inspection data prior to implementing DPS.
4. Managers will not make any agreements or sign local MOUs that are in violation of the National Agreement, handbooks, the six MOUs dated September 17, 1992, or are contrary to Headquarters' policies. Current local agreements are to be reviewed for compliance with the National Agreement, handbooks, and the referenced MOUs. Where appropriate, options should be assessed and discussed with the local NALC representatives.

5. For units planning DPS implementation, specific DPS volume projections and mail arrival profiles will be jointly developed with plant management. DPS target percentages are to be established at levels that permit at least an initial restructuring of unit assignments within 90 days from the start-up of DPS processing. For managers contemplating "x-routes," an interim adjustment agreement will be necessary.
6. All routes must achieve the DPS Quality Threshold (at least 98% quality level for three consecutive days) within 30 days of the start-up of DPS processing. As each route achieves the Quality Threshold, the carrier will take all the DPS mail directly to the street. It is not to be cased.
7. Carriers are required to follow the current national policy for handling shared (marriage) type mailings. On foot and park & loop routes, the unaddressed flats will be placed at the rear (or bottom) of the regular flat bundle. While on the street portion of the route, when making a delivery to a specific address and there is a detached address label card for that address, the carrier will withdraw an unaddressed flat from the rear (or bottom) of the regular flat bundle and deliver the unaddressed flat piece, the address label card and any other mail for that customer to the proper address. On curblane routes, the unaddressed flats may be handled separately from the regular flats and carried as an additional bundle.
8. Street management is to be conducted at locally determined frequencies, but at a minimum of once per year per route, and a tracking system must be established to verify that street management is being conducted.
9. Address management data base quality update frequencies will be maintained to include timely performance of national AMS street quality reviews and full implementation of the uniform Red Book management procedures.
10. Station inputs are to be conducted daily, and it is expected that DPS Sort Plans will be updated to include all station inputs prior to daily initiation of DPS processing.

These policies and procedures are expected to be followed in all units with DPS. Certain actions also apply to non-DPS units. Examples are the use of CSDRS and DSIS and the associated responsibility for data integrity, as well as conducting street management. Current negative trends in street productivity are of concern in both non-DPS and DPS units and warrant your attention.


Please remind your field managers of these policies and follow up to verify compliance.



William J. Henderson

## CERTIFICATE OF SERVICE

I hereby certify that I have this day served the foregoing document upon all participants of record in this proceeding in accordance with section 12 of the Rules of Practice.

  
Anne B. Reynolds

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October 7, 1997