

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

POSTAL RATE AND FEE CHANGES, 2006

Docket No. R2006-1

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORIES
OF THE OFFICE OF THE CONSUMER ADVOCATE (OCA/USPS-2-7)
(July 7, 2006)

The United States Postal Service hereby provides its institutional response to the following interrogatories of the Office of the Consumer Advocate, which were filed on June 22, 2006 and due on July 6, 2006:

OCA/USPS-2-7

The interrogatories are stated verbatim and are followed by the responses. A motion for late acceptance is being filed this day.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
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OCA/USPS-2. This interrogatory seeks information on the service standards and achieved service performance for Express Mail. Please refer to the Postal Service's Request, Attachment G, page 37, quoting Commission rule 54(n), which requires identification of any "performance goals" (herein "service standards") and "achieved levels of service" (herein "achieved service performance") for the classes and subclasses of mail.

Please answer subparts a.–d., below, for 1) Express Mail as a whole; 2) the following Express Mail services (herein "services"): Custom Designed (Rate Schedule (herein "RS") 122), Next Day and 2d Day-PO to PO (RS 123), and, Next Day and 2d Day-PO to Addressee (RS 123); and, 3) any rate category, or any subset of mail or type of mail service of any of the services. Where applicable, please define any subset of mail or type of mail service of any of the services.

a. For FY 2005 and FY 2006, by quarter, please provide data from all measuring systems showing the achieved service performance. If achieved service performance data is available from more than one information system, statistical report or other data source, please provide it. Where applicable, please indicate "Not Measured" if achieved service performance data is not measured for Express Mail as a whole, any of the services, or any rate category, or any subset of mail or type of Express Mail service.

b. Please identify the information system(s), statistical report(s), or other data source(s) from which the achieved service performance data provided in response to subpart a., above, is obtained.

c. Please provide a citation to the Domestic Mail Manual (herein "DMM") for the service standard(s) applicable to the achieved service performance data provided in response subpart a., above. If no citation to the DMM is applicable, state the applicable service standard, provide a citation to the relevant source for the stated service standard, and characterize the authority of the source (i.e., regulation, Board-approved policy, press release, executive letter directive, etc.). Where applicable, for Express Mail as a whole, any of the services, or any rate category, or any subset of mail or type of Express Mail service, if there is no achieved service performance data provided in response to subpart a., above, and if there is no applicable service standard, please indicate "No Service Standard."

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RESPONSE TO OCA/USPS-2 (continued)

d. Please explain how the achieved service performance data provided in response to subpart a., above, is statistically representative for each of the service standards being measured, as cited in subpart c., above. If the achieved service performance data provided in response to subpart a., above, is not statistically representative, please 1) explain and rank order the most important reasons why the data is not statistically representative; 2) describe any existing plans by the Postal Service, and their likely implementation in the next 1, 3 or 5 years, to develop statistically representative data on achieved service performance; and, 3) indicate "No Plans" if there are no existing plans to develop statistically representative data on achieved service performance.

e. For Express Mail as a whole, or any of the services listed above, where no achieved service performance data is provided in response to subpart a., above, please describe any existing plans by the Postal Service, and their likely implementation in the next 1, 3, or 5 years, to provide achieved service performance data responsive to Commission rule 54(n). Please indicate "No Plans" if there are no existing plans to provide achieved service performance data responsive to Commission rule 54(n).

RESPONSE:

(a) For Fiscal Year 2005, overall service performance for Express Mail, as measured by the Product Tracking System (PTS), broke down by quarters as follows:

pq1	92.50
pq2	95.40
pq3	97.07
pq4	96.45

For the first two quarters of Fiscal Year 2006, the measurements of overall service performance for Express Mail were as follows:

pq1	94.00
pq2	95.42

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RESPONSE TO OCA/USPS-2 (continued)

- (b) The service performance data are from the Product Tracking System (PTS).
- (c) DMM section 113
- (d) PTS data are derived through the scanning of mail pieces.
- (e) The Postal Service has not finalized any such plans.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
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OCA/USPS-3. This interrogatory seeks information on the service standards and achieved service performance for First-Class Mail. Please refer to the Postal Service's Request, Attachment G, page 37, quoting Commission rule 54(n), which requires identification of any "performance goals" (herein "service standards") and "achieved levels of service" (herein "achieved service performance") for the classes and subclasses of mail.

Please answer subparts a.–d., below, for 1) for First-Class Mail as a whole; 2) the following First-Class Mail subclasses (herein "subclasses"): Letters and Sealed Parcels (Rate Schedule (herein "RS") 221), Cards (RS 222), and Priority Mail (RS 223); and , 3) any rate category, or a subset of mail or type of mail service of any of the subclasses. Where applicable, please define any subset of mail or type of mail service of any of the subclasses.

a. For FY 2005 and FY 2006, by quarter, please provide data from all measuring systems showing the achieved service performance. If achieved service performance data is available from more than one information system, statistical report or other data source, please provide it. Where applicable, please indicate "Not Measured" if achieved service performance data is not measured for First-Class Mail as a whole, any of the subclasses, or any rate category, or any subset of mail or type of First-Class Mail service.

b. Please identify the information system(s), statistical report(s), or other data source(s) from which the achieved service performance data provided in response to subpart a., above, is obtained.

c. Please provide a citation to the Domestic Mail Manual (herein "DMM") for the service standard(s) applicable to the achieved service performance data provided in response subpart a., above. If no citation to the DMM is applicable, state the applicable service standard, provide a citation to the relevant source for the stated service standard, and characterize the authority of the source (i.e., regulation, Board-approved policy, press release, executive letter directive, etc.). Where applicable, for First-Class Mail as a whole, any of the subclasses, or any rate category, or any subset of mail or type of First-Class Mail service, if there is no achieved service performance data provided in response to subpart a., above, and if there is no applicable service standard, please indicate "No Service Standard."

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RESPONSE TO OCA/USPS-3 (continued)

d. Please explain how the achieved service performance data provided in response to subpart a., above, is statistically representative for each of the service standards being measured, as cited in subpart c., above. If the achieved service performance data provided in response to subpart a., above, is not statistically representative, please 1) explain and rank order the most important reasons why the data is not statistically representative; 2) describe any existing plans by the Postal Service, and their likely implementation in the next 1, 3 or 5 years, to develop statistically representative data on achieved service performance; and, 3) indicate "No Plans" if there are no existing plans to develop statistically representative data on achieved service performance.

e. For First-Class Mail as a whole, or any of the subclasses listed above, where no achieved service performance data is provided in response to subpart a., above, please describe any existing plans by the Postal Service, and their likely implementation in the next 1, 3, or 5 years, to provide achieved service performance data responsive to Commission rule 54(n). Please indicate "No Plans" if there are no existing plans to provide achieved service performance data responsive to Commission rule 54(n).

RESPONSE:

(a) For Fiscal Year 2005, and the first two quarters of Fiscal Year 2006, service performance for First-Class Mail, as measured by the External First-Class (EXFC) system, broke down by quarters as follows:

	Overnight	Two Day	Three Day	Total (within 2 days)
05 pq1	94.93	90.07	85.53	90.57
05 pq2	95.09	89.77	83.17	89.57
05 pq3	95.57	91.95	90.15	92.75
05 pq4	95.21	91.49	89.90	92.36
06 pq1	94.29	87.90	82.89	88.41
06 pq2	94.91	89.31	86.25	90.25

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RESPONSE TO OCA/USPS-3 (continued)

For Fiscal Year 2005, service performance for Priority Mail, as measured by the Priority End-to-End (PETE) system, broke down by quarters as follows:

	Overnight	Within 2-Days	Total
pq1	90.20	81.46	83.25
pq2	90.51	87.07	88.02
pq3	93.35	91.45	92.10
pq4	92.30	90.78	91.42

For the first two quarters of Fiscal Year 2006, the measurements of service performance for Priority Mail, as measured by the Product Tracking System (PTS), were as follows:

	Overnight	Within 2-Days	Total
pq1	83	74	74
pq2	87	87	87

- (b) The service performance data for First-Class Mail are from the External First-Class (EXFC) system, an external measurement system of collection box to mailbox delivery performance. For FY 2005, the service performance data for Priority Mail are from the Priority End-to-End (PETE) System. For the first two quarters of FY 2006, the data for 2006 are from the Product Tracking System (PTS).
- (c) The First-Class Mail service standards appear in DMM section 133.2.1. The service standards for Priority Mail appear in DMM section 123.2.2.

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RESPONSE TO OCA/USPS-3 (continued)

- (d) EXFC is designed to provide quarterly estimates of First-Class Mail service performance for 80 Performance Clusters, encompassing 463 3-digit ZIP codes, from their overnight, two-day, and three-day service standard areas. This network represents approximately 80% of the nation's destinating First-Class stamped and metered mail volume. The PETE system no longer is used to measure Priority Mail service performance. PTS data are derived through scanning of mail pieces.
- (e) The Postal Service has not finalized any such plans.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
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OCA/USPS-4. This interrogatory seeks information on the service standards and achieved service performance for Standard Mail. Please refer to the Postal Service's Request, Attachment G, page 37, quoting Commission rule 54(n), which requires identification of any "performance goals" (herein "service standards") and "achieved levels of service" (herein "achieved service performance") for the classes and subclasses of mail.

Please answer subparts a.–d., below, for 1) Standard Mail; 2) the following Standard Mail subclasses (herein "subclasses"): Regular (Rate Schedule (herein "RS") 321), Enhanced Carrier Route (RS 322), Nonprofit (RS 323), and Nonprofit-Enhanced Carrier Route (RS 324) ; and, 3) any rate category, or any subset of mail or type of mail service of any of the subclasses. Where applicable, please define any subset of mail or type of mail service of any of the subclasses.

a. For FY 2005 and FY 2006, by quarter, please provide data from all measuring systems showing the achieved service performance. If achieved service performance data is available from more than one information system, statistical report or other data source, please provide it. Where applicable, please indicate "Not Measured" if achieved service performance data is not measured for Standard Mail as a whole, any of the subclasses, or any rate category, or any subset of mail or type of Standard Mail service.

b. Please identify the information system(s), statistical report(s), or other data source(s) from which the achieved service performance data provided in response to subpart a., above, is obtained.

c. Please provide a citation to the Domestic Mail Manual (herein "DMM") for the service standard(s) applicable to the achieved service performance data provided in response subpart a., above. If no citation to the DMM is applicable, state the applicable service standard, provide a citation to the relevant source for the stated service standard, and characterize the authority of the source (i.e., regulation, Board-approved policy, press release, executive letter directive, etc.). Where applicable, for Standard Mail as a whole, any of the subclasses, or any rate category, or any subset of mail or type of Standard Mail service, if there is no achieved service performance data provided in response to subpart a., above, and if there is no applicable service standard, please indicate "No Service Standard."

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RESPONSE TO OCA/USPS-4 (continued)

d. Please explain how the achieved service performance data provided in response to subpart a., above, is statistically representative for each of the service standards being measured, as cited in subpart c., above. If the achieved service performance data provided in response to subpart a., above, is not statistically representative, please 1) explain and rank order the most important reasons why the data is not statistically representative; 2) describe any existing plans by the Postal Service, and their likely implementation in the next 1, 3 or 5 years, to develop statistically representative data on achieved service performance; and, 3) indicate “No Plans” if there are no existing plans to develop statistically representative data on achieved service performance.

e. For Standard Mail as a whole, or any of the subclasses listed above, where no achieved service performance data is provided in response to subpart a., above, please describe any existing plans by the Postal Service, and their likely implementation in the next 1, 3, or 5 years, to provide achieved service performance data responsive to Commission rule 54(n). Please indicate “No Plans” if there are no existing plans to provide achieved service performance data responsive to Commission rule 54(n).

RESPONSE:

- (a) Not measured.
- (b) Not measured.
- (c) Service standards for Standard Mail appear in Attachment G of the Request, Compliance Statement, response to Rule 54(n). There is no measurement system in place to measure against these standards.
- (d) Not measured.
- (e) The Postal Service has not finalized any such plans.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
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OCA/USPS-5. This interrogatory seeks information on the service standards and achieved service performance for Periodicals. Please refer to the Postal Service's Request, Attachment G, page 37, quoting Commission rule 54(n), which requires identification of any "performance goals" (herein "service standards") and "achieved levels of service" (herein "achieved service performance") for the classes and subclasses of mail.

Please answer subparts a.–d., below, for 1) Periodicals as a whole; 2) the following Periodicals subclasses (herein "subclasses"): Outside County (Rate Schedule (herein "RS") 421), and Within County (RS 423) ; and, 3) any rate category, or any subset of mail or type of mail service of any of the subclasses. Where applicable, please define any subset of mail or type of mail service of any of the subclasses.

a. For FY 2005 and FY 2006, by quarter, please provide data from all measuring systems showing the achieved service performance. If achieved service performance data is available from more than one information system, statistical report or other data source, please provide it. Where applicable, please indicate "Not Measured" if achieved service performance data is not measured for Periodicals as a whole, any of the subclasses, or any rate category, or any subset of mail or type of Periodicals service.

b. Please identify the information system(s), statistical report(s), or other data source(s) from which the achieved service performance data provided in response to subpart a., above, is obtained.

c. Please provide a citation to the Domestic Mail Manual (herein "DMM") for the service standard(s) applicable to the achieved service performance data provided in response subpart a., above. If no citation to the DMM is applicable, state the applicable service standard, provide a citation to the relevant source for the stated service standard, and characterize the authority of the source (i.e., regulation, Board-approved policy, press release, executive letter directive, etc.). Where applicable, for Periodicals as a whole, any of the subclasses, or any rate category, or any subset of mail or type of Periodicals service, if there is no achieved service performance data provided in response to subpart a., above, and if there is no applicable service standard, please indicate "No Service Standard."

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RESPONSE TO OCA/USPS-5 (continued)

d. Please explain how the achieved service performance data provided in response to subpart a., above, is statistically representative for each of the service standards being measured, as cited in subpart c., above. If the achieved service performance data provided in response to subpart a., above, is not statistically representative, please 1) explain and rank order the most important reasons why the data is not statistically representative; 2) describe any existing plans by the Postal Service, and their likely implementation in the next 1, 3 or 5 years, to develop statistically representative data on achieved service performance; and, 3) indicate “No Plans” if there are no existing plans to develop statistically representative data on achieved service performance.

e. For Periodicals as a whole, or any of the subclasses listed above, where no achieved service performance data is provided in response to subpart a., above, please describe any existing plans by the Postal Service, and their likely implementation in the next 1, 3, or 5 years, to provide achieved service performance data responsive to Commission rule 54(n). Please indicate “No Plans” if there are no existing plans to provide achieved service performance data responsive to Commission rule 54(n).

RESPONSE:

- (a) Not measured.
- (b) Not measured.
- (c) Service standards for Periodicals Mail appear in Attachment G of the Request, Compliance Statement, response to Rule 54(n). There is no measurement system in place to measure against these standards.
- (d) Not measured.
- (e) The Postal Service has not finalized any such plans.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
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OCA/USPS-6. This interrogatory seeks information on the service standards and achieved service performance for Package Services. Please refer to the Postal Service's Request, Attachment G, page 37, quoting Commission rule 54(n), which requires identification of any "performance goals" (herein "service standards") and "achieved levels of service" (herein "achieved service performance") for the classes and subclasses of mail.

Please answer subparts a.–d., below, for 1) Package Services as a whole; 2) the following Package Services subclasses (herein "subclasses"): Parcel Post (Rate Schedule (herein "RS") 521), Bound Printed Matter (RS 522), Media Mail (RS 523), and Library Mail (RS 524) ; and, 3) any rate category, or any subset of mail or type of mail service of any of the subclasses. Where applicable, please define any subset of mail or type of mail service of any of the subclasses.

a. For FY 2005 and FY 2006, by quarter, please provide data from all measuring systems showing the achieved service performance. If achieved service performance data is available from more than one information system, statistical report or other data source, please provide it. Where applicable, please indicate "Not Measured" if achieved service performance data is not measured for Package Services as a whole, any of the subclasses, or any rate category, or any subset of Package Services mail or type of service.

b. Please identify the information system(s), statistical report(s), or other data source(s) from which the achieved service performance data provided in response to subpart a., above, is obtained.

c. Please provide a citation to the Domestic Mail Manual (herein "DMM") for the service standard(s) applicable to the achieved service performance data provided in response subpart a., above. If no citation to the DMM is applicable, state the applicable service standard, provide a citation to the relevant source for the stated service standard, and characterize the authority of the source (i.e., regulation, Board-approved policy, press release, executive letter directive, etc.). Where applicable, for Package Services as a whole, any of the subclasses, or any rate category, or any subset of Package Services mail or type of service, if there is no achieved service performance data provided in response to subpart a., above, and if there is no applicable service standard, please indicate "No Service Standard."

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RESPONSE TO OCA/USPS-6 (continued)

d. Please explain how the achieved service performance data provided in response to subpart a., above, is statistically representative for each of the service standards being measured, as cited in subpart c., above. If the achieved service performance data provided in response to subpart a., above, is not statistically representative, please 1) explain and rank order the most important reasons why the data is not statistically representative; 2) describe any existing plans by the Postal Service, and their likely implementation in the next 1, 3 or 5 years, to develop statistically representative data on achieved service performance; and, 3) indicate “No Plans” if there are no existing plans to develop statistically representative data on achieved service performance.

e. For Package Services as a whole, or any of the subclasses listed above, where no achieved service performance data is provided in response to subpart a., above, please describe any existing plans by the Postal Service, and their likely implementation in the next 1, 3, or 5 years, to provide achieved service performance data responsive to Commission rule 54(n). Please indicate “No Plans” if there are no existing plans to provide achieved service performance data responsive to Commission rule 54(n).

RESPONSE:

- (a) Data for all Package Services sold at retail, including Parcel Post, Bound Printed Matter, Media Mail and Library Mail with Delivery Confirmation, is attached.
- (b) The source of the data is the Product Tracking System (PTS).
- (c) Service standards for Standard Mail appear in Attachment G of the Request, Compliance Statement, response to Rule 54(n).
- (d) PTS data are derived through scanning mail pieces.
- (e) The Postal Service has not finalized any such plans.

Cumulative Days to Deliver (Customer Data)->Service Standard
 PACKAGE SERVICES - RETAIL

NATIONAL - QUARTER 1 FY06

Service Standard	Count of all Delivered Mail Pieces	Volume Within Service Standard	% of Volume within Service Standard	% Delivered on Same Day	% Delivered by Day 1	% Delivered by Day 2	% Delivered by Day 3	% Delivered by Day 4	% Delivered by Day 5	% Delivered by Day 6	% Delivered by Day 7	% Delivered by Day 8 or more
1 Day	25	4	16.00%	0.00%	16.00%	28.00%	44.00%	48.00%	68.00%	72.00%	84.00%	100.00%
2 Day	323,651	193,890	59.91%	0.14%	12.96%	59.91%	77.59%	87.90%	93.30%	95.90%	97.53%	100.00%
3 Day	480,132	179,698	37.43%	0.03%	2.53%	8.66%	37.43%	56.97%	72.88%	84.01%	90.97%	100.00%
4 Day	938,079	394,032	42.00%	0.01%	0.25%	2.47%	12.47%	42.00%	59.59%	74.36%	86.15%	100.00%
5 Day	643,178	335,409	52.15%	0.01%	0.07%	1.61%	7.99%	20.87%	52.15%	66.83%	80.42%	100.00%
6 Day	496,868	242,947	48.90%	0.01%	0.04%	1.55%	4.35%	12.88%	23.06%	48.90%	64.81%	100.00%
7 Day	500,107	254,329	50.85%	0.01%	0.02%	1.62%	3.27%	6.93%	15.51%	27.28%	50.85%	100.00%
8 Day	167,886	87,993	52.41%	0.01%	0.03%	1.49%	2.98%	4.51%	9.78%	19.62%	34.72%	100.00%
9 Day	24,150	12,929	53.54%	0.00%	0.01%	2.57%	3.88%	4.69%	7.99%	16.92%	29.66%	100.00%
10 Day	2,448	1,704	69.61%	0.00%	0.00%	1.43%	4.78%	5.39%	10.17%	20.06%	31.74%	100.00%
Total	3,576,524	1,702,935	47.61%	0.02%	1.60%	8.05%	17.99%	33.38%	49.13%	63.14%	76.06%	100.00%

Cumulative Days to Deliver (Customer Data)->Service Standard
 PACKAGE SERVICES - RETAIL

NATIONAL - QUARTER 2 FY06

Service Standard	Count of all Delivered Mail Pieces	Volume Within Service Standard	% of Volume within Service Standard	% Delivered on Same Day	% Delivered by Day 1	% Delivered by Day 2	% Delivered by Day 3	% Delivered by Day 4	% Delivered by Day 5	% Delivered by Day 6	% Delivered by Day 7	% Delivered by Day 8 or more
1 Day	18	8	44.44%	0.00%	44.44%	61.11%	72.22%	72.22%	77.78%	77.78%	88.89%	100.00%
2 Day	393,648	247,884	62.97%	0.13%	13.25%	62.97%	77.13%	87.05%	92.72%	95.73%	97.39%	100.00%
3 Day	529,273	206,932	39.10%	0.02%	1.15%	8.00%	39.10%	56.80%	73.01%	84.58%	91.15%	100.00%
4 Day	1,028,643	476,208	46.29%	0.01%	0.09%	2.25%	13.12%	46.29%	60.02%	75.10%	86.28%	100.00%
5 Day	584,201	301,271	51.57%	0.01%	0.05%	1.82%	6.60%	22.65%	51.57%	62.31%	75.31%	100.00%
6 Day	485,544	219,705	45.25%	0.01%	0.03%	1.94%	3.62%	9.31%	21.22%	45.25%	59.14%	100.00%
7 Day	417,595	208,102	49.83%	0.01%	0.03%	1.76%	3.16%	5.17%	11.92%	27.89%	49.83%	100.00%
8 Day	161,385	86,458	53.57%	0.01%	0.02%	1.79%	3.05%	3.77%	8.32%	20.42%	38.25%	100.00%
9 Day	9,081	5,255	57.87%	0.02%	0.04%	3.26%	6.10%	7.37%	8.59%	16.13%	31.05%	100.00%
10 Day	4	1	25.00%	0.00%	0.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	100.00%
Total	3,609,392	1,751,824	48.54%	0.02%	1.66%	9.53%	19.96%	36.72%	50.90%	64.60%	76.28%	100.00%

Cumulative Days to Deliver (Customer Data)->Service Standard PACKAGE SERVICES - RETAIL

NATIONAL - FY 2005

Service Standard	Count of all Delivered Mail Pieces	Volume Within Service Standard	% of Volume within Service Standard	% Delivered on Same Day	% Delivered by Day 1	% Delivered by Day 2	% Delivered by Day 3	% Delivered by Day 4	% Delivered by Day 5	% Delivered by Day 6	% Delivered by Day 7	% Delivered by Day 8 or more
1 Day	3	2	66.67%	33.33%	66.67%	66.67%	66.67%	100.00%	100.00%	100.00%	100.00%	100.00%
2 Day	1,145,503	728,774	63.62%	0.16%	15.15%	63.62%	80.67%	89.48%	94.28%	96.65%	98.01%	100.00%
3 Day	1,748,807	788,631	45.10%	0.04%	3.00%	10.55%	45.10%	66.09%	79.57%	88.63%	93.85%	100.00%
4 Day	3,313,889	1,637,869	49.42%	0.01%	0.43%	2.88%	15.61%	49.42%	67.51%	80.65%	90.09%	100.00%
5 Day	2,344,935	1,347,438	57.46%	0.01%	0.11%	1.92%	9.07%	23.81%	57.46%	73.46%	85.09%	100.00%
6 Day	1,958,142	1,054,155	53.83%	0.01%	0.05%	1.60%	5.05%	14.42%	25.74%	53.83%	71.06%	100.00%
7 Day	1,989,595	1,105,026	55.54%	0.01%	0.03%	1.55%	3.11%	7.58%	17.25%	31.00%	55.54%	100.00%
8 Day	670,278	360,090	53.72%	0.01%	0.03%	1.40%	2.52%	4.12%	10.75%	21.09%	35.34%	100.00%
9 Day	81,455	48,894	60.03%	0.02%	0.02%	1.92%	2.96%	3.72%	8.27%	18.60%	30.71%	100.00%
10 Day	15,471	10,450	67.55%	0.01%	0.01%	0.79%	2.52%	3.37%	7.42%	20.48%	34.19%	100.00%
Total	13,268,078	7,081,329	53.37%	0.03%	1.84%	8.49%	19.77%	36.49%	52.63%	66.95%	79.20%	100.00%

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OCA/USPS-7. This interrogatory seeks information on the service standards and achieved service performance for Special Services. Please refer to the Postal Service's Request, Attachment G, page 37, quoting Commission rule 54(n), which requires identification of any "performance goals" (herein "service standards") and "achieved levels of service" (herein "achieved service performance") for the classes and subclasses of mail.

Please answer subparts a.–d., below, for 1) Special Services as a whole; 2) the following Special Services: Address Corrections (Rate Schedule (herein "RS") 911), Mailing Lists (RS 912), Post Office Box and Caller Service (RS 921), Business Reply Mail (RS 931), Merchandise Return Service (RS 932), On-Site Meter Service (RS 933), Bulk Parcel Return Service (RS 935), Shipper Paid Forwarding (RS 936), Certified Mail (RS 941), Registered mail (RS 942), Insurance (RS 943), COD (RS 944), Return Receipts (RS 945), Restricted Delivery (RS 946), Certificated of Mailing (RS 947), Delivery Confirmation (RS 948), Signature Confirmation (RS 949), Parcel Air Lift (RS 951), Special Handling (RS 952), Stamped Envelopes (RS 961), Stamped Cards (RS 962), Money Orders (RS 971), and Confirm (RS 991); and, 3) any rate category, or any subset of mail or type of mail service of any of the Special Services. Where applicable, please define any subset of mail or type of mail service of any of the Special Services.

a. For FY 2005 and FY 2006, by quarter, please provide data from all measuring systems showing the achieved service performance. If achieved service performance data is available from more than one information system, statistical report or other data source, please provide it. Where applicable, please indicate "Not Measured" if achieved service performance data is not measured for Special Services as a whole, any of the individual Special Services, or any rate category, or any subset of mail or type of mail service of any of the Special Services.

b. Please identify the information system(s), statistical report(s), or other data source(s) from which the achieved service performance data provided in response to subpart a., above, is obtained.

c. Please provide a citation to the Domestic Mail Manual (herein "DMM") for the service standard(s) applicable to the achieved service performance data provided in response subpart a., above. If no citation to the DMM is applicable, state the applicable service standard, provide a citation to the relevant source for the stated service standard, and characterize the authority of the source (i.e., regulation, Board-approved policy, press release, executive letter directive, etc.). Where applicable, for Special Services as a whole, any of the individual Special Services, or any rate category, or any subset of mail or type of mail service of

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any of the Special Services, if there is no achieved service performance data provided in response to subpart a., above, and if there is no applicable service standard, please indicate "No Service Standard."

d. Please explain how the achieved service performance data provided in response to subpart a., above, is statistically representative for each of the service standards being measured, as cited in subpart c., above. If the achieved service performance data provided in response to subpart a., above, is not statistically representative, please 1) explain and rank order the most important reasons why the data is not statistically representative; 2) describe any existing plans by the Postal Service, and their likely implementation in the next 1, 3 or 5 years, to develop statistically representative data on achieved service performance; and, 3) indicate "No Plans" if there are no existing plans to develop statistically representative data on achieved service performance.

e. For Special Services as a whole, or any of the individual Special Services or their subclasses listed above, where no achieved service performance data is provided in response to subpart a., above, please describe any existing plans by the Postal Service, and their likely implementation in the next 1, 3, or 5 years, to provide achieved service performance data responsive to Commission rule 54(n). Please indicate "No Plans" if there are no existing plans to provide achieved service performance data responsive to Commission rule 54(n).

RESPONSE:

(a) Delivery Confirmation and Signature Confirmation are measured with a combined scan performance. The indicator measures the percent of the combined totals of Priority Mail Delivery Confirmation and Signature Confirmation destinating pieces scanned to the number of pieces accepted at retail or in an electronic file provided by the mailer. The figures for the four quarters of FY 2005 and the first two quarters of FY 2006 are as follows.

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2005	Q1	97.47
	Q2	97.80
	Q3	97.86
	Q4	97.64
2006	Q1	97.46
	Q2	97.68

- (b) The source of the data is the Product Tracking System (PTS).
- (c) Special services generally are ancillary to the mail classes, which have their own service standards. There are no service or performance goals, objectives, or directives for the listed special services, except for the following:
- Publication 122 states that a properly completed and supported claim is usually paid within 10 to 15 days after the St. Louis Accounting Service Center receives the claim from the Post Office where filed.
 - The goal for Delivery Confirmation and Signature Confirmation combined scan rate is 99.1 percent.
 - DMM § 507.6.3.6 states that, with the exception of the period between November 16 and January 1, the Postal Service corrects and returns a mailing list within 15 workdays, with respect to Address Changes for Election Boards, Correction of Mailing Lists, and ZIP Coding of Mailing Lists services.
- (d) PTS data are derived through the scanning of mail pieces.
- (e) The Postal Service has not finalized any such plans.

CERTIFICATE OF SERVICE

I hereby certify that I have this date served the foregoing document in accordance with Section 12 of the Rules of Practice and Procedure.

Brian M. Reimer

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July 7, 2006
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