

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

POSTAL RATE AND FEE CHANGES, 2006

Docket No. R2006-1

RESPONSES OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF OFFICE OF CONSUMER ADVOCATE
[OCA/USPS-14-17]
(July 24, 2006)

The United States Postal Service hereby provides the its responses of to the above-listed interrogatories of Office of the Consumer Advocate, filed on July 5, 2006. Each interrogatory is stated verbatim and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

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OCA/USPS-14. This interrogatory concerns the disposal of undeliverable mail.

- a. How much revenue does the Postal Service realize by selling undeliverable mail each year? State the source(s) of the answer.
- b. What kinds of entities does the Postal Service sell undeliverable mail to? (E.g.: Private companies? The public? Government agencies?) State the 10 primary types of purchasers in descending order by number of pieces of undeliverable mail sold.
- c. How does the Postal Service arrange the sale of undelivered mail? For instance, via existing contacts? Auction? Public notice? Please list the 10 primary types of arrangements in descending order by number of pieces sold.
- d. Please list the total amount of revenue realized from the sale of undeliverable items, separately, by class of mail for the following classes/subclasses:
 - i. First Class
 - ii. Priority Mail
 - iii. Express Mail
 - iv. Package Services
 - v. Periodicals
 - vi. Standard Mail
- e. For the monies listed in answer to part d. of this interrogatory, are they credited separately to the relevant classes of mail? Explain in full. State the source(s) for all answers provided above.

RESPONSE:

The source for all of the following responses is the Corporate Customer Contact Reports Module.

- a. For FY-05, the Postal Service realized \$6,065,352 through public auction and recycling.
- b. The Postal Service conducts public auctions of unclaimed undeliverable items, open to everyone except postal employees. Items are sold to the public in large lots and not by individual pieces.
- c. Please see the response to subpart b. Public auction is the only arrangement for the sale of undelivered mail. Items are sold to the public in large lots, and not by individual pieces.

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d. Volumes are not tracked by class of mail. For FY-05, the Postal Service realized \$6,065,352 through public auction and recycling.

e. Not applicable, because volumes are not tracked by class of mail.

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OCA/USPS-15. How does the Postal Service dispose of undeliverable mail that it does NOT sell? Explain fully. If disposal of mail varies by class of mail, then state separately for each class/subclass of mail (i.e., First Class, Priority Mail, Express Mail, Package Services, Periodicals, and Standard Mail) how disposal is effected.

RESPONSE: Unclaimed undeliverable mail that is not sold through public auction or recycled is donated or disposed of as waste. Volumes are not tracked by class of mail.

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OCA/USPS-16. This interrogatory concerns consumer complaints about the Postal Service and records that are kept of these complaints.

- a. When U.S. consumers have a complaint about USPS service, is there a form or forms they fill out to complain? What is the name of the form(s)? Is it available in hard copy and electronically? Explain fully all answers.
- b. How many consumer complaints did the Postal Service receive in each of the following years? 2000, 2001, 2002, 2003, 2004, 2005.
- c. What is the percentage breakdown of all consumer complaint categories? (Provide these figures for each of FY2004 and FY2005, and all available quarters in FY2006).
- d. What is the actual number of complaints for each category? (Provide these figures for each of FY2004 and FY2005, and all available quarters in FY2006).
- e. What is the actual number of complaints about undelivered mail? Provide the total figure for all mail and, separately, figures for the following classes/subclasses of mail: First Class, Priority Mail, Express Mail, Package Services, Periodicals, and Standard Mail. (Provide these figures for each of FY2004 and FY2005, and all available quarters in FY2006).
- f. What is the actual number of complaints about mis-delivered mail? Provide the total figure for all mail and, separately, figures for the following classes/subclasses of mail: First Class, Priority Mail, Express Mail, Package Services, Periodicals, and Standard Mail. (Provide these figures for each of FY2004 and FY2005, and all available quarters in FY2006).
- g. What is the actual number of complaints about mail that was not forwarded properly? Provide the total figure for all mail and, separately, figures for the following classes/subclasses of mail: First Class, Priority Mail, Express Mail, Package Services, Periodicals, and Standard Mail. (Provide these figures for each of FY2004 and FY2005, and all available quarters in FY2006).
- h. What is the actual number of complaints about Express Mail that did not arrive in the guaranteed time frame? (Provide this figure for each of FY2004 and FY2005, and all available quarters in FY2006).
- i. What is the actual number of complaints about mailed items that were lost? Provide the total figure for all mail and, separately, figures for the following classes/subclasses of mail: First Class, Priority Mail, Express Mail, Package Services, Periodicals, and Standard Mail. (Provide these figures for each of FY2004 and FY2005, and all available quarters in FY2006).
- j. What is the actual number of complaints about mailed items that were damaged? Provide the total figure for all mail and, separately, figures for the following classes/subclasses of mail: First Class, Priority Mail, Express Mail, Package Services, Periodicals, and Standard Mail. (Provide these figures for each of FY2004 and FY2005, and all available quarters in FY2006).
- k. What is the actual number of complaints about postal insurance not paying for loss or damage? (Provide this figure for each of FY2004 and FY2005, and all available quarters in FY2006).

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RESPONSE:

The source for all of the following responses is the Corporate Customer Contact Reports Module.

a. Complaint forms were discontinued several years ago (approximately 2000/2001). Customers have four avenues for lodging complaints: (1) visit/call their local Post Office - where they are resolved, but not documented; (2) call 1-800-ASK-USPS - where agents document the issue; (3) visit www.usps.com, 'Contact Us' - where customer completes generic templates with information about their issue; (4) send a letter to Postal Service Consumer Affairs.

Documented complaints are immediately made available to the appropriate local Post Office for action and resolution. Local Post Offices have 48 hours to resolve each issue.

b. In FY 2000, the Postal Service received 1,980,536 complaints; in FY 2001, the number was 1,945,969; in FY 2002, the number was 2,007,919; in FY 2003, the number was 1,983,092; in FY 2004, the number was 2,654,066; and in FY 2005, the number was 2,421,413.

c. For FY 2004 and FY 2005, please see the response to DFC/USPS-20. For FY 2006 Quarter 1, about 90 percent of the complaints were about delivery and/or mail pick-up; 7 percent were about personnel, one percent concerned post offices and/or equipment, and one percent concerned retail. Less than one percent concerned the behavior or knowledge of 1-800-ASK-USPS agents, or the USPS website. For FY 2006, Quarter 2, about 89 percent of complaints concerned delivery and/or mail pick-up, 7 percent concerned personnel, 2

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percent concerned post offices and/or equipment, 2 percent concerned retail, and less than one percent concerned the behavior or knowledge of 1-800-ASK-USPS agents, or the USPS website. For FY 2006, Quarter 3, about 89 percent of the complaints concerned delivery and/or mail pick-up, 7 percent concerned personnel, 2 percent concerned post offices and/or equipment, 1 percent concerned retail, and less than 1 percent concerned the behavior or knowledge of 1-800-ASK-USPS agents, or the USPS website.

d. In FY 2004, the Postal Service received 2,331,357 complaints about delivery and/or mail pick-up, 219,689 complaints about personnel, 68,096 complaints about post offices and/or equipment, 26,913 complaints about retail, and 8,911 complaints about the behavior or knowledge of 1-800-ASK-USPS agents, or the USPS website. In FY 2005, the Postal Service received 2,194,455 complaints about delivery and/or mail pick-up, 166,367 complaints about personnel, 36,844 complaints about post offices and/or equipment, 18,631 complaints about retail, and 5,116 complaints about the behavior or knowledge of 1-800-ASK-USPS agents, or the USPS website.

In FY 2006, Quarter 1, the Postal Service received 540,070 complaints about delivery and/or mail pick-up, 43,763 complaints about personnel, 8,560 complaints about post offices and/or equipment, 6,001 complaints about retail, and 1,623 complaints about the behavior or knowledge of 1-800-ASK-USPS agents, or the USPS website. In FY 2006, Quarter 2, the Postal Service received 529,876 complaints about delivery and/or mail pick-up, 41,995 complaints about personnel, 10,261 complaints about post offices and/or equipment, 9,551

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complaints about retail, and 1,463 complaints about the behavior or knowledge of 1-800-ASK-USPS agents, or the USPS website.

In FY 2006 Quarter 3, the Postal Service received 446, 879 complaints about delivery and/or mail pick-up, 37, 215 complaints about personnel, 8,473 complaints about post offices and/or equipment, 5,797 complaints about retail, and 1,081 complaints about the behavior or knowledge of 1-800-ASK-USPS agents, or the USPS website.

e. In FY 2004, FY 2005, and FY 2006 Quarters 1, 2 and 3, the Postal Service received 314,121 complaints, 364,425 complaints, 74,418 complaints, 65,800 complaints, and 58,261 complaints about undelivered mail, respectively.

Complaint volumes are not tracked by specific class of mail, so such data is not available.

f. In FY 2004, FY 2005, and FY 2006 Quarters 1, 2 and 3, the Postal Service received 262,444 complaints, 269,661 complaints, 64,584 complaints, 67,955 complaints, and 56,188 complaints about misdelivered mail, respectively.

Complaint volumes are not tracked by specific class of mail, so such data is not available.

g. In FY 2004, FY 2005, and FY 2006 Quarters 1, 2 and 3, the Postal Service received 718,465 complaints, 570,637 complaints, 117,417 complaints, 100,039 complaints, and 86,141 complaints about mail that was not forwarded properly, respectively. Complaint volumes are not tracked by specific class of mail, so such data is not available.

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h. Complaint data is not available regarding complaints about Express Mail not arriving within the guaranteed time.

i. In FY 2004, FY 2005, and FY 2006 Quarters 1, 2 and 3, the Postal Service received 528,407 complaints, 514,614 complaints, 161,588 complaints, 168,879 complaints, and 135,921 complaints, respectively, about lost mail. Complaint volumes are not tracked by specific class of mail, so such data is not available.

j. In FY 2004, FY 2005, and FY 2006 Quarters 1, 2 and 3, the Postal Service received 70,466 complaints, 56,596 complaints, 16,647 complaints, 19,313 complaints, and 15,794 complaints, respectively, about damaged mail.

Complaint volumes are not tracked by specific class of mail, so such data is not available.

k. Complaint data is not available regarding complaints about postal insurance not paying for loss or damage.