

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

ANNUAL COMPLIANCE REPORT, 2007

Docket No. ACR2007

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO QUESTION 3 OF COMMISSION INFORMATION REQUEST NO. 3
(February 20, 2008)

Commission Information Request No. 3 was issued on February 12, 2008. The request sought answers "as soon as they are developed," or in seven days. Attached is the Postal Service's responses to question 3 (as renumbered in a revised version issued on February 13). The response refers to materials which are being separately provided to the Commission as part of the non-public annex of materials relating to this proceeding. A separate notice regarding such materials is also being filed today.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

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3. This question pertains to the quality of service link to terminal dues.
- a. Please provide the preliminary quality of service link results for 2007 that were provided to the Postal Service by the International Post Corporation or its contractor, Research International.
 - b. Is the Postal Service submitting queries to the System Administrator or the International Post Corporation and its contractor, Research International, on questionable test items and panelists? If yes, please identify the subject matter of those queries.

RESPONSE:

a. To the extent that the period covered by this year's Annual Compliance Report is FY 2007, the requested data are not available for that period. Many postal administrations are involved in designing the "quality of service" reporting protocol, and the chosen reporting period is calendar year, rather than the October-September period which constitutes the fiscal year generally used by the United States Postal Service. Therefore, no "quality of service" data linked to terminal dues are available which would be comparable to the FY 2007 data otherwise reported by the Postal Service in the Annual Compliance Report. Moreover, because sampling and data collection procedures may vary from one calendar year to the next, attempted aggregation across portions of different calendar years may not yield desirable estimates.

Nonetheless, in an effort to be responsive to the question, year-to-date information for calendar year 2007 is reported in a Word file (CIR.3.Q.3.Quality.Link.doc) included within USPS-FY07-NP13 in the non-public

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annex. The estimate reported therein reflects YTD data through November, 2007, which is the most recent 2007 data available. As noted, however, such data are not comparable to data specifically reported for FY 2007 because (compared with FY 2007 data) the Nov. 2007 YTD compilation omits data for Oct-Dec of 2006, and adds data for Oct-Nov of 2007.

Yet another reason why these results are not comparable with any other data heretofore reported in the Annual Compliance Report is the limited scope of what these results are intended to reflect. The quality of service link results are intended to estimate the percentage of inbound air letter mail which meets the established domestic delivery standards for the domestic (United States) portion of the overall journey of that mail. Results are measured based on the elapsed time between the time of entry to the United States Postal Service area of responsibility (or from out-of-customs scan, whichever comes later) and reported actual final delivery. The results do not measure outgoing international mail, and do not measure end-to-end delivery for inbound mail. In particular, because these results do not include outbound mail, they are not directly comparable to the IMMS numbers reported in the Annual Compliance Report, which cover both inbound and outbound.

b. Yes. For queries (on both panelist and test items), a typical subject matter relates to whether a receiver panelist was *actually* available to receive a queried test piece on the *claimed* date of receipt. Other typical queries include

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requests for Research International review of cases where a receiver panelist records more than the usual number of failures, especially on certain days like Saturdays or Mondays, or days immediately before or after major US holidays.

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.

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