

DOCKET SECTION

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

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POSTAL RATE COMMISSION
OFFICE OF THE SECRETARY

POSTAL RATE AND FEE CHANGES, 1997

Docket No. R97-1

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF
DOUGLAS F. CARLSON
(DFC/USPS-29)

The United States Postal Service hereby provides the response to the following interrogatory of Douglas F. Carlson: DFC/USPS-29, filed on December 10, 1997. An objection to interrogatory DFC/USPS-35 was filed on December 12, 1997. Objections to interrogatories DFC/USPS-30-32, and 34 were filed on December 15, 1997. The response to interrogatory DFC/USPS-33 was filed on December 19, 1997.

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

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.
Chief Counsel, Ratemaking


Anne B. Reynolds

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December 22, 1997

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DOUGLAS F. CARLSON

DFC/USPS-29. For each of the categories and subcategories listed in the response to DFC/USPS-16, please provide the number of problems that were reported via Consumer Service Cards in 1995, 1996, and 1997.

RESPONSE: Please see Attachment 1 to this response.

ATTACHMENT 1

<u>Category</u>	<u>Reported Problems</u>		
	1995	1996	1997
Change of Address			
Address Correction Service	144	127	82
Change of Address Problems	<u>53064</u>	<u>54361</u>	<u>49084</u>
	53208	54488	49166
Collection			
Collection Boxes	3827	3404	3550
No Pick Up from Mail Box	<u>4000</u>	<u>3973</u>	<u>2458</u>
	7827	7377	6008
Damaged			
Letter	8042	8285	7310
Package	4764	4715	4562
Newspapers	1780	1577	1602
Advertisement	106	164	232
Electronic Mail	3	5	4
Flat/Large Envelope	<u>15</u>	<u>82</u>	<u>246</u>
	14710	14828	13956
Delay			
First Class	41006	28780	31446
Newspaper/Magazine	38083	35208	51719
Priority	4592	5329	7387
Special Delivery	184	99	123
Certified	1568	1345	1690
Registered	346	265	319
Insured	487	311	420
Express Mail	3670	4040	4248
Other	<u>3558</u>	<u>3463</u>	<u>7290</u>
	93494	78840	104642

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Delivery Problems

Attempted Delivery	3599	3589	2747
General Delivery	105	119	92
Improper delivery	8766	8715	7934
Improperly Returned Mail	19194	17545	14510
Daily Delivery Time Variation	18713	14914	11991
Misdelivery	67440	52961	43206
Mode of Delivery	2813	1818	1945
Central Delivery Point	507	514	697
No Carrier Delivery Available	59	43	15
Non-Delivery	4252	5511	7273
Notice of Attempted Delivery	1487	1209	706
Rural Route	297	139	120
Special Delivery	3	4	4
Problems with Hold Orders	3882	3666	2503
Non-Receipt Vol Mailer Complaint	164	337	264
Delayed Vol Mailer Complaint	<u>144</u>	<u>329</u>	<u>731</u>
	131425	111413	94738

Distribution Problems

Distribution	409	668	918
Notice to Call	<u>737</u>	<u>622</u>	<u>385</u>
	1146	1290	1303

Inspection Service

Complaint about Inspection Service	31	37	41
Referred to Inspection Service	<u>6099</u>	<u>6709</u>	<u>6501</u>
	6130	6746	6542

Installations

	6129	4954	3850
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International Mail

	1178	1393	1815
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Post Office Box and Caller Service

	5754	5204	4220
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Non-Receipt			
Letter	40631	40600	35489
Package	8394	8894	9884
Newspaper	4176	6198	5431
Advertisement	1154	1570	1317
Electronic Mail	9	26	39
Flat/Large Envelope	<u>36</u>	<u>317</u>	<u>442</u>
	54400	57605	52602
Other Services			
Return Receipts	4635	4689	4683
COD Mail	432	477	566
Registered Mail	84	85	130
Restricted Delivery	48		2270
Money Orders	1631	1401	145
Business Reply Mail	<u>85</u>	<u>182</u>	<u> </u>
	6915	6834	7794
Personnel			
Carrier	17197	10419	7679
Clerk	6945	5168	4775
Other Personnel	2927	2775	2449
Telephone Response	1193	984	732
Supervisors/Postmasters	<u>1118</u>	<u>1181</u>	<u>1097</u>
	29380	20527	16732
Policy			
Poor Use of Supplies/Equipment	940	788	1006
Unable to Provide Service	8360	6958	6866
Logo	<u>4</u>	<u>4</u>	<u>0</u>
	9304	7750	7872
Postage Due	894	717	695
Postage Rates	1736	601	914
Retail Products	129	154	152

ATTACHMENT 1

Self-Service Postal Equipment			
Broken Machines	549	343	287
Lost Money in Machines	55387	57452	46306
Machine Empty	256	130	66
Postal Buddy	12	8	6
General Vending Complaints	<u>568</u>	<u>385</u>	<u>136</u>
	56772	58318	46801
Stamps and Philately			
Philatelic Products	789	527	488
Stamps and Stamped Paper Products	7162	2367	918
Stamp Inventory	<u>2348</u>	<u>1221</u>	<u>439</u>
	10299	4115	1845
Window Services			
Elimination of Service	916	1736	1641
Hours of Service	1828	1723	1427
Window Delays/Long Lines	6925	6005	6142
Window Transactions Quality	<u>6596</u>	<u>3859</u>	<u>4125</u>
	16265	13323	13335
Miscellaneous			
Misuse of Consumer Service Card	4487	3725	3241
Customer Error	3092	3862	2475
General Service Complaints	19063	12352	10643
Objectionable Mail Matter	2479	3913	2222
Payment of Claims	1629	2544	4724
ZIP Codes	577	492	494
Postal Customer Survey	232	27	37
Complaint Handling Process	33	417	129
USPS 800 Numbers			373
Phone Cards			<u>35</u>
	31592	27332	24373
Stamp Purchase Not at P.O.	695	751	599

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

475 L'Enfant Plaza West, S.W.
Washington, D.C. 20260-1137
December 22, 1997