

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

**Station and Branch Optimization and
Consolidation Initiative, 2009**

Docket No. N2009-1

**FOLLOW-UP INTERROGATORIES OF THE AMERICAN POSTAL WORKERS
UNION, AFL-CIO
TO USPS INSTITUTIONAL
(APWU/USPS-1)
(October 9, 2009)**

Pursuant to Rules 25 through 28 of the Rules of Practice, American Postal Workers Union, AFL-CIO directs the following follow-up interrogatories to United States Postal Service in. APWU requests that a response be provided by an appropriate person capable of providing an answer.

Respectfully submitted,

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APWU/USPS-1 The following questions relate to the materials submitted on October 8, 2009 on the mystery shopper program.

- a. Page 12 of the presentation attached to the response indicates that the mystery shopper evaluations are conducted in the POS ONE locations with revenue of \$500,000 or more. Almost half of the September 2 listing of stations and branches proposed for further study have walk-in revenues of less than \$500,000. Would any of these offices have had an examination of wait time under the mystery shopper program in the past year?
- b. Page 12 also indicates that there is a minimum of eight evaluations per office per fiscal year with regular shop no closer than 21 days apart and random checks no closer than 5 days. What is the average and median number of evaluations performed for each unit?
- c. Please explain how the time for the mystery shopper visit is determined.
- d. Page 15 provides the confidence levels the Postal Service places on the mystery shopper results. Please confirm that this level of statistical confidence is measured only at the national level.
- e. What is the statistical confidence, if any, attached to measurement of average WTIL or change in WTIL over time using Mystery Shopper data for a given site?
- f. Please provide an explanation about how a few data points from mystery shopper evaluations done at varying times and on different days of the week is used to evaluate a site in the SBOC process.
- g. Please explain how these data can be used to estimate or evaluate what the wait in line time will be at the gaining office during peak hours after a nearby station or branch is closed.
- h. On page 29 (not numbered) of the presentation a 95% confidence level for CSM data is reported. Please confirm that this confidence level is for national reporting.
- i. What confidence level, if any, can be attached to conclusions based on data for a specific station or branch?
- j. What questions in the CSM survey are used in evaluating individual sites in the SBOC process?
- k. Please explain how these CSM data can be used to estimate or evaluate what the wait in line time will be at the gaining office during peak hours after a nearby station or branch is closed.