

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

SIX-DAY TO FIVE-DAY CARRIER DELIVERY
AND RELATED SERVICE CHANGES, 2010

Docket No. N2010-1

RESPONSES OF UNITED STATES POSTAL SERVICE WITNESS
WHITEMAN TO INTERROGATORIES OF DOUGLAS CARLSON
DFC/USPS-T9-11-16
(May 24, 2010)

The United States Postal Service hereby files the responses of witness Whiteman to the following interrogatories of Douglas Carlson: DFC/USPS-T9-11-16, filed on May 10, 2010.

Each interrogatory is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

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DFC/USPS-T9-11. Please provide the name of each university from which you received a degree, the name of each degree you hold, the name of your current employer, your current job title, the names of each of your employers for the past 10 years, and each job title you have held in the past 10 years.

RESPONSE:

My educational record is as follows:

- Dartmouth College, 1967-BA
- The Johns Hopkins University School of Advanced International Studies, 1969, MIA
- The George Washington University, 1976, MBA

I am presently employed by the U.S. Postal Service as the Manager of Market Research, a position I have held since January 2002. Prior to that date, my positions were as follows:

Manager, Market Intelligence and Segmentation, January 2001-January 2002

Manager, Industry Management, March 1997-January 2001.

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DFC/USPS-T9-12 Please explain whether you consider the responses from the nine individuals whom you quoted in your response to DFC/USPS-T9-1 generally to represent the opinions of individual and business customers in the United States on the need for collection and processing of outgoing mail on Saturdays.

RESPONSE:

The quotations I provided in the response to DFC/USPS-T9-1 exemplify the responses we heard from customers in the focus groups. They were included in my response to illustrate the overall reactions of customers to the proposed implementation of five-day delivery. As such, they provide a sound indication of how the implementation of five-day delivery will affect consumers and small businesses

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DFC/USPS-T9-13. Please explain why the Commission should consider the responses from the four individuals whom you quoted in your response to DFC/USPS-T9-3 to indicate that Americans in general would support, or would not oppose, the elimination of collection and processing of outgoing mail on Saturdays.

RESPONSE:

The quotations I provided in response to DFC/USPS-T9-3 exemplify the responses we heard from customers in the focus groups. They were included in my response to indicate the overall reactions of customers to the proposed implementation of five-day delivery. As such, they provide a sound indication of how the implementation of five-day delivery will affect consumers and small businesses.

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DFC/USPS-T9-14. Please provide market research data indicating the extent to which postal customers in the United States would or would not support the Postal Service's plan for five-day service if a "significant price increase," as you used this term on page 3 of your testimony, accompanied the Postal Service's plan to reduce service to five days a week.

RESPONSE:

My testimony, USPS-T-9, along with the transcripts of the focus groups and in-depth interviews, USPS-LR-N-2010-1/12, provide the market research data indicating consumer and business reactions to the proposed implementation of five-day delivery and the various issues and concerns which they raised.

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DFC/USPS-T9-15. Please refer to your response to DFC/USPS-T9-5. Please confirm that the Postal Service has no plans to improve customer service in response to the reduction in service that the Postal Service proposes in this docket. If you do not confirm, please identify the improvements in customer service that the Postal Service plans.

RESPONSE:

Discussion of the plans by the Postal Service “to improve customer service in response to the reduction in service that the Postal Services proposes... “are beyond the scope of my professional responsibilities, including my testimony which discusses the market research that the Postal Service conducted to study the implementation of five-day delivery. As noted in my response to DCF/USPS-T-9-5, I referred you to the testimony of witness Pulcrano (USPS-T-1) for details on what the Postal Service proposes.

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DFC/USPS-T9-16. Please refer to your response to DFC/USPS-T9-8. Please confirm that the Postal Service or its agents or contractors informed participants in the market research that, compared to the current service level, under the plan for five-day service, mail deposited in collection boxes on Saturdays would generally be delivered one day later. If you do not confirm, please explain the information that the Postal Service or its agents or contractors provided to participants to describe the increase in time to delivery.

RESPONSE:

My response to DCF/USPS-T-9-8 provides information used in the focus groups and in-depth interviews to help customers understand the general impact upon mail deposited on Saturdays in collection boxes or at post offices. Based on this information, I confirm that the following was presented to the customers.

Elimination of Saturday collection, processing and delivery will generally add a day to the delivery of mail that is currently collected and processed or scheduled to be delivered on Saturday.

Customers involved in the research readily understood this since customers already understand that the Postal service does not routinely deliver mail on Sundays or holidays. They accordingly had no difficulty understanding that the five-day proposal does not entail commencement of delivery on those days.