

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268B0001

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

Docket No. N2010-1

UNITED STATES POSTAL SERVICE NOTICE OF
FILING LIBRARY REFERENCES
USPS-LR-N2010-1/16 and USPS-LR-N2010-1/NP5
(June 15, 2010)

In accordance with Rules 25, 26 and 31(b)(2), the United States Postal Service hereby provides notice of filing two Category 4 library references that contain material referenced in witness Whiteman's responses to NALC/USPS-T9-2-3. The materials consist of limited documentation available regarding research by the Postal Service into five-day delivery that was conducted many years ago. The library references are:

USPS-LR-N2010-1/16: Market Research Materials Responsive to NALC Interrogatories

USPS-LR-N2010-1/NP5: Unredacted Market Research Materials Responsive to NALC Interrogatories.

The interrogatory responses indicate that previous research involving five-day delivery was conducted in the 1980s, 1995 and 2001. Documents included in the library references consist of the following:

- 1) "Summary" (Summary_bsns.pdf) from the 2001 research discussing

results of interviews with two sets of business customers. An artifact pathname to some user's hard drive was removed from this file using redaction.

2) Second document headed "Summary" from the 2001 research discussing results involving consumers. An artifact pathname to some user's hard drive was removed from this file using redaction.

3) Document bearing the date May 22, 2001 and headed "Some Findings from Individual Interviews: USPS 5-Day Operation," (2001_Bsns_qualitative.pdf) discussing apparently interim results after 24 interviews, including the report of a finding that customers would prefer a Saturday to a Tuesday loss of delivery.

4) "Summary Report for Focus Groups" (Summary_Focus_Groups_Cons.pdf) also from 2001 reporting results from the conduct of two consumer focus groups.

5) 44-page tabular display of results from 2001 (Tabulations.pdf) which may not be final, and appears to be incomplete.

6) Document headed "Section Three, MARKETPLACE" (Marketplace_redacted.pdf). This document is one section from a report that was prepared in 2001 by Postal Service five-day delivery team. It is marked as "Draft and Confidential" and was never finalized as a final report. It was, however, used as if it were a final document however. Other sections of the draft dealt with operations and labor issues, so they would not be responsive to the NALC interrogatories even if they could be located. The document is a marketplace assessment and analysis of the

affect of five-day delivery on volume, revenue, contribution and perception of the Postal Service and customer satisfaction and brand loyalty. The data in this report are sufficiently stale that they retain no real commercial sensitivity. However, how the analysis was undertaken is considered sensitive and it has accordingly been redacted. An unredacted version (Marketplace_unredacted.pdf) is accordingly being filed as USPS-LR-N2010-1/NP5. An Application for Non-public Treatment of this unredacted file is attached hereto.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

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