

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

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

Docket No. N2010-1

RESPONSE OF POSTAL SERVICE WITNESS ELMORE-YALCH  
TO QUESTION AT THE HEARING ON JULY 21, 2010  
(July 30, 2010)

The United States Postal Service hereby provides the response to an oral question posed to witness Elmore-Yalch at the July 21 hearing on her testimony. The relevant portion of the transcript is quoted, and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorney:

\_\_\_\_\_  
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July 30, 2010

**RESPONSE OF POSTAL SERVICE WITNESS ELMORE-YALCH TO  
ORAL REQUEST AT TR. 5/1176**

**Question**

We want the states for all of the consumer surveys, and then at the very least a report back to us on whether it's possible to get the states for the businesses, okay?

**RESPONSE:**

The table on the following page provides a listing of the number and percent of interviews completed with consumers by state. As stated in my testimony, the consumers were surveyed as part of ORC's CARAVAN® service, an omnibus product that only includes states in the four Census regions in the contiguous United States.

These four regions are defined below:

- North East
  - New England: Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut
  - Middle Atlantic: New York, New Jersey, Pennsylvania
- Midwest
  - East North Central: Ohio, Indiana, Illinois, Michigan, Wisconsin
  - West North Central: Minnesota, Iowa, Missouri, North Dakota, South Dakota, Nebraska, Kansas
- South
  - South Atlantic: Delaware, Maryland, District of Columbia, Virginia, West Virginia, North Carolina, South Carolina, Georgia, Florida
  - East South Central: Kentucky, Tennessee, Alabama, Mississippi
  - West South Central: Arkansas, Louisiana, Oklahoma, Texas
- West
  - Mountain: Montana, Idaho, Wyoming, Colorado, New Mexico, Arizona, Utah, Nevada
  - Pacific: Washington, Oregon, California

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**STATE - State of residence of the respondent**

|       | Frequency | Percent | Valid Percent | Cumulative<br>Percent |
|-------|-----------|---------|---------------|-----------------------|
| Valid |           |         |               |                       |
| AL    | 8         | 1.3     | 1.3           | 1.3                   |
| AR    | 3         | .5      | .5            | 1.7                   |
| AZ    | 10        | 1.6     | 1.6           | 3.3                   |
| CA    | 73        | 11.5    | 11.5          | 14.8                  |
| CO    | 12        | 1.9     | 1.9           | 16.7                  |
| CT    | 7         | 1.1     | 1.1           | 17.8                  |
| DC    | 2         | .3      | .3            | 18.1                  |
| DE    | 3         | .5      | .5            | 18.6                  |
| FL    | 28        | 4.4     | 4.4           | 23.0                  |
| GA    | 23        | 3.6     | 3.6           | 26.6                  |
| IA    | 13        | 2.0     | 2.0           | 28.6                  |
| ID    | 4         | .6      | .6            | 29.2                  |
| IL    | 24        | 3.8     | 3.8           | 33.0                  |
| IN    | 13        | 2.0     | 2.0           | 35.1                  |
| KS    | 10        | 1.6     | 1.6           | 36.6                  |
| KY    | 8         | 1.3     | 1.3           | 37.9                  |
| LA    | 7         | 1.1     | 1.1           | 39.0                  |
| MA    | 8         | 1.3     | 1.3           | 40.3                  |
| MD    | 10        | 1.6     | 1.6           | 41.8                  |
| ME    | 4         | .6      | .6            | 42.5                  |
| MI    | 22        | 3.5     | 3.5           | 45.9                  |
| MN    | 15        | 2.4     | 2.4           | 48.3                  |
| MO    | 16        | 2.5     | 2.5           | 50.8                  |
| MS    | 7         | 1.1     | 1.1           | 51.9                  |
| MT    | 3         | .5      | .5            | 52.4                  |
| NC    | 18        | 2.8     | 2.8           | 55.2                  |
| NE    | 2         | .3      | .3            | 55.5                  |
| NH    | 2         | .3      | .3            | 55.8                  |
| NJ    | 19        | 3.0     | 3.0           | 58.8                  |
| NM    | 1         | .2      | .2            | 59.0                  |
| NV    | 5         | .8      | .8            | 59.7                  |
| NY    | 33        | 5.2     | 5.2           | 64.9                  |
| OH    | 23        | 3.6     | 3.6           | 68.6                  |
| OK    | 11        | 1.7     | 1.7           | 70.3                  |
| OR    | 13        | 2.0     | 2.0           | 72.3                  |
| PA    | 33        | 5.2     | 5.2           | 77.5                  |
| RI    | 2         | .3      | .3            | 77.8                  |
| SC    | 16        | 2.5     | 2.5           | 80.3                  |
| SD    | 1         | .2      | .2            | 80.5                  |
| TN    | 20        | 3.1     | 3.1           | 83.6                  |
| TX    | 41        | 6.4     | 6.4           | 90.1                  |
| UT    | 5         | .8      | .8            | 90.9                  |
| VA    | 18        | 2.8     | 2.8           | 93.7                  |
| VT    | 3         | .5      | .5            | 94.2                  |
| WA    | 18        | 2.8     | 2.8           | 97.0                  |
| WI    | 13        | 2.0     | 2.0           | 99.1                  |
| WV    | 5         | .8      | .8            | 99.8                  |
| WY    | 1         | .2      | .2            | 100.0                 |
| Total | 636       | 100.0   | 100.0         |                       |

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The following table provides a listing of states in which surveys with business customers were completed. It is broken down by Postal Service account, with the last column providing a total number of interviews with business customers in each state.

**STATE\_CODE \* Data File Source (SEGMENT) Crosstabulation**

|            |    | Data File Source (SEGMENT) |                     |                       |                     |       |
|------------|----|----------------------------|---------------------|-----------------------|---------------------|-------|
|            |    | National<br>Accounts       | Premier<br>Accounts | Preferred<br>Accounts | Small<br>Businesses | Total |
| STATE_CODE | AK | 0                          | 3                   | 1                     | 1                   | 5     |
|            | AL | 0                          | 4                   | 13                    | 10                  | 27    |
|            | AR | 0                          | 5                   | 2                     | 9                   | 16    |
|            | AZ | 0                          | 8                   | 5                     | 19                  | 32    |
|            | CA | 5                          | 45                  | 71                    | 78                  | 199   |
|            | CO | 0                          | 11                  | 11                    | 17                  | 39    |
|            | CT | 3                          | 9                   | 12                    | 6                   | 30    |
|            | DC | 6                          | 4                   | 8                     | 1                   | 19    |
|            | DE | 0                          | 0                   | 5                     | 3                   | 8     |
|            | FL | 0                          | 29                  | 39                    | 63                  | 131   |
|            | GA | 4                          | 7                   | 18                    | 16                  | 45    |
|            | HI | 0                          | 0                   | 4                     | 1                   | 5     |
|            | IA | 3                          | 8                   | 18                    | 10                  | 39    |
|            | ID | 0                          | 2                   | 3                     | 6                   | 11    |
|            | IL | 3                          | 40                  | 33                    | 26                  | 102   |
|            | IN | 0                          | 14                  | 28                    | 22                  | 64    |
|            | KS | 0                          | 14                  | 10                    | 11                  | 35    |
|            | KY | 1                          | 11                  | 9                     | 5                   | 26    |
|            | LA | 0                          | 2                   | 5                     | 5                   | 12    |
|            | MA | 1                          | 16                  | 23                    | 13                  | 53    |
|            | MD | 2                          | 10                  | 11                    | 6                   | 29    |
|            | ME | 0                          | 6                   | 2                     | 3                   | 11    |
|            | MI | 1                          | 23                  | 20                    | 28                  | 72    |

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|       |    |     |     |     |      |
|-------|----|-----|-----|-----|------|
| MN    | 4  | 21  | 30  | 16  | 71   |
| MO    | 2  | 20  | 30  | 19  | 71   |
| MS    | 0  | 6   | 13  | 4   | 23   |
| MT    | 0  | 10  | 3   | 6   | 19   |
| NC    | 1  | 17  | 31  | 20  | 69   |
| ND    | 0  | 5   | 4   | 3   | 12   |
| NE    | 1  | 4   | 7   | 7   | 19   |
| NH    | 0  | 7   | 0   | 5   | 12   |
| NJ    | 3  | 21  | 16  | 14  | 54   |
| NM    | 0  | 3   | 2   | 10  | 15   |
| NV    | 0  | 8   | 4   | 5   | 17   |
| NY    | 6  | 34  | 34  | 36  | 110  |
| OH    | 0  | 36  | 16  | 35  | 87   |
| OK    | 0  | 8   | 7   | 5   | 20   |
| OR    | 0  | 10  | 10  | 12  | 32   |
| PA    | 3  | 31  | 40  | 33  | 107  |
| PR    | 0  | 1   | 0   | 0   | 1    |
| RI    | 1  | 2   | 1   | 0   | 4    |
| SC    | 0  | 7   | 10  | 4   | 21   |
| SD    | 0  | 6   | 6   | 2   | 14   |
| TN    | 0  | 15  | 24  | 8   | 47   |
| TX    | 6  | 30  | 32  | 43  | 111  |
| UT    | 0  | 8   | 5   | 6   | 19   |
| VA    | 2  | 14  | 17  | 12  | 45   |
| VT    | 0  | 0   | 2   | 2   | 4    |
| WA    | 1  | 12  | 21  | 13  | 47   |
| WI    | 0  | 20  | 14  | 31  | 65   |
| WV    | 0  | 2   | 3   | 13  | 18   |
| WY    | 0  | 1   | 5   | 2   | 8    |
| Total | 59 | 630 | 738 | 725 | 2152 |

## **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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July 30, 2010