

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

RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS STARR  
TO QUESTION POSED DURING OCTOBER 4, 2010  
ORAL CROSS-EXAMINATION

The United States Postal Service hereby provides the response of witness Melissa Starr to a question posed by Commissioner Nancy Langley during oral cross-examination in this docket on October 4, 2010. Citation to the question is provided. The question is then paraphrased and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

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**RESPONSE OF USPS WITNESS STARR TO QUESTION POSED  
DURING OCTOBER 4, 2010 SURREBUTTAL HEARING**

**Tr. Vol. 11, page 3345-47:**

For intra-Hawaii First-Class Mail, can you tell me the proportion of such mail that is delivered within the applicable service standard?

**RESPONSE**

Overnight (O/N) Single-Piece First-Class Mail service scores, as measured by EXFC for letters, cards and flats and by an internal USPS system for parcels, are posted at [www.usps.com](http://www.usps.com) on a quarterly basis. FY 2010 Quarter III scores can be accessed at the following link:

[http://www.usps.com/serviceperformance/\\_pdf/FY2010\\_Single\\_Piece\\_First\\_Class\\_Mail\\_QuarterlyPerformance.pdf](http://www.usps.com/serviceperformance/_pdf/FY2010_Single_Piece_First_Class_Mail_QuarterlyPerformance.pdf)

That report reflects the following data for the Honolulu district, which includes the 3-digit ZIP Code areas 967, 968, and 969:

<u>District</u>	<u>O/N</u>	<u>2-day</u>	<u>3-to-5-day</u>
<b>Honolulu</b>	<b>97.2</b>	<b>N/A</b>	<b>94.7</b>

Honolulu District scores for the previous three fiscal quarters were as follows:

	<u>O/N</u>	<u>2-day</u>	<u>3-to-5-day</u>
FY 2010 Quarter II:	<b>97.0</b>	<b>N/A</b>	<b>94.2</b>
FY 2010 Quarter I:	<b>96.4</b>	<b>N/A</b>	<b>90.9</b>
FY 2009 Quarter IV:	<b>97.3</b>	<b>N/A</b>	<b>94.8</b>