

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

RETAIL ACCESS OPTIMIZATION INITIATIVE, 2011

Docket No. N2011-1

**RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO PUBLIC REPRESENTATIVE INSTITUTIONAL INTERROGATORY
PR/USPS-17**

The United States Postal Service hereby provides the institutional response to the above-listed interrogatory of the Public Representative filed August 29, 2011. The interrogatory is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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**RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INSTITUTIONAL INTERROGATORY OF THE PUBLIC REPRESENTATIVE**

PR/USPS-17

How many incidences (sic) of property vandalism were reported for each of the following mail receptacles for the FY 2008, FY 2009, and FY 2010:

- Post Offices
- Stations
- Branches
- Cluster box units (CBUs)
- Personal residence mail boxes/slots

RESPONSE

The Public Representative's question refers to "mail receptacles," but lists Post Offices, Stations, and Branches among the categories of information covered by this Interrogatory. The Postal Service presumes that the Public Representative is interested in vandalism to the post office boxes within the specified facilities but does not have a way to gather such data. The best available data responsive to this request is provided in the chart below. These data do not capture all vandalism, because minor incidents of vandalism, such as spray-painted doors or broken windows, are not recorded in the system.

	<i>FY 10</i>	<i>FY 09</i>	<i>FY 08</i>
*Number of complaints regarding damage to personal mailboxes	1085	N/A	N/A
**Number of volume attacks to CBUs (forced entry)	369	363	85
**Number of volume attacks to High Security CBUs (forced entry)	11	7	3
**Number of volume attacks to NDCBUs (forced entry)	900	1397	199
**Number of volume attacks to collection boxes (forced entry)	228	151	7
Total	2593	1918	294

* These complaints are generated from various sources of information to include customers who file online complaints, customers who call the customer call in center and complaints entered by Postal Inspection Service employees.

** This information is entered only by Postal Inspection Service employees.