

UNITED STATES OF AMERICA
POSTAL RATE COMMISSION
WASHINGTON, D.C. 20268-0001

Before Commissioners: Edward J. Gleiman, Chairman;
W.H. "Trey" LeBlanc III, Vice Chairman;
Dana B. Covington, Sr.; Ruth Y. Goldway;
and George A. Omas

Complaint of Life Time Fitness

Docket No. C98-1

ORDER REQUESTING SUPPLEMENTAL INFORMATION

(December 17, 1998)

On September 21, 1998, Life Time Fitness, a national health club chain, filed a formal complaint against the Postal Service pursuant to 39 U.S.C. § 3662, alleging that the Service failed to deliver the club's time-sensitive promotional mailings sent via Standard (A) mail to addresses in a local metropolitan area in accordance with the Service's "mailing commitment for third class mail within the applicable zone." Complaint at 2. The "service commitment" at issue is found in the "USPS Service Commitment diskette for Fiscal Year 1998, Quarter 1," software distributed by the Postal Service. Motion of the United States Postal Service to Dismiss Complaint (Motion) at 2, n. 3, November 10, 1998. The Commission requests that the Service respond to the following questions by January 8, 1999.

(1) Please describe how and where the USPS Service Commitment software is made available to the public.

(2) In Paragraph 3 of the Postal Service's Answer to the Complaint, the Postal Service states that it:

admits that its operational objective or delivery service commitment for Standard (A) Mail with the origin-destination characteristics of Complainant's mailing is to deliver each mail piece by either the second or third delivery service day after the day on which the mail was accepted by the Postal Service.

Answer of the United States Postal Service (October 20, 1998) at 3. The Postal Service further employs another term of art in its description of mail delivery practices: "service standard." Motion at 10.

(a) Please explain what the Postal Service's "operational objective" is for Standard (A) Mail.

(b) Please explain what the Postal Service's "service standard" is for Standard (A) Mail.

(c) Please explain what the Postal Service's "service commitment" is for Standard (A) Mail.

(3) For those areas where the USPS Service Commitment software is made available, does the Postal Service have reliable information on the extent that it meets its:

(a) "operational objective" for Standard (A) Mail.

(b) "service standard" for Standard (A) Mail.

(c) "service commitment" for Standard (A) Mail.

If yes, please provide that information.

It is ordered:

The United States Postal Service is to provide responses to the questions contained herein by January 8, 1999.

By the Commission.

(S E A L)

Margaret P. Crenshaw
Secretary