

Before The
POSTAL RATE COMMISSION
WASHINGTON, D.C. 20268-0001

Postal Rate and Fee Changes, 2006)

Docket No. R2006-1

OFFICE OF THE CONSUMER ADVOCATE
INTERROGATORIES TO UNITED STATES POSTAL SERVICE
(OCA/USPS -66-74)
(July 12, 2006)

Pursuant to Rules 25 through 28 of the Rules of Practice of the Postal Rate Commission, the Office of the Consumer Advocate hereby submits interrogatories and requests for production of documents. Instructions included with OCA interrogatories OCA/USPS-T32-1-7, dated June 2, 2006, are hereby incorporated by reference.

Respectfully submitted,

Shelley S. Dreifuss
Director
Office of the Consumer Advocate

Kenneth E. Richardson
Attorney

901 New York Avenue, NW Suite 200
Washington, D.C. 20268-0001
(202) 789-6830; Fax (202) 789-6891
e-mail: richardsonke@prc.gov

OCA/USPS-66. Please refer to Tr. 10C/3545 (Interrogatory OCA/USPS-292, which concerned mailbox collection times), Docket No. R2001-1. Please provide equivalent figures for the years FY2002, FY2003, FY2004, FY2005, and FY2006 (Q1, Q2, and Q3).

OCA/USPS-67. Please provide national EXFC scores for FY2005 (both quarterly and annual) and FY2006 year-to-date (Q1, Q2, and Q3).

OCA/USPS-68. The following statement appears in the 2005 USPS Annual Report, at 2:

The External First-Class Mail measurement system (EXFC) measures collection box to mailbox delivery performance. EXFC continually tests a panel of 463 ZIP Code areas selected on the basis of geographic and volume density from which 90% of First-Class Mail volume originates and 80% destines. EXFC is not a system-wide measurement of all First-Class Mail performance.

- a. Does EXFC attempt to sample the following in a manner proportional to their occurrence in First-Class volume totals?
 - i. Letters
 - ii. Machinable letters
 - iii. Flats
 - iv. Machinable flats
 - v. Parcels
 - vi. Machinable parcels
 - vii. Weight
 - viii. Payment by means of stamps
 - ix. Payment by means of metered postage

- x. Payment by permit
- xi. Location
- xii. Density of population
- xiii. Income level
- xiv. Age
- xv. Level of education
- xvi. Number of businesses
- xvii. Size of businesses

Please discuss each of these factors. Also please list and discuss any other mail, geographic, and demographic characteristics that are specifically targeted in the EXFC sample but which are not listed above.

- b. Are the 463 ZIP code areas noted in the quote above 5-digit areas? Or 3-digit areas? Please explain.
- c. How often is the 463-ZIP-code panel selected (and re-selected)?
- d. When was the 463-ZIP-code panel last selected? What was the selection date immediately prior to the most recent selection date?
- e. For the 10% of ZIP codes excluded from eligibility to be selected as an originating ZIP code, what are the reasons for excluding them? Please explain fully all reasons for including certain ZIP codes and excluding others.
- f. For the 20% of ZIP codes excluded from eligibility to be selected as a destinating ZIP code, what are the reasons for excluding them? Please explain fully all reasons for including certain ZIP codes and excluding others.

- g. Does the Postal Service consider EXFC to provide statistically valid measures of First-Class delivery times? Why/why not?
- h. Are EXFC scores used in any way to determine the pay or bonuses for postal managers or supervisors? If so, please explain in full how the scores are used.
- i. For managers whose facilities are in the 10% or 20% of ZIP codes excluded from eligibility, are their pay/bonuses determined differently? If so, how?
- j. DO EXFC scores affect in any way the pay or bonuses for postal laborers (e.g., clerks, mailhandlers, city carriers, or rural carriers)? If so, please explain in full how the scores are used.
- k. For laborers whose facilities are in the 10% or 20% of ZIP codes excluded from eligibility, are their pay/bonuses determined differently? If so, how?

OCA/USPS-69. Please provide Priority Mail Product Tracking System (PTS) scores for FY2005 (both quarterly and annual) and for FY2006 year-to-date (Q1, Q2, and Q3).

- a. Please explain what services ancillary to Priority Mail (e.g., Delivery Confirmation, Certified Mail, and Insurance) are used in PTS to determine days for delivery.
- b. Also address how PTS handles multiple ancillary services applied to individual Priority Mail mailpieces (e.g., Certified Mail and Insurance purchased for the same piece).
- c. In order to “start the clock” on a piece that will contribute to the PTS delivery score, must there be an entry scan by a Postal Service employee (e.g., at a retail window or BMEU)? Please explain. Are Priority Mail pieces that have been

dropped into a collection box given an entry scan at the first (or subsequent) facilities to which they are brought in order to “start the clock?” Please explain.

- d. In order to “stop the clock” on a piece that will contribute to the PTS delivery score, must there be a delivery (or attempted delivery) scan at the recipient’s mail receptacle? Please explain.

OCA/USPS-70. Please provide Priority End-to-End (PETE) scores for FY2005 (both quarterly and annual) and for FY2006 year-to-date (Q1, Q2, and Q3).

- a. Has the Postal Service made a decision to stop using PETE entirely?
- b. Will PETE continue to be used as an internal measurement tool? Please explain.
- c. If all PETE data collection is going to be terminated, when will this occur?
- d. If a decision has been made to discontinue PETE, what are the reasons for doing so?

OCA/USPS-71. Please provide Express Mail Product Tracking System (PTS) scores for FY2005 (both quarterly and annual) and for FY2006 (Q1, Q2, and Q3).

- a. What barcode(s) are used to “start the clock” for purposes of developing PTS delivery scores – the Express Mail envelope, ancillary services? Please explain.
- b. What barcode(s) are used to “stop the clock” for purposes of developing PTS delivery scores – the Express Mail envelope, ancillary services? Please explain.
- c. Also address how PTS handles multiple ancillary services applied to individual Express Mail pieces (e.g., Certified Mail or Insurance purchased for the Express Mail piece).

OCA/USPS-72. Please provide Electronic Marketing Reporting System (EMRS) scores for FY2005 (both quarterly and annual) and for FY2006 year-to-date (Q1, Q2, and Q3).

- a. Has the Postal Service made a decision to stop using EMRS?
- b. Will EMRS continue to be used for any purpose, including as an internal measurement tool? Please explain.
- c. If EMRS data collection is going to be terminated, when will this occur?
- d. If a decision has been made to discontinue EMRS, what are the reasons for doing so?

OCA/USPS-73. Please provide Package Services Product Tracking System (PTS) scores for FY2005 (both quarterly and annual) and for FY2006 year-to-date (Q1, Q2, and Q3).

- a. Please explain what services ancillary to Package Services mail (e.g., Delivery Confirmation and Insurance) are used in PTS to determine days for delivery.
- b. Also address how PTS handles multiple ancillary services applied to individual Package Services pieces (e.g., Delivery Confirmation and Insurance purchased for the same piece).
- c. In order to “start the clock” on a piece that will contribute to the PTS delivery score, must there be an entry scan by a Postal Service employee (e.g., at a retail window or BMEU)? Please explain. Are Package Services pieces that have been dropped into a collection box given an entry scan at the first (or subsequent) facilities to which they are brought in order to “start the clock?” Please explain.

- d. In order to “stop the clock” on a piece that will contribute to the PTS delivery score, must there be a delivery (or attempted delivery) scan at the recipient’s mail receptacle? Please explain.

OCA/USPS-74. The media have reported recently that the Postal Service has entered into a contract with United Parcel Service (UPS) to transport mail.

- a. Please explain the nature of the contract, i.e., (1) what classes of mail will be transported, (2) whether the “timeliness” of transport is spelled out in the contract, and (3) the volume of mail to be transported.
- b. Please discuss whether there is an expectation for the Test Year that service performance will improve as a result of the contract. Explain fully the impact on service performance for any classes of mail affected.
- c. Please state whether any costs estimated in the initial filing on May 3, 2006, will be revised to reflect the new contract. Please file all such revisions. If no revisions are to be filed, please explain why not.