

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

POSTAL RATE AND FEE CHANGES, 2006

Docket No. R2006-1

RESPONSE OF UNITED STATES POSTAL SERVICE TO INSTITUTIONAL
INTERROGATORY FROM DAVID POPKIN
DBP/USPS-181

The United States Postal Service hereby provides its response to the following institutional interrogatory from David Popkin: DBP/USPS-181, filed on July 5, 2006.

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
POPKIN INTERROGATORY

DBP/USPS-181.

- [a] Does the Postal Service believe that efforts made to improve the EXFC scores have resulted in improved scores and First-Class Mail performance?
- [b] If not, why not? If so, please discuss and explain the specific methods that have been utilized to improve First-Class Mail performance.

RESPONSE:

- a. Yes, the USPS believes emphasis on EXFC scores has improved scores and First-Class Mail performance. Overnight performance has improved from 84 percent at the inception of EXFC in 1992 to the score of 95 percent in 2006.
- b. The question is too broad to permit a concise or detailed response. The existence of EXFC means that employees get feedback on the extent to which single-piece First-Class Mail service standards are met. Low scores indicate a need for further analysis to determine how scores can be improved; that analysis can lead to identification and diminution of problems. If initial efforts to improve a given situation prove unavailing, the EXFC scores inform the involved employees that more or different efforts are still necessary. EXFC scores accordingly enable a focus by all employees on improving service.