

DOCKET SECTION

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

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POSTAL RATE AND FEE CHANGES, 1997

POSTAL RATE COMMISSION
OFFICE OF THE SECRETARY
Docket No. R97-1

**RESPONSES OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF NATIONAL NEWSPAPER ASSOCIATION
REDIRECTED FROM WITNESS O'HARA
(NNA/USPS-T30-3 and 4)**

The United States Postal Service hereby files its responses to the following interrogatories of National Newspaper Association, filed September 5, 1997:
NNA/USPS-T30-3 and 4.

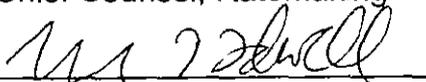
Each interrogatory is stated verbatim and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.
Chief Counsel, Ratemaking



Michael T. Tidwell

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October 16, 1997

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**RESPONSE OF UNITED STATES POSTAL SERVICE TO
INTERROGATORIES OF THE NATIONAL NEWSPAPER ASSOCIATION
(REDIRECTED FROM WITNESS O'HARA)**

NNA/USPS T-30-3. Please provide any studies, reports or memoranda on the *actual on-time delivery of Periodicals mail in FY 95, FY 96 and FY 97.*

RESPONSE:

Please see the response to MH/USPS-T30-2(c), (redirected from witness O'Hara).

**RESPONSE OF UNITED STATES POSTAL SERVICE TO
INTERROGATORIES OF THE NATIONAL NEWSPAPER ASSOCIATION
(REDIRECTED FROM WITNESS O'HARA)**

NNA/USPS T-30-4. Please provide reports or minutes from any USPS task forces or working groups involving newspaper mail delivery problems and any reports or memoranda on the USPS response to the problems, including any measurement of success or failure in addressing the problems.

RESPONSE:

No task forces or working groups dealing specifically with newspaper mail delivery problems have been identified. There is currently a joint Industry/Postal Service MTAC Periodicals Service Improvement work group; the available minutes of its meetings are attached.

August 19, 1997

A meeting of the Periodicals Service Work Group presided over by Paul Vogel, Manager of Operations, Great Lakes District, and Thomas W. Tully, General Manager, Postal Affairs and Compliance, was held Friday, August 15th.

The purpose of the meeting was to identify areas that impact the delivery of Periodicals. After a brainstorming session, in which all attendees (list attached) participated. Five (5) major categories were established:

- **Make up**
 - * Communications
 - * Software/Address Hygiene
 - * Education
 - * Third Party Transportation
 - * Printing Plant Compliance
 - * Appointments
 - * Special Makeup
 - * B/C and Non B/C
 - * Mail Equipment, Sacks, Trays, etc.
- **Acceptance**
 - * DMU
 - * Pallet Placards
 - * Work Hours
 - * Combined Loads
 - * Standardization
 - * Third Party Transportation
 - * Mail Dot Dat
- **Processing**
 - * Printing Plant
 - * Postal Plant
 - * Staffing
 - * transportation Systems
 - * Priority Processing First In/First Out
 - * (DMCR) Report - Daily Mail Conditioning Report
 - * Education
 - * Capacity
 - * Quality
 - * Management Commitment
 - * Automation/Technology (Processing)

- **Information Systems**
 - * **Data**
 - Delivery Performance "Mailer"
 - Volume
 - Entry
 - * **Tracking**
 - * **Communication**
 - How
 - Who
 - Where
 - * **Mailer Data**
 - * **Business Service Network**
 - * **Expectations Delivery**
- **Miscellaneous**
 - * **Next Steps**

We have asked the attendees to study each of the items in the major groups and to express their opinion as to whether they should be looked at as long term or short term solutions. We will have a conference call to review each committee member's idea on Monday, August 25, 1997 at 1:30pm eastern standard time. Call 1(800) 894-6497, passcode 2211*#.

It is our intention to provide information as to the direction and actions that will be taken by the committee at the Boston Postal Forum, during the Focus Group Session on Tuesday, September 9, 1997 at 3:30pm.

Obviously, with a project of this size, we will require additional Postal Headquarters' support and mailer, printer software company, and third party transportation vendor support correct the serious delivery problems plaguing Periodicals.

Among the additional follow-up items are:

- **To establish a National Team**
- **To have support teams in each of the ten (10) U.S.P.S. areas, that in general should be addressing the following tasks:**
 - * **Improve national systems issues**
 - * **Recommend policy changes**
 - * **Monitor performance**
 - * **Sharing Best Practices**
 - * **Review Industry Practices**
 - * **Work with software and third party vendors**
- **To reinforce operating standards**
 - * **Treat periodicals as preferential mails**
 - * **No co-mailing with other mail classes**
 - * **Process and deliver all periodicals everyday**

(4)

It must continue to be stressed that, any effort of this magnitude would be futile without gaining the attention of National and Area Management's recognition and support.

Respectively submitted Tom Tully, Paul Vogel.



September 2, 1997

Minutes of 8/19/97 Periodicals Service Work Group telecon.

The telecon began at 11:30 AM and was presided over by Thomas Tully, General Manager, Postal Affairs and Compliance.

The minutes of the organizational meeting of 8/15/97 were reviewed.

The first course of action was to determine those issues that were short term in nature and could be handed over to the Postal Service for their action. All other items would be considered mid/long term issues that would require our Work Group activities.

Short term issues agreed upon are:

- Mail Equipment, Sacks, Tray, etc.
- Priority Processing First In/First Out
- Management Commitment
- Combined loads (USPS only)
- Identification
- Delivery expectations

All other items listed on the 8/15/97 minute would be addressed by the Work Group.

Volunteers were requested to participate in each of the 5 major categories of issues. It was also discussed that we would ask for additional participants at the Postal Forum Business Session at 3:30 PM on Tuesday. The current participants are:

Make up sub-committee

- Max Heath
- Nevan Rand
- Ted Freedman
- Rich Pezick
- Joyce McGarvy

Acceptance sub-committee

- Rich Pezick
- Joyce McGarvy
- Dale Brewer

Processing sub-committee

- Max Heath
- Rita Cohen
- Ted Freedman
- Joyce McGarvey



Information Systems sub-committee

**Mary Deasy
Rich Pezick**

Note: Tom Tully and Paul Vogel would be available for all of the groups

We also had discussion around the upcoming Postal Forum. Tom recommended that we get together on Sunday, after the Great Lakes Area Periodicals meeting to finalize our Tuesday presentation.

A rough agenda was developed for Tuesday's session:

- Tom Tully - Introduction/History/Role of Work Group**
- Paul Vogel - Summary of action to date and summary of task issues**
- Each of the 6 sub-committees - present direction and ask for more members**
- Each of the 5 2C Focus groups - present status of current actions**
- John Ward**
- Open Discussion/ Q+A**

Tom Tully also asked Paul Vogel to get in touch with Carol Overkott to acquire a room on 9/23 for our next meeting, in conjunction with the MTAC meeting

The following is a list of the Postal people that are to be part of this Work Group and their numbers:

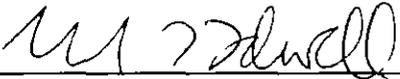
NAME	PHONE NUMBER	FAX NUMBER
Paul Vogel	(630)539-4801	(630)539-7077
Wayne Gardner	(630)539-4783	(630)539-7111
Tony Dobush	(630)539-4753	(630)539-7077
Dan Leonard	(202)268-4858	
Joe DiPietropolo	(202)268-4448	
Lynn Martin	(202)268-6351	
Jo Ann Miller	(202)268-4336	(202)268-6038

To be determined - Ron Porter, Ed Mahew and field representatives from the Postal Areas.

Respectfully Submitted by Tom Tully and Paul Vogel

CERTIFICATE OF SERVICE

I hereby certify that I have this date served the foregoing document upon all participants of record in this proceeding in accordance with section 12 of the Rules of Practice.



Michael T. Tidwell

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October 16, 1997