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ONE HUNDRED NINTH CONGRESS

# Congress of the United States
## House of Representatives

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January 30, 2006

Honorable John E. Potter
Postmaster General
United States Postal Service
475 L'Enfant Plaza, SW
Washington, DC 20260-0010

Dear Postmaster General:

We are writing with regard to what appear to be serious recent problems with mail delivery in Los Angeles. To better understand the problems in Los Angeles, and to determine whether similar problems may be occurring nationwide, we are requesting that you provide information about service and delivery performance in advance of an oversight hearing on the Postal Service, scheduled for February 16, 2006.

In recent weeks, there have been reports of multiple problems with mail delivery in the Los Angeles area. Customers have complained of receiving mail late in the evenings; other accounts involve misdirected mail and personnel shortages in postal facilities. In response, Postal Service officials have told Rep. Waxman's staff, the Postal Service will take steps to remedy the delivery problems, including earlier start times for carriers, the hiring of needed personnel, and improved mail processing operations.

We would like to understand better precisely why the level of service in the area appears to have dropped, in order to ensure that appropriate measures are taken to produce lasting improvements. In addition, we would like to examine whether similar patterns are occurring elsewhere in the United States.

Specifically, we ask that you provide the following information:

**Los Angeles Delivery Data**

1. For each ZIP code in the Greater Los Angeles California Metropolitan area, the number and percentage of total regular routes that had city carriers on the street after 5:00 p.m. 0%-5%, 5%-10%, 10%-20%, and 20% or more of the time during calendar year 2005 as recorded in the Delivery Operations Information System (DOIS) or other sources.

2. For each regular route with city carriers on the street after 5:00 p.m. more than 10% of the time, data from DOIS for the first quarter of FY 2006 on:
    a. the time the carrier left the office;
    b. the time the carrier began delivery;
    c. the time the carrier ended delivery; and
    d. for comparison purposes, the national averages for the above items.

3. A description of the data available and systems used by the Postal Service to schedule city carrier regular route times in Los Angeles and, if different, in other regions. Please include the most recent analysis of the accuracy and usefulness of these systems.

4. Any existing standards or expectations for the time of day carriers should complete deliveries.

5. Sample copies of all the mail volume and delivery time reports/forms that a manager uses to manage daily mail delivery times at the route level, explaining all the terms and abbreviations.

6. Mail arrival times and carrier start times, Delivery Point Sequence (DPS) percentage by unit and overtime percentage by unit; transportation analysis report for all irregularities (late leaving, late arrivals) by unit and processing facility, for the past year.

7. Copies of customer complaint logs and daily status reports on delayed first class mail, late delivery (after 5:00 pm), misdelivered mail and misdirected mail for the past year.

**Plant Consolidations in California**

8. A comparison of the times that carriers served by each of these facilities were scheduled to start and end deliveries, for six week periods before and after the consolidations. Please include a comparison of the times actually realized.

9. For each of the plant consolidations, data on the net cost savings projected and realized, including separate costs for mail processing and delivery operations.

10. Any steps the Postal Service has taken to identify and address delivery problems in areas where consolidation has occurred.

11. Any analysis of transportation effects due to consolidations.

**Staffing Levels in Los Angeles**

12. Information on staff levels, by facility, in the Los Angeles metropolitan area for the past three years. Please include: the number of supervisory and craft vacancies; a staffing analysis by zone and a report showing the number of people assigned under the Complement Information System (COINS); and average carrier-to-route ratios each year.

**The External First-Class Measurement System**

13. The results of the External First-Class Measurement System (EXFC) by quarter for the last three years for all test areas.

14. Any EXFC data related to the delivery time for test mail that did not meet stated service commitments for the last three years for all test areas.

We ask that you provide this information by February 10, 2006.

Sincerely,

Henry A. Waxman
Ranking Minority Member

Tom Davis
Chairman