

UNITED STATES OF AMERICA
POSTAL REGULATORY COMMISSION
WASHINGTON, DC 20268-0001

Before Commissioners:

Robert G. Taub, Chairman;
Tony Hammond, Vice Chairman;
Mark Acton; and
Nanci E. Langley

Service Performance Measurement
Systems For Market Dominant Products

Docket No. PI2015-1

PROCEDURAL ORDER

(Issued April 2, 2018)

On January 29, 2015, the Commission established Docket No. PI2015-1 to consider a Postal Service proposal to develop new internal service performance measurement systems for several of its market dominant products, including products within domestic First-Class Mail, Periodicals, Marketing Mail and Package Services.¹ At that time, the new systems were in early stages of development, and were not capable of reporting accurate, reliable, and representative service performance data.

Throughout the development of the systems, the Postal Service kept the Commission informed of its progress through quarterly filings which reported available service performance data generated by the new systems and the issues encountered

¹ Notice of Request for Comments and Scheduling of Technical Conference Concerning Service Performance Measurement Systems for Market Dominant Products, January 29, 2015 (Order No. 2336).

when generating that data. The Postal Service also initiated a series of technical conferences to report on various issues.

The Commission also kept the Postal Service informed of what was necessary for the Commission to reach its decision in this docket through seven information requests and two interim orders.² The information provided by the Postal Service in response to the information requests and interim orders will prove helpful for the Commission's evaluation of the Postal Service's proposals.

At this stage, the proposed systems are generating sufficient service performance data for the Commission to make a decision on the Postal Service's initial request. The Postal Service has undertaken extensive efforts that appear to have addressed known major issues highlighted by the Commission. Thus, the Commission does not expect any major changes to the Postal Service's proposals from this point forward.³

Interested persons were informed of a future opportunity to comment on the Postal Service's proposals prior to the Commission entering the final stage of considering the Postal Service's request. Order No. 2544 at 3. This opportunity for comment is necessary in light of the additional information now available that was not available during the initial comment periods. Thus, interested persons may submit written comments on any or all aspects of the Postal Service's proposed service performance measurement and reporting systems no later than April 30, 2018.

² Chairman's Information Request No. 1, March 24, 2015, Chairman's Information Request No. 2, March 26, 2015, Chairman's Information Request No. 3, May 1, 2015, Chairman's Information Request No. 4, November 18, 2015, Chairman's Information Request No. 5, November 18, 2015, Chairman's Information Request No. 6, November 18, 2015. A Commission Information Request was issued on May 12, 2017. Interim Order Concerning Service Performance Measurement Systems for Market Dominant Products, June 17, 2015 (Order No. 2544), Second Interim Order Concerning Service Performance Measurement Systems for Market Dominant Products, July 14, 2015 (Order No. 4002).

³ The Commission recognizes that all issues with the new system have not been resolved, and that new issues will be discovered through use of the system. However, the operation of the system appears to have stabilized at this time.

The Commission asks that interested persons consider the following three questions, in addition to any other comments that they would like to make.

1. Please discuss whether or not the proposed systems are capable of reporting accurate, reliable, and representative service performance data.
2. Please discuss whether or not the proposed systems are capable of reporting service performance data consistent with the Postal Service's annual reporting requirements pursuant to 39 U.S.C. § 3652(a)(2)(B)(i), such that the Commission can make its annual determination of compliance pursuant to 39 U.S.C. § 3653(b)(2).
3. Please discuss whether or not the proposed systems are consistent with the service standard objectives and factors specified in 39 U.S.C. § 3691. Specifically, do the proposed systems "provide a system of objective external performance measurements for each market-dominant product as a basis for measurement of Postal Service performance" in consideration of the exception that "with the approval of the Postal Regulatory Commission an internal measurement system may be implemented instead of an external measurement system?" See 39 U.S.C. § 3691(b)(1)(D) and (b)(2).

It is ordered:

Interested persons may submit written comments on any or all aspects of the Postal Service's proposed service performance measurement and reporting systems no later than April 30, 2018.

By the Commission.

Stacy Ruble
Secretary