

UNITED STATES OF AMERICA
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

Annual Compliance Report, 2018

Docket No. ACR2018

CHAIRMAN'S INFORMATION REQUEST NO. 21

(Issued March 5, 2019)

To clarify the Postal Service's FY 2018 Annual Performance Report (*FY 2018 Report*) and FY 2019 Annual Performance Plan (*FY 2019 Plan*),¹ the Postal Service is requested to provide written responses to the following requests. Answers should be provided to individual requests as soon as they are developed, but no later than March 12, 2019.

Excellent Customer Experiences

1. In its reply comments, the Postal Service states that for the Excellent Customer Experiences performance goal, "[t]he Postal Service has maintained comparability between fiscal years [FYs] 2015-2017 at the Composite Index level, as each Composite Index is relative to a 15-cell matrix."² Please explain how Composite Index results for FYs 2015 through 2018 are relative to a 15-cell matrix.

¹ The *FY 2018 Report* and *FY 2019 Plan* are included in the Postal Service's FY 2018 *Annual Report to Congress*, which the Postal Service filed with the FY 2018 *Annual Compliance Report*. See *United States Postal Service FY 2018 Annual Report to Congress*, Library Reference USPS-FY18-17, December 28, 2018 (*FY 2018 Annual Report*).

² United States Postal Service Reply Comments Regarding FY 2018 Performance Report and FY 2019 Performance Plan, February 22, 2019, at 6.

2. In a CHIR response, the Postal Service explains the methodology for calculating the FY 2019 Customer Experience Composite Index result.³
 - a. Please refer to the table under “Step 3.” Please explain how the Postal Service derived the number 4 in the “eCC Overall” row, “Resulting Cell” column.
 - b. Under “Step 3,” the final cell for the Customer Experience Composite Index is 5. Please explain whether this number will be mapped to another scale to determine the FY 2019 CX Composite Index result. In the response, please provide an example of how the FY 2019 result will be expressed (*e.g.*, as a percentage or a number between 1 and 15).

By the Chairman.

Robert G. Taub

³ Responses of the United States Postal Service to Questions 1-14 of Chairman’s Information Request No. 2, January 28, 2019, question 6.c.