

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

ANNUAL COMPLIANCE REVIEW, 2018

Docket No. ACR2018

RESPONSES OF THE UNITED STATES POSTAL SERVICE TO
QUESTIONS 1-2 OF CHAIRMAN'S INFORMATION REQUEST NO. 21

The United States Postal Service hereby provides its responses to the above-listed questions of Chairman's Information Request No. 21, issued on March 5, 2019. Each question is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Anthony Alverno
Chief Counsel, Global Business & Service
Development

Eric P. Koetting
B.J. (Jeff) Meadows III

475 L'Enfant Plaza, S.W.
Washington, D.C. 20260-1137
(202) 277-6333
eric.p.koetting@usps.gov
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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.”¹ Please explain how Composite Index results for FYs 2015 through 2018 are relative to a 15-cell matrix.

RESPONSE:

The Composite Index for each FY is calculated as an aggregate of the performance of each of the sub-component surveys for that fiscal year. That overall Composite Index score is then matched to a corresponding cell block value within a 15-cell block range. The target for each FY between 2015 – 2018 has consistently been aligned to a Cell Block 6 value. In FY 2017, for instance, the Composite Index score was 88.30 percent, which resulted in a Cell Block 5 value. The table below provides the cell block range, and end-of-year performance, of the Composite Index for each year between FY 2015 - FY 2018:

Customer Experience Composite Index

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY2018*	68.46	69.35	70.30	73.88	77.38	80.90	81.95	83.01	83.94	84.89	85.88	86.89	87.90	88.93	90.02
FY2017	80.00	83.00	86.00	87.70	88.30	89.00	90.00	92.00	93.00	94.00	95.00	96.00	97.00	98.00	99.00
FY2016	85.70	85.80	85.90	86.00	86.35	86.70	87.45	88.20	88.95	90.00	91.00	92.00	93.00	94.00	95.00
FY2015	72.00	76.00	79.00	82.00	84.00	86.70	89.20	91.60	93.60	95.00	96.00	97.00	98.00	99.00	99.50

*In FY 2018, the Composite Index score ended the year below the Cell Block 1 value.

¹ United States Postal Service Reply Comments Regarding FY 2018 Performance Report and FY 2019 Performance Plan, February 22, 2019, at 6.

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2. In a CHIR response, the Postal Service explains the methodology for calculating the FY 2019 Customer Experience Composite Index result.²
- 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).

RESPONSE:

a.

The eCC Overall score, as illustrated with a hypothetical FY 2019 score of 4 in the table under "Step 3," will be a composite score of the eCC Score cell (50 percent of Overall eCC score) and the eCC Improvement Rate (as compared to the same period last year) cell (50 percent of Overall eCC score). Improvement Rate will be applied only if it helps the overall cell block score. In the illustration, the eCC Score cell score is 2, the eCC Improvement cell score is 6, and with each weighted equally, the composite cell score is 4 (4 equals the sum of 6 and 2, divided by two). Thus, in the illustration, the eCC Improvement score is included in the composite, as it did improve the overall cell block score (*i.e.*, eCC Overall) from a score of 2 without it, to a score of 4 with it.

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

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b.

In the "Step 3" example, the CX Composite Index of 5 will not be mapped to another scale.

The CX Composite Index is a weighted multi-channel customer driven measurement based on customer surveys. Each survey OSAT score results in a Cell Block Value. All Cell Block values, which are between 1 and 15, are then proportionally weighted and aggregated, and the resulting aggregate makes up the overall CX Composite Index. Thus, the FY 2019 CX Composite Index result will be expressed as a number between 1 and 15.