

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

Annual Compliance Report, 2018

Docket No. ACR2018

CHAIRMAN'S INFORMATION REQUEST NO. 26

(Issued April 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*),<sup>1</sup> 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 April 12, 2019.

**Safe Workplace and Engaged Workforce**

The *FY 2018 Report* states that the FY 2018 Engagement Survey Response Rate is 42 percent. *FY 2018 Annual Report* at 17, 22. In response to Chairman's Information Request No. 10, the Postal Service explains that it calculates the survey response rate as "the number of surveys received divided by the number of surveys sent. The number of surveys sent is adjusted after the administration period to subtract the number of employees who were sent surveys but separated with the organization during the survey period."<sup>2</sup> It states the number of surveys sent was 612,236 and the number of surveys received was 245,458, which results in a survey response rate of

---

<sup>1</sup> 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*).

<sup>2</sup> Responses of the United States Postal Service to Questions 1-4 of Chairman's Information Request No. 10, February 14, 2019, question 4.c (Response to CHIR No. 10).

approximately 40 percent. See Response to CHIR No. 10, question 4.c. Please reconcile this discrepancy and provide updated numbers, if necessary.

By the Chairman.

Robert G. Taub