

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

ANNUAL COMPLIANCE REVIEW, 2018

Docket No. ACR2018

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
QUESTION 1 OF CHAIRMAN'S INFORMATION REQUEST NO. 26

The United States Postal Service hereby provides its response to the above-listed question of Chairman's Information Request No. 26, issued on April 5, 2019. Each question is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

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**RESPONSES OF THE UNITED STATES POSTAL SERVICE
TO CHAIRMAN'S INFORMATION REQUEST NO. 26**

1. 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."¹ 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 approximately 40 percent. See Response to CHIR No. 10, question 4.c. Please reconcile this discrepancy and provide updated numbers, if necessary.

RESPONSE:

Final response rates are a function of: number of survey responses, with duplicates removed, divided by number of employees listed in the population file, with terminations removed. The final number of survey responses completed after duplicates were removed was 245,458 completed responses. The final number of employees in the population file after terminations were removed was 588,025 employees. Converting the response rate of $245,458/588,025$ to a percentage yields 41.7 percent, which rounds to 42 percent.

¹ 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).