

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

FY 2021 QUARTER 1 SERVICE PERFORMANCE
MEASUREMENT DATA

Periodic Reports

**RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
QUESTION 1 OF COMMISSION INFORMATION REQUEST NO. 1**

In accordance with Postal Regulatory Commission (PRC) Order No. 5844, the United States Postal Service (Postal Service) hereby provides its response to question 1 of Commission Information Request No. 1, issued on February 23, 2021.¹ The question is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE
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¹ PRC Order No. 5844, Order Granting Extension of Time and Providing Additional Instruction Regarding Future Reports (March 8, 2021).

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1. Please provide FY 2021 Quarter 1 service performance measurement data at the Postal Administrative Area and District levels, as required by 39 C.F.R. part 3055 subpart B.

RESPONSE:

The Postal Service encloses copies of the following reports for Quarter 1 of FY 2021:

1. Quarterly Performance for Single-Piece First-Class Mail® Letters and Cards
2. Quarterly Performance for Single-Piece First-Class Mail® International
3. Quarterly Performance for First Class™ Flats
4. Quarterly Performance for Presort First Class™ Letters/Postcards
5. Quarterly Performance for Periodicals
6. Quarterly Performance for Media Mail®/Library Mail
7. Quarterly Performance for Special Services
8. Quarterly Performance for Bound Printed Matter Parcels
9. Quarterly Performance for Bound Printed Matter Flats
10. Quarterly Performance for USPS Marketing Mail® Carrier Route
11. Quarterly Performance for USPS Marketing Mail® High Density and Saturation Letters
12. Quarterly Performance for USPS Marketing Mail® High Density and Saturation Flats/Parcels
13. Quarterly Performance for USPS Marketing Mail® Letters

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14. Quarterly Performance for USPS Marketing Mail® Flats
15. Quarterly Performance for USPS Marketing Mail® Mixed Letters
16. Quarterly Performance for USPS Marketing Mail® Mixed Flats/Parcels
17. Quarterly Performance for USPS Marketing Mail® Every Door Direct Mail – Retail™
18. Quarterly Performance for USPS Marketing Mail® Parcels

These reports are provided as electronic versions and display results broken down by the Postal Service's legacy seven Areas and 67 Districts. The Postal Service also includes a copy of the service performance reports posted on usps.com. Additionally, in accordance with Order No. 5576,² the Postal Service's filing in this matter includes only internal data for International Inbound and Outbound Mail and Return Receipt/Green Card products.

The Postal Service reiterates that its focus in reporting, including its service performance measurement data, is to generate results for which responsible officials can be held accountable. This focus is not compatible with reporting areas that no longer reflect the Postal Service's current operative managerial structure. The value of the types of reports included in this response greatly diminishes over time because the mechanisms are no longer in place to address concerns under the Postal Service's legacy reporting structure. Reporting data under the legacy structure, therefore, does

² PRC Order No. 5576, Order Granting Request and Approving Use of Internal Service Performance Measurement System, PRC Docket No. PI2019-1 (July 1, 2020).

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not advance the Postal Service's operational goals because this legacy structure no longer corresponds to the Postal Service's existing lines of responsibility.