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

Annual Compliance Review, 2021 Docket No. ACR2021

CHAIRMAN'S INFORMATION REQUEST NO. 26

(Issued March 25, 2022)

To clarify the Postal Service's FY 2021 Annual Performance Report (*FY 2021 Report*) and FY 2022 Annual Performance Plan (*FY 2022 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 April 1, 2022.

Excellent Customer Experience

1. The Customer Effort Score (CES) is "a retention or loyalty indicator that measures how easy it is to conduct a transaction."[2] Please confirm that the Postal Service uses the CES to measure customer experience (CX).

   a. If confirmed, please explain how the Postal Service uses the CES to measure CX. In the response, please identify the CES question(s) on each customer survey.

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[1] The *FY 2021 Report* and *FY 2022 Plan* are included in the Postal Service's FY 2021 Annual Report to Congress, which the Postal Service filed with the FY 2021 Annual Compliance Report. United States Postal Service Fiscal Year 2021 Annual Report to Congress at 32-53; *see* Library Reference USPS-FY21-17, December 29, 2021, folder "FY21.17.Annual.Report" PDF file "FY 2021 Annual Report to Congress.pdf" (*FY 2021 Annual Report*).

[2] United States Postal Service Office of Inspector General, "Postal Customer Satisfaction: A Primer of Four Surveys," RARC-WP-17-010, August 28, 2017, at 7. For example, a CES question may ask "to what extent do you agree or disagree with the following statement: The company made it easy for me to handle my issue?," on a scale of 1-7.

b. If not confirmed, please explain whether the Postal Service has considered using the CES to measure CX, as well as the reasons for not using the CES to measure CX.

2. Many customers contact or interact with the Postal Service using its social media platforms, such as Facebook, Twitter, and Instagram.[3] Please explain how the Postal Service uses and analyzes social media platforms to evaluate CX. In the response, please:

a. Identify the social media platform(s) used;

b. Describe the extent of the Postal Service's activity on the platform, such as the number of posts or interactions with customers; and

c. Describe the process and methods used to evaluate CX using the platform, including the metrics and performance measures used;

3. Please explain how the Postal Service responds to customer inquiries or issues submitted via social media platforms. In the response, please:

a. Identify each social media platform customers use to submit questions or report issues;

b. Explain the process for responding to customer inquiries submitted via the social media platform; and

c. Provide the following information for FY 2021:

i. The number of customer inquiries submitted;

ii. The number of customer inquiries the Postal Service responded to;

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[3] *See* United States Postal Service Office of Inspector General, "Social Media Customer Inquiries," MS-AR-17-006, May 8, 2017, at 1.

iii. The average length of time for responding to customer inquiries; and

iv. The number of customer inquiries resolved.

4. Please describe any plans to expand the Postal Service's social media presence in FY 2022 and how those plans are intended to improve CX.

5. In Docket No. ACR2019, the Postal Service stated that it launched the Virtual Agent pilot that used natural language processing to deflect calls from the Customer Care Center.[4]

   a. Please describe the status of the Virtual Agent pilot.

   b. Please explain how the Postal Service uses the Virtual Agent and other artificial intelligence tools (such as a chatbot) to respond to customer inquiries and evaluate CX.

Safe Workplace and Engaged Workforce

6. The Postal Service indicates that its strategic initiative to modernize its delivery fleet, which supports the Safe Workplace and Engage Workforce corporate outcome, includes the planned purchase and deployment of Next Generation Delivery Vehicles.[5] Please also refer to the Postal Service's recent press release concerning its initial order for 50,000 Next Generation Delivery Vehicles, which includes a minimum of 10,019 battery electric vehicles.[6] Please explain how Next Generation Delivery Vehicles (both internal combustion engine vehicle and

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[4] Docket No. ACR2019, Responses of the United States Postal Service to Questions 1-4 of Chairman's Information Request No. 22, March 26, 2020, question 3.b.

[5] *See* Responses of the United States Postal Service to Questions 1-2 of Chairman's Information Request No. 21, March 4, 2022, questions 2.a.-b.

[6] *See* United States Postal Service, National News, USPS Places Order for 50,000 Next Generation Delivery Vehicles; 10,019 To Be Electric, available at *https://about.usps.com/newsroom/national-releases/2022/0324-usps-places-order-for-next-gen-delivery-vehicles-to-be-electric.htm*.

battery electric vehicles) will help improve workplace safety and reduce the number of motor vehicle accidents in FY 2022 and beyond.

By the Chairman.

Michael Kubayanda