

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

ANNUAL COMPLIANCE REPORT, 2008

Docket No. ACR2008

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO QUESTION 14 OF COMMISSION INFORMATION REQUEST NO. 1
(January 23, 2009)

Commission Information Request No. 1 was posted on January 14, 2009. The request sought answers "as soon as they are developed," or by January 21. Attached is the Postal Service's response to question 14. The response refers to materials which are being separately provided to the Commission as part of the non-public annex of materials relating to this proceeding. A separate notice regarding such materials is also being filed today. This response completes the Postal Service's responses to CIR No. 1.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

R. Andrew German
Managing Counsel, Pricing and
Product Development

Daniel J. Foucheaux, Jr.
Chief Counsel, Pricing and Product
Support

Eric P. Koetting

475 L'Enfant Plaza West, S.W.
Washington, D.C. 20260-1137
(202) 268-2992, FAX: -5402
January 23, 2009

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

14. The following question refers to the Mystery Shopper Program.
- (a) Please provide a current copy of the Mystery Shopper Program service evaluation form.
 - (b) Please provide a copy of each U.S. Postal Service Mystery Shopper Program National Executive Summary prepared in FY 2008.

RESPONSE:

Please see USPS-NP08-29. The Postal Service's Mystery Shopper program is similar to programs used by other retailers to better understand the potential areas of improvement to the customer's retail experience. The Mystery Shopper program is for internal use only. The survey is conducted by an independent contractor at approximately 8,800 POS offices, just a portion of the total 27,000 Post Offices. The sampling and results are *not* set up to be statistically significant beyond annual national numbers, unlike other measurement systems such as EXFC. The survey questions relate to both market dominant and competitive products and change over time to reflect changing business needs such as when new rates or procedures go into place. Results are used to identify areas for potential coaching and training. Senior Postal Management has also discussed the commercially sensitive nature of this information. Maintaining security of the mail is another aspect of not releasing the mystery shopper information, as performance on HazMat related issues may not be appropriate for public disclosure. Similarly, in terms of the evaluation form itself, the Postal Service has concerns if there were public disclosure of the exact parameters applied to the evaluation of Retail offices. Therefore, the materials requested are submitted under seal as part of the non-public portion of the proceeding.

CERTIFICATE OF SERVICE

I hereby certify that I have this date served the foregoing document in accordance with Section 12 of the Rules of Practice and Procedure.

Eric P. Koetting

475 L'Enfant Plaza West, S.W.
Washington, D.C. 20260-1137
(202) 268-2992, FAX: -5402
January 23, 2009