

ORDER NO. 364

UNITED STATES OF AMERICA  
POSTAL REGULATORY COMMISSION  
WASHINGTON, DC 20268-0001

Before Commissioners:

Ruth Y. Goldway, Chairman;  
Tony L. Hammond, Vice Chairman;  
Mark Acton;  
Dan G. Blair; and  
Nanci E. Langley

Periodic Reporting of Service Performance  
Measurements and Customer Satisfaction

Docket No. RM2009-11

ORDER GRANTING MOTIONS CONCERNING POSTAL SERVICE  
REPORT ON PERFORMANCE MEASUREMENT OF FORWARDED MAIL

(Issued December 17, 2009)

In Docket No. PI2008-1, the Commission requested that the Postal Service “explore the cost of periodically conducting studies of service performance for forwarded and returned First-Class Mail and inform the Commission of their feasibility by the conclusion of fiscal year 2009.”<sup>1</sup> In its Docket No. RM2009-11 reply comments, the Postal Service indicated that a report encompassing this study was forthcoming.<sup>2</sup>

---

<sup>1</sup> Docket No. PI2008-1, Order Concerning Proposals for Internal Service Standards Measurement Systems, November 25, 2008, at 24 (Order No. 140).

<sup>2</sup> United States Postal Service Reply Comments in Response to Order No. 292, December 1, 2009, at 36.

On December 10, 2009, the Postal Service filed a motion with a transmittal letter and a report on forwarded mail attached.<sup>3</sup> The Postal Service asserts that the report on forwarded mail has bearing on the issues raised in Docket No. RM2009-11 and requests that the report be taken into consideration in that docket.

On December 16, 2009, the Public Representative filed a motion requesting that he be allowed to submit comments in response to the Postal Service's report.<sup>4</sup> The Public Representative Comments in Response to Postal Service Report on Performance Measurement of Forwarded Mail, December 16, 2009, was filed separately.

The Postal Service's report on forwarded mail and the Public Representative's comments in response are relevant to the issues being considered in Docket No. RM2009-11. Both motions to include these materials in Docket No. RM2009-11 are granted.

*Unrelated motion.* On December 2, 2009, the Public Representative filed Motion of the Public Representative for Late Acceptance of Reply Comments. This motion is granted.

*It is ordered:*

1. The Motion of the United States Postal Service to File Report on Performance Measurement of Forwarded Mail, filed December 10, 2009, is granted.
2. The Motion of the Public Representative for Leave to File Comments in Response to Postal Service Report on Performance Measurement of Forwarded Mail, filed December 16, 2009, is granted.

---

<sup>3</sup> Motion of the United States Postal Service to File Report on Performance Measurement of Forwarded Mail, December 10, 2009.

<sup>4</sup> Motion of the Public Representative for Leave to File Comments in Response to Postal Service Report on Performance Measurement of Forwarded Mail, December 16, 2009.

3. The Motion of the Public Representative for Late Acceptance of Reply Comments, filed December 2, 2009, is granted.

By the Commission.

Shoshana M. Grove  
Secretary