



U.S. POSTAL REGULATORY COMMISSION
Washington, DC 20268-0001

Office of the Secretary

August 25, 2011

Kevin A. Calamoneri
Managing Counsel
Corporate & Postal Business Law
United States Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260-1135

Dear Mr. Calamoneri:

Thank you for providing the Commission with an advance copy of a draft final rule and draft measurement system plan concerning service performance standards and measurement for Stamp Fulfillment Service (SFS).

Your July 29, 2011 letter, with the attached measurement plan and *Federal Register* notice, asks for any input the Commission might provide to further inform the Postal Service on its proposals. The Commission has reviewed the Postal Service's proposals and concurs with the approach the Postal Service is undertaking to measure service performance and establish service standards for SFS. Reporting both the percentage of time that service standards are met and service standard variances when service standards are not met will provide the Commission and the Postal Service with valuable insight into SFS's performance. The information generated should exceed expectations in alerting the Postal Service to any service issues related to fulfilling SFS orders in a timely fashion. The information also should allow the Commission to evaluate SFS service performance as required by the PAEA.

In the near future, the Commission will initiate a rulemaking to bring the Commission's service performance reporting requirements into conformance with the Postal Service's proposals for percentage on time and service variance reporting. See 39 C.F.R. § 3055.

If any further information is needed, please contact me at any time.

Sincerely,

A handwritten signature in cursive script, appearing to read "Shoshana M. Grove".

Shoshana M. Grove
Secretary