

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

ANNUAL COMPLIANCE REPORT, 2011

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RESPONSES OF THE UNITED STATES POSTAL SERVICE TO
QUESTIONS 11 AND 13 OF CHAIRMAN'S INFORMATION REQUEST NO. 4
(March 5, 2012)

The United States Postal Service hereby provides its responses to Questions 11 and 13 of Chairman's Information Request No. 4, issued on February 22, 2012. Each question is stated verbatim and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

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RESPONSES OF THE UNITED STATES POSTAL SERVICE
TO CHAIRMAN'S INFORMATION REQUEST NO. 4

Question 11

In FY 2011, service performance scores for Single-Piece First-Class Mail fell below FY 2011 targets for all three performance indicators (Overnight, 2 Days, and 3-5 Days). Please describe plans and schedules for achieving the FY 2012 targets. See 39 U.S.C. § 2804(d)(3).

RESPONSE:

Unlike in previous years, the Postal Service is basing service performance measurements on combined domestic Single Piece First-Class Mail and Presort First-Class Mail On-Time Originating and Destinating Composite YTD results in FY2012. The field has had last mile diagnostic reports for Single-Piece First-Class Mail for some time. To respond to the addition of Presort First-Class Mail, the Postal Service has added two new diagnostic reports for Presort First-Class Mail: the iMAPS Final Processing Profile and the Last Mile Profile. The goal is to continue to provide the field with useful tools to address the new combined First-Class Mail mix and help ensure that the Postal Service meets the FY2012 target numbers.

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Question 13

In FY 2011, the OSHA illness and injury rate of 5.67 appears not to have met the FY 2011 target of 5.39. Comprehensive Statement at 33. Please explain why the target was not met and any plans and schedules for achieving the FY 2012 target. See 39 U.S.C. § 2804(d)(3).

RESPONSE:

FY 2011 targets were not met because of unprecedented winter weather across the United States for the months of December, January and February. The OSHA injury and illness (I&I) rates for those three months were 6.85, 7.75 and 7.55 respectively. This caused a spike in the yearly I&I Rate from which the Postal Service did not recover. The current Weekly Flash Report for Week 12 2012 illustrates a 30.4 percent reduction compared with the same period from last year. The Postal Service continuously encourages and audits safety program implementation and monitors I&I rates. The Postal Service is on target to achieve its FY 2012 targets and thresholds.