

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

ANNUAL COMPLIANCE REPORT, 2011

DOCKET No. ACR2011

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
QUESTION 10 OF CHAIRMAN'S INFORMATION REQUEST NO. 4
(March 12, 2012)

The United States Postal Service hereby provides its responses to Question 10 of Chairman's Information Request No. 4, issued on February 22, 2012. The question is stated verbatim and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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

Caroline R. Brownlie
Nabeel R. Cheema

475 L'Enfant Plaza, S.W.
Washington, D.C. 20260-1137
(202) 268-7178; Fax -6187
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RESPONSES OF THE UNITED STATES POSTAL SERVICE
TO CHAIRMAN'S INFORMATION REQUEST NO. 4

Question 10

Service performance scores for Express Mail, Priority Mail, and Parcel Select were listed as performance indicators on page 2 of the FY2010 Performance Report and FY2011 Performance Plan. See USPS-FY10-17, filed Dec. 29, 2010. Are they also performance indicators in the FY2011 Performance Report and FY2012 Performance Plan? If so, please provide FY2011 targets, FY2011 results, and FY2012 targets. If not, please explain why they are no longer performance indicators.

RESPONSE:

Service performance scores for Express Mail, Priority Mail, and Parcel Select were not organization-wide performance indicators in the FY2011 Performance Report and FY2012 Performance Plan. This is because the performance scores for competitive products, such as Express Mail, Priority Mail, and Parcel Select, are commercially sensitive.

These performance indicators were listed in the FY2010 Performance Report, but the Postal Service did not provide the performance scores or goals in that report. Instead, the notation in the report was that “[c]ompetitive product performance is not publicly reported.” Rather than include the same notation in the FY2011 Performance Report and FY2012 Performance Plan, the Postal Service removed these products from the list of performance indicators.