

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

Annual Compliance Review, 2012

Docket No. ACR2012

UNITED STATES POSTAL SERVICE NOTICE OF FILING ERRATA TO  
RESPONSES OF THE UNITED STATES POSTAL SERVICE TO  
QUESTIONS 1-3 AND 6 OF CHAIRMAN'S INFORMATION REQUEST NO. 6  
[ERRATA]  
(February 13, 2013)

The United States Postal Service hereby provides its revised responses to questions 1-3 and 6 of Chairman's Information Request No. 6, issued on January 28, 2013. The attached revised responses supersede the responses filed on February 7, 2013. The revised portion of each response is shown in gray highlighted text. Each question is stated verbatim and followed by the response. The Postal Service is filing the revised responses to provide further clarification regarding which portions of the FY 2012 Comprehensive Statement on Postal Operations correspond with the statutory provisions identified in the information requests.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

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REVISED RESPONSES OF THE UNITED STATES POSTAL SERVICE  
TO CHAIRMAN'S INFORMATION REQUEST NO. 6

**Question 1**

Please explain how the 2013 Performance Plan “cover[s] each program activity set forth in the Postal Service budget...” 39 U.S.C. § 2803(a). “Program activity” means “a specific activity related to the mission of the Postal Service.” § 2801(5).

**RESPONSE:**

The FY 2012 Annual Performance Report and FY 2013 Performance Plan provides a description of the Postal Service’s goals (at pgs. 30 and 33), as well as the metrics regarding those organization-wide strategic goals (at pg. 34). These organization-wide goals cover the Postal Service’s program activities.

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**Question 2**

The 2013 Performance Plan must establish "performance goals" defining the level of performance to be achieved by a program activity. 39 U.S.C. § 2803(a)(1).

- a. Please list the performance goals in the 2013 Performance Plan.
- b. Please "briefly describe the operational processes, skills and technology, and the human, capital, information, or other resources required to meet the performance goals." § 2803(a)(3).

**RESPONSE:**

a. The performance goals are provided in the FY 2012 Annual Performance Report and FY 2013 Performance Plan on page 30 (Strategic Goals), page 33 (Enduring, Long-Term Goals), and page 34 (Organization-Wide Goals, Measures, Results, and Targets).

b. The Postal Service provided brief descriptions of the status of the identified performance goals, including "the operational processes, skills and technology, and the human, capital, information, or other resources required to meet the performance goals" on pages 35-37, and 38-56 of the FY 2012 Annual Performance Report and FY 2013 Performance Plan. Further information is available on pages 4-13 of the Postal Service's 2012 Annual Report to Congress. This portion of the report was not filed as part of USPS-FY12-17 - FY 2012 Comprehensive Statement of Postal Operations. It is available publicly at: <http://about.usps.com/publications/annual-report-comprehensive-statement-2012/annual-report-comprehensive-statement-2012.pdf>.

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**Question 3**

Please list the "performance indicators" used in measuring or assessing the relevant outputs, service levels, and outcomes of each program activity. 39 U.S.C. § 2803(a)(4).

**RESPONSE:**

The performance indicators are provided with the performance goals on page 34 of the FY 2012 Annual Performance Report and FY 2013 Performance Plan. Additionally, the Postal Service has identified strategic initiatives to support these performance goals on page 38, and provided measures of success of these strategic initiatives as a group on page 39.

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**Question 6**

Please identify where the 2012 Report provides “the summary findings of those program evaluations completed during” FY 2012. 39 U.S.C. § 2804(d)(4). “Program evaluation” means “an assessment, through objective measurement and systematic analysis, of the manner and extent to which Postal Service programs achieve intended objectives.” § 2801(6).

**RESPONSE:**

The chart on page 34 of the FY 2012 Annual Performance Report and FY 2013 Performance Plan provides the program evaluation measures and metrics. Additional program evaluation analysis is provided throughout the document.