

UNITED STATES OF AMERICA
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

Annual Compliance Report, 2014

Docket No. ACR2014

CHAIRMAN'S INFORMATION REQUEST NO. 5

(Issued February 3, 2015)

To clarify the Postal Service's FY 2014 Annual Performance Report (FY 2014 Report) and its FY 2015 Annual Performance Plan (FY 2015 Plan),¹ the Postal Service is requested to provide written responses to the following questions and requests. Answers should be provided to individual questions as soon as they are developed, but no later than February 10, 2015.

1. Please refer to Library Reference USPS-FY14-38, file "USPS-FY14-38 Preface.pdf," December 29, 2014 (Preface). Section I.A Purpose and Content lists five survey instruments the Postal Service used to develop customer experience measures for fiscal year 2014 (Survey Instruments). Under Section I.C Methodology, there is a Customer Insights (CI) table showing the multi-channel customer data sources along with the associated weighting percentages used to calculate the CI composite metric. The CI table is reproduced below as Table 1.

¹ Library Reference USPS-FY14-17, December 29, 2014, at 37-45.

Table 1

CUSTOMER INSIGHTS (CI)	Weight
BSN - (Business Service Network)	40.00%
Representative - Customer Satisfaction	
POS - (Point of Sale)	20.00%
Retail - Overall Satisfaction	
Delivery - (Receiving)	20.00%
Carrier - Overall Satisfaction	
CCC - (Customer Care Center)	20.00%
Live Agent - Overall Customer Satisfaction	

- a. Which questions from the Survey Instruments were used to create the CI composite metric?
- b. Please provide an electronic worksheet showing the steps for calculating the CI composite metric. Please include the disaggregated survey question summary statistics from the Survey Instruments and the calculation components used.
- c. Does the “Delivery” customer channel source listed in the “Customer Insights (CI)” column of Table 1 consolidate the residential and small/medium business delivery survey data? If so, please provide the information requested in question 1.b, above, in a disaggregated form. Please also explain the rationale for consolidating the residential and small/medium business delivery survey data.
- d. For each CI customer channel source listed in the “Customer Insights (CI)” column of Table 1, please explain the rationale for the weight percentage values in the “Weight” column of Table 1.

2. USPS-FY14-38, Excel file “CI Question Response Counts FY2014.xlsx” contains the summary experience data generated from using the Survey Instruments. Under Section I.C of the Preface, there is a Survey Instruments table reproduced below as Table 2.

Table 2

Survey Type	Time Period*	Number of Surveys Initiated	Number of Surveys Received
Business Service Network (BSN)	Nov-Sept FY14	10,794	1,904
Point of Sale (POS)	Dec-Sept FY14	1,049,104,781	173,290
Delivery (Residential)	Aug-Sept FY14	470,631	7,283
Delivery (Small/Medium Business)	Aug-Sept FY14	800,017	9,489
Customer Care Center (CCC)	June-Sept FY14	202,227	11,362

* Time Period – Time period of sample.

- a. Please refer to the time periods listed in the “Time Period” column of Table 2. Please specify a calendar year for each month listed. *E.g.*, “Nov-Sept FY14” would be “November 2013 to September 2014.”
- b. Please refer to the table on page 39 of USPS-FY14-17. That table lists five Customer Service measures: Customer Insights, Business Service Network, Point of Sale, Delivery, and Customer Care Center (Customer Service Measures). For each Customer Service measure, please provide the Survey Instrument questions that were used to develop that measure.
- c. For each Customer Service Measure, please provide an electronic worksheet showing the steps for calculating the methodology. Please include the disaggregated survey question summary statistics and the calculation components used.

- d. Does the “Delivery” Customer Service Measure consolidate the residential and small/medium business survey data? If so, please provide the information requested in question 2.c, above, in a disaggregated form. Please also explain the rationale for consolidating residential and small/medium business survey data.
 - e. For each Customer Service Measure, instead of “Baseline,” please provide the numerical customer experience measure value in the “FY2014 Actual” and “FY2014 Target” columns. If they cannot be provided, please explain why those values cannot be provided.
 - f. For each Customer Service Measure, please explain how the target in the “FY2015 Target” column was set.
3. For each Survey Instrument, please provide the disaggregated survey responses for individual respondents and the lowest geographic indicator for the individual respondent survey record (e.g., the POS survey has a ZIP+4 code field). Where applicable, please include any respondent survey record weight used to calculate the CI measure.
4. The Survey Instruments include delivery surveys for residential and small/medium business customers, but not for large business customers. Please explain why a delivery survey for large business customers was not included. In the response, please describe all other data collected by the Postal Service that are used to assess and monitor large business customers’ experiences.
5. The FY 2014 Report and FY 2015 Plan describe the Point of Sale, Business Service Network, and Customer Care Center surveys as “event-based.” USPS-FY14-17 at 39-40. The Delivery surveys are described as “relational/event-based.” *Id.*

- a. Please explain the difference between “event-based” and “relational/event-based.”
 - b. For each Survey Instrument, please specify the events that would cause the Postal Service to distribute or attempt to distribute such survey.
 - c. Please discuss the sampling methodology used for each Survey Instrument.
 - d. Do all post offices (including stations and branches) participate in the Point of Sale Survey? If not, please discuss how customer experiences at post offices (including stations and branches) are measured.
6. Please refer to the “Voice of the Employee” measure listed in the table on page 39 of USPS-FY14-17.
- a. Please provide a copy of the FY 2014 Voice of the Employee survey form.
 - b. Please provide the summary statistics of the employee responses to each survey question.
7. Please refer to the “Deliveries per Hour” measure listed in the table on page 39 of USPS-FY14-17. Please provide an electronic worksheet showing the calculation steps and the numerator and denominator disaggregated summary components. Please include the source, the disaggregated delivery point group summary statistics, and the same work hours by function summary statistics used in the past.²

² See United States Postal Service, Form 10-K, November 15, 2013, at 30.

8. The FY 2014 Report and FY 2015 Plan state that “[t]he FY2014 Deliveries per Hour target was revised from 43.3 to 42.9 to reflect the delay of Phase 2 of the Network Rationalization project.” *Id.* at 41. Please discuss how the Network Rationalization project will help the Postal Service achieve its Deliveries per Hour goal in FY 2015.

9. Please refer to Docket No. ACR2013, Responses of the United States Postal Service to Questions 1, 5-6, 8-11 of Chairman's Information Request No. 15, March 21, 2014, question 5. Please provide FY 2014 results and FY 2015 targets for each Cross-Portfolio Key Performance Metric.

By the Acting Chairman.

Robert G. Taub