

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

ANNUAL COMPLIANCE REVIEW, 2014

Docket No. ACR2014

**UNITED STATES POSTAL SERVICE RESPONSES TO
QUESTIONS 2, 3, AND 7 OF CHAIRMAN'S INFORMATION REQUEST NO. 14**
(March 20, 2015)

The United States Postal Service hereby provides its responses to the above-listed questions of Chairman's Information Request No. 14, issued on March 13, 2015. Each question is stated verbatim and followed by the response. The responses to Questions 1, 4-6, and 8 are still being prepared.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

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2. The Postal Service states: "Because the [FY 2013 Customer Experience Measurement] survey was offered to a random sample of the United States population, it included individuals who may not actually be customers. The new [Customer Insights (CI)] methodology is event driven, and this ensures that all feedback is reflective of actual customers."¹ The Postal Service also states that for Delivery surveys, which are data sources for the CI composite measure, a "random sample of the population" is mailed a postcard survey invitation.²
- a. Does the "random sample of the population" include individuals who may not actually be customers? If so, please explain how the new CI composite measure, which uses Delivery surveys as a data source, reflects feedback of actual customers.

RESPONSE:

No. The people included in the random sample of the people that receive the Delivery Survey invitation are customers, as demonstrated by the fact that they receive the mail piece. The Delivery Survey is designed to provide an opportunity for customers to rate their level of satisfaction with the delivery service that they received. When a customer receives the Delivery Survey post card, a delivery event is initiated and an opportunity to submit feedback on the customer experience is provided.

¹ United States Postal Service Responses to Questions 1-3 of Chairman's Information Request No. 11, March 3, 2015, question 3.

² United States Postal Service Responses to Questions 1-5, 8 and 9 of Chairman's Information Request No. 5, February 10, 2015, question 5.b.

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3. In its reply comments regarding the FY 2014 Report and FY 2015 Plan, the Postal Service states that it modified the National Performance Assessment target after it published the FY 2014 Report and FY 2015 Plan.³ Has the Postal Service modified any other FY 2015 performance target listed on page 39 of the Annual Report? If so, please identify the performance measure(s) affected and the new target, and explain why these changes were made.

RESPONSE:

The Postal Service has not modified any additional performance targets to date. However, the Postal Service is reviewing the targets, and will notify the Commission if any changes recommended as a result of that review are subsequently approved by the Governors.

³ United States Postal Service Reply Comments Regarding FY 2014 Performance Report and FY 2015 Performance Plan, March 4, 2015, at 5.

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7. Did the Postal Service meet the "Provide Excellent Customer Experiences" performance goal in FY 2014? If yes, please explain how it met this performance goal, and include the value obtained and how it was measured. See 39 U.S.C. § 2804(d)(1). If not, please explain why this performance goal was not met and the plans and schedules for achieving this performance goal in FY 2015. *Id.* § 2804(d)(3). In either case, please cite to specific pages in the FY 2014 Report and FY 2015 Plan (pages 37 to 45 of the Annual Report) that support the response to this question. Please also cite specific pages in the Annual Report where the Postal Service describes planned FY 2015 customer performance improvement efforts and how it will measure these efforts in FY 2015.

RESPONSE:

Yes. The Postal Service met its performance goal in establishing baseline measures for FY 2014, which are displayed on pages 39 and 40 of the Annual Report. In addition, the Postal Service has developed targets that are intended to drive improvements in customer satisfaction. Please see folder USPS-FY14-47 for information concerning the values and measurement methods.