

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

Service Performance Measurement
Systems For Market Dominant Products

Docket No. PI2015-1

CHAIRMAN'S INFORMATION REQUEST NO. 2

(Issued March 26, 2015)

To clarify the proposals presented by the Postal Service in its Docket No. PI2015-1 Service Performance Measurement plan, the Postal Service is requested to provide a written response to the following questions.¹ Answers to the questions should be provided as soon as they are developed, but no later than April 2, 2015.

1. The following questions concern mail that is left for pickup by carriers in residential mailboxes or at the counter of small businesses.
 - a. Please provide an estimate of the volume of First-Class Mail, Single-Piece Letters/Postcards left for carrier pickup. Please identify the source data for this estimate.
 - b. Please describe how mail left for carrier pickup is included in the First Mile Impact measurement. If it is not included, please explain why it is not and what steps the Postal Service would have to take to include this mail in measurement.

¹ The United States Postal Service, Service Performance Measurement, Revised March 2015 plan filed March 3, 2015, is referred to as the "Postal Service Plan" throughout this information request.

2. Page 24 of the Postal Service Plan states: “The CPMS scan data will be validated by comparing the CPMS scan location to the CPMS box location points. For valid CPMS scans, the First Mile Impact will be calculated based on the pickup time and the average volume of each collection point to determine the percent of mail picked up on time.”
 - a. Please describe what CPMS scans are considered “valid” and what CPMS scans are considered “invalid.”
 - b. Please provide the methodology (including any applicable statistical tests) regarding validation of CPMS scan data.
3. Page 18 of the Postal Service Plan states: “Postal Service Delivery Operations conducts periodic density tests of collection boxes. Density tests are performed for a continuous two-week period.”
 - a. Please define the term “density tests” and provide the description for the underlying methodology (including applicable statistical tests).
 - b. Page 24, footnote 23 of the Postal Service Plan refers to a density volume test. Please confirm that the term “density volume test” is the same as a “density test.” If not confirmed, please explain the difference.
 - c. Please explain the difference, if any, between a collection box’s density and the collection box’s average volume.
4. Page 27 of the Postal Service Plan states: “The components of service measurement for presort mail consist of the processing duration, which is calculated based on the Start-the-Clock and the Last Processing Operation, and the Last Mile Impact, which will be calculated based on carrier scanning of randomly-selected delivery points.”
 - a. Please confirm that with the proposed measurement system, the Start-the-Clock time will be determined the same way as it is currently determined. If not confirmed, please provide an explanation of the proposed changes.

- b. If “a” is confirmed, please confirm that the methodology for the service performance measurement of the processing duration will be the same as the current methodology. If not confirmed, please provide an explanation of the proposed changes.

By the Acting Chairman.

Robert G. Taub