

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

ANNUAL COMPLIANCE REVIEW, 2014

Docket No. ACR2014

**UNITED STATES POSTAL SERVICE RESPONSE TO  
QUESTION 6 OF CHAIRMAN'S INFORMATION REQUEST NO. 14**  
(March 26, 2015)

The United States Postal Service hereby provides its response to the above-listed question of Chairman's Information Request No. 14, issued on March 13, 2015.

The question is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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**RESPONSES OF THE UNITED STATES POSTAL SERVICE  
TO CHAIRMAN'S INFORMATION REQUEST NO. 14**

6. One of the FY 2014 strategic initiatives is "Building the Workforce of the Future." Annual Report at 73. In a recent Government Accountability Office report, the Postal Service identifies three performance measures and their FY 2014 targets related to this strategic initiative.<sup>1</sup>
- a. Please provide the FY 2014 performance results for the following performance measures:
    - i. Average training hours per employee
    - ii. Average annual turnover rate for non-career employees
    - iii. Average annual turnover rate of external hires
  - b. Did the Postal Service develop FY 2015 performance targets for the three performance measures listed under question 6.a.? If so, please specify the FY 2015 performance target values. If not, please discuss reasons why no FY 2015 performance targets were developed.

**RESPONSE:**

- a.
  - i. 11.8 hours
  - ii. 45 percent
  - iii. 3 percent
- b. The FY 2015 targets for the requested measures appear below.
  - Average training hours per employee: At this time, the average training hours per employee for FY 2015 is 6.7 hours. This year, the Postal Service is measuring training for specific target audiences based on current organization needs. For example, for new supervisors and mid-level managers, the target reflects completion of training within six months of hire or promotion.
  - Average annual turnover rate for non-career employees: 20 percent
  - Average annual turnover rate of external hires: 4.5 percent

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<sup>1</sup> General Accounting Office, U.S. Postal Service, Status of Workforce Reductions and Related Planning Efforts, GAO-15-43 (November 13, 2014) at 29.