

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

Annual Compliance Report, 2014

Docket No. ACR2014

CHAIRMAN'S INFORMATION REQUEST NO. 16

(Issued April 10, 2015)

To clarify the Postal Service's FY 2014 Annual Performance Report (FY 2014 Report) and its FY 2015 Performance Plan (FY 2015 Plan),<sup>1</sup> the Postal Service is requested to provide written responses to the following questions. Answers should be provided to individual questions as soon as they are developed, but no later than April 13, 2015.

1. In Library Reference USPS-FY14-NP40,<sup>2</sup> the Postal Service included two Excel files related to Customer Care Center (CCC) survey data. One file appears to match both the CCC survey time period ("Jun-Sept. 2014" listed in the "USPS-FY14-38 Preface.pdf" file) and the response totals (shown in the "CCC –Live Agent" worksheet of the "CI Question Response Counts\_FY14" Excel file) provided in Library Reference USPS-FY14-38.<sup>3</sup> However, in the Library Reference USPS-FY14-NP40 files, the question number column headings do not correspond to the same CCC survey questionnaire numbers shown in the "CCC – USPS-FY14 CCC Web Survey.pdf" file provided in Library Reference USPS-FY14-38. Please provide a key for the question number labels used in the non-public CCC survey data file that maps to the CCC questionnaire numbers shown

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<sup>1</sup> The FY 2014 Performance Report and FY 2015 Performance Plan are included in the Postal Service's 2014 Annual Report to Congress. United States Postal Service 2014 Annual Report to Congress, at 37-45 (Annual Report); see Library Reference USPS-FY14-17, December 29, 2014.

<sup>2</sup> Library Reference USPS-FY14-NP40, Further Nonpublic Material Provided in Response to Chairman's Information Request No. 13, Question 27, March 17, 2015.

<sup>3</sup> Library Reference USPS-FY14-38, Market Dominant Customer Insights (CI) Survey Instruments and Results, December 29, 2014.

in the "CCC – USPS-FY13 CCC Web Survey.pdf" file provided in Library Reference USPS-FY14-38.

2. The "Total Responses" shown in the "ChIR5.Q1b Calculation Worksheet" Excel file (24,325)<sup>4</sup> is more than double the number of surveys listed as "received" in the "USPS-FY14-38 Preface.pdf" (11,362) file provided in Library Reference USPS-FY14-38.
  - a. Please explain the reason(s) for the large difference between the number of CCC surveys listed as "received" and the number listed (and used in the performance measure calculations) as "Total Responses" for the two sources listed above.
    - i. If data from another CCC source or time period was included in the CCC "Total Responses", please specify:
      - (a) The data source;
      - (b) The time period;
      - (c) Differences between the sources used; and
      - (d) The rationale for combining the data.
3. Generally, does the Postal Service believe that the other June-September 2014 CCC Survey data are representative of customer experiences for all of FY 2014? If not, please discuss reasons and if appropriate, any adjustments to annualize the other CCC survey data received from the June-September 2014 period.

By the Acting Chairman.

Robert G. Taub

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<sup>4</sup> Library Reference USPS-FY14-47, Public Material Provided in Response to Chairman's Information Request No. 5, Questions 1 and 2, February 10, 2015.