

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

ANNUAL COMPLIANCE REVIEW, 2014

Docket No. ACR2014

RESPONSES OF THE UNITED STATES POSTAL SERVICE TO  
QUESTIONS 1-3 OF CHAIRMAN'S INFORMATION REQUEST NO. 16

The United States Postal Service hereby provides its responses to the above-listed questions of Chairman's Information Request No. 16, issued on April 10, 2015.

Each question is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.  
Chief Counsel, Pricing & Product Support

Eric P. Koetting

475 L'Enfant Plaza, S.W.  
Washington, D.C. 20260-1137  
(202) 277-6333  
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**RESPONSES OF THE UNITED STATES POSTAL SERVICE  
TO CHAIRMAN'S INFORMATION REQUEST NO. 16**

1. In Library Reference USPS-FY14-NP40,<sup>1</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>2</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 in the "CCC – USPS-FY13 CCC Web Survey.pdf" file provided in Library Reference USPS-FY14-38.

**RESPONSE:**

The two Excel files that were originally provided in USPS-FY14-NP40 ("Convergys Raw Data 201310\_201404.xlsx" and "ForeSee Raw Data 201406\_201409") represent the FY14 raw data for CCC surveys. The first file "Convergys Raw Data 201310\_201404.xlsx" represents the data that were collected by Convergys during the period OCT2013-APR2014 and provided to the Postal Service at the end of the Convergys contract. The survey format and question numbers that were used to collect those data can be found in the pdf file attached electronically to this response as "ChIR16.Q1.Convergys Survey.pdf". The second file "ForeSee Raw Data 201406\_201409" represents the data that were collected by ForeSee during the period JUN2014-SEP2014. The survey format and question numbers that were used to collect

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<sup>1</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>2</sup> Library Reference USPS-FY14-38, Market Dominant Customer Insights (CI) Survey Instruments and Results, December 29, 2014.

**RESPONSES OF THE UNITED STATES POSTAL SERVICE  
TO CHAIRMAN'S INFORMATION REQUEST NO. 16**

those data can be found in the pdf file that is attached electronically to this response as  
"ChIR16.Q1.ForeSee Survey.pdf".

**RESPONSES OF THE UNITED STATES POSTAL SERVICE  
TO CHAIRMAN’S INFORMATION REQUEST NO. 16**

2. The “Total Responses” shown in the “ChIR5.Q1b Calculation Worksheet” Excel file (24,325)<sup>3</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.

**RESPONSE:**

The 11,362 CCC surveys listed as received in the table in the “USPS-FY14-38 Preface.pdf” (reproduced below) represent, per the table, only the time period JUN-SEP2014. This is the period that ForeSee conducted the survey, and 11,362 is, as suggested in Question 1 of this Information Request, the same as the number of responses observed in the raw data file "ForeSee Raw Data 201406\_201409".

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.

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<sup>3</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.

**RESPONSES OF THE UNITED STATES POSTAL SERVICE  
TO CHAIRMAN'S INFORMATION REQUEST NO. 16**

There were an additional 13,053 responses, per the raw data file "Convergys Raw Data 201310\_201404.xlsx" provided in USPS-FY14-NP40, obtained during the period OCT2013-APR2014 (while Convergys conducted the survey), that are not represented in the above table.

The data from the same, or similar, questions can be combined from the two time periods to represent a result for FY14.

**RESPONSES OF THE UNITED STATES POSTAL SERVICE  
TO CHAIRMAN'S INFORMATION REQUEST NO. 16**

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.

**RESPONSE:**

In USPS-FY14-NP40, the Postal Service has submitted all the raw CCC data responses obtained during FY14. Each of the raw data files is broken up by the Month the survey was conducted. Each month of FY14 is represented in the raw data files except for MAY2014, during which no surveys were conducted because of the transition of the contract from Convergys to ForeSee.