

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

Annual Compliance Report, 2014

Docket No. ACR2014

CHAIRMAN'S INFORMATION REQUEST NO. 17

(Issued May 11, 2015)

To clarify the Postal Service's FY 2014 Annual Performance Report and its FY 2015 Performance Plan,¹ 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 May 15, 2015.

1. Please refer to Table 9, "Performance Report Differences in OSHA I&I Rate Values for Same Fiscal Years Presented" in the Commission's *Review of Postal Service FY 2013 Performance Report and FY 2014 Performance Plan*.² In the Performance Reports from fiscal years 2010 through 2012, the FY 2010 actual OSHA I&I Rate was 5.49. By contrast, in the FY 2013 Performance Report, the FY 2010 actual OSHA I&I Rate was reported as 5.76. Please explain why these numbers differ.
2. Please refer to the results table on page 39 of the FY 2014 Annual Report.
 - a. The FY 2014 Annual Report states that the FY 2012 target for the OSHA I&I Rate was 5.57. FY 2014 Annual Report at 39. By contrast, the

¹ 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, United States Postal Service 2014 Annual Report to Congress, at 37-45 (FY 2014 Annual Report); see Library Reference USPS-FY14-17, December 29, 2014.

² Docket No. ACR2013, Postal Regulatory Commission, Review of Postal Service FY 2013 Performance Report and FY 2014 Performance Plan, July 7, 2014, at 29.

- FY 2012 Annual Report showed the FY 2012 target for the OSHA I&I Rate as 5.72.³ Please explain the discrepancy between these two numbers.
- b. In the FY 2012 Annual Report, the FY 2011 actual OSHA I&I Rate was 5.67. *Id.* By contrast, in the FY 2014 Annual Report, the FY 2011 actual OSHA I&I Rate is shown as 6.03. FY 2014 Annual Report at 39. Please explain the discrepancy between these two numbers.
 - c. In the FY 2012 Annual Report, the FY 2012 actual OSHA I&I Rate was 5.44. FY 2012 Annual Report at 34. By contrast, in the FY 2014 Annual Report, the FY 2012 actual OSHA I&I Rate is shown as 5.78. FY 2014 Annual Report at 39. Please explain the discrepancy between these two numbers.
3. The Postal Service provided the FY 2014 Cross-Portfolio Key Performance Metrics results in Response to a CHIR.⁴ The FY 2014 results show a reduction of approximately 7.7 million workhours between FY 2013 and FY 2014. *Id.* However, the grand total of workhours from the National Workhours Report shows a reduction of just under 3 million workhours between FY 2013 and FY 2014.⁵ Please resolve or explain why the workhour reductions between FY 2013 and FY 2014 show different results between these two sources.
 4. The Postal Service states that in FY 2014 there were 116,633 new centralized business delivery points and 1,414,233 new centralized residential delivery points.⁶ The FY 2014 Annual Report shows an end of FY 2014 total of 971,543 new delivery points. FY 2014 Annual Report at 45. The “ChIR5.Q7.DPH FY15”

³ United States Postal Service, *Progress and Performance: Annual Report to Congress 2012*, at 34 (FY 2012 Annual Report).

⁴ United States Postal Service Responses to Questions 1-5, 12-14, 26, 27, and 31-33 of Chairman’s Information Request No. 13, March 11, 2015, question 1 (March 11 Responses to CHIR No. 13).

⁵ Responses of the United States Postal Service to Questions 6 and 7 of Chairman’s Information Request No. 5, February 18, 2015, question 7, Excel file “ChIR 5 Q 7 NWHR,” cell E187 (Responses to CHIR No. 5).

⁶ United States Postal Service Responses to Questions 8,11, and 15-19 of Chairman’s Information Request No. 13, March 19, 2015, question 15 (c) (March 19 Responses to CHIR No. 13).

Excel file shows an increase of 846,701 new delivery points in FY 2014.⁷ Please resolve or explain why the FY 2014 new centralized delivery point totals provided in the March 19 Responses to CHIR No. 13, question 15 (c) differ significantly from the new delivery point totals reported in these two sources.

5. The number of Point of Sale (POS) surveys completed in each FY 2014 quarter varies substantially.⁸
 - a. Do the POS survey results in each quarter of FY 2014 meet the Postal Service's precision level at the:
 - i. National level?
 - ii. Postal Area level?
 - b. Please explain why the number of completed POS surveys varies to the extent that they do between Quarters 1 and 4 of FY 2014.

By the Acting Chairman.

Robert G. Taub

⁷ Responses to CHIR No. 5, question 7 in the "ChIR5.Q7.DPHFY15" Excel file, worksheet "FY 15 DPH Summary", cell C11 provided with its response.

⁸ See Further Nonpublic Material Provided in Response to Chairman's Information Request No. 13, question 27, Library Reference USPS-FY14-NP40, March 17, 2015.