

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

Annual Compliance Report, 2015

Docket No. ACR2015

CHAIRMAN'S INFORMATION REQUEST NO. 17

(Issued February 24, 2016)

To clarify the Postal Service's FY 2015 Annual Performance Report (FY 2015 Report) and FY 2016 Annual Performance Plan (FY 2016 Plan),¹ the Postal Service is requested to provide written responses to the following requests. Answers should be provided to individual requests as soon as they are developed, but no later than March 2, 2016.

Ensure a Safe Workplace and Engaged Workforce

1. The Postal Service did not meet the FY 2015 target for the Occupational Safety and Health Administration illness and injury rate (OSHA I&I Rate) performance measure. FY 2015 Annual Report at 14. The Postal Service explains, "[t]he failure to meet the actual target rate reflects major changes to the business" *Id.* at 18. Please describe the "major changes to the business" that caused the Postal Service to miss the FY 2015 target. In the response, please describe the types of illnesses or injuries caused by "major changes to the business."

¹ The FY 2015 Report and FY 2016 Plan are included in the United States Postal Service 2015 Annual Report to Congress (FY 2015 Annual Report). See Library Reference USPS-FY15-17, December 29, 2015, at 11-28.

2. The Postal Service states that the OSHA I&I Rate targets at the area level and district level are the same as the targets at the corporate level.² It notes that “[t]he only differences would be in the weight the performance is given.” *Id.* Please provide the weights and discuss how the area level and district level weights are used and how they differ.
3. The Postal Service states, “[i]n FY 2015, our communication and training campaigns addressed the most frequent hazards of the workplace, such as dog bites, extreme heat, distracted driving and proper lifting and reaching.” FY 2015 Annual Report at 18. Please provide the following information for each of these workplace hazards: dog bites, extreme heat, distracted driving, and proper lifting and reaching.
 - a. The total number of illnesses and injuries associated with the workplace hazard in FY 2014 and FY 2015.
 - b. If the total number of illnesses and injuries associated with any of these workplace hazards increased between FY 2014 and FY 2015, please provide the reasons for the increase.
4. The Postal Service states that it is “taking steps to address the increase in motor vehicle accidents.” *Id.*
 - a. Please provide the total number of motor vehicle accidents in FY 2014 and FY 2015.
 - b. Please explain why the total number of motor vehicle accidents increased in FY 2015.
 - c. Please identify any specific steps the Postal Service is taking to reduce the number of motor vehicle accidents in FY 2016.

² Responses of the United States Postal Service to Questions 1-12, 16-18 of Chairman’s Information Request No. 13, February 18, 2016, question 17.

5. Please refer to the table on page 14 of the FY 2015 Annual Report. For the Voice of the Employee survey performance measure, the FY 2015 result and FY 2016 target are both listed as “N/A.” Please confirm that in FY 2016, the Postal Service will use the Postal Pulse survey as a performance indicator for measuring progress toward improving employee engagement. If not confirmed, please describe the FY 2016 performance indicator the Postal Service will use to measure progress toward improving employee engagement, and provide the FY 2016 target.
6. Please refer to the Frequently Asked Questions page of the Postal Pulse survey, which states, “[e]mployees that opt out but still return the survey will be counted toward overall participation rates but their unanswered questions will not be included in the final reports.”³
 - a. Please provide the FY 2015 Postal Pulse survey participation rate for all employees, excluding those employees who opted out of the survey by checking the response box: “I do not wish to participate in the USPS Employee Survey at this time.”
 - b. Please provide the FY 2015 Postal Pulse survey participation rate for career employees, excluding those career employees who opted out of the survey by checking the response box: “I do not wish to participate in the USPS Employee Survey at this time.”
 - c. Please provide the FY 2015 Postal Pulse survey participation rate for non-career employees, excluding those non-career employees who opted out of the survey by checking the response box: “I do not wish to participate in the USPS Employee Survey at this time.”

³ See Responses of the United States Postal Service to Questions 1-6 of Chairman’s Information Request No. 3, January 21, 2016, question 5, file “ChIR.3.Q.5.PP.Survey.pdf.”

Methodology Changes

7. Please refer to the performance measures on page 14 of the FY 2015 Annual Report. Please describe any methodology changes the Postal Service plans to make in FY 2016 that affect comparability of targets and results for these performance measures.

By the Acting Chairman.

Robert G. Taub