

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

ANNUAL COMPLIANCE REVIEW, 2015

Docket No. ACR2015

RESPONSES OF THE UNITED STATES POSTAL SERVICE TO  
QUESTIONS 13-15 AND 19 OF CHAIRMAN'S INFORMATION REQUEST NO. 13

The United States Postal Service hereby provides its responses to the above-listed questions of Chairman's Information Request No. 13, issued on February 11, 2016. Each question is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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- 13.** The Postal Service states it finished “512 upgrades to maintain customer access in locations impacted by POSTPlan ... .” *Id.*
- a. Please explain what the upgrades are.
  - b. Please specify the number and type of upgrades for each type of POSTPlan office (Level 2, Level 4, Level 6, and Level 18).

**RESPONSE:**

- a. The types of upgrades to the POSTPlan offices vary by location, but generally consist of installation of time locks on doors, interior modifications to walls and ceilings, and lighting improvements.
- b. The Postal Service does not have the granularity of data to provide the number and type of upgrades for each type of POSTPlan office.

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- 14.** The Postal Service provided a copy of the Postal Pulse survey.<sup>7</sup> Please provide the FY 2015 disaggregated by survey results for each of the 12 Postal Pulse questions.

**RESPONSE:**

Please find in the attached Excel file the FY2015 disaggregated by survey results for each of the 12 Postal Pulse questions. Each question was rated on a scale of 1 to 5 where 1 = "Strongly Disagree" and 5 = "Strongly Agree".

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<sup>7</sup> Responses of the United States Postal Service to Questions 1-6 of Chairman's Information Request No. 3, January 21, 2016 (Responses to CHIR No. 3), question 5.b.; PDF file "ChIR.3.Q.5.PP.Survey.pdf."

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15. The Postal Service states “[t]here is no FY 2016 numeric target for the [Postal Pulse] survey score. Goals are based on [survey] response rate (51 percent) and number of business units participating in action planning (9,000).” *Id.*, question 5.b.
- a. Please provide the following information:
    - i. The FY 2015 and FY 2016 targets for the Postal Pulse survey response rate;
    - ii. The number of business units participating in action planning in FY 2015; and
    - iii. The FY 2015 and FY 2016 targets for the number of business units participating in action planning.
  - b. Please explain what “business units” are, how they are identified, and the type of business units participating in action planning. In the explanation, please describe how the business units participating in action planning differ from the business units that do not participate in action planning.

**RESPONSE:**

- a. i. Fiscal Year 2015 was a baseline year for the Postal Pulse survey. The FY 2015 response rate was 47 percent. For FY 2016, the Postal Service is striving to achieve a reasonable level of improvement over the baseline year and has established a response rate goal of 51 percent.
- ii. Just over 15,000 business units participated in action planning in FY 2015.
- iii. The Postal Service expects full participation of business units in action planning in FY 2016.

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b. A business unit is defined as a postal manager at or above the EAS-18 grade level e and his/her team of employees. There are approximately 18,000 business units system-wide. The Postal Service's goal is to begin with at least 50 percent business unit participation (9,000) and increase that number to 100 percent (18,000) by the end of FY 2016.

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19. During FY 2015, the Postal Service states “the total number of [delivery] routes increased by 2,412.” FY 2015 Report at 48. Please provide the number of city delivery routes that increased in FY 2015 by type of route (e.g., residential, business, special purpose route) and delivery mode (e.g., park and loop, foot, curb, dismount).

**RESPONSE:**

City Route				
Route Type	Code	2014	2015	Difference
Foot	F	7,315	7,184	-131
Curb	C	35,933	36,042	109
P & L	P	73,818	74,348	530
Dismount	D	23,587	23,951	364
Other	O	618	1,503	885
		141,271	143,028	1,757

**Delivery Mode**

**Curbline**

A motorized route on which 50 percent or more of the possible deliveries are made to customer mailboxes at the curb.

**Dismount**

A city route on which 50 percent or more of the possible deliveries are made by exiting the vehicle to a door, VIM room, CBU, etc.

**Foot**

A city route served by a carrier on foot. Transportation to and from the route does not affect the status of a foot route.

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**Park & Loop**

A route on which a vehicle is driven to designated park point and the carrier "loops" segments of the route on foot.

**Other**

A route on which delivery is made by boat, bicycle, or other methods. All Phantom and PO Box routes are Other.

Please note that the Operations databases do not classify routes as business or residential, but to the extent that such categories may have relevance in other contexts, it is reasonable to assume that the vast majority of the increases were on routes that are primarily residential.