

UNITED STATES OF AMERICA
POSTAL REGULATORY COMMISSION
WASHINGTON, DC 20268-0001

Inquiry Concerning Service Performance
Measurement Data

Docket No. PI2016-1

CHAIRMAN'S INFORMATION REQUEST NO. 1

(Issued April 25, 2016)

To clarify issues raised by commenters in response to Order No. 2791¹, and issues interrelated with Docket No. ACR2015, the Postal Service is requested to provide written responses to the following questions. Answers to each question should be provided as soon as they are developed, but no later than May 2, 2016.

1. Please provide the following percentages, annually and quarterly, for First-Class Mail, Standard Mail, Periodicals, and Package Services, disaggregated to the finest reporting level available for FY 2012 through FY 2015 and quarters 1 and 2 of FY 2016:
 - a. Percent of mail in measurement;
 - b. Percent of mail entered at Full-Service Intelligent Mail barcode (IMb) prices and included in measurement; and
 - c. Percent of mail processed as Full-Service IMb, but excluded from measurement.
2. The following question concerns Docket No. ACR2015, Responses of the United States Postal Service to Questions 1-4, 8, 11, and 13-16 of Chairman's Information Request No. 6, February 3, 2016, question 16. With respect to mail

¹ Notice Establishing Docket Concerning Service Performance Measurement Data, October 29, 2015 (Order No. 2791).

in measurement, the Postal Service has stated that it “does not have data regarding the total volume of mail (measured plus unmeasured), or the total volume of Full-Service mail that was not measured, that have been disaggregated by class, product, and service standard.” Please explain the challenges (e.g., technological, methodological, financial, operational) the Postal Service faces in:

- a. Disaggregating the total volume of mail (measured plus unmeasured);
 - b. Disaggregating the total volume of Full-Service IMb mail that was not measured by class, product, and service standard; and
 - c. Disaggregating Full-Service IMb mail volumes below the class level.
3. Please explain how the Postal Service could overcome the challenges listed in its response to question 2, including the resources or operational changes that would be required.
 4. The following question concerns Docket No. ACR2015, Responses of the United States Postal Service to Questions 1-6, 8-10 of Chairman’s Information Request No. 11, February 16, 2016, question 8. With respect to mail processed as Full-Service IMb, but excluded from measurement, please confirm that the Postal Service is able to quantify mail volume based on reason(s) for exclusion. If confirmed, please provide the reason(s) for exclusions as a percent of total exclusions for FY 2012 through FY 2016, by quarter. If not confirmed, please explain what the Postal Service would need to provide this information.
 5. Please provide the methodologies used to verify accuracy, reliability, and representativeness for each of the following:
 - a. External First-Class Measurement;
 - b. Intelligent Mail Accuracy and Performance System;
 - c. International Mail Measurement System;

- d. Product Tracking System; and
- e. Seamless Acceptance and Service Performance.

If unable to provide a methodology, please explain.

By the Acting Chairman.

Robert G. Taub