

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

**INQUIRY CONCERNING SERVICE  
PERFORMANCE MEASUREMENT DATA**

**Docket No. PI2016-1**

**RESPONSES OF THE UNITED STATES POSTAL SERVICE  
TO QUESTIONS 1 AND 2  
OF CHAIRMAN'S INFORMATION REQUEST NO. 3**

The United States Postal Service hereby files its responses to Chairman's Information Request No. 3, which is dated May 26, 2016. Both questions are stated verbatim and are followed by the responses.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

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## **RESPONSE OF THE UNITED STATES POSTAL SERVICE TO CHAIRMAN'S INFORMATION REQUEST NO. 3**

1. With respect to mail 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.”<sup>1</sup> The Postal Service also stated that one challenge with respect to disaggregating the total volume of Full-Service IMb mail that was not measured by class, product, and service standard is that “detailed mailpiece level data are retained for 120 days, after which the data are purged from the Seamless Acceptance and Service Performance (SASP) and Business Intelligence Data Store (BIDS) systems due to data storage costs.”<sup>2</sup> Please confirm the Postal Service is able to file the attached Excel worksheet with volume totals for each quarter,<sup>3</sup> on the same schedule as when it files its Quarterly Reports pursuant to 39 C.F.R. part 3055, subpart B. If the Postal Service is not able to file the attached Excel worksheet on a quarterly basis, please identify which components of the worksheet cannot be provided and explain why.

### **RESPONSE**

The Postal Service uses Revenue, Pieces, and Weights (RPW) reports to determine the total volume of mail (measured plus unmeasured). However, the methods used to produce these reports do not capture the service standard for the mail, a necessary element to determine service performance. The Postal Service is able to provide the volume by product breakdown requested. As described in the February 16, 2016 Postal Service response to Chairman's Information Request No. 11, Question 8(b) in Docket No. ACR2015, all information required to determine the performance of mail against applicable service standards is not available for all mail. Specifically, mail which is not measured for service performance may not have the required information to determine service standards. The service standard is determined through business rules that

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<sup>1</sup> 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.

<sup>2</sup> Responses to CHIR No. 1, question 2.b.

<sup>3</sup> The table should be completed using actual total mailpiece volume, or one of the following responses where the Postal Service cannot provide the requested data: N/A (when the requested information is not applicable); Unable to Collect (when the requested information is unable to be collected).

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**RESPONSE to QUESTION 1 (continued):**

take into account mail class, origin ZIP Code, and destination ZIP Code. For mailpieces that are not in measurement, some of these elements are often missing. For example, for commercial mail which is not Full Service Intelligent Mail, mailers are not required to provide electronic documentation manifesting all of the data about the mail. Based on the limitations noted above, the data that can be provided based on the Excel spreadsheet CHIR No.3 Worksheet.xlsx are listed below:

- Column B: Data can only be provided by product breakdown and not by service standard.
- Column C: Data are available and can be provided as requested.
- Column D: Data can only be provided by product breakdown and not by service standard for unmeasured volume.
- Column E: Data are available and can be provided as requested.
- Column F: Data can only be provided by product breakdown and not by service standard for mail volume that was excluded for No Start-the-Clock and No Piece Scan exclusions.
- Column G: This would be the difference between Column B and Column C. Data can only be provided by product breakdown and not by service standard.

Providing available data in the requested format would require additional time after production of current Quarterly Reports. Full Quarter RPW data are not available until six weeks after the close of the quarter and additional time would be needed to compile the reports in the format requested.

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2. In its Responses to CHIR No. 1, question 4, the Postal Service provided an Excel worksheet quantifying the reasons mail is processed as Full-Service IMb, but excluded from measurement, by quarter. Please confirm the Postal Service is able to file an updated Excel worksheet, quarterly, on the same schedule as when it files its Quarterly Reports pursuant to 39 C.F.R. part 3055, subpart B. If the Postal Service is not able to file the updated Excel worksheet on a quarterly basis, please identify which components of the worksheet cannot be provided and explain why.

**RESPONSE**

Confirmed.