

Docket No. PI2015-1

USPS Library Reference PI2015-1/8

PREFACE

USPS Revised Proposed Service Measurement Plan

This Category 6 Library Reference consists of a third revised internal Service Performance Measurement (SPM) Plan, in a clean (blackline) version and a redline version.

The original proposed measurement system is reflected in Library Reference PRC-LR-PI2015-1/1, which accompanied PRC Order No. 2336 (January 29, 2015).¹ The Postal Service subsequently filed revisions to the Plan on March 3, 2015², and March 24, 2015³, making additional corrections and additions to clarify the contents of the document.

This new and revised SPM Plan includes several non-substantive changes from previous versions. The name of the Standard Mail product has been changed to USPS Marketing Mail throughout this new version. In addition, there are other minor updates and clarifications throughout the document. These non-substantive changes can also be tracked on the following pages of the above-noted redline update of the March 24, 2015 version of the SPM Plan:

- Page 18 – Updated Footnote 10 slightly and corrected reference error.
- Page 22 – Removed Footnote 17; content no longer applicable.
- Page 23 – minor wording update; Footnote 18 updated to correct reference error.
- Page 24 – minor wording update.
- Page 25 – minor wording update.
- Page 31 – minor wording update to explain the basis of sample sizes and the process for providing the sampling requests.
- Page 33 – minor wording update to indicate that there is a limit to how many pieces a carrier will be asked to scan at any delivery point.
- Pages 35, 37, 47, 53, 56, 59, 62 – Updated Quarterly Reporting descriptions to include the two additional quarterly reports required in PRC Order 3490.
- Page 36, 38, 42, 48, 53, 56, 59, 62 – Updated Annual Reporting descriptions to include the additional report providing descriptions of the current methodologies

¹ See Docket No. PI2015-1, Library Reference PRC-LR-PI2015-1/1, January 29, 2015.

² See Docket No. PI2015-1, United States Postal Service, Service Measurement Plan (Revised March 2015), March 3, 2015.

³ See Docket No. PI2015-1, United States Postal Service, Service Measurement Plan (Revised March 24, 2015), March 24, 2015.

used to verify the accuracy, reliability, and representativeness of service performance data.

- Page 36, 38, 42, 48, 54, 57, 59, 63 – Updated Public Reporting description to include the trend data which are available to show performance results for five quarters.
- Page 60 was updated to indicate the approach planned for both current and future states for Bound Printed Matter Flats will follow the approach for non-Saturation USPS Marketing Mail flats.
- Page 62 was updated to exclude discussion of measurement of International Surface Parcel Post at UPU Rates.
- On pages 107-109, Table 10-5 was updated.
- Page 109 was updated to include the most current USPS trademarks.

The new SPM Plan also contains substantive changes compared to previous versions. The following list provides a brief description of these changes. These substantive changes are highlighted by yellow shading in the redline version.

- Page 26-27 Section 3.2.3 – deletes the description of the future Standard Mail Parcels performance measurement approach. The future measurement approach is the same as the current state.
- Page 30 Section 4.2.2.1 – Provides an update to the carrier scanning process for flats to expand the potential locations for sampling to occur. Additionally, the planned measurement process for pieces mailed at retail locations has been modified to indicate the use of pieces with Special Services rather than randomly sampled pieces.
- Page 44 – Section 6.2.2.1 and Page 50 – Section 6.3.2.1 – Provides a description of how the Bundle Visibility initiative provides additional information about the Processing Duration for USPS Marketing Mail flats. Page 54 Section 7.2.1.1 and Page 57 Section 7.3.1.1 provide similar information for Periodicals.
- Page 45 – Section 6.2.4.1 – Provides an updated description for the “Start-the-Clock” measurement process for USPS Marketing Parcels.
- Page 45 – Section 6.2.5 – Provides additional description of the measurement approach for Every Door Direct Mail-Retail.
- Pages 45-46 – Sections 6.2.5.1 (Start the Clock), 6.2.5.2 (Stop the Clock) - Provide descriptions of how Start-the-Clock and Stop-the-Clock is determined for Every Door Direct Mail.
- Page 50 – Section 6.3.4 – Provides an update to the Future State approach for measuring USPS Marketing Mail Parcels.
- Page 51 – Section 6.3.5 – Section was added to document the planned measurement approach for Every Door Direct Mail-Retail.
- Page 62 - Section 8.4.2: Annual Reporting language deleted due to the transfer of Inbound International Surface Parcel Post (ISPP) to competitive products.
- Page 88 – Section 10.1.2 – Provides an updated methodology for calculating the Last Mile Delivery Factor and deletes the prior methodology based on the Last Processing Operation Type.

- Pages 88-91 – Section 10.2.1 was eliminated because Last Processing Operation Type section is no longer needed. Last Mile Delivery Factor approach is updated to be based on days left after processing. This methodology change was explained in Section 10.1.2.
- Page 94 – Section 10.2.2 – Section was added to document the planned exclusions for future state Single-Piece measurement.
- Page 95 – Section 10.2.3.1 – Section was updated to include three additional eDoc preparation exclusions for Presort Mail which have been added to the Current State measurement and will continue.
- Page 96 – Section 10.2.3.2 – Section was updated to include four additional mail preparation exclusions for Presort Mail and to remove one piece-level exclusion rule.
- Figures 10-6, 10-7, 10-8, and 10-10 were all updated to reflect the current business rules for determining the “Start-the-Clock.”