**PRC Summary Response to GAO Report GAO-15-756:**

**U.S. Postal Service Actions Needed to Make Delivery Performance Information More Complete, Useful, and Transparent**

The GAO report made two recommendations to the Commission: **1**) hold a public proceeding to address how the Postal Service can improve the completeness of its delivery performance information; and **2**) provide more readily available data and additional analysis of the Postal Service’s delivery performance information.

* The Commission adopts both recommendations as follows:

**1**) The Commission is committed to initiating a public proceeding within 90 days of the GAO report’s issuance to provide an opportunity for stakeholders to consider matters raised in the report.

**2**) The Commission’s website has been updated to provide stakeholders with direct and comprehensive access to service performance reports and dockets. *See* “Reports/Data Service Reports” at [www.prc.gov](http://www.prc.gov).

**“Delivery Performance Information Has Expanded but Remains Incomplete, and PRC Has Not Fully Accessed Causes of Incomplete Data or the Effectiveness of USPS Actions.”**

* The Commission disagrees with the GAO report over the significance of data “completeness” and notes that the GAO definition of the percentage of mail measured is not a meaningful statistical measure.
* The Commission has assessed the primary reason measured mail may be inaccurate, unreliable, or not representative of nationwide performance. These reasons include: low participation in full-service IMb, uncategorized mail, invalid data, and low district level volumes. Under the Commission’s oversight, the Postal Service has been improving in each of these areas.
* The Commission has regularly issued directives to the Postal Service to improve data quality by increasing full-service IMb participation, increasing measured volumes for mail product categories in districts where volume measured was insufficient, and increasing the number of districts providing results. As a result, the Commission has seen clear evidence that the quality of the Postal Service’s service performance data is and has been improving.

**“Reported Delivery Performance Information Is Not Sufficiently Useful or Transparent for Oversight of Delivery Performance in all Areas.”**

* Commission reports are consistent with the requirements of current law. These reports include validated area- and district-level data to: (1) analyze geographic effects of storms; (2) identify districts that routinely report lower than average service performance scores; and (3) compare regional versus nationwide results. Moreover, the Commission is working with Congress to explore the ability of the Postal Service to isolate rural service performance data.