

**POSTAL REGULATORY COMMISSION (PRC)**

**Statement of Regulatory Priorities**

The Postal Regulatory Commission serves as the primary regulator of the United States Postal Service. Its primary mission is to ensure accountability and transparency of the Postal Service to Congress, stakeholders and the general public on issues such as financial operations, pricing policies, and delivery performance.

In fiscal year 2010, the Commission will evaluate its current regulations with a goal of improving and streamlining those regulations to ensure that the Postal Service is in full compliance with applicable law. The Commission's principal regulatory priority for fiscal year 2010 is to develop and establish regulations relating to the Periodic Reporting of Service Performance Measurements and Customer Satisfaction for Postal Service market dominant products. The Commission has begun this process and will continue to do so well into fiscal year 2010.

Regulatory Commission periodic reports which in part provide measures of the quality of service afforded each market dominant product in terms of the level of service and the degree of customer satisfaction. Section 3652(e) directs the Postal Regulatory Commission to prescribe the content and form of such reports provided by the United States Postal Service under 39 USC 3652. Section 3651(c) also authorizes the Postal Regulatory Commission to obtain information from the Postal Service in order to prepare periodic reports. This regulation will fulfill the Commission's statutory responsibility to prescribe the content and form of reports related to the quality of service.

**Statement of Need:**

Establishing requirements for the reporting of quality of service afforded each market dominant product is required by the Postal Accountability and Enhancement Act. The reporting of quality of service provides visibility into the United States Postal Service's provision of those products. This is a necessary element of a modern system of regulation to ensure that quality of service is not compromised under a new price cap based rate system. Congress tasked the Postal Regulatory Commission with the job of prescribing reporting requirements to accomplish these goals. These regulations are the Commission's implementation of that Congressional directive.

**Summary of Legal Basis:**

Title 39 USC 3652(a)(2)(B) and 39 USC 3651 require the United States Postal Service to prepare and submit to the Postal Regulatory Commission periodic reports which in part provide measures of the quality of service afforded each market dominant product. Title 39 USC 3652(e) requires the Postal Regulatory Commission to issue regulations to prescribe the content and form of public reports (and any nonpublic annex and supporting matter relating to the report) provided by the Postal Service under 39 USC 3652. Title 39 USC 3651(c) also authorizes the Postal Regulatory Commission to obtain information from the Postal Service in order to prepare periodic reports.

**Alternatives:**

There are no alternative methods of complying with the requirements of 39 USC 3652(e) or 39 USC 3651 other than by issuing regulations.

**Anticipated Cost and Benefits:**

The United States Postal Service will incur costs associated with developing and implementing systems to measure the quality of service afforded each market dominant product. The United States Postal Service also will incur the costs of annual reporting. The Postal Regulatory Commission will incur the costs of reviewing annual reports. These costs were anticipated by Congress when establishing the reporting requirements of 39 USC 3651 and 39 USC 3652. The benefits of incurring these costs are to provide visibility into the quality of service afforded each market dominant product provided by the United States Postal Service.

**Risks:**

There are no known risks to this regulatory action.

**Timetable:**

Action	Date	FR Cite
NPRM	09/25/09	74 FR 49190
NPRM Comment Period End	10/26/09	
Reply Comment Deadline	11/24/09	
Final Action	02/00/10	

**Regulatory Flexibility Analysis Required:**

No

**Government Levels Affected:**

Federal

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**PRC**

**FINAL RULE STAGE**

**178. • PERIODIC REPORTING OF SERVICE PERFORMANCE MEASUREMENTS AND CUSTOMER SATISFACTION**

**Priority:**

Other Significant. Major status under 5 USC 801 is undetermined.

**Legal Authority:**

39 USC 3652(a)(2)(B); 39 USC 3652(e); 39 USC 3651

**CFR Citation:**

Not Yet Determined

**Legal Deadline:**

None

**Abstract:**

Section 3652(a)(2)(B) of title 39 requires the United States Postal Service to prepare and submit to the Postal