

March 25, 2010

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**TOP STORY**

**FIRST REPORT  
 NEW CUSTOMER EXPERIENCE TOOL DELIVERS BASELINE FINDINGS**

The Postal Service's new system to measure customer experience has produced its first report. USPS today is making the results for the first quarter of fiscal year 2010 available to the public.

During the first quarter, 86.2 percent of residential customers and 81.3 percent of small- and medium-sized business customers surveyed said they were "very satisfied" or "mostly satisfied" with their overall postal experience.

"These results set the baseline," said Delores Killelte, vice president and Consumer Advocate. "Now that we have more specific, actionable information, we will be able to target improvement initiatives and monitor progress."

The Customer Experience Measurement (CEM) system assesses customers' end-to-end experience with the Postal Service. Customers provide ratings on four separate aspects of their total experience — receiving mail, sending mail, visiting the Post Office, and contacting the Postal Service for assistance.

"Through added insights and actionable data, CEM will improve customer service across all levels of the organization," said Killelte. "We now will be measuring and reporting on areas that really matter to our customers, and this information will help Postal Service managers take actions to improve service."

The Postal Service also achieved high levels of delivery service performance during the first part of its fiscal year. On-time national performance for single-piece First-Class Mail overnight was 95.8 percent, up slightly from the same period last year (95.6 percent).

Other results include:

- 92.3 percent on-time service performance for two-day single-piece First-Class Mail.
- 89.1 percent on-time service performance for three-day single-piece First-Class Mail.
- 83.8 percent on-time service performance for single-piece First-Class Mail international.



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**BUSINESS FOCUS**

**85 CENTS A GALLON!  
 SACRAMENTO DISTRICT INVITED TO E85 EVENT**

**LATEST VIDEOS**

- [Continuous Improvement 2 \(3/18\)](#)
- [Field Updates with DPMG/COO Pat Donahoe \(3/16\)](#)
- [Going Green with Sam Pulcrano \(3/12\)](#)
- [Priority Mail Flat Rate Box commercial \("No Way"\)\(3/10\)](#)
- [Priority Mail Flat Rate Box commercial \("Trophy"\)\(3/10\)](#)

Any time fuel prices dip below a dollar per gallon, they're going to attract attention. So when Propel Fuels sent an invitation to its customers offering E85, an ethanol-based fuel, at 85 cents a gallon — the Sacramento District took notice and seized the moment.

The Postal Service is one of Propel's biggest customers in the Sacramento area. USPS has 815 flex-fuel vehicles in Sacramento capable of running on the more environmentally friendly E85. More than 500 of these vehicles are registered on the Propel Fuels website, which records each time E85 is purchased.

A clean-drive report on the website automatically calculates the carbon dioxide reductions. To date, the Sacramento District has prevented more than 85,000 pounds of carbon dioxide from entering the atmosphere by using E85 fuel.

The 85-cent price per gallon was a one-time "thank you" from Propel to its customers. E85 typically sells for 50 cents a gallon below regular fuel prices. So the Sacramento District has enjoyed a 15 to 20 percent price break over regular fuel prices since switching to E85 for its flex-fuel vehicles in December 2008.

"We're serious about our commitment to lowering fuel costs and reducing greenhouse gases," said Sacramento Vehicle Maintenance Manager Larry Paris. "Thanks to E85, we get to do both."



A special, one-time "thank you" price for E85 fuel in Sacramento.

- [Field Updates with DPMG/COO Pat Donahoe \(3/9\)](#)
- [A message to employees from PMG Jack Potter \(3/2\)](#)
- [IT<sup>2</sup> with CIO Ross Philo \(3/1\)](#)
- [Talkin' Retail with Alice VanGorder \(2/26\)](#)

**Note:** Some readers' access to video may be limited or denied.

## QUOTABLE QUOTES

"Service, efficiency and promotion of our products are not individual tasks. It requires all of us, from the dock to the window to the street, working together to meet and exceed customer expectations." — **Eastern Area Vice President Megan Brennan.**

## TIP OF THE DAY

**NEIGHBORHOOD WATCH.** If you shop or bank online, check the accuracy of your credit card and bank statements on a regular basis. If you see anything suspicious, contact the financial institution immediately.

## HEROES' CORNER

Carrollton, KY, Letter Carrier Thomas Moeller was on his route when he noticed a customer hadn't picked up her mail from the previous day. After he knocked on the door and received no response, Moeller discovered the woman semi-conscious on the floor and called 911. He remained with the woman and comforted her until the ambulance arrived. Police and responding EMTs credited Moeller's actions with saving the woman's life.

## MAILBAG

**Sherleen Randall, New Orleans, LA:** My 7-year-old daughter loves receiving letters in the mail. She was five when she received her first letter from our pastor, and the look on her face when she received it was priceless. Now, her twin brother and she write letters to their cousins in Colorado and Texas at least twice a month. It's good practice for their handwriting and they get so excited to see their names on an envelope in the mailbox.

Have a question? A comment? Write to us at [uspslink@usps.gov](mailto:uspslink@usps.gov) or just hit the

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## EMPLOYEE FOCUS

### IMPROVING MANAGEMENT SKILLS NEW COURSES ON 'LEARNING MANAGEMENT SYSTEM'

More than 1,000 new Harvard and SkillSoft web-based training courses now are available at the Learning Management System (LMS).

The Harvard and SkillSoft series include practical and engaging online resources for promoting management skills that can be applied immediately on the job. Managers also have access to information on 42 key management topics developed by world-renowned experts, practitioners and business leaders. Topics include information on business case development, career management, customer focus and diversity.

SkillSoft courses explore a broad spectrum of areas such as general business, project management, communications, mentoring and coaching, personal development, and computer applications. Each course includes up-to-date information, so employees can improve their work performance skills using the latest information available.

Courses are located in the LMS course catalog. From *Blue*, go to the LMS link under Essential Links. Log on using your ACE ID and password, and then click on Learning Portal. On the opening page, go to General Management under the Course Catalog. Then click on 36-General On-line Training. Additional courses can be found by clicking on Managerial Development and Executive Development.

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## BY THE NUMBERS

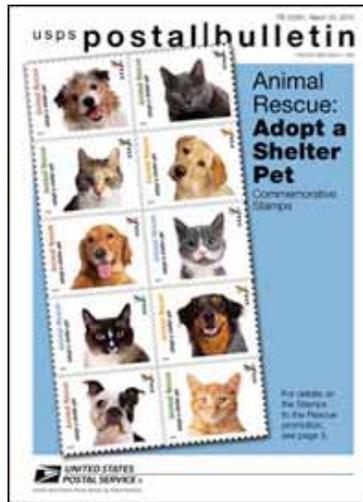
**NO STRANGER TO TECHNOLOGY.** The Postal Service has taken advantage of technology to run its nationwide network of Post Offices and network facilities more efficiently. For example, USPS maintains more than 127,000 desktop computers, 15,000 laptops, 9,300 BlackBerrys and 352,000 hand-held scanners.

“Reply” key. Be sure to include your topic in the subject line.

## POSTSCRIPTS

**GET THE MESSAGE OUT.** The new issue of *Postal Bulletin* includes publicity kits to help USPS promote Adopt a Shelter Pet commemorative stamps and the Flags of Our Nation stamps. USPS also has launched a microsite [www.stampstotherescue.com](http://www.stampstotherescue.com) in conjunction with the unveiling of the pet stamps that features information about the stamps and pet adoption. The issue also contains information on the change of PS Form 1769, Accident Report, to PS Form 1769/301, as well as revisions to the *DMM*, *IMM* and *Publication 431*.

[Click here](#) to read the *Postal Bulletin*.



## DID YOU KNOW?

A graphic with a black border. At the top, it says 'DID YOU KNOW?' in large, bold, yellow letters. Below that is a dark blue passport cover with the word 'PASSPORT' at the top, the United States emblem in the center, and 'United States of America' at the bottom. To the right of the passport cover, the text reads 'USPS accepted 7.3 million passport applications in 2009.' in bold black letters.

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An advertisement featuring a hand holding a mobile phone. The text reads: 'Local Emergencies. Incidents. Extreme weather. Is your facility operating as usual? Call the USPS National Emergency Hotline. 1-888-363-7462'. The phone number is in large red letters.