

MTAC Workgroup 123 Service Information Needs, Reporting, and Communication Channels

November 7, 2008 Meeting Notes

Opening Remarks

Becky opened the meeting, thanking Kathy for her thorough notes from the last meeting and asked the group to review and provide additions and corrections. Becky Dobbins performed roll call, reviewed the minutes of the last telecon.

Becky and John submitted the attached form to the MTAC Leadership group. John then gave a brief synopsis of progress to date.

MTAC WORK GROUP PROGRESS REPORT TEMPLATE

Date:

MTAC TRACK: [SERVICE MEASUREMENT AND IMPROVEMENT](#): (BGalligan & LKingsley/WSmith & JBerenblatt)

MTAC Work Group	Scheduled to Complete on Time?			What Additional Resources are Needed?	Is Issue Statement Still Appropriate?			New Completion Date
	Yes (x)	No (x)	If No - Explain Significant Problems/Obstacles		Yes (x)	No (x)	If No -What Modifications Are Needed	
#123 - Service Information Needs Reporting and Communication Channels	X			None at this time	X			No
Achieved Desired Results?	X		Good progress so far					

Parcel Group Update

In Don Mallonee's absence, Juliaan Hess – provided a brief update on the parcel task, going through the attached 2-slide presentation. (*Click on it to open*) [Send end of meeting notes.] Next parcel task group meeting/telecon is November 13 at 10:30 a.m.



Parcel_Group-Nov-1
3-meeting-Agenda.ppt

BSN Update—Follow-up

BSN update – **Angie Burns** provided the attached PowerPoint presentation – the communications update she offered during the October 30th meeting: [See end of meeting notes.]



MTAC123_Communication.ppt

Deborah Bell is the contact for communications. Regarding Information about FAST – Craig went over the Message Board last time. USPS looking internally at using it to re-direct people to USPS.com
The internal USPS group is meeting again next week to further define the communication process.

The BSN is working with Network and Delivery Operations to improve the communications regarding issues. John asked if there were a schedule for the team to finalize the recommendations. Angie indicated it was just the first meeting and they should be able to provide an update at the November 18th workgroup meeting.

Pritha Mehra, VP, Business Mail Entry and Payment Technologies

Pritha outlined IMb implementation and the capabilities for Full Service Options in May 2009. Piece, tray, pallet and piece scans – comparing physical scans to electronic documentation. Working within industry to define requirements for Phase 1 – *PostalOne!* release 20.0. It is only for that release that the USPS has defined the functionality. It will be communicated to the industry on November 13th. We are not going to have the whole shebang (Intelligent Mail system) completed in May 2009. Subsequent releases will include all that's needed for service performance measurement. We are working on the May release first, with other requirements coming in subsequent releases. We have no clear dates on them. Phase 1 has to be completed first.

After November 13th, we'll share that with you the May outputs (deliverables), dates, timelines. Features of the May release: send eDoc; container and piece scans, which represent the foundation for IBM to use for service measurement; and start-the-clock. We are re-engineering the entire *PostalOne!* system to store and handle these large amounts of information. I don't have hard and fast dates for service measurement.

The issues are being worked in MTAC # 122 and we will send the readiness timeline (only Phase 1) after November 13th. Again, in May, we'll be able to compare the physical mailing info to the actual mailing information. But we won't have all the diagnostics ready in May. Once that is done...

Becky – after that we'll be able to being developing service performance system capability.

John – asked about the definition of start the clock. There seemed to be some confusion during the last meeting. **Pritha** – it is defined in the Guide. **Ty** – if you don't get a start the clock, how does that work with measurement?

Pritha – if the FAST appointment wasn't closed out, it won't be measured.

Ty – so if you don't have start the clock, you'll get piece scans but no measurement. What about stop-the-clock? Pritha deferred to **Becky**: we'll use the "Almost stop the clock" scans, along with the delivery factor added to it. If no stop the clock is available, it will be measured through the hybrid system. Using reporter panels' information, IBM has developed a stop the clock factor delivery factor.

Ty – for mail that is not included in measurement, will that information be escalated to mailer, or service provider to find how why? Where does the feedback come from?

Pritha – Using full service – you're supposed to get start-the-clock information. If you don't get a start-the-clock, you will see that it's missing. Our clerks will work with you to resolve issues why you're not getting the information, just like today, where you may be having problems getting data through. Any issues will be resolved by the *PostalOne!* Helpdesk. We have tier-one and tier-two capabilities and if it's a business issue, the BME unit gets involved.

John asked if the delay (post Phase 1) of the final service performance requirements would put the USPS at risk with the PRC. **Becky** – actually not – we are getting a billion IMb scans per week. We are using the full Service Pilot data as an interim measurement proxy, and the PRC has reviewed that data. As soon as the intelligent mail system is in place, we'll be getting much more data. We have plenty of data now, but we'd want as many different types of mail, mailers, and drop points as possible.

Randy Randall – how will the November 13th information be communicated? **Pritha** – It will be announced at the upcoming MTAC leadership meeting.

Group Discussion

Becky – There was some discussion last week about using shared reports until the full IMB system will be in place. I'd like to see a fairly extensive capability in November 2009. **John** – given that, should this workgroup recommend a short and long-term set of recommendations?

Becky – We see it that this group can define a short term solution for shared/exchanged information, along with long term recommendations.

Laverne Barnes – what data will be used for the interim? **Becky** – pilot data

Ty – where are you putting it (*pilot data*)? **Becky** –The data is being put into spreadsheets and internal service performance is being calculated using Excel. (Note: IBM has a separate process for preparing reports for the PRC.)

Ty – we're not here to build anything. We just provide need to provide a wish list. What more do you need?

Becky – not much. As Kathy pointed out in her excellent presentation, the industry has been providing requirements for many years. We're struggling with what new things you might need—just want to be sure we have it covered. We'll put out a grid – for both the short and long-term for your feedback. This draft will represent what you've told us and what we've heard.

Bob Fisher – Ty, you might be looking at a variety of diagnostics – for example, letters scanned on flat sorters, etc. Many new diagnostics will be available coming from the Intelligent Mail System.

Schedules

Becky went over the meeting schedule, recommended excluding the last week in November and the last two weeks in December. She proposed noon telecons on December 2, 9, and 16.

The starting time of the 11-18-08 meeting during MTAC was moved to 3:30 p.m. to avoid conflict with workgroups #125/126 and the MTAC leadership meeting.

Action Items

The following list represents a “Last Call” action item highlighted at the request of Ty from today’s telecon, as well as those still pending from the prior meeting.

New or Pending	Action Item	Assigned To
Pending	Subgroup to put together list of criteria for USPS reporting data on potential delivery delays at a more granular level than disaster reporting provided today via RIBBS	Subgroup
Pending	Workgroup participants that use service performance data systems today should advise the USPS of what issues they face in terms of data management and storage.	Industry Participants
Pending	The USPS will check on the status of plans to continue distribution of the service standards disk tool.	USPS
Pending	The USPS will review and respond to the list provided by PCH showing the types of discrepancies over a one month period between the USPS’ EDW data and DelCon data from PCH’s consolidator.	USPS
Pending	The USPS will update and re-distribute the comparison grid showing what workgroup members are doing in terms of measurement data.	Becky Dobbins
Pending	Provide the USPS with additional agenda items for upcoming meetings	All participants
Last Call–need ASAP	Workgroup participants will submit to the co-chairs a one-page, easy to read, simple outline of their recommendations in terms of what they want from service performance measurement that they do not get today.	All industry participants
Pending	Shared/exchanged data formats (short term). List of requested information/formats (long term)	Bob Fisher

Next Meetings (changes/new dates added are in bold)

Wed., November 12, 2008 Webinar/Telecon 12:00 Noon - 1:30 pm EST

Tues., November 18, 2008 In-Person/Telecon **3:30 pm EST** (Room 2P310, USPS Headquarters)

Tuesday, December 2, 2008 Webinar/telecon 12:00 Noon EST

Tuesday, December 9, 2008 Webinar/telecon 12:00 Noon EST

Tuesday, December 16, 2008 Webinar/telecon 12:00 noon EST

Proposed January dates (please give feedback using email):

- Tuesday, January 6
- Monday, January 12
- Thursday January 22 (week of two holidays)

Parcel Reporting Sub-Committee Update —Juliaann Hess



MTAC 123 Sub Group
Parcel Reporting
Sub-Committee Update
November 13, 2008



MTAC 123 Parcel Sub-Committee
November 13, 2008 Meeting

Agenda

- Clarify products currently tracked in EDW**
 - Received conformation from PTS Group
- Review existing data fields in PTS reports**
 - Review in detail the Parcel Summary Report
- Look at additional error codes**
 - Suggestions from sub-committee
- Discuss sub-committee report to MTAC 123**
 - Content
 - Format – Presentation, Whitepaper, Both?
- Next Steps**

Slide 2

BSN Update—Angie Burns



MTAC 123 – follow-up

- Criteria for the type of data that needs to be reported in order to keep everyone informed of critical issues that impact our customers
- Need for more granular information from the USPS on a more localized level
 - events that would impact mail delivery



MTAC 123 Follow-up

- Telecon on 11/4/08
- Current service update posting process
- Other systems used to provide customer updates



Current Communication Process

- National Communications Team
 - Key Players:
 - Business Service Network (BSN)
 - Public Affairs/Communications (PAC)
 - Network Operations
- Mail Service Update Reporting
 - Sources of Information
 - Criteria
 - Timeframes
 - Updated on a daily basis
 - Courtesy Messaging
 - Wildfires – No operational impacts.

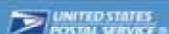
Please feel free to contact: deborah.a.bell@usps.gov or 202-268-4111



Facility Access & Shipment Tracking

Two methods in FAST for communication of “*other than normal operations*”

- **Message Board**
 - Provides *General* and *Facility* updates in a pop-up screen after FAST system login.
- **Holiday & Contingency Constraint** report
 - Provides listing of facility's operating outside of their default Acceptance Times, Slot Availability, or Hours of Operation
 - Available pre-login
 - Recently revised to provide a National listing option



Subgroup Highlights

- Agreement that major issues are effectively communicated @ RIBBS Mailer Service Updates page.
- Discussed the communication process for those events not considered major or catastrophic in nature.
- Agreement that facility issues that *are*, or could result in a high volume of delivery delays should be included in the current messaging process.
- Example: FSS implementation cycle should include regular feedback to the BSN on facility status.
 - If a location experiences delays that result in one or more calendar days of late delivery, this should be communicated.



Next Steps

- BSN communication with Network Operations
 - Obtain local level impact information
 - BSN communication
- Next telecon – Wednesday, 11/12