

nature or may consist of mixed methods. Additionally, data may be collected via a variety of means, including but not limited to electronic or social media, direct or indirect observation (*i.e.*, in person, video and audio collections), interviews, questionnaires, surveys, and focus groups. OPM will limit its inquiries to data collections that solicit strictly voluntary opinions or responses. Steps will be taken to ensure anonymity of respondents in each activity covered by this request.

The results of the data collected will be used to improve the delivery of Federal services and programs. It will include the creation of personas, customer journey maps, and reports and summaries of customer feedback data and user insights. It will also provide government-wide data on customer experience that can be displayed on *performance.gov* to help build transparency and accountability of Federal programs to the customers they serve.

Method of Collection

OPM will collect this information by electronic means when possible, as well as by mail, fax, telephone, technical discussions, and in-person interviews. OPM may also utilize observational techniques to collect this information.

This request proposes to renew a previously approved collection. OPM updated the burden hours to account for anticipated expansion of this type of work. Therefore, we invite comments that:

1. Evaluate whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility;
2. Evaluate the accuracy of the agency's estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used;
3. Enhance the quality, utility, and clarity of the information to be collected; and
4. Minimize the burden of the collection of information on those who are to respond, including through the use of appropriate automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, *e.g.*, permitting electronic submissions of responses.

Analysis

Agency: Office of Personnel Management.

Title: OPM Customer Experience.

OMB Number: 3206–0276.

Frequency: Annually.

Affected Public: Individuals.

Number of Respondents: 4,013,750.

Estimated Time per Respondent: 15 Minutes.

Total Burden Hours: 1,006,125.

U.S. Office of Personnel Management

Stephen Hickman,

Federal Register Liaison.

[FR Doc. 2023–24031 Filed 10–30–23; 8:45 am]

BILLING CODE 6325–43–P

POSTAL REGULATORY COMMISSION

[Docket Nos. MC2024–25 and CP2024–25; MC2024–26 and CP2024–26]

New Postal Products

AGENCY: Postal Regulatory Commission.

ACTION: Notice.

SUMMARY: The Commission is noticing a recent Postal Service filing for the Commission's consideration concerning a negotiated service agreement. This notice informs the public of the filing, invites public comment, and takes other administrative steps.

DATES: *Comments are due:* November 2, 2023.

ADDRESSES: Submit comments electronically via the Commission's Filing Online system at <http://www.prc.gov>. Those who cannot submit comments electronically should contact the person identified in the **FOR FURTHER INFORMATION CONTACT** section by telephone for advice on filing alternatives.

FOR FURTHER INFORMATION CONTACT: David A. Trissell, General Counsel, at 202–789–6820.

SUPPLEMENTARY INFORMATION:

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- I. Introduction
- II. Docketed Proceeding(s)

I. Introduction

The Commission gives notice that the Postal Service filed request(s) for the Commission to consider matters related to negotiated service agreement(s). The request(s) may propose the addition or removal of a negotiated service agreement from the Market Dominant or the Competitive product list, or the modification of an existing product currently appearing on the Market Dominant or the Competitive product list.

Section II identifies the docket number(s) associated with each Postal Service request, the title of each Postal Service request, the request's acceptance

date, and the authority cited by the Postal Service for each request. For each request, the Commission appoints an officer of the Commission to represent the interests of the general public in the proceeding, pursuant to 39 U.S.C. 505 (Public Representative). Section II also establishes comment deadline(s) pertaining to each request.

The public portions of the Postal Service's request(s) can be accessed via the Commission's website (<http://www.prc.gov>). Non-public portions of the Postal Service's request(s), if any, can be accessed through compliance with the requirements of 39 CFR 3011.301.¹

The Commission invites comments on whether the Postal Service's request(s) in the captioned docket(s) are consistent with the policies of title 39. For request(s) that the Postal Service states concern Market Dominant product(s), applicable statutory and regulatory requirements include 39 U.S.C. 3622, 39 U.S.C. 3642, 39 CFR part 3030, and 39 CFR part 3040, subpart B. For request(s) that the Postal Service states concern Competitive product(s), applicable statutory and regulatory requirements include 39 U.S.C. 3632, 39 U.S.C. 3633, 39 U.S.C. 3642, 39 CFR part 3035, and 39 CFR part 3040, subpart B. Comment deadline(s) for each request appear in section II.

II. Docketed Proceeding(s)

1. *Docket No(s).*: MC2024–25 and CP2024–25; *Filing Title:* USPS Request to Add Priority Mail, USPS Ground Advantage & Parcel Select Contract 1 to Competitive Product List and Notice of Filing Materials Under Seal; *Filing Acceptance Date:* October 25, 2023; *Filing Authority:* 39 U.S.C. 3642, 39 CFR 3040.130 through 3040.135, and 39 CFR 3035.105; *Public Representative:* Jennaca D. Upperman; *Comments Due:* November 2, 2023.

2. *Docket No(s).*: MC2024–26 and CP2024–26; *Filing Title:* USPS Request to Add Priority Mail & USPS Ground Advantage Contract 85 to Competitive Product List and Notice of Filing Materials Under Seal; *Filing Acceptance Date:* October 25, 2023; *Filing Authority:* 39 U.S.C. 3642, 39 CFR 3040.130 through 3040.135, and 39 CFR 3035.105; *Public Representative:* Jennaca D. Upperman; *Comments Due:* November 2, 2023.

¹ See Docket No. RM2018–3, Order Adopting Final Rules Relating to Non-Public Information, June 27, 2018, Attachment A at 19–22 (Order No. 4679).

This Notice will be published in the **Federal Register**.

Erica A. Barker,
Secretary.

[FR Doc. 2023–23995 Filed 10–30–23; 8:45 am]

BILLING CODE 7710–FW–P

POSTAL REGULATORY COMMISSION

[Docket No. MT2022–1; Order No. 6758]

Market Test of Experimental Product

AGENCY: Postal Regulatory Commission.

ACTION: Notice.

SUMMARY: The Commission is recognizing a recently filed Postal Service request to extend the duration of USPS Connect Local Mail market test. This notice informs the public of the filing, invites public comment, and takes other administrative steps.

DATES: *Comments are due:* November 16, 2023.

ADDRESSES: Submit comments electronically via the Commission's Filing Online system at <https://www.prc.gov>. Those who cannot submit comments electronically should contact the person identified in the **FOR FURTHER INFORMATION CONTACT** section by telephone for advice on filing alternatives.

FOR FURTHER INFORMATION CONTACT: David A. Trissell, General Counsel, at 202–789–6820.

SUPPLEMENTARY INFORMATION:

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- I. Introduction
- II. Background
- III. Notice of Filing
- IV. Ordering Paragraphs

I. Introduction

On January 4, 2022, the Commission authorized the Postal Service to proceed with a 2-year market test of an experimental product called USPS Connect Local Mail.¹ The market test began on January 9, 2022 and is scheduled to expire on January 8, 2024 unless extended or canceled. Order No. 6080 at 20. USPS Connect Local Mail offers an alternative to long-distance end-to-end mailing that business mailers may use to send documents locally with regular frequency. *Id.* at 2. USPS Connect Local Mail provides same-day or next-day delivery, 6 days per week, with customers receiving same-day or next-day delivery based on when they enter their mail. *Id.* On

October 24, 2023, the Postal Service filed a request pursuant to 39 U.S.C. 3641 and 39 CFR 3045.11 to extend the duration of the USPS Connect Local Mail market test until January 9, 2025, an additional 12 months.²

II. Background

Before filing the Request, the Postal Service filed two requests to convert USPS Connect Local Mail to a permanent offering that were both dismissed without prejudice. On October 11, 2022, the Postal Service filed its initial request, which the Commission considered in Docket No. MC2023–12.³ The Commission dismissed the Initial Request without prejudice because it did not “contain the information required by law and necessary for the Commission to determine the appropriateness of converting USPS Connect Local Mail to a permanent product offering. . . .”⁴ It provided the Postal Service the opportunity to refile a compliant request, which the Postal Service submitted on November 9, 2022.⁵ After reviewing the record and considering comments received, the Commission dismissed the Revised Request without prejudice because the Postal Service did not adequately address significant issues regarding potential unfair competition under 39 U.S.C. 404a.⁶ In Order No. 6423, the Commission stated that it expects a future request to convert USPS Connect Local Mail to a permanent product offering to address four topics regarding sufficient data, financial stability, pricing, and impact of new sorting and delivery centers on customer demand. Order No. 6423 at 12–15.

In its Request for extension, the Postal Service explains that extending the market test for another year would allow it to address the topics identified in Order No. 6423. Request at 3. It seeks a 12-month extension of the USPS

² United States Postal Service Request for Extension of Market Test, October 24, 2023, at 1 (Request).

³ Docket No. MC2023–12, United States Postal Service Request to Convert USPS Connect Local Mail to a Permanent Offering, October 11, 2022 (Initial Request).

⁴ Docket No. MC2023–12, Order Dismissing Without Prejudice Postal Service's Request to Convert USPS Connect Local Mail Market Test to a Permanent Offering, October 17, 2022, at 5–6 (Order No. 6301).

⁵ Docket No. MC2023–12, United States Postal Service Revised Request to Convert USPS Connect Local Mail to a Permanent Offering, November 9, 2022 (Revised Request).

⁶ Docket No. MC2023–12, Order Dismissing Without Prejudice the Postal Service's Revised Request to Convert USPS Connect Local Mail Market Test to a Permanent Offering, January 20, 2023, at 3 (Order No. 6423).

Connect Local Mail market test, which if approved would set a new expiration date of January 9, 2025. *Id.* at 1. It asserts that the Request meets the criteria for granting an extension under 39 U.S.C. 3641(d)(2) and 39 CFR 3045.11. *Id.* at 3.

39 U.S.C. 3641(d)(2) allows a market test to be extended “[i]f necessary in order to determine the feasibility or desirability of a product being tested” in a market test. 39 U.S.C. 3641(d)(2). The Commission's rules require the Postal Service to provide certain information in a request for extension. First, it must “[e]xplain why an extension is necessary to determine the feasibility or desirability of the experimental product” USPS Connect Local Mail. 39 CFR 3045.11(b)(1). The Postal Service asserts that it “needs additional time to determine the viability of USPS Connect Local Mail as a standalone offering and develop further strategies to ensure its success.” Request at 3. Specifically, it states that an extension would allow it to better understand customer usage and any related obstacles. *Id.* at 4. It observes that an extension would provide a meaningful opportunity to evaluate USPS Connect Local Mail's viability in the context of the redesigned network, which was a concern raised in Order No. 6423.⁷

Second, a request for extension must list the new end date of the market test. 39 CFR 3045.11(b)(2). In the Request, the Postal Service identifies a new market test termination date of January 9, 2025. Request at 5. Third, a request for extension must “[c]alculate the total revenue received by the Postal Service from the market test for each fiscal year the market test has been in operation and provide supporting documentation for the calculations[.]” 39 CFR 3045.11(b)(3). The Postal Service provides revenue and volume of mailpieces for each fiscal quarter the market test has been operating and attaches quarterly reports supporting these calculations. Request at 6.

Fourth, the request for extension must “[e]stimate the additional revenue that is anticipated by the Postal Service for each fiscal year remaining on the market test, including the requested extension period, and provide available supporting documentation[.]” 39 CFR 3045.11(b)(4). The Postal Service asserts that based on the quarterly reports, it reasonably anticipates continued volume of approximately 100 pieces per month, which would amount to estimated additional revenue of approximately \$4,000 through December 2024 assuming that volume

¹ Order Authorizing Market Test of Experimental Product—USPS Connect Local Mail, January 4, 2022 (Order No. 6080).

⁷ *Id.* at 5; see Order No. 6423 at 14.