

## USPS Report on PRC Rate and Service Inquiries for March 2019

The Postal Regulatory Commission referred 26 inquiries to the Postal Service in February 2019. Customers received responses on average with 5 days.

Inquiries covered various topics that fell in to two main categories:

Delivery Services – 15 i.e., daily delivery service  
Service 11 – i.e., Post Office Lobby service, Collection Boxes, Indemnity Claims

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

To help mark the [release of this year's edition of Postal Facts](#), here are 12 tidbits from the popular digital and print publication.

- 1. The Postal Service receives no tax dollars for operating expenses.** The organization relies on the sale of postage, products and services to fund its operations.
- 2. USPS is all heart.** The Postal Service is at the core of the mailing industry, which pumps \$1.4 trillion into the U.S. economy each year and employs more than 7.5 million people.
- 3. U.S. Mail is protected by more than 200 federal laws.** These laws are enforced by the Postal Inspection Service, one of the nation's oldest law enforcement agencies.
- 4. The Postal Service is dependable.** USPS is the only organization with the resources, network infrastructure and logistical capability to regularly deliver mail and packages to every residential and business address in the nation.
- 5. Mail is affordable.** For 55 cents, anyone can send a letter, regardless of geographic location, to anywhere in the United States.
- 6. USPS is a global leader.** The organization processes and delivers 47 percent of the world's mail.
- 7. The Postal Service collaborates with the private sector.** UPS and FedEx pay the Postal Service to deliver hundreds of millions of their ground packages, and USPS pays UPS and FedEx for air transportation.
- 8. USPS has more than 232,000 vehicles.** This is one of the largest civilian fleets in the world. New next-generation vehicles will have improved ergonomics, safety features, fuel efficiency and design flexibility.
- 9. The Postal Service is a retail giant.** The organization has the nation's largest retail network — bigger than McDonald's, Starbucks and Walmart combined, domestically.
- 10. USPS employees go above and beyond the call of duty.** Postal workers regularly [protect the lives of the customers they serve](#), including older and disabled people. During the fiscal year that ended Sept. 30, USPS recognized 243 heroic employees.
- 11. The Postal Service employs more than 100,000 military veterans.** This makes the organization one of the nation's largest employers of veterans. USPS has also issued more than 140 stamps honoring the nation's military history.
- 12. USPS is socially responsible.** The organization participates in [Stamp Out Hunger](#), the nation's largest one-day food drive; leads [National Dog Bite Prevention Week](#); educates the public on [consumer protection](#); and delivers holiday cheer to people in need through [Operation Santa](#).