

## USPS Report on PRC Service Inquiries for February 2020

Postal Regulatory Commission  
Submitted 3/5/2020 10:01:00 AM  
Filing ID: 112582  
Accepted 3/5/2020

The Postal Regulatory Commission referred 17 inquiries to the Postal Service in February 2020. Customers received responses on average within 7 days.

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

- Delivery Services 13 - i.e., time of delivery, forwarding and method of delivery
- Customer Service 4 – i.e., hours of service , Collection Boxes, Indemnity Claims
- Policies/procedures 0 – i.e., general information, obtaining refunds or exchanging postage, suggestions and international inquiries

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

### **Delivering for the nation**

#### **USPS to handle historic census mailing**

The Postal Service will handle one of the largest mailings in its history when it delivers 590 million mailpieces from the Census Bureau, beginning in March.

The pieces will include questionnaires, letters and postcards regarding the 2020 census, the constitutionally mandated survey that seeks to count every resident of the United States.

USPS will deliver the letters in five mailings during a six-week period, beginning Thursday, March 12. Some households will receive more than one piece.

This will be the single largest First-Class Mail mailing within a 90-day period in USPS history.

“The Postal Service’s nationwide workforce and ability to deliver to every address makes us uniquely suited to help the Census Bureau measure the number of residents in the United States,” said Chief Operating Officer David E. Williams.

The census, which occurs once every decade, is used to determine the number of seats each state has in the U.S. House of Representatives. It also aids in deciding how federal money is distributed to local communities.

This year, the Postal Service and the Census Bureau are working together to use Informed Delivery, a USPS [mail notification service](#), to boost survey response rates.

Residents who use the digital service will be able to see images of their questionnaire envelopes before they arrive in the mail. These customers will have the option to click on the image to complete the questionnaire online.

In addition to counting the Census Bureau as an important customer, the Postal Service has benefited from census data itself.

The results of the first national head count in 1790 helped the United States determine where to establish Post Offices and the best way to transport mail to them. Today, USPS continues to use census data to ensure it is meeting the needs of its customers.

The Postal Service’s previous largest First-Class Mail mailing was for the 2010 census.

# Women's History Month

Observance celebrates vital role



*This 1917 photograph shows Permelia Campbell delivering mail to Nellie McGrath in Washington, DC. In November of that year, Campbell and McGrath became the first female city letter carriers. They delivered mail for two weeks, on an experimental basis. The first regularly appointed female city carriers were named the next year. Image: Library of Congress*

March is Women's History Month, which encourages the study and celebration of the vital role of women in American history.

The annual commemoration traces its roots to the early 1980s. It began as a weeklong celebration in 1982, then expanded to a full month five years later.

The Postal Service has more than 289,000 female employees, or almost 46 percent of the organization's workforce.

"Women have made important contributions to the Postal Service throughout its history, and they continue to do so today. In every area of our organization, women are helping to grow our business, serve our customers and shape our future," said Postmaster General Megan J. Brennan, who became the first woman to lead USPS when she was appointed to her role in 2015.

In addition to recognizing the role of women in its history, the Postal Service honors women through its stamp program, including recent releases that paid tribute to journalist [Gwen Ifill](#), astronaut [Sally Ride](#) and athlete [Maureen "Little Mo" Connolly Brinker](#).

The [usps.com Postal History section](#) has more information.