

USPS Report on PRC Service Inquiries for April 2020

Postal Regulatory Commission
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The Postal Regulatory Commission referred 38 inquiries to the Postal Service in April 2020. Customers received responses on average within 8 days.

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

- Delivery Services 24- i.e., time of delivery, forwarding and method of delivery
- Customer Service 14 – 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.

New PMG



The Postal Service Board of Governors has selected Louis DeJoy to serve as the nation's 75th Postmaster General, effective June 15.

DeJoy, a business executive with more than 35 years of experience, previously served as chairman and chief executive officer of New Breed Logistics. He has spent decades collaborating with USPS, Boeing, Verizon, Disney, United Technologies and other public and private companies to provide supply chain logistics, program management and transportation support. "Louis DeJoy understands the critical public service role of the United States Postal Service, and the urgent need to strengthen it for future generations," said Robert M. "Mike" Duncan, chair of the Board of Governors. "The board appreciated Louis' depth of knowledge on the important issues facing the Postal Service and his desire to work with all of our stakeholders on preserving and protecting this essential institution."

DeJoy becomes the fifth Postmaster General to join the organization from the private sector since the Postal Service became an independent establishment within the executive branch in 1971. "Having worked closely with the Postal Service for many years, I have a great appreciation for this institution and the dedicated workers who faithfully execute its mission," DeJoy said. "I look forward to working with the supporters of the Postal Service in Congress and the administration to ensure the Postal Service remains an integral part of the United States government. Postal workers are the heart and soul of this institution, and I will be honored to

work alongside them and their unions. It will be an incredible honor to serve as Postmaster General, and I commit myself to upholding the Postal Service's cherished role in our nation."

In his role as chairman and CEO of New Breed Logistics, DeJoy transformed a small, family-owned transportation company with 10 employees into a nationwide provider of highly engineered, technology-driven, contract logistics services employing more than 9,000 people.

New Breed Logistics was a contractor to the Postal Service for more than 25 years, supplying the organization with logistics support for multiple processing facilities. The company received Quality Supplier Awards from USPS in 1995, 1996, 1997 and 1998. In 2014, New Breed merged with XPO Logistics, with DeJoy serving as CEO of XPO Logistics' supply chain business in the Americas before retiring in 2015 and joining the XPO Logistics board of directors, where he served until 2018.

DeJoy's appointment comes upon the retirement of Megan Brennan, the nation's 74th Postmaster General, who [announced her intent to step down](#) last fall. The Postal Service Board of Governors then began an extensive nationwide search that included reviewing the records of more than 200 candidates for the position before narrowing the list to more than 50 candidates to undergo substantial vetting.

Subsequently, the governors interviewed more than a dozen candidates in first-round interviews and invited seven candidates for follow-up interviews. A narrow list of finalists then underwent a final vetting process before the governors made their decision.

'Our indispensable role'

USPS, an essential public service, is continuing normal operations during the coronavirus pandemic.

Postmaster General Megan J. Brennan issued the following statement April 10 in response to discussions about including funding for the Postal Service in possible federal coronavirus economic stimulus legislation:

The men and women of the United States Postal Service provide an essential public service and [bind the nation together](#) as a part of the country's critical infrastructure. At least six days per week, and in some instances seven, Postal Service employees accept, process, transport and deliver vital mail and packages like medicine, products that sustain us, benefits checks and important information, in every community, to every home and residence, and we will continue to do so. As Americans are urged to stay home, the importance of the mail will only grow as people, including those in rural areas and senior citizens, will need access to vital communications, essential packages and other necessities.

We are at a critical juncture in the life of the Postal Service. At a time when America needs the Postal Service more than ever, the reason we are so needed is having a devastating effect on our business. The Postal Service relies on the sale of postal products and services to fund our operations, and these sales are plummeting as a result of the pandemic. The sudden drop in mail volumes, our most profitable revenue stream, is steep and may never fully recover. We now estimate that the COVID-19 pandemic will increase the Postal Service's net operating loss by more than \$22 billion over the next 18 months, and by over \$54 billion over the longer term, threatening our ability to operate.

As Congress and the administration take steps to support businesses and industries around the country, it is imperative that they also take action to shore up the finances of the Postal Service and enable us to continue to fulfill our indispensable role during the pandemic and to play an effective role in the nation's economic recovery. We are grateful for the heroism and commitment of our 630,000 postal employees who [continue to serve the American public](#) during this pandemic, and we look forward to working with policymakers on ensuring the solvency of the Postal Service.