

## **USPS Report on PRC Service Inquiries for June 2021**

The Postal Regulatory Commission referred 46 inquiries to the Postal Service June 2021. Customers received responses on average within 5 days.

Inquiries covered various topics that fell into three main categories:

- Delivery Services 28 – i.e., time of delivery, tracking inquiries
- Customer Service 14 – i.e., Hours of service, Collection Boxes, Indemnity Claims
- Policies/procedures and International Inquiries 4 i.e., – Policy Related

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

### **The U.S. Postal Service marks 50<sup>th</sup> Anniversary as an Independent Agency**

On July 1, 1971, the U.S. Post Office Department became the U.S. Postal Service, a transformation made possible by the Postal Reorganization Act of 1970. This law transformed the Post Office Department from a cabinet level agency to an independent establishment of the executive branch called the United States Postal Service (USPS).

“In the more than two centuries since Benjamin Franklin was appointed our first Postmaster General in 1775, the Postal Service has grown and changed with America, boldly embracing new technologies to better serve a growing population,” said Postmaster General and Chief Executive Officer Louis DeJoy. “We stand ready, willing and able to deliver for America into the next half-century and beyond.”

The first day of USPS operations in 1971 was commemorated at Post Offices nationwide with a new postage stamp and a free souvenir envelope. Official ceremonies, open houses, facility tours, refreshments, entertainment and other festivities also marked the day.

The organization’s achievements during the past half-century include the introduction of ZIP+4 Codes (1983), its first website (1994), Forever stamps (2007) and new products and services like Every Door Direct Mail (2011) and Informed Delivery (2017).

This spirit of innovation continues with [Delivering for America](#), the organization’s new 10-year plan, which focuses on restoring service excellence and financial stability to the Postal Service through new efficiencies, products and services, and investments in people, technology and infrastructure.

To mark its 50th anniversary, the Postal Service has published an [oral history](#) of its first 50 years with 25 employees who were part of the organization’s transition from the Post Office Department, as well as a retrospective of [National Postal Service Day](#) in 1971. Explore additional information about the Postal Service’s history at <https://about.usps.com/who-we-are/postal-history/welcome.htm>

## **In Latest Update, USPS Reports Consistent Service Across All Mail Categories with Improved Delivery Performance over the Second Quarter**

The U.S. Postal Service provided updated third quarter service performance data through the week of June 25th which shows consistent and improved delivery performance across all FirstClass, Marketing and Periodical mail categories since the second quarter.

Performance numbers below include the weeks of April 1 through June 25:

- First-Class Mail: 87.5 percent of First-Class Mail delivered on-time against the USPS service standard, a more than 9 percent increase over the second quarter.
- Marketing Mail: 90.9 percent of Marketing Mail delivered on time against the USPS service standard, a nearly 6 percent increase over the second quarter.
- Periodicals: 79.2 percent of Periodicals delivered on time against the USPS service standard, a nearly 8 percent increase over the second quarter.

As laid out in its 10-year plan Delivering for America, the Postal Service continues its efforts to improve service performance and reliability while addressing ongoing employee availability challenges with the goal of meeting or exceeding 95 percent on-time delivery across mail and shipping product classes.

The Postal Service continues to move forward with its preparations for the 2021 holiday peak season and to meet the evolving mailing and shipping needs of the American public and business customers. Network enhancements and investments currently underway to move mail and packages more efficiently include installation of additional package sorters and the leasing of annex facilities to accommodate volume increases expected during the 2021 holiday seasons.

Service performance is defined by the Postal Service from acceptance of a mailpiece into our system through delivery, measured against published service standards.

The Postal Service generally receives no tax dollars for operating expenses and relies on the sale of postage, products and services to fund its operations.