

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

The Postal Regulatory Commission referred 33 inquiries to the Postal Service June 2021. Customers received responses on average within 5 days.

Inquiries covered various topics that fell into two main categories:

- Delivery Services 22 – i.e., time of delivery, tracking inquiries
- Customer Service 11 – i.e., Hours of service, Collection Boxes, Indemnity Claims

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

### **U.S. Postal Service Board of Governors to Meet Aug. 6**

The U.S. Postal Service Board of Governors will meet Aug. 6, 2021, in open session at Postal Service headquarters, 475 L'Enfant Plaza, SW, Washington, DC. The public is welcome to observe the meeting beginning at 9:00 a.m. ET in the Benjamin Franklin Room on the 11th floor. The Board is expected to discuss the following items:

1. Call to Order and Opening Remarks of the Chairman
2. Remarks of the Postmaster General and CEO
3. Approval of Minutes
4. Committee Reports
5. Quarterly Financial Report
6. Quarterly Service Performance Report
7. Approval of Tentative Agenda for November Meetings
8. Adjournment
9. Public Comment Period

A public comment period will begin immediately following the adjournment of the open session on Aug. 6. During the public comment period, which shall not exceed 60 minutes, members of the public may comment on any item or subject listed on the agenda for the open session above. Registration of speakers at the public comment period is required. Speakers may register online at <https://www.surveymonkey.com/r/BOG-08-06-2021>. Onsite registration will be available until thirty minutes before the meeting starts. No more than three minutes shall be allotted to each speaker. The time allotted to each speaker will be determined after registration closes. Participation in the public comment period is governed by 39 C.F.R. 232.1(n).

Open session meetings of the Board of Governors are available on live audio webcasts at <http://about.usps.com/who/leadership/board-governors/briefings/welcome.htm>. Three hours after the conclusion of the open session meeting, a recorded audio file will be available for listening. In compliance with Section 508 of the Rehabilitation Act, the audio webcast will be open-captioned.

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.

## Latest USPS Report Shows Sustained Service Performance Improvements for First-Class Mail, Marketing Mail, Periodicals - **Marketing Mail Reaches Highest Performance Level in Nearly 5 Years**

The U.S. Postal Service reported fourth-quarter service delivery performance data through the first three weeks of July that showed sustained improvement across all First-Class, Marketing and Periodical mail categories from the third quarter ended June 30.

Fourth-quarter service performance for July 1 through July 23 included:

- **First-Class Mail:** Delivered 89.3 percent of First-Class Mail on time against the USPS service standard, an improvement of nearly 2 percentage points from the third quarter.
- **Marketing Mail:** Delivered 92.4 percent of Marketing Mail on time against the USPS service standard, an improvement of 1.4 percentage points from the third quarter.
- **Periodicals:** Delivered 82.8 percent of Periodicals on time against the USPS service standard, an improvement of 3.6 percentage points from the third quarter.

Notably, for the week of July 17- 23, Marketing Mail reached the highest service performance level (93.7 percent) reported for that category in nearly five years, since the week of August 20-26, 2016 (93.9 percent).

“We are working tirelessly across our network and with our industry partners to improve service performance for all mail and packages. The numbers are trending in the right direction – particularly for First-Class and Marketing Mail – but there is much more work to be done,” said Postmaster General Louis DeJoy. “We are steadfast in our commitment and focused on delivering the reliable and consistent service our industry customers and the American public expect and deserve.”

The Postal Service’s recent service delivery improvements have been, in part, the result of a strategic shift to more ground deliveries, decreasing the agency’s reliance on the limited cargo capacities of third-party air carriers.

*Delivering for America*, the Postal Service’s 10-year plan for financial sustainability and service excellence, seeks to meet or exceed its goal of 95 percent on-time service performance for all mail and shipping product delivery based on standards as all elements of the plan are implemented.

The Postal Service is preparing for the higher delivery demands of the 2021 holiday peak season through increased hiring of delivery and plant personnel, the leasing of millions of additional square feet of sortation facilities, and the installation of new processing equipment to accommodate higher volumes and customers’ evolving mail and package delivery needs. Since April, the Postal Service has installed more than 36 of 112 new package sorting machines, reflecting infrastructure investments under the Delivering for America plan. Markets that have installed machines include Philadelphia (PA), Traverse City (MI), Teterboro (NJ), Huntsville (AL), and Eagan (MN). Installations are currently underway across the country, as the Postal Service plans to have new equipment running at 112 facilities by the 2021 peak holiday season. Additionally, the Postal Service is making a concerted effort nationwide to hire new employees ahead of the 2021 peak holiday season.

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

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