<u>USPS Report on PRC Inquiries April 2023</u>

The Postal Regulatory Commission referred 34 inquiries to the Postal Service in March 2023. Customers received responses on average within 5 days.

Inquiries covered various topics that fell into two main categories:

- Delivery Services 13 – i.e., time of delivery, tracking inquiries.
- Customer Service 20 – i.e., Hours of service, Collection Boxes, Indemnity Claims
- Policies/procedures and International Inquiries 1 – 1.e., Policy Related

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

Average Delivery Time Across Postal Service Network Remains Steady at 2.5 Days

The United States Postal Service reported new delivery performance metrics for the third week of the third quarter for fiscal year 2023 showing consistent or improved delivery performance across all mail categories. The average time for the Postal Service to deliver a mailpiece or package across the nation remained at just 2.5 days.

FY23 third quarter service performance scores covering April 1 through April 21, included:

- **First-Class Mail:** 91.6% of First-Class Mail delivered on time against the USPS service standard, consistent with performance from the fiscal second quarter.
- **Marketing Mail:** 95.8% of Marketing Mail delivered on time against the USPS service standard, an increase of 1.2 percentage points from the fiscal second quarter.
- **Periodicals:** 87.9% of Periodicals delivered on time against the USPS service standard, an increase of 1.4 percentage points from the fiscal second quarter.

The Postal Service continues to make service delivery improvements. Currently, 98% of the nation's population receives their mail and packages in less than three days. This percentage recently improved, and USPS is working hard to correct service-related issues in the other limited areas.

One of the goals of *Delivering for America,* the Postal Service's 10-year plan for achieving financial sustainability and service excellence, is to meet or exceed 95 percent on-time service performance for all mail and shipping products once all elements of the plan are implemented. Service performance is defined by the Postal Service as the time it takes to deliver a mailpiece or package from its acceptance into our system through its delivery, as measured against published service standards.

With the implementation of the Delivering for America plan, the Postal Service continues its focus on improving service reliability for the American public and business customers by modernizing the outmoded and aging postal network across the nation.