

Post-Hearing Questions for the Record

Questions for Ms. Melinda Perez

Assistant Inspector General for Audit, USPS Office of Inspector General

Questions from Rep. Shontel Brown

September 7, 2022, Hearing: “Delivering for Pennsylvania: Examining Postal Service Delivery and Operations from the Cradle of Liberty”

- 1. Ms. Perez, while the Postal Service has continued to make improvements to delivery time and service, there are parts of the country—including in my district—where things are not back to pre-pandemic levels. What updates can you provide about the Post Office’s efforts to resume mail delivery at its previous rate?**

Response:

Service performance is rebounding from the lows hit during COVID-19. Looking at the data the Postal Service has reported for April-June 2022 for the Northern Ohio District, which covers Ohio’s 11th Congressional District, Single-Piece First-Class Mail Two-Day performance was 92.9 percent on time, a 10.9 percentage point increase from the same period last year. Performance for Single-Piece First Class Mail Three-To-Five Day was 88.3 percent on time – significantly higher (22.4 percentage points) than the same period last year.¹

To assess mail delivery and processing efficiency, the U.S. Postal Service Office of Inspector General (OIG) conducts local, field operations reviews where we take an in-depth look at mail delivery and processing in a specific region of the country, as well as nationwide audits of topics related to delivery performance. Throughout our field operations visits to select delivery units over the past year, we have consistently found delivery issues resulting from employee availability due to COVID-19 related leave, inadequate hiring and retention of carriers and plant employees, and insufficient management oversight of undelivered mail. Specifically, we saw unreported, delayed mail in 11 of the 29 delivery units (38 percent) we visited throughout FY22. We have made recommendations for local management across the nation to work with headquarters Human Resources to implement localized hiring initiatives. We have also emphasized the importance of reminding employees of delivery policies and correctly reporting delayed mail.² The Postal Service continues to conduct job fairs to attract new employees and managers, and it has reportedly converted about 100,000 part-time employees to full-time status in the past two years.

In March 2021, the Postal Service developed a 10-year business plan entitled *Delivering*

¹ See [Service Performance | USPS Office of Inspector General \(uspsinspect.gov\)](https://www.uspsinspect.gov/service-performance)

² Results of our FY 2022 field operations reviews can be found here: [Field Operation Reviews at Select Plant and Delivery Units | USPS Office of Inspector General \(uspsinspect.gov\)](https://www.uspsinspect.gov/field-operation-reviews).

for America: Our Vision and Ten-Year Plan to Achieve Financial Sustainability and Service Excellence (DFA). As part of the DFA, the Postal Service is combining delivery units into larger Sorting and Delivery Centers. Currently, the Postal Service has almost 20,000 delivery units nationwide, with single metro-areas having as many as 80 delivery units. According to the Postal Service, this shift will allow it to deploy mail processing machines at the Sorting and Delivery Centers and standardize management of delivery operations, which are intended to help improve service and reduce costs by decreasing the amount of mail handlings and reducing transportation.

As we have done in the past, the OIG will continue to assess the service performance and cost impacts of changes the Postal Service makes to its network.