Post-Hearing Questions for the Record from
Committee Chairman Elijah C. Cummings
Committee on Oversight and Reform

submitted to

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April 30, 2019
House Committee on Oversight and Reform Hearing
"The Financial Condition of the Postal Service"

Background: *Currently there are numerous instances, nationwide, where mailing addresses, including assigned zip-code and city, overlap both formal and informal jurisdictional boundaries. This often leads to the wrong city listing on a person's address. This is due to the USPS' database reflecting the main Post Office (PO) providing delivery service to residencies outside of the municipality the PO is located in.*

1. **What steps can be taken to ameliorate this problem, so that the proper city is attributed to a resident's address, not where the delivering Post Office is located?**

The Postal Service's ZIP Code system is designed to provide an efficient postal distribution and delivery network. As such, ZIP Code assignments are closely linked to factors such as mail volume, delivery area size, geographic location, and topography, but not necessarily to municipal, or perceived community, boundaries.

The Postal Service also appreciates the identity and addressing concerns of local communities. Therefore, the Postal Service reasonably considers requests from municipalities to modify authorized last lines of address and/or ZIP Code boundaries in order to align with municipal identity, especially in undeveloped areas. This means that we sometimes have more than one city name or municipality associated with a certain ZIP Code.

Recognizing that ZIP Codes often cross municipal boundaries the Postal Service lists within our City/State Product (used by mailers for their customer address lists), the different municipalities that are served within the same ZIP Code. There are more than 8,700 ZIP Codes with nearly 11,000 instances of different "Acceptable Mailing Names" where the customer is not required to use the city name of the delivery Post Office in their mailing address. As an example, in ZIP Code 33328, the Post Office is listed as Fort Lauderdale, but mail can also be addressed to Cooper City and Davie in this ZIP Code.

ZIP CODE	CITY	STATE	ACCCEPTABLE_MAILING_NAME	POST_OFFICE_NAME
33328	COOPER CITY	FL	Y	FORT LAUDERDALE
33328	DAVIE	FL	Y	FORT LAUDERDALE
33328	FORT LAUDERDALE	FL	Y	FORT LAUDERDALE
33328	FT LAUDERDALE	FL	Y	FORT LAUDERDALE

To determine the correct city name for a specific address requires the use of our ZIP+4 Product that indicates when an address is located in a different city than the delivery Post Office. Using the ZIP Code by itself to determine the correct city name for an address will not be sufficient where a ZIP Code serves multiple communities. The Postal Service encourages the use of the ZIP+4 Product by anyone needing to assign a city name to their mailing.

The Postal Service is leveraging geospatial technology to identify where there are opportunities to make changes where the city name for the street address range should reflect a city name different than the main Post Office name. A communication plan is being developed to inform our field offices where changes to our Address Management System information should be considered to associate the correct city name to an address. This is an ongoing effort.

Understanding the sensitivity customers have regarding their mailing addresses, the Postal Service continues to evaluate additional technology and policy solutions that will facilitate use of proper addressing including the correct assignment of city names.