

# UNITED STATES POSTAL SERVICE CHIEF FOIA OFFICER'S REPORT FOR 2024

The United States Postal Service (USPS or Postal Service), which is “an independent establishment of the executive branch of Government of the United States,” 39 U.S.C. § 201, submits this report, through the Postal Service’s Chief FOIA Officer, Natalie Bonanno, in response to the Attorney General’s directive to Chief FOIA Officers to review and to report each year to the Department of Justice on their progress in improving transparency through implementation of the Freedom of Information Act (FOIA).

The basic functions of the Postal Service were established in 39 U.S.C. § 101(a) and include binding “the Nation together through the personal, educational, literary, and business correspondence of the people.” This mission, to provide the nation with reliable, affordable, universal mail service, is to be done in accordance with sound business principles.

## ***Organizational Structure and Other Background Information:***

The USPS Deputy Chief FOIA Officer, within the Privacy and Records Management Office, reports to the Chief FOIA Officer through the Chief Privacy and Records Management Officer. The Deputy Chief FOIA Officer is responsible for the overall administration of the Postal Service’s FOIA Program and its compliance with the FOIA, except for records independently maintained by the Postal Inspection Service and the USPS Office of Inspector General (OIG). The Privacy and Records Office is a part of the Ethics and Compliance Group. The Ethics and Legal Compliance section of the Ethics and Compliance Group is responsible for FOIA appeals for the Postal Service and the Postal Inspection Service.

This report represents responses from the following FOIA program offices:

- USPS FOIA Program
- USPS General Counsel (appeals for USPS and the Postal Inspection Service)
- USPS OIG FOIA Program (initial requests and appeals)
- U.S. Postal Inspection Service FOIA Program (initial requests)

The USPS FOIA program is decentralized. The OIG and the Postal Inspection Service FOIA programs are centralized. USPS FOIA Requester Service Centers (RSCs) track and coordinate all FOIA requests received. FOIA requests for Postal Service Headquarters controlled records; Supply Management or facilities-controlled records including contracts, building leases, and other real estate transactions; and employee listings are tracked and coordinated by the FOIA RSC located at Headquarters. The FOIA RSC at Headquarters also supports the field with the tracking and processing of FOIA requests for Postal Service records maintained at post offices, plants, or other field offices and facilities. The Postal Service has over 30,000 facilities throughout the country at which records are maintained. FOIA Coordinators have been designated to assist records custodians in each of the USPS Headquarters departments and each of the field offices across the country. The FOIA Coordinator, an ad-hoc position, provides procedural guidance on the FOIA to records custodians regarding requests that fall within their areas of responsibility.

The Privacy and Records Management Office is responsible for developing a program and framework to assist records custodians in processing FOIA requests. As such, it issues detailed

instructions to records custodians on the FOIA (see 39 Code of Federal Regulations § 265 and USPS Handbook AS-353, *Guide to Privacy, the FOIA, and Records Management*). The FOIA RSC staff is available to assist FOIA Coordinators and records custodians or their designees throughout the organization with record release determinations and other FOIA matters. The General Counsel's office at Postal Service Headquarters and the Law Department's General Law Service Center provide advice to records custodians regarding the FOIA, including the applicability of exemptions.

It is USPS policy to make its official records available to the public to the maximum extent consistent with the public interest and with the needs of the Postal Service. In its commitment to the "Presumption of Openness" concept as it carries out its FOIA responsibilities, Postal Service policy requires a practice of full disclosure subject only to the specific exemptions required or authorized by law. It is Postal Service policy to promote transparency and accountability by adopting a presumption in favor of disclosure in all decisions involving the FOIA.

## **Section I: FOIA Leadership and Applying the Presumption of Openness**

### **A. Leadership Support for FOIA**

1. The FOIA requires each agency to designate a Chief FOIA Officer who is a senior official at the Assistant Secretary or equivalent level. See 5 U.S.C. § 552(j)(1) (2018). Is your agency's Chief FOIA Officer at this level?

Yes

2. Please provide the name and title of your agency's Chief FOIA Officer.

Natalie Bonanno, Associate General Counsel and Chief Ethics and Compliance Officer

3. What steps has your agency taken to incorporate FOIA into its core mission? For example, has your agency incorporated FOIA milestones into its strategic plan?

The Privacy and Records Management Office developed a training plan for new FOIA employees. This allows new FOIA employees to assist FOIA Coordinators and records custodians with properly processing FOIA requests from start to finish and timely answer a multitude of FOIA questions.

4. The Attorney General's 2022 FOIA Guidelines provides that "agencies should confirm in response letters to FOIA requesters that they have considered the foreseeable harm standard when reviewing records and applying FOIA exemptions." Does your agency provide such confirmation in its response letters?

Yes

### **B. Presumption of Openness**

5. In some circumstances, agencies may respond to a requester that it can neither confirm nor deny the existence of requested records if acknowledging the existence of records would harm an interested protected by a FOIA exemption. This is commonly referred to as a Glomar response. If your agency tracks Glomar responses, please provide:

a). the number of times your agency issued a full or partial Glomar response (separate full and partial if possible)?

N/A

b). the number of times a Glomar response was issued by exemption (e.g. Exemption 7(C)-20 times, Exemption 1 – 5 times)

N/A

6. If your agency does not track the use of Glomar responses, are you planning to track this information in the future?

No

7. Optional – If there are any other initiatives undertaken by your agency to ensure that the presumption of openness is being applied, please describe them here.

## **Section II: Fair and Effective FOIA Administration**

### **A. FOIA Training**

1. The FOIA directs agency Chief FOIA Officers to ensure that FOIA training is offered to agency personnel. See 5 U.S.C. § 552(a)(j)(2)(F). Please describe the efforts your agency has undertaken to ensure proper FOIA training is made available and used by agency personnel.

- The Privacy and Records Management Office developed a training plan for new FOIA employees to ensure they accurately advise FOIA Coordinators and records custodians on properly processing FOIA requests from start to finish.
- To promote continued learning, the Privacy and Records Management Office and the Ethics and Legal Compliance team created and delivered monthly FOIA training presentations on a variety of FOIA-related topics to Headquarters and Field FOIA Coordinators and other FOIA professionals.
- The Privacy and Records Management Office solicited FOIA and Privacy Act questions from Headquarters and Field FOIA Coordinators on a quarterly basis, and then scheduled quarterly conference calls to address those questions. This effort provides another informal training opportunity with a smaller group of participants.
- The Ethics and Legal Compliance team created and delivered training presentations on a variety of Privacy Act and FOIA topics to the General Law Service Center and other attorneys involved in the FOIA process on a bi-monthly basis.

2. Did your FOIA professionals or the personnel at your agency who have FOIA responsibilities attend substantive FOIA training during the reporting period such as that provided by the Department of Justice?

Yes

3. If yes, please provide a brief description of the type of training attended or conducted and the topics covered.

American Society of Access Professionals (ASAP) training:

- ASAP Annual National Training Conference
- ASAP Transparency and Public Access in Ukraine: Past, Present, and Future
- ASAP Significant Recent FOIA Decision
- Webinar - FOIA and Privacy Act Interface
- Webinar - FOIA Procedural Overview
- Webinar - Interplay Between the Privacy Act and the FOIA

Department of Justice, Office of Information Policy training:

- Virtual Administrative Appeals, FOIA Compliance, and Customer Service Training
- Virtual Best Practices Workshop
- Procedural Requirements and Fees Workshop
- Advanced FOIA Training
- Virtual Litigation Workshop
- Virtual Continuing FOIA Education
- Virtual Procedural Requirements and Fees Workshop.
- Annual FOIA Report Refresher and Quarterly Report Training
- Virtual Chief FOIA Officer Report Training
- Virtual Best Practices Workshop
- Virtual Privacy Considerations Training
- Virtual Litigation Workshop
- Virtual Introduction to the FOIA
- Virtual Exemption 1 and 7 Workshop
- Virtual Exemption 4 and 5 Workshop
- Processing FOIA requests from Start to Finish
- How to Build or Rebuild a Successful Agency Information Program
- Virtual Continuing FOIA Education

User Conference and Technology Summit (a vendor sponsored workshop) – topics included:

- FOIAXpress New User Training
- User Annual Summit Conference
- Steps to Reduce FOIA Request Backlog
- FOIA Tracking System
- EDR Workshop

Roundtables:

- Overview of Commercial Information Exemptions
- Procedural and Preliminary Issues for FOIA Requests
- Exemption 6 plus Case Study of the FOIA and Ethics Documents
- Interplay between the Privacy Act and the Freedom of Information Act
- FOIA and OIG Audit Reports
- FOIA Requests for Labor Relations Records

Brown Bags:

- Requirements of a Proper FOIA Request
- Assessing FOIA Fees
- An Overview of the FOIA Exemptions
- Frequently Asked Questions for FOIA Coordinators and Requesters
- Exemption 7 and Subparts
- Reviewing and Preparing Records for Release
- How to Make Redactions using Software
- Exemption 2
- Conducting a Records Search
- News Media Requesters

- Exemption 3 and 4
- Adequate Search Requirements and Workshop
- Consultation with Other Agencies

HERO Training:

- FY23 Freedom of Information Act
- How to Process a FOIA Request from Start to Finish
- FY23 Privacy Act Compliance

4.. Please provide an estimate of the percentage of your FOIA professionals and staff with FOIA responsibilities who attended substantive FOIA training during this reporting period.

100%

5. OIP has directed agencies to “take steps to ensure that all of their FOIA professionals attend substantive FOIA training at least once throughout the year.” If your response to the previous question is that less than 80% of your FOIA professionals attended training, please explain your agency’s plan to ensure that all FOIA professionals receive or attend substantive FOIA training during the next reporting year.

N/A

6. Describe any efforts your agency has undertaken to inform non-FOIA professionals of their obligations under the FOIA. In particular, please describe, how often and in what formats your agency provides FOIA training or briefings to non-FOIA staff; and if senior leaders at your agency received a briefing on your agency’s FOIA resources, obligations and expectations during the FOIA process?

- FOIA training is mandatory each year for employees tasked with FOIA duties.
- Besides providing internal training, the Postal Service continued its internal process whereby FOIA requests that are close to overdue are escalated to senior management to ensure that records custodians timely respond to FOIA requests within the statutory deadline. This strategy is intended to promote the importance of the FOIA throughout the organization and has helped to reduce the backlog.
- USPS Publication 550, *For the Record*, is a pamphlet that is made available online to all postal employees. The pamphlet describes the FOIA and the Privacy Act and includes employees’ rights and responsibilities under the Acts. The pamphlet is distributed to all new employees.
- The Postal Inspection Service Chief Counsel discusses the FOIA with newly appointed Postal Inspector recruits. The Chief Counsel encourages cooperation from the Inspection Service’s National Leadership Team regarding their FOIA obligations.
- OIG holds periodic meetings to educate staff participating in the OIG New Leadership Development Program regarding FOIA best practices, processing, and records production.

## **B. Outreach**

7. As part of the standard request process, do your FOIA professionals proactively contact requesters concerning complex or voluminous requests in an effort to clarify or narrow the scope of the request so requesters can receive responses more quickly? Please describe any such outreach or dialogue and if applicable, any specific examples.

- Yes. The Privacy and Records Management Office proactively contacts requesters *via* email or written correspondence to understand the records being sought as well as narrow the scope of voluminous requests on a routine basis.

8. Outside of the standard request process or routine FOAI Liaison or FOIA Requester Service Center interactions, did your FOIA professionals engage in any outreach or dialogue, outside of the standard request process, with the requester community or open government groups regarding your administration of the FOIA? For example, did you proactively contact frequent requester, host FOIA-related conference calls with open government groups, or provide FOIA training to members of the public? Please describe any such outreach or dialogue, and, if applicable, any specific examples of how this dialogue has led to improvements in your agency's FOIA administration.

- Yes. The Ethics and Legal Compliance team hosted two conference calls with the public that were advertised in advance on the Postal Service's public FOIA website. The conference calls included an introduction to the Freedom of Information Act and included instructions on how to submit a proper FOIA request to the Postal Service. Members of the public had the opportunity to ask questions during the conference calls.

9. The FOIA Improvement Act of 2016 requires additional notification to requesters about the services provided by the agency's FOIA Public Liaison. Please provide an estimate of the number of times requesters sought assistance from our agency's FOIA Public Liaison during FY2023 (please provide a total number or an estimate of the number).

The FOIA Public Liaisons collectively receive about 15 calls each week from FOIA requesters. With more than 30,000 facilities throughout country at which records are maintained, FOIA Coordinators in each of the USPS Headquarters departments and each of the field offices across the country play a key role in responding to inquiries from FOIA requesters about their requests. In many instances, USPS FOIA coordinators can respond to inquiries from FOIA requesters without the need for them to contact the FOIA RSC or public liaison for assistance.

## **C. Other Initiatives**

10. Has your agency evaluated the allocation of agency personnel resources needed to respond to current and anticipated FOIA demands? If so, please describe what changes your agency has or will implement.

Yes. We are exploring increased staffing options.

11. How does your agency use data or processing metrics to ensure efficient management of your FOIA workload? For example, case management reports, staff processing statistics, etc. In addition, please specifically highlight any data analysis methods or technologies used.



The Postal Service's FOIA management software generates a weekly report of the FOIA requests received as well as the FOIA requests assigned to each Government Information Specialist. The Postal Service's FOIA management software also generates a monthly aggregate report of the number of FOIA requests received, closed, and overdue. This allows the Postal Service to effectively manage the FOIA workload.

12. Optional -- If there are any other initiatives undertaken by your agency to ensure fair and effective FOIA administration, please describe them here.

## **Section III: Proactive Disclosures**

### **1. Please describe what steps your agency takes to identify, track and post (a)(2) proactive disclosures.**

The United States Postal Service (USPS or Postal Service) provides a vital public service that is a part of the nation's critical infrastructure. The statute that created the Postal Service begins with the following sentence: "The United States Postal Service shall be operated as a basic and fundamental service provided to the people by the Government of the United States, authorized by the Constitution, created by an Act of Congress, and supported by the people." 39 U.S.C. § 101(a).

The Postal Service is the only delivery service that reaches every address in the nation: 152.7 million residences and 12.7 million businesses. Everyone living in the United States and its territories has access to postal products and services and pays the same for a First-Class Mail postage regardless of location. With more than 34,000 retail locations and one of the most frequently visited websites in the federal government, [usps.com](https://www.usps.com), the Postal Service has annual operating revenue of more than \$78 billion and delivers 44 percent of the world's mail. With more than 630,000 employees, we are one of the nation's largest employers with one of the world's largest computer networks.

Our strategic initiatives and continuous improvement efforts are guided by these goals:

- Deliver a world-class customer experience
- Equip, empower, and engage employees
- Innovate faster to deliver value
- Invest in our future platforms
- Support the legislative and regulatory changes to enable this vision

We are mindful that we must build upon the core strengths of the Postal Service: our mission of public service and our people — who live, work, and serve in every community in America. We strive to provide world-class affordable and dependable service to every American community six and seven days a week — today, tomorrow and for generations to come. The Postal Service is proud of its ability to provide a trusted, valued service to the American public.

The Postal Service recently released its Delivering for America Second-Year Progress Report. During the Delivering for America plan's second year, we started to revitalize our network of nearly 19,000 delivery units (DUs), the last stop for mail and packages before they are delivered by our letter carriers. The Postal Service's new Sorting and Delivery Centers will offer businesses and customers a better approach to directly shipping packages quickly and affordably to local customers by offering the following benefits:

- Quickly reach 200,000 customers in one local market
- Expanded same-day/next-day shipping across the region from one convenient location
- 99.7% on-time performance from one entry point
- Convenient returns, back in one day
- New Product Offerings: USPS Connect Local and Ground Advantage
- 249 package sorting machines installed across the country

- Increased daily package handling capacity to 60 million

As an independent establishment of the executive branch, the Postal Service receives no tax dollars for operating expenses and relies on the sale of postage, products, and services to fund its operations. Because it is not funded by annual appropriations from Congress, it is not subject to government shutdowns.

USPS Service Alerts and USPS Newsroom sites have the latest information.

- <https://about.usps.com/newsroom/>
- <https://about.usps.com/>
- <https://facts.usps.com/>

The Postal Service website, found at [www.usps.com](http://www.usps.com), is one of the most frequently visited government sites, recording 12.3 million visitors each day. It provides customers quick and easy access to Postal Service information, products, and services, as well as links to both OIG and Postal Inspection Service websites. The Postal Service is multi-lingual and offers usps.com in Spanish and Simplified Chinese.

The Postal Service website is an online Post Office and is open for business 24/7. The Postal Service's smartphone apps make it even quicker to use the most popular functions on usps.com, anytime and anywhere. With Informed Delivery service, customers are able to digitally preview incoming mail and manage packages from a computer, tablet, or mobile device. More than 50 million customers have enrolled since it was launched in 2017.

The FOIA Library (<http://about.usps.com/who-we-are/foia/readroom/welcome.htm>) includes links to previously released records that have been or are likely to become the subject of multiple FOIA requests. It contains links to Purchasing Protest Decisions, Judicial Office Administrative Decisions, Board of Contract Appeal Decisions, Business Disagreement Decisions, Agency Policy Statements, Administrative Manuals, and Frequently Requested Records. There is also a link to the Postal Regulatory Commission's (PRC) website ([www.prc.gov](http://www.prc.gov)). The PRC is an independent establishment of the Executive Branch that exercises regulatory oversight over the Postal Service. The PRC proactively publishes information of interest to the mailing community and public. For example, the PRC's Reports/Data page, <http://www.prc.gov/reports>, includes dockets, PRC reports and studies, and Postal Service periodic reports.

Our [about.usps.com](http://about.usps.com) website provides corporate information, such as USPS history and the latest news and information on the Postal Service. This site helps keep the public and the news media informed about what the Postal Service is doing regarding mail service, sustainability, corporate structure, and how we impact the world around us.

The Postal Service is required to disclose operational and financial information beyond that demanded of federal government agencies and private sector companies. The financial reports are available at <http://about.usps.com/who-we-are/financials/welcome.htm> and include the following:

- Annual reports and Form 10-K Annual Reports, and Integrated Financial Plans
- Form 10-Q showing financial conditions and results
- Quarterly Statistics Reports (QSR) presenting statistics on mail activity and focusing on estimates of postal revenue, volume, and weight by mail category and transit time estimates for selected items.

- Cost and Revenue Analysis Report showing revenue, cost and contribution by mail class, subclasses, and key special services.
- The Cost Segments and Components Report shows Postal Service estimates of costs attributable to mail classes, subclasses, and key special services, summarized by cost segment and by major cost components. The report is generated annually.
- Revenue, Pieces, and Weight Reports (RPW) presenting official estimates of revenue, volume and weight by class, subclass, and major special service.
- Annual Report to Congress which includes Combined Postal Comprehensive Statements and Annual Performance Plans drawing on the work of the entire organization.

Highlights of some of the other updated or new information posted this past reporting period, including links to where this material can be found online, are summarized below.

### **Corporate Communications**

Corporate Communications (<http://about.usps.com/news/welcome.htm>) proactively and routinely makes a wide variety of documents available for public viewing based on the public's and media's interest in Postal Service issues. These documents are available on the about.usps.com pages and include the Newsroom, with links to all national and local Postal Service press releases on postal products, consumer and business issues, financial results, and other issues of great public interest. The Postal Service Newsroom provides national and local news releases, statements, fact sheets, electronic news kits, videos, leadership bios, written congressional testimony, and other information to the news media and the public. Included in the Newsroom are as follows:

- **Service Alerts:** <http://about.usps.com/news/service-alerts/welcome.htm>  
This page provides information to consumers, small businesses, and other business mailers about postal facility service disruptions due to weather-related and other natural disasters or events.
- **2022 Annual Report to Congress** (2023 report to be posted soon):  
<https://about.usps.com/what/financials/annual-reports/fy2022.pdf>
- **2022 Annual Sustainability Report:** <https://about.usps.com/what/corporate-social-responsibility/sustainability/report/2022/usps-annual-sustainability-report.pdf>
- **2023 Postal Facts:** <https://facts.usps.com>
- **Judicial decisions:** <https://about.usps.com/who/judicial/admin-decisions/>
- **Financial reports:** <https://about.usps.com/what/financials/>
- **Service performance results:** <https://about.usps.com/what/performance/service-performance/>
- **Board of Governors open sessions and slides:**  
<https://about.usps.com/who/leadership/board-governors/#sessions>
- **Postal Service Newsroom:** <http://about.usps.com/news/welcome.htm>  
Provides national and local news releases, statements, fact sheets, electronic news kits, videos, leadership bios, written congressional testimony and other information to the news media and the general public.
- **Digital Media:** <https://media.usps.com/>

This is a sub-site of the Postal Service Newsroom. Provides the public and media access to stock photography, video b-roll, and video documentation of official Postal Service events.

- **Delivering for America:** <https://about.usps.com/what/strategic-plans/delivering-for-america/>  
Our vision and ten-year plan to achieve financial sustainability and service excellence.
- **Holiday newsroom:** <http://about.usps.com/holidaynews/>  
This is a sub-site of the Postal Service Newsroom. Provides a single location to locate all information regarding the Postal Service's holiday efforts including Operation Santa, news releases, mail-by dates, and other customer resources.
- **Postal Bulletin:** <http://about.usps.com/postal-bulletin/welcome.htm>  
The Postal Bulletin, one of the oldest federal publications still in print, is posted to about.usps.com every two weeks. It provides information on USPS operations, policies, procedures, and forms, as well as postal product information, and stamp news.
- **FOIA Library:** <https://about.usps.com/who/legal/foia/library.htm>  
The FOIA Library contains records required to be proactively disclosed, frequently requested records, and information on the Postal Service's FOIA process.

#### **Postal Service Social Media:**

- YouTube: <http://www.youtube.com/user/uspstv>
- Facebook: <http://www.facebook.com/USPS>
- Twitter: <http://twitter.com/usps>
- Pinterest: <http://www.pinterest.com/uspsstamps/>

#### **Historian's Office**

Information can be found on the Postal History webpages:

<https://about.usps.com/who/profile/history/>

We also post the following items:

- Postmaster Finder: <http://about.usps.com/who/profile/history/postmaster-finder/>
- Postal Facilities Dedicated by Congress: <http://about.usps.com/who/profile/history/pdf/dedicated-facilities.pdf>
- Number of Stamped Cards ... since 1926: <https://about.usps.com/who/profile/history/rates-historical-statistics.htm>
- Rates for Domestic Letters since 1863: <https://about.usps.com/who/profile/history/rates-historical-statistics.htm>
- Rates for Stamped Cards and Postcards: <https://about.usps.com/who/profile/history/rates-historical-statistics.htm>
- Number of Postal Employees ... since 1926: <https://about.usps.com/who/profile/history/rates-historical-statistics.htm>
- Delivery Points since 1905: <https://about.usps.com/who/profile/history/rates-historical-statistics.htm>
- Pieces of Mail Handled ... since 1789: <https://about.usps.com/who/profile/history/rates-historical-statistics.htm>

- First-Class Mail Volume ... since 1926: <https://about.usps.com/who/profile/history/rates-historical-statistics.htm>
- African American Subjects on Stamps; American Indian Subjects on Stamps; Hispanic Subjects on Stamps; Women Subjects on Stamps; Christmas Holiday Stamps: <https://about.usps.com/who/profile/history/stamps-postcards.htm>
- Oldest U.S. Post Offices: <https://about.usps.com/who/profile/history/pdf/oldest-us-post-offices.pdf>
- Stations and Branches (A Brief History): <https://about.usps.com/who/profile/history/pdf/new-deal-art.pdf>
- Publication 100-K, *A Kid's History of the United States Postal Service*: <https://about.usps.com/publications/pub100k.pdf>
- Postal Historic Vehicles photo gallery: <https://about.usps.com/who/profile/history/galleries/gallery-vehicles.htm>
- When Reindeer Moved the Mail: <https://about.usps.com/who/profile/history/pdf/reindeer-mail.pdf>
- Post Office Headquarters Sites in Washington, DC: <https://about.usps.com/who-we-are/postal-history/headquarters-sites.pdf>
- Women Postmasters: <https://about.usps.com/who-we-are/postal-history/women-postmasters.pdf>
- Advertising Mail (A Brief History): <https://about.usps.com/who-we-are/postal-history/advertising-mail-history.pdf>

## **Supply Management**

Posted information includes:

- Updates to the Supplying Principles and Practices: <https://about.usps.com/manuals/spp/spp.pdf>
- Purchase Cardholder Listing: <https://about.usps.com/who/legal/foia/documents/purchase-cardholder-list-ending-jan-2023.xlsx>
- New issues to the Supplier Newsletter: <https://about.usps.com/what/business-services/suppliers/forms-publications/re-supply-11-03-23.pdf>
- Supply Newsletter: <https://about.usps.com/what/business-services/suppliers/forms-publications/re-supply-11-01-23.pdf>
- General Supplier Information: <https://about.usps.com/suppliers/forms-publications.htm#H1>
- Newsletters: <https://about.usps.com/what/business-services/suppliers/forms-publications/re-supply-06-12-23.pdf>  
<https://about.usps.com/what/business-services/suppliers/forms-publications/re-supply-04-28-23.pdf>  
<https://about.usps.com/what/business-services/suppliers/forms-publications/re-supply-01-25-23.pdf>  
<https://about.usps.com/what/business-services/suppliers/forms-publications/re-supply-01-19-23.pdf>

## **Facilities**

Posted information includes:

- National listing of both leased and owned postal facilities along with land for all fifty States and U.S. Territories: <http://about.usps.com/who-we-are/foia/readroom/welcome.htm>
- Listing of Postal Service properties for sale: <https://powersearch.jll.com/usps/>

## **Sustainability**

Posted information includes:

- Annual Sustainability Report: <https://about.usps.com/what/corporate-social-responsibility/sustainability/report/2023/usps-annual-sustainability-report.pdf>
- Fiscal Year 2022 (FY22) OMB Scorecard: <https://about.usps.com/what/corporate-social-responsibility/sustainability/pdf/fy2022-omb-scorecard.pdf>

## **Postal Inspection Service**

The Inspection Service posts a wealth of information on its website at [www.uspis.gov](http://www.uspis.gov).

- As one of our country's oldest federal law enforcement agencies, the Inspection Service has a proud history of fighting criminals who attack the postal system and misuse it to defraud, endanger, or otherwise threaten the American public. The Postal Inspection Service redesigned its website to make it easier for consumers to find crime prevention tips and to learn about the agency. The site offers information on avoiding common types of crime—including mail and identity theft, lottery scams and phishing—as well as guidelines on reporting suspicious activity. The redesigned site also offers a behind-the-scenes look into the types of cases the Inspection Service investigates, the state-of-the-art tools used to solve crimes, and how to join the law enforcement organization.
- *Inspection Service Annual Report*: [https://www.uspis.gov/wp-content/uploads/2023/07/508\\_USPIS-ARFY2022-annual-report.pdf](https://www.uspis.gov/wp-content/uploads/2023/07/508_USPIS-ARFY2022-annual-report.pdf) (FY23 report will be completed soon). These annual reports highlight investigations, accomplishments, challenges faced, and preventative measures taken each year.
- Some of the specific new content released to the Inspection Service's website includes 24 public service awareness videos covering a wide range of frauds, scams, and other prevention messaging. Additionally, USPIS.gov contains several new features and information sources, including the following:
  - Scam articles
  - Hot topics
  - Counterfeit stamps scam article and video, as well as phishing/smishing and brushing
  - YouTube videos to highlight large, high profile Inspection Service cases: [US Postal Inspection Service - YouTube](#)

- High profile cases highlighted throughout the news section in the form of news stories and press releases: [News – United States Postal Inspection Service \(uspis.gov\)](#)
- Highlights on OPIOIDS and DRUG STRATEGY: [Combating Illicit Drugs in the Mail – United States Postal Inspection Service \(uspis.gov\)](#)
- Began posting short format videos to share reward poster information to garner attention/actionable tips and information for investigations.
- Posted 40 new videos to our YouTube channel, including 16 shorts. These videos covered a range of crime prevention topics, updates on high profile investigations, rewards for identifying suspects, and recruitment announcements.
- Counterfeit postage: [Report – United States Postal Inspection Service \(uspis.gov\)](#)
- Asset forfeiture results: <https://www.uspis.gov/terms-of-service#asset-forfeiture>
- Drug seizure numbers: [Combating Illicit Drugs in the Mail – United States Postal Inspection Service \(uspis.gov\)](#)
- Posted weekly wanted reward posters and videos to the website and social media accounts

Many of these pages include various forms of supporting content, such as embedded public service awareness videos hosted on the Inspection Service YouTube page, informational flyers, and infographics posted to the Inspection Service social media channels. This comprehensive media strategy is intended to drive online traffic to the website, which serves as the main hub of the information shared with the public.

### **Controller**

Posted information includes:

- FY22 USPS Annual Report to Congress: <https://about.usps.com/what/financials/annual-reports/fy2022.pdf>
- Form 10-Q Qtr. 1 FY23: <https://about.usps.com/what/financials/financial-conditions-results-reports/fy2023-q1.pdf>
- Form 10-Q Qtr. 2 FY23: <https://about.usps.com/what/financials/financial-conditions-results-reports/fy2023-q2.pdf>
- Form 10-Q Qtr. 3 FY23: <https://about.usps.com/what/financials/financial-conditions-results-reports/fy2023-q3.pdf>
- Form 10-K FY23: <https://about.usps.com/what/financials/10k-reports/fy2023.pdf>

### **Finance and Planning**

Posted information includes:

- USPS FY24 Integrated Financial Plan: <https://about.usps.com/what/financials/integrated-financial-plans/fy2024.pdf>
- USPS Annual Report to Congress which includes the Annual Performance Plan, Annual Performance Report, and the Comprehensive Statement of Operations: <https://about.usps.com/what/financials/annual-reports/fy2022.pdf>



Various financial reports:

- <https://about.usps.com/what/financials/>
- <https://about.usps.com/what/financials/10k-reports/fy2023.pdf>
- <https://about.usps.com/what/financials/integrated-financial-plans/fy2023.pdf>
- <https://about.usps.com/what/financials/revenue-pieces-weight-reports/fy2023.pdf>
- <https://about.usps.com/what/financials/revenue-pieces-weight-reports/fy2023-q4.pdf>
- <https://about.usps.com/what/financials/revenue-pieces-weight-reports/fy2023-q3.pdf>
- <https://about.usps.com/what/financials/revenue-pieces-weight-reports/fy2023-q2.pdf>
- <https://about.usps.com/what/financials/revenue-pieces-weight-reports/fy2023-q1.pdf>
- <https://about.usps.com/what/financials/quarterly-statistics-reports/fy2023-q1.pdf>
- <https://about.usps.com/what/financials/quarterly-statistics-reports/fy2023-q2.pdf>
- <https://about.usps.com/what/financials/quarterly-statistics-reports/fy2023-q3.pdf>
- <https://about.usps.com/what/financials/quarterly-statistics-reports/fy2023-q4.pdf>

## **Board of Governors**

Posted information includes:

- Announcements of all Board of Governors' meeting days, times, locations are posted on <https://about.usps.com/who/leadership/board-governors/>. In addition, this information is also published in the Federal Register.
- Live audio webcasts and the presentations of Board of Governors' open sessions are available online. Three hours after the conclusion of the meeting, a recorded audio file is available. In compliance with Section 508 of the Rehabilitation Act, the audio webcasts are open-captioned. These are available at: <https://about.usps.com/who/leadership/board-governors/briefings/welcome.htm>
- This website serves as a platform to provide background information on various aspects related to the members of the Board and its operations: <https://about.usps.com/who/leadership/board-governors/>

## **Delivery and Retail Operations**

Informed Delivery – Informed Delivery provides eligible residential customers with a digital preview of their household's incoming mail scheduled to arrive soon. Users can view greyscale images of the exterior, address side of incoming letter-sized mail pieces (not the inside contents) *via* email or an online dashboard. Informed Delivery also allows customers to track packages delivered by the Postal Service and see when they will be delivered. More than 50 million customers have enrolled since it was launched in 2017. The Informed Delivery product will expand, and the platform will migrate to the cloud to support the increase in subscriber base from approximately 50 million today to a planned 120 million subscribers and expand the capabilities to track campaign effectiveness and enable enriched communications.

Posted information includes:

FOIA Library Link – (Delivery Operations) - <https://about.usps.com/who/legal/foia/library.htm>

- i. Administrative Manuals that affect the Public
  - ii. Frequently Requested Records
  - iii. City Delivery: Headquarters Holiday Operations
- Curbside Delivery: <http://about.usps.com/what-we-are-doing/current-initiatives/delivery-growth-management/welcome.htm>

## **Judicial Office**

Posted information includes:

- Decisions issued by the U.S. Postal Service Board of Contract Appeals, Office of the Administrative Law Judges, and Judicial Officer are added to the Decisions page (as part of the U.S. Postal Service website). Further, a report of pending Board of Contract Appeals cases is available on the Electronic Filing website. The report is accessible from the start page and does not require an electronic filing account.  
<https://about.usps.com/who-we-are/judicial/welcome.htm>  
<https://uspsjoe.justware.com/JusticeWeb/Reports>

## **International Postal Affairs**

Posted information includes:

- <https://about.usps.com/newsroom/service-alerts/international/welcome.htm>
- <https://www.usps.com/international/>
- <https://www.usps.com/international/international-how-to.htm>
- <https://www.usps.com/international/gxg.htm>
- <https://www.usps.com/international/priority-mail-express-international.htm>
- <https://www.usps.com/international/priority-mail-international.htm>
- <https://www.usps.com/international/first-class-mail-international.htm>
- International Price list: <https://pe.usps.com/text/imm/welcome.htm>

International Shipping Services:

- <https://www.usps.com/international/mail-shipping-services.htm>

## **Marketing**

Posted information and outreach to the public includes:

- **Industry Engagement** and Outreach monthly newsletter “Mail Spoken Here” “Industry Alerts” mailbox which shares information with our industry partners on important events

- **Marketing and various websites** such as PostalPro, this site contains presentations, meeting notes, webinars, and schedules for meetings that USPS holds regularly with customers and industry partners. It can be accessed at <https://postalpro.usps.com/>.
- **Groups** that include the Postal Customer Council (PCC), Mailer's Technical Advisory Committee (MTAC) and Areas Inspiring Mail (AIM). The PCC is a postal-sponsored organization which provides local support to business mailers large and small through education and networking events. Our PCC website located at [www.usps.com/pcc](http://www.usps.com/pcc) is designed to allow interactive communication. We also send regular PCC alert notices to our industry partners with updates and information.

Common types of material can be found starting at [Welcome | USPS](#) and similar links below:

- [What We Do - About.usps.com](#)
- [Postal Bulletin - Resources - About.usps.com](#)
- [The Eagle Magazine - Resources - About.usps.com](#)
- [Postal Facts - U.S. Postal Service \(usps.com\)](#)
- [Financials - What we do - About.usps.com](#)

### **Innovative Business Technology**

Posted information includes:

- **Mail & Package Visibility:** All of customers' Informed Visibility-Mail Tracking and Reporting (IV-MTR) data is available for those customers to access *via* the IV-MTR portal. They have access to data about any mail that they sent directly or mail that they manage on behalf of a sender.
- There are 3 steps for a customer to get scan data for their mail *via* IV-MTR\*:
  - a. Sign up in Business Customer Gateway  
<https://gateway.usps.com/>
  - b. Request IV-MTR service
  - c. Make appropriate delegations to have the data available to the individuals in a company or their partners to have access to the scans

\*Assumes appropriate barcoding and mail make-up.

### **Product Solutions**

The following links are available to the public to learn more about the initiatives in the Mailing Services team and mailing promotions.

- USPS.COM: <https://www.usps.com/business/promotions-incentives.htm>
- POSTALPRO: <https://postalpro.usps.com/promotions>
- Business Customer Gateway:  
<https://gateway.usps.com/eAdmin/view/knowledge?securityId=INCENTIVEPROGRAMS>

Information about current and upcoming mailing promotions is provided to industry and other interested parties in the following ways:

- Quarterly MTAC presentations (industry membership group)

- Monthly MTAC teleconferences (This group is open to mailers and mail service providers who wish to join. Meeting notes are posted on PostalPro and are available to MTAC members.)
- Promotions information is also posted on PostalPro which is available to the public: <https://postalpro.usps.com/promotions>. This site contains information about each promotion that is offered as well as recordings of informational webinars. [Promotions & Incentive Programs for First-Class® & USPS Marketing Mail® | PostalPro](#)

Promotions and associated webinars are advertised in Industry Alert emails that are sent to a subscriber list.

- Direct Mail Technology Integrator Directory: <https://postalpro.usps.com/promotions/>
- PostalPro Documents on Share Mail: <https://postalpro.usps.com/mailing/share-mail>
- Every Door Direct Mail: <https://www.usps.com/business/advertise-with-mail.htm>
- POSTALPRO: <https://postalpro.usps.com/mailing/every-door-direct-mail>
- Vendor Participation in the USPS Printer Directory: <https://postalpro.usps.com/printer-directory>
- Case studies of the impact of different Informed Delivery strategies: <https://www.uspsdelivers.com/informed-delivery-case-studies/>
- Examples of Direct Mail Innovation: [www.uspsdelivers.com/marketing/direct-mail-innovations/](http://www.uspsdelivers.com/marketing/direct-mail-innovations/)

With the launch of Connect Local, a new service providing same day next day delivery in select local markets. Participants have an opportunity to list their business in the directory. Information is available at the following links:

[Connect Local | USPS](#)  
[Local Delivery Across Your Entire Neighborhood | USPS Connect™](#)

### **Commercial Product Payment & Policy**

Posted information includes:

- Information about current and upcoming changes to Commercial Systems and Policies are communicated monthly to the following: User Group 2 (eVS/Product Tracking System), User Group 3 (FAST & eInduction), User Group 11 (Mail Systems & Acceptance) and IWG. Quarterly MTAC presentations (industry membership group)
- Federal Register Notice (FRN) are also utilized for system and policy changes
- Information is also made available on PostalPro and for PC Postage Vendor provider SharePoint folder for Intelligent Mail Indicia -Performance Criteria (IMI-PC) documentation

- Educational webinars are advertised in Industry Alert emails that are sent to a subscriber list.
- Publications that support the rules and regulations for Commercial Mailings can be found on PostalPro and USPS.com including Pub 685 Streamlined Mail Acceptance for Letters and Flats, and eVS Pub 205 Technical Guide.

### **Government Relations and Public Policy**

Posted information includes:

- Congressional Hearing Testimony: <https://about.usps.com/newsroom/testimony-speeches/welcome.htm>

### **Human Resources**

Posted information and websites available to the public include:

- USPS Careers: [about.usps.com/careers/](https://about.usps.com/careers/)  
USPS Careers website is updated with an application guide and frequently asked questions to simplify the applicant application experience.

### **General Counsel**

- The Postal Service Law Department's website contains the mission statement as well as information about the honors attorney program and practice groups: <https://about.usps.com/who/legal/>
- The Postal Service Law Department Ethics and Legal Compliance team's ethics website contains information about the ethics provisions for prospective employees, current employees, former employees, and customers: <https://about.usps.com/who/legal/ethics/welcome.htm>
- The Postal Service Law Department Ethics and Legal Compliance held two FOIA conference calls with the public this fiscal year. The conference calls are advertised on the Postal Service's public facing FOIA website to ensure maximum attendance. Both calls this fiscal year were well attended by members of the public. These calls allow us to interface with the requester community, provide a description of the FOIA and how to submit a request, and field questions from the attendees.
- The Postal Service Law Department Privacy and Records Management Office collaborated with other functional organizations to post frequently requested records in the FOIA Library including but not limited to change of address stats, leased and owned facilities by state, highway contract routes, and current postage prices: <https://about.usps.com/who/legal/foia/library.htm>

### **Corporate Information Security Office (CISO)**

Posted information includes:

- CISO maintains [Corporate Information Security Office \(CISO\) | PostalPro \(usps.com\)](https://about.usps.com/who/legal/foia/library.htm) to provide cybersecurity information to the mailing industry and the public.

- The CISO Policy and Standards Team (CPST) works with internal and external stakeholders to publish new documents and update existing documents relative to USPS cybersecurity on the about.usps.com site.

### **Chief Data & Analytics Office**

Posted information includes:

The Postal Service is required to file service performance reports with the PRC every quarter and those reports can be found at below location by searching in Advanced Docket Search, inputting “Performance Measurement Data” in title containers field and limiting the document type to “Periodic Reports/Data Request”:

- <https://prc.arkcase.com/portal/docket-search/advanced>

The Postal Service publishes the quarterly reports on USPS.com at the following location:

- <https://about.usps.com/what/performance/service-performance/>

The Postal Service developed a dashboard that shows the service performance scores for Market Dominant products and is available on USPS.com:

- <https://about.usps.com/what/performance/service-performance/external-service-measurement.htm>

The Postal Service developed the IMB Planning Tool, which is a dashboard for the mailing industry to use in planning drop shipments:

- <https://postalpro.usps.com/node/1335>

### **Office of Inspector General**

Posted information includes:

- OIG posted audit reports, white papers, semi-annual reports to congress, and congressional testimony in full or with modest redactions: <https://www.uspsoig.gov/document-library>

### **Labor Relations**

Posted information includes:

- City Carrier Assistant (CCA) Eligibility Report: [https://blue.usps.gov/hr/\\_xls/hrssc-info/uniform-allowance/cca-eligibility-without-prior-te-service.xlsx](https://blue.usps.gov/hr/_xls/hrssc-info/uniform-allowance/cca-eligibility-without-prior-te-service.xlsx)
- Postal Support Employee (PSE) Eligibility Report: [https://blue.usps.gov/hr/\\_xls/hrssc-info/uniform-allowance/pse-eligibility-report.xlsx](https://blue.usps.gov/hr/_xls/hrssc-info/uniform-allowance/pse-eligibility-report.xlsx)
- Uniform Program Approved Vendors: [https://blue.usps.gov/hr/\\_pdf/hrssc-info/uniform-allowance/approved-uniform-program-vendors-listing.pdf](https://blue.usps.gov/hr/_pdf/hrssc-info/uniform-allowance/approved-uniform-program-vendors-listing.pdf)
- Uniform Allowances Increases: [Uniform Allowance Increases \(usps.gov\)](https://blue.usps.gov/hr/_pdf/hrssc-info/uniform-allowance/uniform-allowance-increases.pdf)

## **Pricing & Costing**

Posted information includes:

- On a regular basis, non-sensitive/non-proprietary information related to USPS costs, revenue, and volume reporting and pricing are filed with the Postal Regulatory Commission (PRC).
- On a quarterly and annual basis, Revenue, Pieces and Weight reports are posted on usps.com.
- On an annual basis, Cost and Revenue Analysis reports are posted on usps.com.
- On an annual basis, Cost Segments and Components reports are posted on usps.com.
- Pricing presentations are posted on the Postal Service's *PostalPro* website.
- Prices are also posted on usps.com at all times.

## **Logistics**

To increase proactive disclosures, Logistics will endeavor to review incoming FOIA requests to identify, determine and contribute information that may be most useful to the public. Initial steps for consideration include, but are not limited to:

- Monitoring and tracking incoming FOIA requests and reviewing current posted Logistics information to identify the core community of individuals and determine what posted information is most frequently accessed and thereby possibly more useful to the public users.
- Concurrently coordinating with other stakeholder functions (*i.e.*, Headquarters Processing and Maintenance Operations) and subject matter experts to develop mutually beneficial plans to identify, determine and proactively promote potential disclosures.

### **2. How long after identifying a record for proactive disclosure does it take your agency to post it?**

Within 1-2 days of identifying a record

### **3. Does your agency post logs of its FOIA Requests?**

Yes.

#### **3a. If so, what information is contained in the logs?**

- Request ID
- Receive Date
- Closed Date
- Request Description
- Final Disposition

#### **3b. Are they posted in CSV format? If not, what format are they posted?**

No. They are posted as Excel files and PDF files.

**4. Provide examples of any material that your agency has proactively disclosed during the past reporting year, including records that have been requested and release three or more times in accordance with 5 U.S.C. § 552(a)(2)(D). Please includes links to these materials as well.**

- FOIA Logs
- Change of Address Stats
- Election Mail
- Holiday Operations
- Facilities Owned and Leased by State

**5. Beyond posting new material, is your agency taking steps to make the posted information more useful to the public, especially to the community of individuals who regularly access your agency's website?**

Yes.

**6. If yes, please provide examples of such improvements. In particular, please describe steps your agency is taking to post information in open, machine-readable, and machine-actionable formats, to the extent feasible. If not posting in open formats, please explain why and not any challenges.**

The Postal Service develops its strategic plan and the associated goals, objectives, performance indicators, and targets, through a process that relies heavily on participation by postal stakeholders. To effectively reach the stakeholder community, the Postal Service has attempted to map out an all-inclusive list of key stakeholders.

For example, the USPS Direct Mail Technology Integrator Directory allows select technology providers the opportunity to be included in a national directory available to mailers. The directory is an opportunity for providers to connect with mailers who are seeking to integrate technology into their direct mail campaigns.

- With the launch of our new Mailing Promotions Portal, it will modernize the sample review process and allow mailers to keep better track of their submissions and receive answers to their questions. This new portal enhances the customer experience and gives mailers insight in the approval process.
- Mailers Technical Advisory Committee (MTAC) is a venue for the Postal Service to share technical information with mailers, to receive their advice and recommendations on matters concerning mail-related products and services, and to enhance customer value and expand the use of these products and services for the mutual benefit of mailing industry stakeholders and the Postal Service. More information can be found at: [Mailers' Technical Advisory Committee \(MTAC\) | PostalPro \(usps.com\)](#).
- Postal Customer Councils (PCCs): These Postal Service-affiliated networks connect business mailers with local Post Office management to develop more effective and profitable mailings through training and information-sharing. Since the 1960s, PCCs have been the go-to local resource for helping mailers learn, innovate, and build their business. More information can be found at: [Postal Customer Council® \(PCC\) | PostalPro \(usps.com\)](#)



- National Postal Forum (NPF): The annual mailing industry conference provides educational and networking opportunities for thousands of business customers. Attendees learn about the latest mail trends and innovations through more than 100 workshops and seminars. More information can be found at [npf.org](http://npf.org).

Examples of improvements made to post information in open formats to the public:

**The Mailpiece Design Analysts (MDA) Support Center** is a centralized agency that routes Mailpiece Design requests from customers to MDAs who have specialized mailpiece design expertise. It is the goal of the Support Center to directly connect postal customers with MDAs, so that customers can receive assistance in a timely, effective manner. The MDA Support Center supplies postal customers with several key services and support that directly benefits their businesses:

- Customers have access to a nationwide pool of highly qualified MDAs who provide valuable mailpiece design consultation
- If the MDA Support Center cannot directly connect customers with available MDAs, they can expect to be contacted by an MDA within one business day
- Specialized training has been created to further develop and maintain the skills and expertise of the MDAs, providing the customer with an experienced partner with whom to collaborate
- Tickets and ticket numbers for transactions are actively tracked and monitored to support response quality and timeliness

The MDA Support Center hours of operation are **Monday through Friday, between 7:00 a.m. and 5:00 p.m. CST.**

**The Business Customer Gateway (BCG)** provides a single-entry point for Postal Service® online business services. Users can access Intelligent Mail® products and services, including PostalOne!®, Facility Access and Shipment Tracking (FAST), Mailer IDs, eInduction, tracking, and more. Access to multiple services is provided through a single username and password. The simplified, consolidated, and streamlined registration process grants access automatically to the most popular services and gives the user the ability to custom select services at multiuser business locations. Improved navigation allows the user to easily see which services are accessible and request services. The Business Customer Gateway is a secure portal to reach mailing and shipping services.

**Postal Wizard** is an online tool that gives small-volume mailers a secure, electronic means for submitting postage statements and simplifies calculating postage, checking balance and fees, and viewing mailing reports and mailing history. Using Postal Wizard eliminates the need for hard-copy postage statements. Users must have a USPS Business Customer Gateway (BCG) Account with an active mailing permit linked to their BCG account.

**PostalPro** is a web-based computing resource providing services for information-sharing with the mailing industry.

**7. Does your proactive disclosure process or system involve any collaboration with agency staff outside the FOIA office, such as IT or data personnel? If so, describe this interaction.**

Yes. The Privacy and Records Management Office frequently collaborates with the Interactive Digital team to ensure the FOIA Library is updated on a regular basis. The Privacy and Records Management Office also collaborates with other departments to post records to the FOIA Library.

**8. Optional – Please describe the best practices used to improve proactive disclosures and any challenges your agency faces in this area.**

Given the size and decentralized nature of the FOIA program, the Postal Service continually emphasizes to FOIA coordinators and records custodians that they must inform the Privacy and Records Management Office if they receive three or more requests for the same records. In addition, Privacy and Records Management Office periodically reviews FOIA logs to determine whether there are new categories of frequently requested that should be added to the public FOIA Library. Beyond these efforts to identify frequently requested records, the Privacy and Records Management Office continually works with stakeholders throughout the organization to identify regularly queried databases and information repositories, as well as newly created IT tools and systems to identify new categories of records that may be subject to the FOIA.

## **Section IV: Steps Taken to Greater Utilize Technology**

1. Has your agency reviewed its FOIA-related technological capabilities to identify resources needed to respond to current and anticipated FOIA demands?

Yes

2. Please briefly describe any new types of technology your agency began using during the reporting period to support your FOIA program.
  - We ensure the vendor successfully updates the Postal Service's FOIA software each year.
  - 
  - We consider new applications and technology related to FOIA and records management.
  - USPS Information Catalog Program Office (ICP) and IT professionals provide required support and assistance in conducting electronic records searches. ICP sorts and de-duplicates email records and may provide data transfer services for the exchange of electronic files.
  - The Postal Service has one of the world's largest computer networks. The services provided daily by the Postal Service depends on an astonishing network of people and technologies that collect, transport, process and deliver the nation's mail. As such, records custodians at the over 30,000 facilities throughout the country at which records are maintained may utilize available technology which supports the programs they manage to help create efficiencies in processing FOIA requests.
3. Does your agency currently use any technology to automate record processing? For example, does your agency use machine learning, predictive coding, technology assisted review or similar tools to conduct searches or make redactions? If so, please describe and, if possible, estimate how much time and financial resources are saved implementing the technology.

Yes. The Postal Service's FOIA software has a tool to remove duplicate records and redact certain information using specific filters.

4. OIP issued guidance in 2017 encouraging agencies to regularly review their FOIA websites to ensure that they contain essential resources, and are informative and user-friendly. Has your agency reviewed its FOIA website(s) during the reporting period to ensure it addresses the elements noted in the guidance?

Yes

5. Did all four of your agency's quarterly reports for Fiscal Year 2022 appear on your agency's website and on FOIA.gov?

Yes

6. If your agency did not successfully post all quarterly reports, with information appearing on FOIA.gov, please explain why and provide your agency's plan for ensuring that such reporting is successful in Fiscal Year 2022.

N/A

7. The FOIA Improvement Act of 2016 requires all agencies to post the raw statistical data used to compile their Annual FOIA Reports. Please provide the link to this posting for your agency's Fiscal Year 2022 Annual FOIA Report and, if available, for your agency's Fiscal Year 2023 Annual FOIA Report.

- Fiscal Year 2022 - <https://about.usps.com/who/legal/foia/annual-foia-reports/fy2022-rawdata.csv>
- Fiscal Year 2023 - <https://about.usps.com/who/legal/foia/annual-foia-reports/fy2023-rawdata.csv>

8. In February 2019, DOJ and OMB issued joint Guidance establishing interoperability standards to receive requests from National FOIA Portal on FOIA.gov. Are all components of your agency in compliance with the guidance?

Yes

### **Other Initiatives**

9. Optional -- Please describe best practices used in greater utilizing technology and any challenges your agency faces in this area.

The Privacy and Records Management Office continues to work with an IT portfolio manager to identify technology tools that it may need to provide for efficient FOIA processing. This approach requires yearly review by communicating with IT to develop a plan for accomplishing explicit development goals and timelines, gauging results, and making any necessary modification or enhancements.

## **Section V: Steps Taken to Remove Barriers to Access, Improve Timeliness in Responding to Requests and Reducing Backlogs**

### **A. Remove Barriers to Access**

1. Has your agency established alternative means of access to first party requested records outside of the FOIA process?

Yes.

2. If yes, please provide examples. If no, please indicate why not. Please also indicate if you do not know.

First party requesters seeking employment records are able to obtain those records outside of the FOIA process.

3. Please describe any other steps your agency has taken to remove barriers to accessing government information.

We ensure that the Postal Service's public FOIA website is updated with frequently requested records and other records required to be made available to the public so that requesters are able to immediately access certain records.

### **B. Timeliness**

4. For Fiscal Year 2023, what was the average number of days your agency reported for adjudicating requests for expedited processing? Please see Section VIII.A of your agency's Fiscal Year 2023 Annual FOIA Report.

3.42

5. If your agency's average number of days to adjudicate requests for expedited processing was above ten calendar days, according to Section VIII.A. of your agency's Fiscal Year 2023 Annual FOIA Report, please describe the steps your agency will take to ensure that requests for expedited processing are adjudicated within ten calendar days or less.

N/A

6. Does your agency utilize a separate track for simple requests?

Yes.

7. If your agency uses a separate track for simple requests, according to Annual FOIA Report section VII.A, was the agency overall average number of days to process simple requests twenty working days or fewer in Fiscal Year 2023?

Yes.

8. If not, did the simple track average processing time decrease compared to the previous Fiscal Year?

N/A

9. Please provide the percentage of requests processed by your agency in Fiscal Year 2023 that were placed in your simple track. Please use the following calculation based on the data from your Annual FOIA Report: (processed simple requests from Section VII.C.1) divided by (requests processed from Section V.A.) x 100.

82.3%

10. If your agency does not track simple requests separately, was the average number of days to process all non-expedited requests twenty working days or fewer?

N/A

### **C. Backlogs -- Requests**

11. If your agency had a backlog of requests at the close of Fiscal Year 2022, according to Annual FOIA Report Section XII.D.2, did that backlog decrease as compared with the backlog reported at the end of Fiscal Year 2022?

No

12. If not, according to Annual FOIA Report Section XII.D.1, did your agency process more requests during Fiscal Year 2023 than it did during Fiscal Year 2022?

Yes

13. If your agency's request backlog increased during Fiscal Year 2023, please explain why and describe the causes that contributed to your agency not being able to reduce its backlog. When doing so, please also indicate if any of the following were contributing factors:

- An increase in the number of incoming requests.
- A loss of staff.
- An increase in the complexity of the requests received. If possible, please provide examples or briefly describe the types of complex requests contributing to your backlog increase.
- Impact of COVID-19 and workplace and safety precautions
- Any other reasons – please briefly describe or provide examples when possible.

The number of complex FOIA requests increased by during the fiscal year. These FOIA requests involved various subject matter widely reported by the news media. Most of the complex FOIA requests generated a voluminous number of records that required redactions and review by several departments before release. In addition, the Privacy and Records Management Office and the Ethics and Legal Compliance team lost fifty percent of its staff.

14. If you had a request backlog, please report the percentage of requests that make up the backlog out of the total number of requests received by your agency in Fiscal Year 2023. Please use the following calculation based on data from your Annual FOIA Report: (backlogged

requests from Section XII.A) divided by (requests received from Section V.A) x 100. This number can be greater than 100%. If your agency has no request backlog, please answer with "N/A."

3.2%

#### **D. Backlogs – Appeals**

15. If your agency had a backlog of appeals at the close of Fiscal Year 2023, according to Section XII.E.2 of the Annual FOIA Report, did that backlog decrease as compared with the backlog reported at the end of Fiscal Year 2022?

Yes

16. If not, according to section XII.E.1 of the Annual FOIA Report, did your agency process more appeals during Fiscal Year 2023 than it did during Fiscal Year 2022?

No

17. If your agency's appeal backlog increased during Fiscal Year 2023, please explain why and describe the causes that contributed to your agency not being able to reduce its backlog. When doing so, please also indicate if any of the following were contributing factors:

- An increase in the number of incoming appeals.
- A loss of staff.
- An increase in the complexity of the requests received. If possible, please provide examples or briefly describe the types of complex requests contributing to your backlog increase.
- Impact of COVID-19 and workplace and safety precautions.
- Any other reasons – please briefly describe or provide examples when possible.

N/A

18. If you had an appeal backlog, please report the percentage of appeals that make up the backlog out of the total number of appeals received by your agency in Fiscal Year 2023. Please use the following calculation based on data from your Annual FOIA Report: (backlogged appeals from Section XII.A) divided by (appeals received from Section VI.A) x 100. This number can be greater than 100%. If your agency did not receive any appeals in Fiscal Year 2023 and/or has no appeal backlog, please answer with "N/A."

N/A

#### **E. Backlog Reduction Plans**

19. In the 2022 guidelines for Chief FOIA Officer Reports, any agency with a backlog of over 1000 requests in Fiscal Year 2022 was asked to provide a plan for achieving backlog reduction in the year ahead. Did your agency implement a backlog reduction plan last year? If so, describe your agency's efforts in implementing this plan and note if your agency was able to achieve backlog reduction in Fiscal Year 2023?

N/A

20. If your agency had a backlog of more than 1,000 requests in Fiscal Year 2023, please explain your agency's plan to reduce this backlog during Fiscal Year 2024.

N/A

### **F. 10 Oldest Requests**

21. In Fiscal Year 2023, did your agency close the ten oldest pending perfected requests that were reported in Section VII.E. of your Fiscal Year 2022 Annual FOIA Report?

No

22. If no, please provide the number of these requests your agency was able to close by the end of the fiscal year, as listed in Section VII.E of your Fiscal Year 2022 Annual FOIA Report. If you had less than ten total oldest requests to close, please indicate that.

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23. Beyond work on the ten oldest requests, please describe any steps your agency took to reduce the overall age of your pending requests.

The Privacy and Records Management Office continued meeting on a weekly basis and ensured that all team members were assisting with closing the oldest requests or any overdue cases. The office also maintains and reviews an overdue case list.

### **G. 10 Oldest Appeals**

24. In Fiscal Year 2023, did your agency close the ten oldest appeals that were reported pending in Section VI.C.5 of your Fiscal Year 2022 Annual FOIA Report?

Yes

25. If no, please provide the number of these appeals your agency was able to close by the end of the fiscal year, as listed in Section VI.C.(5) of your Fiscal Year 2021 Annual FOIA Report. If you had less than ten total oldest appeals to close, please indicate that.

N/A

26. Beyond work on the ten oldest appeals, please describe any steps your agency took to reduce the overall age of your pending appeals.

N/A

### **H. 10 Oldest Consultations**

27. In Fiscal Year 2023, did your agency close the ten oldest consultations that were reported pending in Section XII.C. of your Fiscal Year 2022 Annual FOIA Report?

Yes



28. If no, please provide the number of these consultations your agency was able to close by the end of the fiscal year, as listed in Section XII.C. of your Fiscal Year 2022 Annual FOIA Report. If you had less than ten total oldest consultations to close, please indicate that.

N/A

### **I. Additional Information Regarding 10 Oldest**

29. If your agency was unable to close any of its ten oldest pending requests, appeals or consultations, please explain why and provide a plan describing how your agency intends to close those “ten oldest” requests, appeals, and consultations during Fiscal Year 2024.

N/A

30. Were any requests at your agency the subject of FOIA litigation during the reporting period? If so, please describe the impact on your agency’s overall FOIA request processing and backlog. If possible, please indicate:

a) The number and nature of request subject to litigation – 7

b) Common causes leading to litigation:

The most common causes of litigation were adequate search and the applicability of exemptions.

c) Any other information to illustrate the impact of litigation on your overall FOIA administration:

FOIA litigation comprises a very small percentage of the Postal Service’s overall litigation portfolio. That said, the amount of FOIA cases that lead to litigation has increased slightly in the past five years. This may be attributable to the more general increase in FOIA requests the Postal Service experienced in past years. When it occurs, FOIA litigation demands additional resources of our team, as the FOIA litigation is not handled through the general litigation process, but by the Ethics and Legal Compliance team.