

U.S. Postal Service Transparency, Accountability, and Reporting Requirements

The Postal Service's transparency and oversight efforts are described earlier in the testimony and are outlined below. The Postal Service provides very extensive reporting from a number of sources – many statutory, many regulatory, many from Congress, and some more informal, such as Committee requests. Some of these requirements would apply to other federal agencies, others would apply to private companies, but many are unique to the Postal Service. These include but are not limited to:

Financial Reporting/Disclosures

- 39 U.S.C. § 2009 requires us to prepare and to submit to OMB an annual budget program, the contents of which are specified in the law.
- 39 U.S.C. § 2401(e) requires us to present our budget to numerous enumerated Congressional committees, as well as to prepare and submit a comprehensive statement on postal operations. The section specifies the content that we must provide in our comprehensive statement.
- 39 U.S.C. § 3654 requires the Postal Service to file quarterly, annual, and current reports with the Postal Regulatory Commission containing the information required by the Securities and Exchange Commission on Forms 10-Q, 10-K, and 8-K. That section also requires the Postal Service to prepare and submit annually an internal controls report.
- 39 C.F.R. § 3050.27 requires us to submit to the PRC and annual report summarizing workers' compensation activity and balances.
- 39 CFR § 3050.28(b) requires us to submit a monthly financial information report to the PRC, including information on mail revenue, mail volume and workhours.
- 39 CFR § 3050.28(c) requires us to submit a monthly Revenue and Expense Summary report to the PRC.
- U.S. Treasury Financial Manual Part 2, Chapter 4700 requires us to submit a number of regular reports, including:
 - Select significant disclosures in the Financial Report of the U.S. Government;
 - compilation of government adjusted trial balance using USSGL and associated attributes;
 - report on domestic and foreign receivables to the Fiscal Service;
 - explanations on material differences for intergovernmental transactions;
 - explanations on differences for intergovernmental transactions;
 - updates on the G-Invoicing implementation status;
 - CFO Representation for Intra-governmental Activity and Balances;
 - Management Representation Letter for Subsequent Events disclosures are addressed to the external auditor, signed by CFO;
 - annual reclassified financial statement information for inclusion in the Financial Report of the United States Government, and;
 - a summary of factual, projected, and judgmental misstatements identified during the external and/or reclassified audit
- The Postal Service also provides a wide range of data to the Internal Revenue Service, including but not limited to:
 - Quarterly Federal Excise Tax Return reports;
 - electronic files of all the 1099's sent to Suppliers;
 - tax withholdings for employees;
 - tax withholdings for 1099's;
 - health Benefits information, and;
 - W2 data.
- There are a number of additional reports with financial implications sent various frequencies to different entities:

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- A weekly report providing the SF-1034, PS 7440, and supporting documents forwarded to Military Postal Service Agency (MPSA) & Department of State (DOS) for their review and concurrence.
- A monthly report to the OIG on unmatched salary advances for certain employees.
- A quarterly report to the Treasury on all the data the Postal Service will report with the General Fund as of the end of the quarter.

Operational & Strategic Reporting and Related Requirements

- 39 U.S.C. § 2402 requires the PMG to render an annual report to the Board, and for the Board to transmit the report to the President and Congress.
- 39 U.S.C. § 2802 requires the Postal Service to submit to the President and to Congress a strategic plan for its program activities. The section specifies what content must be included in the plan, which must cover a 5-year period and be updated every 3 years. The most recent update is DFA 2.0.
- An uncodified section of the PAEA at Pub. L. 109–435, title III, section 302 specifies that the Postal Service may not close or consolidate any processing or logistics facilities without (1) providing adequate public notice to communities potentially affected by a proposed rationalization decision; (2) making available information regarding any service changes in the affected communities, any other effects on customers, any effects on postal employees, and any cost savings; (3) affording affected persons ample opportunity to provide input on the proposed decision; and (4) taking such comments into account in making a final decision. When Congress passed this provision, it was understood that the 408 process was our vehicle for compliance. (Statutory)
- 39 U.S.C. § 2803 requires the Postal Service to prepare an annual performance plan covering each program activity that is set forth in our budget and in our comprehensive statement. The content that is required in the performance plan is set forth in the section and includes, among a number of requirements, the establishment of performance goals for the next year.
- 39 U.S.C. § 2804 requires the Postal Service to prepare an annual performance report covering each program activity that is set forth in our budget and to include it in our comprehensive statement. The content that is required in the performance plan is set forth in the section and includes, among a number of requirements, our actual performance achieved compared to the performance goals established for that fiscal year.
- 39 U.S.C. § 3652 requires the Postal Service to prepare and submit to the Postal Regulatory Commission an Annual Compliance Report within 90 days of the end of our fiscal year. The required content of the report, which is very extensive, is set forth in the section. In addition, the section requires the Postal Service to provide the comprehensive statement, the performance plan, and the performance report, to the Commission.
- 39 U.S.C. § 3661 requires that any time the Postal Service determines that there should be a change in the nature of service which will generally affect service on a nationwide or substantially nationwide basis, we must submit a proposal to the Postal Regulatory Commission requesting an advisory opinion on the change.
- 39 U.S.C. § 3703(b) requires the Postal Service to post publicly on our website, specific information regarding any agreements entered into with state, local, and triable governments for the provision of non-postal services, including copies of the agreements themselves.
- 39 U.S.C. § 3692(a) requires the Postal Service to provide the Postal Regulatory Commission with service performance targets for each product
- 39 U.S.C. § 3692(c) required the creation of the Public Performance Dashboard which makes service performance reporting available to the public: [Service Performance Dashboard](#)
- 39 C.F.R. § 3010.126 requires that the Postal service “subscribe” or certify that to the best of the submitters knowledge all the information submitted to the PRC are true and not misleading. (Regulatory)

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Products & Services

- 39 U.S.C. § 3622 requires the Postal Service to seek review from the Postal Regulatory Commission any time we seek to adjust the rates for our Market-Dominant products.
- 39 U.S.C. §§ 3632 and 3633 require the Postal Service to seek review from the Postal Regulatory Commission any time we seek to adjust the rates for our Competitive products.
- 39 U.S.C. § 3641 requires the Postal Service to seek review from the Postal Regulatory Commission any time we seek to conduct a market test of an experimental product.
- 39 U.S.C. § 3642 requires the Postal Service to seek review from the Postal Regulatory Commission any time we seek to introduce a new product, modify an existing product, or transfer a product between the Market-Dominant and Competitive Product lists.
- 39 U.S.C. § 3705 requires the Postal Service to report annually to the Postal Regulatory Commission specific information about nonpostal services provided to other federal government agencies, and state, local, and tribal governments.
- 29 U.S.C. § 794d-1 requires the preparation and submission of reports to GSA and OMB regarding the extent to which the electronic and information technology is accessible to and usable by individuals with disabilities. (Regulatory)
- 29 U.S.C. § 794d requires the preparation and submission of reports to the Attorney General regarding the extent to which the electronic and information technology is accessible to and usable by individuals with disabilities. (Regulatory)
- PRC Order No. 6092 requires us to submit a Canada Post Corporation Bilateral Report with revenue, pieces, and weight information related to the Canada bilateral inbound packets, parcels, and express mail international service to the PRC.

Facilities

- 39 U.S.C. § 409(f)(3) requires the Postal Service to consult with state or local governments on the preparation of plans for the construction or modification of a building and allow the state or local government to review plans and conduct inspections.
- 39 U.S.C. § 409(f)(5) requires the Postal Service to inform the public and solicit feedback when it is constructing or modifying a postal building.
- 31 U.S.C. § 6506 (Intergovernmental Cooperation Act (ICA)) requires the Postal Service to solicit feedback from interested state, regional, and local governments when certain facilities actions are undertaken such as constructing a new facility, expanding an existing facility, and disposing of real property.
- 54 U.S.C. §§ 306102, 306108 (National Historic Preservation Act) and 36 C.F.R. Part 800 require consultation with the Advisory Council on Historic Preservation as well as state and local governments, tribal representatives, and the public when taking action that will affect historic properties. (Statutory)
- 39 C.F.R. § 241.4 requires the Postal Service to inform the local government and public and solicit feedback when it makes a tentative decision to relocate a retail facility. (Regulatory)
- 42 U.S.C. § 8253 requires federal agencies to identify to DOE on an ongoing basis "covered" facilities that constitute at least 75% of their total facility energy use. Per 42 U.S.C. § 8262j(a), Postal Service is required to comply "to the maximum extent practicable" with the requirements of 8253. (Regulatory)
- Executive Order 13287 (implementing the National Historic Preservation Act) requires the Postal Service to submit a report every third year to the Department of the Interior and the Advisory Council on Historic Preservation on the identification, protections, and use of historic properties by the Postal Service. (Executive Order)

Personnel

- 39 C.F.R. Part 3050 requires the Postal Service to file numerous periodic reports on regular intervals (biweekly, monthly, quarterly, yearly) including a variety of information such as employee

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statistics, payroll information, preliminary financials, national trial balance, revenue and expenses, billing determinants, revenue, pieces, and weight reports, the household diary study, workers compensation, demand elasticity estimates. (Regulatory)

- 5 CFR § 891.104 requires us to submit weekly retirement data to the Office of Personnel Management (OPM) for CSRS and FERS employees for calculation and payment of retirement annuity benefits. Year-end totals are sent annually in late December.
- The Postal Service also submits an annual calculation of imputed costs for employee benefits and a semi-annual employee headcount report.

Environmental

- 33 U.S.C. § 1321(d) and 42 U.S.C. § 9605 establish the National Oil and Hazardous Substances Pollution Contingency Plan (NCP) for responding to both oil spills and hazardous substance releases. 40 C.F.R. § 300.125(a) requires notification of any discharge or release to the National Response Center (NRC). The National Response Center (NRC) acts as the central clearinghouse for all pollution incident reporting. 40 C.F.R. § 300.165 requires an on-scene coordinator for the cleanup response to submit to the Regional Response Team or National Response Team a report on all removal actions taken at a site. (Statutory)
- Under 33 U.S.C. § 1321(j) and 40 CFR § 112.20, a Postal Service facility that could reasonably be expected to cause substantial harm to the environment by discharging oil into or on the navigable waters or adjoining shorelines must prepare and submit a Facility Response Plan (FRP) to the EPA. 40 C.F.R. § 112.20(h)(2) and Part 112, Appendix F, Section 1.2 require an FRP facility to include facility information, including whether the facility is located in or drains into a wellhead protection area protected under the Safe Drinking Water Act. (Statutory)
- Under 42 U.S.C. § 300j-6, federal agencies that own or operate facilities in wellhead protection areas or that may contaminate water supplies in a wellhead protection area surrounding a water well or wellfield supplying a public water system must comply with SDWA requirements to the same extent as other persons. They are also subject to EPA administrative and state, tribal, and local enforcement actions. The SDWA required states to develop and obtain EPA approval for wellhead protection programs (WHPP). Generally, Postal Service facilities in a wellhead protection area must submit Wellhead Protection Plans to the state to ensure operations do not risk contamination in the area. (Statutory)
- 42 U.S.C. § 4332(C) requires the Postal Service to include in every recommendation or report on proposals for legislation and other major Federal actions significantly affecting the quality of the human environment, a detailed statement analyzing the reasonably foreseeable environmental effects of the proposed agency action and a reasonable range of alternatives to the proposed agency action that are technically and economically feasible and meet the purpose and need of the proposal. (Statutory)
- Under 42 U.S.C. § 4336a(c), requires that the Postal Service include a request for public comment on alternatives or impacts and on relevant information, studies, or analyses with respect to the proposed agency action in each NEPA notice of intent to prepare an environmental impact statement. (Statutory)
- 42 U.S.C. § 4336a(h) requires the Postal Service to report to Congress identifying if any environmental review was not completed within two years for an environmental impact statement or one year for an environmental assessment. (Statutory)
- 42 U.S.C. § 6912 and 40 C.F.R. § 262.41 require Postal Service facilities that generate 1,000 kilograms per month or more of hazardous waste or more than one kilogram per month of acutely hazardous waste to submit a report every two years regarding the nature, quantities and disposition of hazardous waste generated at their facility. EPA refers to this as the National Biennial RCRA Hazardous Waste Report or Biennial Report. Some states have additional

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hazardous waste generation reporting requirements on top of the federal requirements. (Statutory)

- 42 U.S.C. § 6939g requires the EPA to establish a hazardous waste manifest system designed to track hazardous waste from the time it leaves the generator facility where it was produced, until it reaches the off-site waste management facility that will store, treat, or dispose of the hazardous waste. The Postal Service must prepare a Uniform Hazardous Waste Manifest, a form required by EPA and the U.S. Department of Transportation for all generators who transport, or offer for transport, hazardous waste for off-site treatment, recycling, storage or disposal. When completed, the form contains information on the type and quantity of the waste being transported, instructions for handling the waste, and signature lines for all parties involved in the disposal process. (Statutory)
- 42 U.S.C. § 9620(h) requires that any contract for the sale or other transfer of property owned by the United States on which any hazardous substance was stored for 1 year or more, known to have been released, or disposed of, shall include a notice of the type and quantity of any hazardous substances on the property and notice of the time at which hazardous substances were stored, released, or disposed on the property. (Statutory)
- 42 U.S.C. § 9620 subjects the Postal Service to the federal contamination cleanup requirements for hazardous substances including a notice of contamination that affects adjacent property, listing on the federal agency hazardous waste compliance docket, preparation and disclosure of a Preliminary Assessment of the contamination and a Remedial Investigation/Feasibility Study for the cleanup, and public participation in the planning and selection of a remedial action. (Statutory)
- 42 U.S.C. § 13219(b) requires the Postal Service to communicate, share, and disseminate, on a regular basis, information on Alternative Fuel Vehicle (AFV) programs with Department of Energy (DOE), GSA, and heads of appropriate federal agencies. This includes:
 - annual reporting to DOE under the Federal Analytical Statistical Tool (FAST) by December 15;
 - annual reporting to DOE in the EPA AFV Compliance Report by February 15;
 - quarterly submissions to DOE on the Missed Opportunity Report.
 - quarterly reporting to DOE on Electric Vehicle Supply Equipment.
- Several federal environmental statutes require permits authorizing activities that may otherwise be statutorily prohibited. The Postal Service will have to report to the federal or state regulatory authority in the permitting processes. Some of the more common permitting for the Postal Service are National Pollution Discharge Elimination System permits under the Clean Water Act, emissions permits under the Clean Air Act, and hazardous waste disposal and storage tank operations under the Resource Conservation and Recovery Act. (Statutory)
- 16 U.S.C. § 1536(a)(2) requires the Postal Service to consult with the United States Fish and Wildlife Service or the National Marine Fisheries Service to ensure that actions by the Postal Service, which may jeopardize endangered species, are not likely to jeopardize the continued existence of any endangered species or threatened species or result in the destruction or adverse modification of critical habitat of such species. (Regulatory)
- The Postal Service complies with provisions of Executive Order 13693, Planning for Federal Sustainability in the Next Decade, which requires compliance with sections 301 through 313 of the Emergency Planning and Community Right-to-Know Act of 1986 (EPCRA) (42 U.S.C. §§ 11001-23). USPS Installation Heads submit emergency and hazardous chemical inventory reporting forms to the State Emergency Response Commission; the Local Emergency Planning Committee; and the local Fire Department that would respond to an emergency at a facility. (Executive Order)
- Several federal environmental statutes, such as the Clean Water Act (33 U.S.C. section 1323), the Clean Air Act (42 U.S.C. section 7418), the Resource Conservation and Recovery Act (42 U.S.C. section 6961), and the Superfund Act (42 U.S.C. section 9620), include waivers of federal sovereign immunity and allow states to regulate federal facilities and activities in the control of

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pollution. Under these waivers of sovereign immunity, the Postal Service is subject to various state environmental reporting requirements. (State Law)

- Under CA Health & Safety Code §§ 44150-44158, the California Air Resources Board requires heavy-duty vehicle inspection and maintenance (HD I/M) to ensure that vehicles' emissions control systems are properly functioning. The "Clean Truck Check" applies to nearly all diesel and alternative fuel heavy-duty vehicles with a gross vehicle weight rating (GVWR) over 14,000 pounds that operate on California public roads. This includes both in-state and out-of-state vehicles, as well as public vehicles (federal, state, and local government). To comply, the Postal Service will have to get regulated vehicles inspected and report the results to CARB. 42 U.S.C. section 7418(c) subjects the Postal Service to state inspection and maintenance requirements for the control of ozone and carbon monoxide. (State Law)

Oversight and Regulatory Activity

Either requested by Congress, or on their own initiative

Office of the Inspector General (OIG)

A total of 685 final reports were issued by the Postal Service Office of the Inspector General (OIG) between FY 2020 – FY 2024 for various audits and white papers, many requested by Congress and others that are self-initiated by the OIG. These range in scope from questions of nationwide operations to service at individual postal facilities:

<u>Report #</u>	<u>Subject</u>
• 24-102-R24	The OIG's Oversight of the U.S. Postal Service's Delivering for America Plan
• 24-117-R24	Capping Report - South Carolina District: Delivery Operations
• 24-040-R24	Measuring Performance of Sorting and Delivery Centers
• 24-137-3-R24	Mail High Station, Denver, CO: Delivery Operations
• 24-137-1-R24	Brighton Main Post Office, Brighton, CO: Delivery Operations
• 24-136-R24	Efficiency of Operations at the Denver Processing and Distribution Center, Denver, CO
• 24-137-4-R24	Stockyards Station, Denver, CO: Delivery Operations
• 24-137-2-R24	Edgewater Branch, Lakewood, CO: Delivery Operations
• 24-071-R24	The Effectiveness of the New Regional Processing and Distribution Center in Portland, OR
• 24-100-R24	Mail Theft Mitigation and Response - Chicago, IL
• 24-107-R24	Capping Report - Kansas-Missouri District: Delivery Operations
• 24-103-R24	Attestation Report - Independent Report on Employee Benefits, Withholdings, Contributions, and Supplemental Semiannual Headcount Reporting Submitted to the U.S. Office of Personnel Management
• 24-125-2-R24	Northport Post Office, Northport, AL: Delivery Operations
• 24-129-R24	Efficiency of Operations at the Birmingham Processing and Distribution Center and Mail Processing Annex, Birmingham, AL
• 24-125-1-R24	Center Point Branch, Center Point, AL: Delivery Operations
• 24-125-3-R24	Tuscaloosa Main Post Office, Tuscaloosa, AL: Delivery Operations
• 24-017-R24	Service Optimization: Post Office Boxes
• 24-049-R24	Planning and Deployment of the Matrix Regional Sorter
• RISC-WP-24-008	Analysis of Historical Mail Volume Trends
• 24-099-R24	Mail Theft Mitigation and Response - San Francisco, CA

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- 23-175-R24 Employee Availability
- 24-074-R24 Effectiveness of the New Regional Processing and Distribution Center in Atlanta, GA
- 24-050-R24 Service Performance During the Fiscal Year 2024 Peak Mailing Season
- 24-101-R24 U.S. Postal Service Ground Advantage Billing Determinant Calculation Process
- RISC-RI-24-007 Examining Trends in the Postal Service's Workforce Composition - Research Insights Paper
- 24-064-R24 Postal Service's Adverse Weather Condition Procedures
- 24-117-2-R24 Mount Pleasant Post Office, Mount Pleasant, SC: Delivery Operations
- 24-117-1-R24 East Bay Station in Charleston, SC: Delivery Operations
- 24-116-R24 Efficiency of Operations at the Charleston Processing and Distribution Center, North Charleston, SC
- 24-117-3-R24 North Charleston Branch, North Charleston, SC: Delivery Operations
- 23-149-R24 ePostage Oversight
- 24-085-R24 Capping Report - Florida 1 District: Delivery Operations
- 23-162-R24 Evaluation of Freight Auction
- 24-043-R24 Bank Secrecy Act Compliance Program
- 24-130-R24 Fiscal Year 2024, Draft Form 10-Q Financial Report for the Quarterly Period Ended June 30, 2024 Dated July 30
- RISC-WP-24-006 Business or Public Service? Insights into the Unique Laws and Regulations Applying to the Postal Service
- 24-016-R24 Election Mail Readiness for the 2024 General Election
- 24-009-R24 Security of Postal Service Smartphones
- 24-069-R24 Service Performance of the New Sorting and Delivery Center in Binghamton, NY
- 24-042-R24 Invoice and Payment Processes for Inflation Reduction Act Funds
- 23-172-R24 Supervisor Vacancies
- 23-170-R24 Fleet Modernization - Charging Station Deployment Timelines
- 24-106-R24 Efficiency of Operations at the Kansas City Processing and Distribution Center, Kansas City, MO
- 24-107-1-R24 Hickman Mills Station, Kansas City, MO: Delivery Operations
- 24-107-2-R24 Robert L. Roberts Station, Kansas City, KS: Delivery Operations
- 24-107-3-R24 Shawnee Mission Post Office, Mission, KS: Delivery Operations
- 24-013-R24 Effectiveness of Package Shipping Services
- 24-079-R24 Capping Report - Puerto Rico District: Delivery Operations
- 24-038-R24 Fleet Modernization - Electric Vehicle and Charging Infrastructure Incentives
- 23-168-R24 Accuracy of Reported Service Performance
- 23-167-R24 State of the U.S. Postal Service Financial Condition
- 24-065-R24 Maryland District: Delivery Operations in Washington, DC
- 24-085-3-R24 Westside Station, Tallahassee, FL: Delivery Operations - Congressional
- 24-085-2-R24 Leon Station, Tallahassee, FL: Delivery Operations - Congressional
- 24-084-R24 Efficiency of Operations at the Tallahassee Processing and Distribution Facility, Tallahassee, FL - Congressional
- 24-085-1-R24 Lake Jackson Station, Tallahassee, FL: Delivery Operations - Congressional
- 23-134-R24 After-Action Review of Unauthorized Access to USPS Employee Self-Service Portal
- 24-032-R24 Capping Report - Minnesota-North Dakota District: Delivery Operations - Congressional
- 24-010-R24 Legacy Systems at the U.S. Postal Service
- 24-041-R24 U.S. Postal Service Emergency Preparedness: Hurricane Ian
- 23-171-R24 Sorting and Delivery Center Impacts to Florida 1

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- RISC-RI-24-005 Sending It Back: Reverse Logistics and the U.S. Postal Service
- 24-079-3-R24 Guaynabo Post Office, Guaynabo, PR: Delivery Operations
- 24-079-2-R24 Toa Baja Post Office, Toa Baja, PR: Delivery Operations
- 24-078-R24 Efficiency of Operations at San Juan Mail Processing Annexes in Carolina, Puerto Rico
- 24-079-1-R24 Bayamon Post Office, Bayamon, PR: Delivery Operations
- 24-025-R24 Network Modernization: The Changing Role of Postmasters
- 24-037-R24 Mail Theft Mitigation and Response - Queens, NY
- 24-019-R24 Impact of Management Operating Data System on U.S. Postal Service Costing
- 24-095-R24 IG Memo on Form 10-Q Financial Report for the Quarterly Period Ended March 31, 2024 Dated April 29
- 24-048-R24 Delivery in Northern Minnesota - Congressional
- 23-145-R24 Postal Service Hiring Practices
- 23-164-R24 Scanning Compliance and Oversight of Dock Operations
- 23-161-1-R24 Impacts Associated With Local Transportation Optimization in Richmond, VA
- 24-065-3-R24 Ward Place Carrier Annex, Washington, DC: Delivery Operations
- 24-065-2-R24 Lammond Riggs Station, Washington, DC: Delivery Operations
- 24-065-1-R24 Brookland Station in Washington, DC: Delivery Operations
- 24-063-R24 Efficiency of Operations at the Curseen-Morris Processing and Distribution Center, Washington, DC
- 24-073-R24 Fiscal Year 2023 Decision Analysis Report Summary
- 24-050-1-R24 Alert - Mail Conditions at South Houston Local Processing Center
- 23-161-R24 Effectiveness of the New Regional Processing and Distribution Center in Richmond, VA
- RISC-WP-24-004 The Price of a Stamp: An International Comparison
- 23-165-R24 Mail Processing Machine Relocation
- 24-027-R24 Capping Report - California 5 District: Delivery Operations
- 24-032-5-R24 Minot Post Office, Minot, ND: Delivery Operations
- 24-032-6-R24 Mandan Post Office, Mandan, ND: Delivery Operations
- 24-060-R24 Efficiency of Operations at the Bismarck Processing and Distribution Center, Bismarck, ND
- 24-032-4-R24 Bismarck Carrier Annex, Bismarck, ND: Delivery Operations
- 23-163-R24 Fiscal Year 2023 Board of Governors' Expenditures
- 23-119-R24 Oversight of the Retail Lobby Customer Experience in New York 1 District
- 23-094-R24 U.S. Postal Service Emergency Preparedness: Winter Storm Elliott
- RISC-WP-24-003 Variations and Trends in Postal Regulatory Oversight
- 23-088-R24 Contract Trucking Safety and Compliance
- 23-131-R24 Procedures for Calculating Workshare Discounts for Letters
- 22-174-R24 U.S. Postal Inspection Service's Inventory Controls Over Law Enforcement Surveillance Equipment
- 24-054-R24 Fiscal Year 2024, Draft Form 10-Q Financial Report for the Quarterly Period Ended December 31, 2023 Dated January 26, 2024
- 24-027-3-R24 Inglewood Carrier Annex, Inglewood, CA: Delivery Operations
- 24-026-R24 Efficiency of Operations at the Los Angeles Processing and Distribution Center, Los Angeles, CA
- 24-027-2-R24 Downtown Long Beach Station in Long Beach, CA: Delivery Operations
- 24-027-1-R24 Dockweiler Station in Los Angeles, CA: Delivery Operations
- 22-199-R24 Southern California Site Technical Assessment Review
- 24-032-3-R24 New Brighton Carrier Annex, Saint Paul, MN: Delivery Operations - Congressional

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- 24-032-1-R24 Apple Valley Branch, Saint Paul, MN: Delivery Operations - Congressional
- 24-032-2-R24 Eagan Branch, Eagan, MN: Delivery Operations - Congressional
- 24-031-R24 Efficiency of Operations at the Saint Paul Processing and Distribution Center, Eagan, MN
- 23-151-R24 Capping Report - Texas 2 District: Delivery Operations
- 23-156-R24 Capping Report - Maryland District: Delivery Operations
- 23-038-R24 Parcel Return Service - Consolidator Payment and Refund Errors
- RISC-WP-24-002 Postal Retirement Funds in Perspective: Historical Evolution and Ongoing Challenges
- 23-059-R24 Fleet Modernization - Electric Vehicle Charging Stations Acquisition
- 23-139-R24 Capping Report - Illinois 1 District: Delivery Unit Operations
- 23-137-R24 Processing and Delivery of Veterans Affairs Medicine
- 22-197-R24 Security Assessment of a U.S. Postal Service Product Solutions Application
- 23-130-R24 Delivery and Customer Service in Colorado Mountain Towns
- 23-082-R24 Fiscal Year 2023 Selected Financial Activities and Accounting Records
- 23-095-R24 Effectiveness of Planning Mail Capacity on Air Transportation
- 23-151-2-R24 Oak Forest Station Houston, TX: Delivery Operations
- 23-150-R24 Efficiency of Operations at the North Houston Processing and Distribution Center, Houston, TX
- 23-151-3-R24 Conroe Post Office, Conroe, TX: Delivery Operations
- 23-151-1-R24 Fairbanks Station Houston, TX: Delivery Operations
- 23-090-R24 Fiscal Year 2023 Officers' Travel and Representation Expenses
- 23-155-R24 Efficiency of Operations at the Eastern Shore Processing and Distribution Facility, Easton, MD
- 23-156-1-R24 Cambridge Post Office in Cambridge, MD: Delivery Operations
- 23-156-2-R24 Easton Post Office in Easton, MD: Delivery Operations
- 23-156-3-R24 Salisbury Post Office in Salisbury, MD: Delivery Operations
- 23-121-R24 Fiscal Year 2024 Peak Mailing Season Preparedness
- 23-122-R24 Independent Auditor's Report on the U.S. Postal Service's Fiscal Year 2023 Reclassified Financial Statements
- 23-173-R24 Fiscal Year 2023, Draft Form 10-K Financial Report for the Annual Period Ended September 30, 2023 Dated November 7, 2023
- RISC-WP-24-001 Examining Alternative Inflation Indices for Regulating Market Dominant Price Increases
- 23-091-R24 Hazardous Waste Management at Postal Service Vehicle Maintenance Facilities
- 23-060-R24 Processing of Retroactive Pay
- 22-201-R24 Serving America: Contract Postal Unit and Village Post Office Operations
- 23-139-4-R24 Northtown Station in Chicago, IL: Delivery Operations
- 23-139-5-R24 Roger P. McAuliffe Station, Chicago, IL: Delivery Operations
- 23-139-2-R24 Daniel J. Doffyn Station, Chicago, IL: Delivery Operations
- 23-139-1-R24 Cragin Station in Chicago, IL: Delivery Operations
- 23-138-R24 Efficiency of Operations at the Chicago Processing and Distribution Center, Chicago, IL
- 23-087-R24 Business Reply Mail Operations
- 23-113-R24 Capping Report - Louisiana District: Delivery Unit Operations
- 22-194-R23 Corporate Information Security Office Workforce
- 22-185-R23 Internal Controls Over the Annual Capital Property Review
- 22-178-R23 U.S. Postal Service Response to Mail Theft
- 23-033-R23 Postal Service Customer Experience - Delivery Surveys
- 23-065-R23 Penalty Overtime

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- 23-028-R23 Follow-Up to Nationwide Employee Background Screening
- 23-055-R23 Transportation Workplace Safety and Driver Security
- 23-092-R23 Terminal Handling Services Modernization - Phoenix, AZ
- 22-200-R23 Address Management System for Rural Routes
- 23-111-R23 Parcel Select Billing Determinants Process and Procedures
- 23-072-R23 The Path Forward for the Postal Service Loyalty Program
- 23-035-R23 Progress Made to Reduce Mail Excluded From Service Measurement
- 23-062-R23 Review of USPS Sorting and Delivery Centers Opened in Quarters 1 and 2 of FY 2023
- 23-066-R23 The Single Induction Package Sorter Machine Deployment and Performance
- 23-110-R23 Independent Report on Employee Benefits, Withholdings, Contributions, and Supplemental Semiannual Headcount Reporting Submitted to the U.S. Office of Personnel Management
- RISC-RI-23-008 Investment Trends in Sustainable Postal Processing Operations
- 23-036-R23 Return on Investment for Capital Projects
- 23-085-R23 Kansas City Delayed Mail
- 23-100-R23 Capping Report - Tennessee District: Delivery Unit Operations
- 23-112-R23 Efficiency of Operations at the New Orleans Processing and Distribution Center, New Orleans, LA
- 23-057-R23 Postal Service's Use of Automated Guided Vehicles
- 23-113-2-R23 Carrollton Station in New Orleans, LA: Delivery Operations
- 23-113-1-R23 Bywater Station in New Orleans, LA: Delivery Operations
- 23-113-5-R23 Lake Forest Station, New Orleans, LA: Delivery Operations
- 23-113-3-R23 Central Carrier Station, New Orleans, LA: Delivery Operations
- 23-113-4-R23 Elmwood Branch in New Orleans, LA: Delivery Operations
- 23-106-R23 Capping Report - Ohio 2 District: Controls Over Retail Transactions
- 23-089-R23 Repair and Maintenance of Package Sorting Machines at Delivery Units
- 23-084-R23 Compensation, Benefit, and Bonus Authority in Calendar Year 2022
- 22-177-R23 Management of Postal Service Smartphones
- 23-132-R23 Fiscal Year 2023, Draft Form 10-Q Financial Report for the Quarterly Period Ended June 30, 2023 Dated July 26
- 23-031-R23 Efficiency of Surface Transfer Centers in the Western Pacific Region
- 23-025-R23 Service Performance During the Fiscal Year 2023 Peak Mailing Season
- 23-106-2-R23 Groesbeck Branch in Cincinnati, OH: Controls Over Retail Transactions
- 23-106-3-R23 Cincinnati Main Office, Cincinnati, OH: Controls Over Retail Transactions
- 23-106-1-R23 Madeira Branch Office, Cincinnati, OH: Controls Over Retail Processes
- 23-067-R23 Capping Report - Efficiency of Selected Processes at Select Retail Units, California 6 District
- 22-175-R23 Mobile Delivery Device Security Controls Assessment
- 23-018-R23 Cremated Remains
- 22-088-R23 Contract Authoring Management System Utilization and Controls
- 22-166-R23 Flats Cost Coverage
- 22-185-1-R23 Management Alert - Unsecured Assets at the Washington Network Distribution Center
- 23-099-R23 Efficiency of Operations at the Memphis Processing and Distribution Center and Mail Processing Annex, Memphis, TN
- 23-100-1-R23 Collierville Main Post Office in Collierville, TN: Delivery Unit Operations
- 23-100-2-R23 Cordova Main Post Office, Cordova, TN: Delivery Unit Operations
- 23-100-3-R23 Desoto Carrier Annex in Memphis, TN: Delivery Unit Operations
- 23-100-4-R23 Germantown Main Post Office in Germantown, TN: Delivery Unit Operations

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- 23-100-5-R23 Hickory Hill Station, Memphis, TN: Delivery Unit Operations
- 23-076-R23 Mail Delivery, Customer Service, and Property Condition Reviews - Select Units, Maine-New Hampshire-Vermont District
- RISC-WP-23-007 Industry Trends - Major Investments in Postal Processing Networks
- 21-239-R23 U.S. Postal Service's Plans to Resolve Post Office Suspensions
- 23-050-R23 Mail Delivery, Customer Service and Property Conditions Review - Select Units, Florida 3 District
- RISC-WP-23-006 The International Package Market - Trends and Opportunities for the Postal Service - White Paper
- 22-217-R23 Competitive Products Billing Determinants: Priority Mail
- 22-167-R23 Sure Money - International Electronic Money Transfer Service
- 22-159-R23 Package Tracking Messaging
- 22-121-R23 Workers' Compensation Program Update
- 23-076-5-R23 Mail Delivery, Customer Service, and Property Conditions Review – Southern Maine Carrier Unit, Scarborough, ME
- 23-076-1-R23 Mail Delivery, Customer Service, and Property Conditions Review – Industrial Park Annex, Saco, ME
- 23-075-R23 Efficiency of Operations at the Southern Maine Processing and Distribution Center, Scarborough, ME
- 23-076-3-R23 Mail Delivery, Customer Service, and Property Conditions Review - Main Office Carrier Section, Portland, ME
- 23-076-2-R23 Mail Delivery, Customer Service, and Property Conditions Review – Lewiston Main Post Office, Lewiston, ME
- 23-076-4-R23 Mail Delivery, Customer Service, and Property Conditions Review - Sanford Main Post Office, Sanford, ME
- 23-093-R23 IG Memo on Form 10-Q Financial Report for Quarterly Period Ended March 31, 2023
- RISC-WP-23-005 Historical Analysis of USPS Retirement Fund Returns
- 23-067-3-R23 Efficiency of Selected Processes - Chula Vista, CA, Post Office
- 23-067-2-R23 Efficiency of Selected Processes - Rancho Santa Fe, CA, Post Office
- 23-067-1-R23 Efficiency of Selected Processes - San Diego Hillcrest Station, San Diego, CA
- 22-202-R23 Late Trip Payment Process for Highway Contract Routes
- 22-162-R23 Fiscal Year 2022 Board of Governors' Expenditures
- 22-081-R23 Distribution of Repair and Maintenance Resources
- RISC-RI-23-004 The Paper Shortage and its Effects on Mail
- 22-180-R23 Postal Service's Non-Career Employee Turnover Follow-up
- 23-050-1-R23 Mail Delivery, Customer Service, and Property Conditions Review – Allapattah Station
- 23-050-3-R23 Mail Delivery, Customer Service, and Property Conditions Review – Flagler Station, Miami, FL
- 23-049-R23 Efficiency of Operations at the Miami Processing and Distribution Center, Miami, FL
- 23-050-4-R23 Mail Delivery, Customer Service, and Property Conditions Review – Princeton Branch, Homestead, FL
- 23-050-2-R23 Mail Delivery, Customer Service, and Property Conditions Review - Doral Branch, Doral, FL
- 22-107-R23 Next Generation Delivery Vehicles - Environmental Impact Statement
- 22-113-R23 Manual Plant Verified Drop Shipments: Atlantic Area
- 22-186-R23 Assessment of U.S. Postal Service Trailer Utilization
- 22-187-R23 Service Performance of Election Mail for the 2022 Mid-Term Elections

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- 23-034-R23 Fiscal Year 2022 Capping Report - Efficiency of Operations at Processing and Distribution Centers in the Western Region
- 22-160-R23 Contractor - Labor Qualifications
- 22-158-R23 International Mail Service Suspension Operations
- 23-086-R23 Fiscal Year 2022 Decision Analysis Report Summary
- 23-020-R23 Capping Report - Efficiency of Selected Processes at Select Retail Units, Arizona-New Mexico District
- 22-193-R23 Highway Contract Route Trips Not Performed
- 23-030-R23 Fiscal Year 2022 Capping Report - Mail Delivery, Customer Service, and Property Condition Reviews - WestPac Area
- 23-029-R23 Fiscal Year 2022 Capping Report - Mail Delivery, Customer Service, and Property Condition Reviews - Central Area
- 22-006-R23 Voyager Fleet Card Program
- 22-128-R23 Supervisor Timecard Administration
- 22-208-R23 Mail Delivery, Customer Service, and Property Condition Reviews - Select Units, Delaware-Pennsylvania 2 District
- 22-188-R23 Capping Report - Efficiency of Selected Processes at Select Retail Units, Massachusetts-Rhode Island District
- 22-120-R23 Safety and Health Program Training
- 23-047-R23 FY2023 Review of Form 10Q - Quarter 1
- 23-020-1-R23 Efficiency of Selected Processes - Yuma Main Office, Yuma, AZ
- 23-020-2-R23 Efficiency of Selected Processes - Lake Havasu City Post Office, Lake Havasu City, AZ
- 23-020-3-R23 Efficiency of Selected Processes - Phoenix Sierra Adobe Station, Phoenix, AZ
- 22-035-R23 Postal Service Investment and Interest Rate Risk
- RISC-WP-23-003 The Postal Service in the 21st Century: A Recent History
- 22-206-R23 Efficiency of Operations at the Delaware Processing and Distribution Center, Wilmington, DE
- 22-208-1-R23 Mail Delivery, Customer Service, and Property Conditions Review – Germantown Station, Philadelphia, PA
- 22-208-6-R23 Mail Delivery, Customer Service, and Property Conditions Review – Lancaster Avenue Station, Wilmington, DE
- 22-208-5-R23 Mail Delivery, Customer Service, and Property Conditions Review – Edgemoor Branch, Wilmington, DE
- 22-208-2-R23 Mail Delivery, Customer Service, and Property Conditions Review – Logan Station, Philadelphia, PA
- 22-208-3-R23 Mail Delivery, Customer Service, and Property Conditions Review – North Philadelphia Station, Philadelphia, PA
- 22-208-4-R23 Mail Delivery, Customer Service, and Property Conditions Review – Marshallton Branch, Wilmington, DE
- 22-207-R23 Efficiency of Operations at the Philadelphia Processing and Distribution Center, Philadelphia, PA
- 22-181-R23 Mail Delivery, Customer Service, and Property Conditions Review - Select Units Atlanta, GA Region
- 21-173-R23 U.S. Postal Service's Response to Sexual Harassment Complaints
- 22-055-R23 Fiscal Year 2022 Officers' Travel and Representation Expenses
- RISC-WP-23-002 Primer on Postal Reform - White Paper
- 21-262-R23 Delivery Operations - Undelivered and Partially Delivered Routes
- 22-129-R23 U.S. Postal Inspection Service's San Francisco Division
- 22-075-R23 Fiscal Year 2022 Selected Financial Activities and Accounting Records

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- 22-170-R23 Mail Delivery, Customer Service, and Property Conditions Review - Select Units New Jersey Region
- 22-188-3-R23 Efficiency of Selected Processes - Woburn Main Post Office, Woburn, MA
- 22-188-2-R23 Efficiency of Selected Processes - Norwood Post Office, Norwood, MA
- 22-188-1-R23 Efficiency of Selected Processes - Fort Point Station, Boston, MA
- 22-157-R23 Independent Auditor's Report on the U.S. Postal Service's Fiscal Year 2022 Reclassified Financial Statements
- 22-163-R23 Fiscal Year 2023 Peak Season Preparedness
- 23-007-R23 Fiscal Year 2022, Draft Form 10-K Financial Report for the Annual Period Ended September 30, 2022 Dated November 1, 2022
- 22-181-2-R23 Mail Delivery, Customer Service, and Property Conditions Review - Old National Station, Atlanta, GA
- 22-179-R23 Efficiency of Operations at the Atlanta, GA Processing and Distribution Center
- 22-181-1-R23 Mail Delivery, Customer Service, and Property Conditions Review – McDonough Main Post Office, McDonough, GA
- 22-181-3-R23 Mail Delivery, Customer Service, and Property Conditions Review – Stockbridge Main Post Office, Stockbridge, GA
- 22-141-R23 Capping Report - Efficiency of Selected Processes at Select Retail Units, Virginia District
- 22-057-R23 U.S. Postal Service Money Order Trends and Cost Coverage
- 22-170-3-R23 Mail Delivery, Customer Service, and Property Conditions Review - Union Post Office, Union, NJ
- 22-169-R23 Efficiency of Operations at the Dominick V. Daniels Processing and Distribution Center, Kearny, NJ
- 22-170-2-R23 Mail Delivery, Customer Service, and Property Conditions Review - Kearny Main Post Office, Kearny, NJ
- 22-170-1-R23 Mail Delivery, Customer Service, and Property Condition Review – Belleville Annex, Belleville, NJ
- 22-045-R23 Vehicle Maintenance Facility Preparedness for Next Generation Delivery Vehicles
- 22-147-R23 Mail Delivery, Customer Service, and Property Condition Reviews - Select Units, Milwaukee, WI Region
- 22-069-1-R23 Management Alert - Key Issues with Channel Partners
- RISC-WP-23-001 The Value of the Postal Service's Retail Network for Small Businesses
- 22-006-1-R23 Management Alert - Voyager Card Program - Internal Control Issues
- 22-126-R22 Compensation, Benefit, and Bonus Authority in Calendar Year 2021
- 22-090-R22 Alaska Mail Services
- 22-076-R22 COVID-19 Test Kits Distribution
- 22-079-R22 Timecard Administration Follow-Up
- 22-093-R22 Election Mail Readiness for the 2022 Mid-Term Elections
- RISC-WP-22-009 Changes in Mail Mix: Implications for Carriers' Physical Health
- 22-125-R22 Capping Report - Efficiency of Selected Processes at Selected Retail Units, Georgia District
- 22-141-2-R22 Efficiency of Selected Processes - Southside Station, Richmond, VA
- 22-141-1-R22 Efficiency of Selected Processes - Bon Air Branch, Richmond, VA
- 22-141-3-R22 Efficiency of Selected Processes - Montrose Heights Station, Henrico, VA
- 21-146-R22 Review of the National Change of Address and Moversguide Applications
- 22-132-R22 Mail Delivery, Customer Service, and Property Condition Reviews - Select Units, Albuquerque and Santa Fe, NM Region
- 22-037-R22 U.S. Postal Inspection Service's Oversight of Facility Security and Access Control

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- 22-078-R22 Aboveground Storage Tanks
- 22-082-R22 Air Transportation Distribution and Routing Relabeling Process
- 22-036-R22 Moving Mail by Rail
- 22-130-R22 Attestation Report - Independent Report on Employee Benefits, Withholdings, Contributions, and Supplemental Semiannual Headcount Reporting Submitted to the U.S. Office of Personnel Management
- 22-154-R22 Efficiency of Operations at the Milwaukee, WI, Processing and Distribution Center
- 22-115-R22 Mail Delivery, Customer Service, and Property Condition Reviews - Select Units, St. Louis, MO Region
- 22-147-1-R22 Mail Delivery, Customer Service, and Property Conditions Review – North Milwaukee Station, Milwaukee, WI
- 22-147-2-R22 Mail Delivery, Customer Service, and Property Conditions Review – Waukesha Main Post Office, Waukesha, WI
- 22-147-3-R22 Mail Delivery, Customer Service, and Property Conditions Review - Dr. Martin Luther King Jr. Station, Milwaukee, WI
- 22-147-4-R22 Mail Delivery, Customer Service, and Property Conditions Review – Bradley Carrier Annex, Milwaukee, WI
- 22-111-R22 Efficiency of Processing Operations and Service Performance in Western Maryland
- 21-129-R22 Procurement and Management of Cybersecurity Tools
- 21-221-R22 Wireless Assessment
- 21-261-R22 Management of Suppliers' Contractual Performance
- RISC-WP-22-008 Inflation and the U.S. Postal Service - White Paper
- 21-205-R22 State of Cybersecurity
- 21-243-R22 Improving Service Performance and Mail Processing Efficiencies at Historically Low Performing Facilities
- 22-134-R22 Efficiency of Operations at the Albuquerque, NM, Processing and Distribution Center
- 22-132-4-R22 Mail Delivery, Customer Service, and Property Conditions Review – Coronado Station, Santa Fe, NM
- 22-132-3-R22 Mail Delivery, Customer Service, and Property Conditions Review - Santa Fe Main Post Office, Santa Fe, NM
- 22-132-1-R22 Mail Delivery, Customer Service, and Property Conditions Review - Rio Rancho Branch, Rio Rancho, NM
- 22-132-2-R22 Mail Delivery, Customer Service, and Property Conditions Review - Richard J. Pino Station, Albuquerque, NM
- 21-265-R22 U.S. Inspection Service's Prosecur Contract
- 22-161-R22 IG Memo on Form 10-Q Financial Report - Quarter Ending 6-30-2022
- 22-131-R22 FY 22 Confidential Funds
- 22-101-R22 Mail Delivery, Customer Service, and Property Condition Reviews - Select Units, Seattle, WA Region
- 22-092-R22 Capping Report - Efficiency of Selected Processes, Texas 1, District
- 22-068-R22 Free Matter for the Blind - Congressional
- 22-122-R22 Efficiency of Selected Processes - Atlanta Main Post Office, Atlanta, GA
- 22-123-R22 Efficiency of Selected Processes - Marietta Main Post Office, Marietta, GA
- 22-124-R22 Efficiency of Selected Processes - Stone Mountain Post Office, Stone Mountain, GA
- 22-115-2-R22 Mail Delivery, Customer Service, and Property Conditions Review – Maryville Gardens Station, St. Louis, MO

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- 22-115-1-R22 Mail Delivery, Customer Service, and Property Conditions Review - Saint Peters Main Post Office, Saint Peters, MO
- 22-112-R22 Efficiency of Operations at the St. Louis, MO, Processing and Distribution Center
- 22-115-4-R22 Mail Delivery, Customer Service, and Property Conditions Review – Marian Oldham Station, St. Louis, MO
- 22-115-3-R22 Mail Delivery, Customer Service, and Property Conditions Review – Chouteau Station, St. Louis, MO
- 21-234-R22 Coronavirus Aid, Relief, and Economic Security (CARES) Act Funding
- 21-224-R22 Assumptions and Metrics Underlying the Delivering for America 10-Year Plan
- 22-021-R22 Transportation Cost System - Surface Highway
- 22-039-R22 Service Performance During the Fiscal Year 2022 Peak Mailing Season
- 22-091-R22 Mail Delivery, Customer Service, and Property Condition Reviews - Select Units, Indianapolis, IN Region
- 21-260-R22 Changes in the Usage of the Modes of Transportation
- 21-232-R22 Competitive Outbound International Negotiated Service Agreement Pricing and Revenue Commitments L3
- 22-098-R22 Mail Delivery, Customer Service, and Property Conditions Review – Lacey Branch, Lacey, WA L3
- 22-095-R22 Mail Delivery, Customer Service, and Property Conditions Review – Parkland Branch, Tacoma, WA L3
- 22-097-R22 Mail Delivery, Customer Service, and Property Conditions Review - Renton Main Post Office, Renton, WA L3
- 22-096-R22 Mail Delivery, Customer Service, and Property Conditions Review - Kent Main Post Office, Kent, WA L3
- 22-053-R22 Negotiated Service Agreement and Customer Compliance Capping Report
- 22-019-R22 Property Condition Review - Capping Report
- 21-197-R22 International Mail Operations and Performance Data
- 22-067-R22 Efficiency of Selected Processes - Mesquite, TX, Post Office L3
- 22-066-R22 Efficiency of Selected Processes - Wylie Post Office, Wylie, TX L3
- 22-065-R22 Efficiency of Selected Processes - Dallas Main Post Office, Dallas, TX L3
- 21-264-R22 Supplier Qualifications
- 21-255-R22 U.S. Postal Service Knowledge Continuity
- 22-086-R22 Mail Delivery, Customer Service, and Property Conditions Review - Carmel Main Post Office, Carmel, IN L3
- 22-087-R22 Mail Delivery, Customer Service, and Property Conditions Review – Linwood Station, Indianapolis, IN L3
- 22-085-R22 Mail Delivery, Customer Service, and Property Conditions Review – Plainfield Main Post Office, Plainfield, IN L3
- 21-263-R22 U.S. Postal Service's Recognition and Awards Program
- 22-094-R22 Efficiency of Operations at the Seattle, WA, Processing and Distribution Center
- 21-235-R22 U.S. Postal Service's Implementation of Enterprise Risk Management
- RISC-WP-22-007 The Postal Service's Collection Point Management System - White Paper
- 22-077-R22 Mail Delivery, Customer Service, and Property Conditions Review - Select Units, San Diego, CA Region
- 21-267-R22 San Francisco International Service Center Closure - Congressional
- 22-080-R22 Efficiency of Operations at the Indianapolis IN, Processing and Distribution Center
- RISC-WP-22-006 The Role of the Postal Service in Identity Verification - White Paper L3

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- 22-099-R22 Management Alert - Workplace Environment Tracking System (WETS) User Access
- 22-063-R22 Management Alert - Mitigation of Findings Identified During Assessment and Authorization Process
- 21-063-R22 Retail Systems Continuity of Operations
- 21-240-R22 Transfer of Mail Processing Operations from Selected Facilities
- 22-100-R22 IG Memo on Form 10-Q Financial Report for the Quarterly Period Ended March 31, 2022 Dated April 29, 2022
- 21-251-R22 Overtime Administration System
- RISC-WP-22-005 Demographic Trends in Mail Access Changes and Service, 2016-2020 White Paper
- RISC-WP-22-004 Trends in New Delivery Points - White Paper L3
- 21-229-R22 Mail Transport Equipment
- 22-052-R22 Mail Delivery, Customer Service, and Property Condition Reviews - Select Units, Columbus, OH Region
- 22-058-R22 Management Alert - Issues Identified with Internet Change of Address
- 22-061-R22 Efficiency of Operations at the Margaret L. Sellers San Diego, CA, Processing and Distribution Center
- 22-062-R22 Mail Delivery, Customer Service, and Property Conditions Review – Ramona Main Post Office, Ramona, CA
- 22-059-R22 Mail Delivery, Customer Service, and Property Conditions Review - Linda Vista Station, San Diego, CA
- 22-060-R22 Mail Delivery, Customer Service, and Property Conditions Review – Downtown San Diego Station, San Diego, CA
- 22-034-R22 Deposit by Mail Controls at the U.S. Postal Service
- 21-191-R22 U.S. Postal Inspection Service's Online Analytical Support Activities Congressional
- 22-041-R22 Efficiency of Operations at the Columbus OH, Processing and Distribution Center
- 22-064-R22 Fiscal Year 2021 Decision Analysis Report Summary
- 22-001-R22 Capping Report - Mail Delivery, Customer Service, and Property Condition Reviews - Select Units, Portland, OR Region
- RISCWP22003 Electric Delivery Vehicles and the Postal Service - White Paper
- 21-212-R22 Efficiency of Surface Transfer Centers in the Southern Region
- 22-042-R22 Mail Delivery, Customer Service, and Property Conditions Review - Lewis Center Main Office, Lewis Center, OH L3
- 22-043-R22 Mail Delivery, Customer Service, and Property Conditions Review – South Columbus Station, Columbus, OH L3
- 22-044-R22 Mail Delivery, Customer Service, and Property Conditions Review - East City Annex, Columbus, OH L3
- 22-018-R22 Fuel Expenses, Cash, Stamps, and Money Orders - Charlotte, NC, Ballantyne Station Post Office
- RISCWP22002 The Truck Driver Shortage: Implications for the Postal Service - White Paper
- 21-130-R22 Air Mail Not Moving as Assigned
- 21-100-R22 Fiscal Year 2021 Board of Governors' Expenditure
- 22-028-R22 Efficiency of Operations at the Portland, OR, Processing and Distribution Center
- 21-094-R22 Fiscal Year 2021 Officers' Travel and Representation Expenses
- 21-127-R22 City Delivery Operations - Nationwide Route Management
- 21-241-R22 Voyager Card Transactions - Acredale Station, Virginia Beach, VA
- 22-031-R22 Mail Delivery, Customer Service, and Property Conditions Review – Beaverton Main Post Office, Beaverton, OR L3

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- 22-046-R22 Fiscal Year 2022, Draft Form 10-Q Financial Report for the Quarterly Period Ended December 31, 2021 Dated February 1, 2022
- 21-118-R22 Ventilation and Filtration in Postal Service Facilities
- 22-032-R22 Mail Delivery, Customer Service, and Property Conditions Review – Vancouver Main Post Office, Vancouver, WA L3
- 22-030-R22 Mail Delivery, Customer Service, and Property Conditions Review – Piedmont Station, Portland, OR
- 22-029-R22 Mail Delivery, Customer Service, and Property Conditions Review – Parkrose Station, Portland, OR L3
- 21-271-R22 Stamp Inventory, Financial Differences, and Voids - Panorama City, CA, Branch Office L3
- 20-255-R22 Replacement of Privately Owned Delivery Vehicles
- 21-113-R22 Fiscal Year 2021 Selected Financial Activities and Accounting Records
- 21-215-R22 Next Generation Delivery Vehicles - Contract Clauses
- 21-140-R22 Unscheduled Leave - Absence Without Leave (AWOL) Status
- 21-237-R22 Efficiency of Operations at the Baltimore, MD, Processing and Distribution Center
- 21-230-R22 Voyager Card Transactions - Philadelphia, PA, Paschall Station
- 21-222-R22 Capping Report of Mail Operations and Delayed Mail at Select Processing and Distribution Centers
- 21-233-R22 Mail Delivery and Customer Service Operations - Ashford West and Westbury Stations, Houston, TX
- 21-266-R22 Management Alert - International Export Package Advanced Electronic Data
- 21-206-R22 Fiscal Year 2022 Peak Mailing Season Preparedness
- 21-227-R22 Property Condition Reviews - Whitley City, Monticello, and West Somerset Post Offices in Kentucky
- 21-203-R22 Independent Auditor's Report on the U.S. Postal Service's Fiscal Year 2021 Reclassified Financial Statements
- 21-096-R22 Payments to Contract Cleaners
- 22-013-R22 Fiscal Year 2021, Draft Form 10-K Financial Report for the Annual Period Ended September 30, 2021 Dated November 6, 2021
- 21-116-R22 Trips Operating More than Four Hours Late
- 21-194-R22 Congressional - Mail Delivery and Customer Service Operations – Select Baltimore Units, Baltimore, MD
- 21-158-R22 Property Condition Review - San Francisco, CA Processing and Distribution Center
- 21-099-R22 U.S. Postal Inspection Service Case Management of Arrests
- 21-124-R22 Springfield, MO, Processing and Distribution Center Grievances
- 20-315-R22 Shipping Services Contract Compliance
- 21-214-R22 Mail Delivery and Customer Service Operations - Sunrise Station, Las Vegas, NV
- 21-208-R22 Congressional - Sale of the East Hartford, CT Post Office
- RISCWP22001 Views of the Postal Service As An Employer - White Paper
- 21-174-R22 Voyager Card Transactions - Baltimore MD, Raspeburg Station
- 21-217-R22 Vehicle, Fuel, and Oil Expenses - Pratt and Metropolitan Station Post Offices, Brooklyn, NY
- 21-111-R21 Contractor Security Clearances at Surface Transfer Centers
- 21-098-R21 Seamless Acceptance Mail Quality Processes
- 21-183-R21 Compensation, Benefit, and Bonus Authority in Calendar Year 2020
- 20-316-R21 Peak Season Hiring
- 21-109-R21 Controls over Contract Labor Hours
- 21-064-R21 Fiscal Year 2020 Board of Governors' Expenditures

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- 21-238-R21 Fiscal Year 2020 Decision Analysis Report Summary
- RISC-WP-21-010 1-800-ASK-USPS: The Postal Service's Interactive Voice Response System - White Paper
- 21-131-R21 Manual Mail Processing Efficiency
- 21-120-R21 Nationwide Service Performance
- RISCWP21009 Improving Operational Efficiency Using Informed Visibility - White Paper
- 21-201-R21 Management Alert - Air Mail Not Moving as Assigned at the Los Angeles Terminal Handling Services
- 21-200-R21 Property Condition Reviews - Menlo Park, Excelsior, and Sutter Street Post Offices in CA
- 21-182-R21 Attestation Report - Independent Report on Employee Benefits, Withholdings, Contributions, and Supplemental Semiannual Headcount Reporting Submitted to the U.S. Office of Personnel Management
- 21-019-R21 Noncompetitive Contracts
- 20-286-R21 Security Assessment of the Customer Registration Application
- 21-209-R21 Voyager Card Transactions - Pittsburgh, PA, Penn Hills Branch
- 21-210-R21 Voyager Card Transactions - Norwalk, CT, Post Office
- 21-047-R21 Congressional - Service Performance - First-Class Single Piece Letter Mail
- RISCWP21008 A Primer on Service Standards - White Paper
- 21-020-R21 Vehicle Parts Pricing
- 20-277-R21 U.S. Postal Service's Protection Against External Cyberattacks
- 21-204-R21 Postage and Fees Refunds - Norristown Tri-County Post Office
- 20-129-R21 Manually Adjudicated Indemnity Claim Payments
- 21-015-R21 Accident Reporting
- 21-067-R21 U.S. Postal Inspection Service Oversight of Its Use of Cryptocurrency
- RISCWP21007 Step into Tomorrow: The U.S. Postal Service and Emerging Technology – White Paper
- 21-185-R21 Mail Operations at the Mid Carolina, NC Processing and Distribution Center
- 21-202-R21 Meter Revenue Refunds - West Sacramento, CA, Industrial Station
- 21-070-R21 Processing for Selected Resignation and Reassignment Personnel Actions
- 21-112-R21 Embargoes and Redirections at U.S. Postal Service Processing Facilities
- 21-184-R21 Mail Operations at the Raleigh, NC, Processing and Distribution Center
- 21-049-R21 Plant Load Agreements - New Jersey District
- 21-187-R21 Property Condition Reviews - Center Ossipee, East Wakefield, and Conway Post Offices in New Hampshire
- 21-059-R21 Capital Equipment at the Eagan Information Technology Center
- 21-056-R21 Passport Application Acceptance Operations
- RISCWP21006 How Institutions Change - White Paper
- 21-176-R21 Voyager Card Transactions - Wilmington, NC, Magnolia Station
- 21-211-R21 Fiscal Year 2021, Quarter 3 Draft Form 10-Q Financial Report Dated August 2, 2021
- 21-148-R21 Vehicle, Fuel, and Oil Expenses - Woodlawn Station Post Office, Birmingham, AL
- 20-281-R21 Contract Invoice Payment Process
- 21-151-R21 Mail Operations at the Denver, CO, Processing and Distribution Center
- 21-166-R21 Mail Operations at the West Valley, AZ, Processing and Distribution Center
- 21-025-R21 Postal Service Secure Destruction Program
- 21-177-R21 Mail Delivery and Customer Service Operations - Newark Post Office, Newark, DE
- 21-149-R21 Refunds of Permit Postage and Fees - Ranson, WV Post Office
- 20-268-R21 Online Priority Mail Express Refunds

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- 21-022-R21 "As Needed" Highway Contract Routes
- 21-036-R21 City Carrier Cost System
- 20-289-R21 Controls Over Retired Business Applications
- 21-170-R21 Stamps, Money Orders, and Cash - Las Vegas, NV, James Brown Jr. Station
- 21-145-R21 Postage, Fees, and Meter Revenue Refunds - Ft. Lauderdale, FL Main Post Office
- 20-313-R21 Contract Delivery Service Cost Attribution
- 21-138-R21 Property Condition Reviews - North Royalton, Willoughby, and Jesse C. Owens Post Offices in Ohio
- 21-144-R21 Property Condition Reviews - Cochituate, Winchester, and John F. Kennedy Post Offices in Massachusetts
- 21-032-R21 COVID-19 Leave Administration
- 21-147-R21 Mail Delivery and Customer Service Operations - Carrier Sections, Cleveland, OH
- 21-139-R21 Meter Revenue and Retail Services Refunds - Mesquite, TX, Main Post Office
- RISCWP21005 Marketers' Perceptions of Informed Delivery and Informed Visibility - White Paper
- 20-314-R21 Terminal Handling Services - Denver, CO
- RISCWP21004 Vote by Mail and the Postal Service: A Primer - White Paper
- 21-141-R21 Stamps, Money Orders, and Cash - Phoenix, AZ, Main Office and Northeast Station
- 21-134-R21 Mail Delivery and Customer Service Operations - East Stroudsburg Post Office, East Stroudsburg, PA
- 21-119-R21 Delayed Mail at the Santa Ana, CA Processing and Distribution Center
- 20-305-R21 U.S. Postal Inspection Service Pandemic Response to Mail Fraud and Mail Theft
- 21-133-R21 Voyager Card Transactions - Hemet, CA, Post Office
- 20-317-R21 Negotiated Service Agreement - Contract #1028830
- 21-135-R21 Voyager Card Transactions - Chino, CA, Post Office
- 20-233-R21 Negotiated Service Agreement - Contract #1024794
- 20-278-R21 Integrity of the U.S. Postal Service's Social Media Presence
- 21-101-R21 Management Alert - Issues Identified in International Package Operations Chicago International Service Center
- 21-114-R21 Delayed Mail at the Phoenix, AZ, Processing and Distribution Center
- 21-121-R21 Mail Delivery and Customer Service Issues - Olathe East Branch, Olathe, KS
- 20-295-R21 Scheduled Hours and Payments for Highway Contract Routes
- 21-143-R21 Fiscal Year 2021, Draft Form 10-Q Financial Report for the Quarterly Period Ended March 31, 2021 Dated April 28, 2021
- 21-097-R21 Management Alert - Negotiated Service Agreement Price Tables Sent Unsecured to Vendors
- 20-152-R21 Fiscal Year 2020 Selected Financial Activities and Accounting Records
- 21-007-R21 International Election Mail Observations for the 2020 General and 2021 Georgia Senate Runoff Elections
- 21-122-R21 Mail Delivery and Customer Service Operations - Castle Rock Main Post Office, Castle Rock, CO
- 21-125-R21 Voyager Card Transactions - Monroe, NY, Post Office
- 21-126-R21 Stamps, Money Orders, and Cash - Burbank, CA, Main Office and Downtown Station
- 21-005-R21 U.S. Postal Inspection Service Washington Division
- 21-115-R21 Refund of Permit Postage and Fees - Merrifield, VA, Post Office
- 21-093-R21 Property Condition Reviews - Garyville, North Kenner, and Lake Forest Post Offices in Louisiana

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- 21-074-R21 Delayed Mail at the North Houston, TX, Processing and Distribution Center
- 20-167-R21 U.S. Postal Service Exit Processing
- 21-088-R21 Mail Delivery and Customer Service Operations - Southwest Station, Washington, D.C.
- RISCWP21003 Revenue and Costs in the Retail Network - White Paper
- 20-272-R21 Delayed Mail at the Lehigh Valley, PA Processing & Distribution Center
- RISCWP21002 Customer Perceptions of the U.S. Postal Service During the COVID-19 Pandemic - White Paper
- 21-117-R21 Meter Revenue Refunds - Tipton, IA, Post Office
- 20-208-R21 Uncompensated and Undercompensated Services
- 21-034-R21 Management Alert - Protection of Personally Identifiable Information on Internal Systems
- 21-075-R21 Management of Highway Contract Route Contractor Failures at the New Jersey International Network Distribution Center
- 21-091-R21 Property Condition Reviews - Greenville Station A, Simpsonville, and Easley Post Offices in South Carolina
- 20-257-R21 Impact of the Pandemic on Postal Service Finances
- 21-087-R21 Mail Delivery and Customer Service Operations - West Milwaukee Branch, Milwaukee, WI
- 21-089-R21 Mail Delivery and Customer Service Operations - Holiday City Station, Memphis, TN
- RISCWP21001 Partnering for Health: Potential Postal Service Roles in Health and Wellness White Paper
- 21-071-R21 Management Alert - Excessive Wait Times to Accept Commercial Mail Shipments at the Cleveland Processing & Distribution Center
- 20-318-R21 Service Performance of Election and Political Mail During the November 2020 General Election
- 21-069-R21 Voyager Card Transactions - Brick, NJ, Post Office
- 21-072-R21 Refund of Permit Postage and Fees - Hagerstown, MD, Post Office
- 20-215-R21 Peak Season Air Transportation
- 21-092-R21 Stamps, Money Orders, and Cash - Los Angeles, CA, Barrington Station
- 20-252-R21 Misrouted Mail Within the U.S. Postal Service Network
- 20-157-R21 Payments to Contract Postal Unit and Village Post Office Suppliers
- 21-066-R21 Voyager Card Transactions - Elizabeth, NJ, Post Office
- 21-037-R21 Pandemic Volume and Revenue Projected Scenarios
- 21-065-R21 Refunds of Permit Postage - Washington, D.C. Main Office Window
- 21-046-R21 Property Condition Reviews - Maplewood, North County, and Brentwood Post Offices
- 21-017-R21 Management Alert - Issues Submitting and Processing Change of Address Requests
- 20-296-R21 Congressional - Mail Delivery and Customer Service Issues - Select Chicago Stations, Chicago, IL
- 20-200-R21 Elevator Modernization Program
- 21-044-R21 Property Condition Reviews - Martinsburg, Gerrardstown, and Ranson Post Offices
- 21-009-R21 Mail Delivery and Customer Service Operations - Avent Ferry Station, Raleigh, NC
- 20-158-R21 Bank Secrecy Act Compliance
- 21-028-R21 Late and Extra Trips at the Los Angeles, CA, Processing and Distribution Center
- 21-029-R21 Late and Extra Trips at the Richmond, VA, Processing and Distribution Center

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- 20-321-R21 Property Condition Reviews - Smithville, Leander, and Kyle Post Offices
- 20-193-R21 Contract Delivery Service Contract Renewal Compliance
- 21-039-R21 Mail Delivery and Customer Service Operations - Columbia Main Post Office, Columbia, MO
- 20-275-R21 Mail Service During the Early Stages of the COVID-19 Pandemic
- 21-055-R21 Stamps, Money Orders, and Cash - Minneapolis, MN, Main Office
- 20-076-R21 Accenture Information Technology Contracts
- 21-018-R21 Management Alert - Active Smishing Campaign Masquerading as the U.S. Postal Service
- 20-194-R21 Projected Savings and Returns on Capital Investment Projects
- 20-299-R21 Mail Delivery and Customer Service Operations - Katy Carrier Annex, Katy, TX
- 20-205-R21 Delivery and Customer Service Operations - New Hampshire
- 20-320-R21 Property Condition Reviews - Annapolis, Columbia, and Legion Avenue Post Offices
- 20-180-R21 Timecard Administration
- 20-234-R21 Assessment of the U.S. Postal Service's Leased Trailers
- 20-259-R21 Employee Safety - Postal Service COVID-19 Response
- 20-178-R21 U.S. Postal Inspection Service's Oversight of Mail Suspected of Containing Illicit Drugs at Postal Facilities
- 20-269-R21 Opinion on the U.S. Postal Service's Fiscal Year 2020 Reclassified Financial Statements
- 21-014-R21 Deployment of Operational Changes
- 20-179-R21 U.S. Postal Inspection Service Confidential Funds Program
- 19-009-R21 Expedited Packaging Supplies Program Costs
- 20-292-R21 Congressional - Operational Changes to Mail Delivery
- 20-306-R21 Stamps, Money Orders, and Cash - Newark, OH, Post Office
- 20-280-R21 Stamps, Money Orders, and Cash - High Shoals, NC, Post Office
- 20-293-R21 Management Alert - Property Condition Issues at Spring Garden Station
- 20-095-R21 Automated Delivery Unit Sorter Cost Savings
- 20-126-R20 Relocation Benefits Program
- 20-156-R20 Payments to Injured Employees
- RISCWP20010 Implementing Advance Electronic Data: Challenges and Opportunities – White Paper
- 20-127-R20 Air Cargo Contract Compliance
- 20-271-R20 Military, Diplomatic, and Other International Election Mail
- 20-198-R20 Global Positioning System for Highway Contract Routes
- RISCWP20009 Generation Z and the Mail - White Paper
- 20-203-R20 Efficiency and Safety of Lift Gates
- RISCWP20008 Package Delivery in Rural and Dense Urban Areas - White Paper
- RISCWP20007 Next Generation Connectivity: Postal Service Roles in 5G and Broadband Deployment - White Paper
- 20-224-R20 Independent Report on Employee Benefits, Withholdings, Contributions, and Supplemental Semiannual Headcount Reporting Submitted to the U.S. Office of Personnel Management
- 20-177-R20 Recovery for Private Party Damage to Postal Service Vehicles
- RISCWP20006 The U.S. Postal Service and Emergency Response: A History of Delivering for the American Public - White Paper
- 20-206-R20 Negotiated Service Agreement - Contract #50593050
- 20-249-R20 District's Stamp Stock Shipments' Claims for Losses
- 19-033-R20 Arrow Key Management Controls

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- 20-225-R20 Processing Readiness of Election and Political Mail During the 2020 General Elections
- 20-209-R20 Assessment of Overtime Activity
- 19-016-R20 Business Application Review of the HERO System
- 20-143-R20 Professional Services Contract Rates
- 19-017-R20 Controls Over Purchasing and Maintaining Information Technology Equipment
- 19-040-R20 U.S. Postal Service Mail Recovery Center
- 19-041-R20 Plant Load Agreements - Santa Ana District
- 20-264-R20 Financial Controls Policy for Retail Units
- 19-002-R20 Delivery Vehicle Acquisition Strategy
- 19-018-R20 Security Assessment of a U.S. Postal Service Information Technology Application
- 20-117-R20 Follow-up: Using No-Fee Money Orders for Invoices Greater than \$1,000
- 19-031-R20 Workers' Compensation Program Cost Containment Activities
- RISCWP20005 Sustainability and the Postal Service: Creating a Greener Future Through Product Innovation - White Paper
- 20-088-R20 Cost Reduction Initiatives for Mail Products
- 19-012-R20 Cybersecurity Incident Detection and Response Capability
- 20-052-R20 Small Package Sorting System Performance
- 20-256-R20 Stamp and Cash Inventories - Chicago, IL, Offices
- 20-251-R20 Management Alert - Risks Associated with Information Technology Applications
- 20-237-R20 Informed Delivery Sign-Up Communication and Implementation
- 20-112-R20 Fiscal Year 2019 Delivery and Retail Response Team Follow-up Analysis
- 20-103-R20 Mercury Mailability Communication and Implementation
- 19SMG007HR000-R20 Informal Grievance Oversight
- 20-219-R20 Management of Highway Contract Route Contractor Failures at the Columbus, OH, Processing and Distribution Center
- 20-235-R20 Management Alert - Timeliness of Ballot Mail in the Milwaukee Processing Distribution Center Service Area
- 20-223-R20 Management of Highway Contract Route Contractor Failures at the Greensboro, NC, Processing and Distribution Center
- 19XG013NO000-R20 U.S. Postal Service's Processing Network Optimization and Service Impacts
- 20-124-R20 Stamp Count Analysis
- 20-144-R20 Transportation Network Optimization and Service Performance
- 19SMG012SM000-R20 Leased Facility Maintenance
- 20-212-R20 Facility Condition Reviews - Miami Springs, Promenade, and Doral Post Offices
- 19-032-R20 In-Office Cost System Sampling Processes
- 20-189-R20 Mail Delivery and Customer Service Operations - New Orleans Central Carrier Station, New Orleans, LA
- 20-164-R20 Late and Extra Trips at the Philadelphia, PA, Processing and Distribution Center
- 20-201-R20 Local Purchases and Payments - Hicksville, NY, Post Office
- RISCWP20004 Reevaluating the Universal Service Obligation - White Paper
- 20-202-R20 Accountable Paper, Postal Funds, and Voided Postage Validation Imprinter Label Refunds - Orlando, FL, Orlo Vista Branch
- 20-188-R20 Mail Delivery and Customer Service Operations - Foothill Station, San Jose, CA
- 19-026-R20 Contract Closeout Process
- 19SMG008HR000-R20 First-Line Supervisor Recruitment and Retention
- 20-159-R20 Facility Condition Reviews - Short Hills, Roseville, and Wood Ridge Post Offices
- 19-004-R20 U.S. Postal Inspection Service Forensic Laboratory Services
- 19RG009MS000-R20 Management of Postal Zones

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- RISCWP20003 Maintaining Rural Retail Networks: Best Practices Abroad and their Implications for the U.S. Postal Service - White Paper
- 19SMG009SM000-R20 Controls Over Expense Purchase Card Activity
- 20-151-R20 Mail Delivery & Customer Service Operations - Milam Dairy Annex, Miami, FL
- 20-149-R20 Mail Delivery and Customer Service Operations - Hawthorne Post Office, Hawthorne, CA
- 20-160-R20 Facility Condition Reviews - Belmar, Normandy Beach, and Spring Lake Post Offices
- 20-148-R20 Local Purchases and Payments: Fuel and Oil - Tallahassee, FL, TLH Lake Jackson Station
- 19SMG010HR000-R20 First-Line Supervisor Resources
- 19SMG011HR000-R20 Management Structure at the U.S. Postal Service
- 19-014-R20 U.S. Postal Inspection Service Handling of Suspected Marijuana Packages
- 20-166-R20 Local Purchases and Payments: Miscellaneous Services - Exeter, NH, Post Office
- 20-147-R20 Local Travel Payments - Louisville, KY, Galleria Finance Station
- 20-163-R20 Manual Flats Processing Operations at the Tucson, AZ, Processing and Distribution Center
- 19-024-R20 Accuracy of Surface Visibility Scans and Reporting
- 19BG010FT000-R20 Options to Reduce Unfunded Retirement Liabilities
- 20-150-R20 Mail Delivery and Customer Service Operations - Chatsworth Post Office, Chatsworth, CA
- 20-165-R20 Local Purchases and Payments: Miscellaneous Services - Ellensburg, WA, Main Post Office
- 19-008-R20 Management Alert - Automatic Indemnity Claim Payments
- 20-101-R20 Fiscal Year 2019 Decision Analysis Report Summary
- 20-102-R20 Management Alert - Nationwide Delivery Scanning Issues
- 19POG001SAT000-R20 Effectiveness of the Postal Service's Efforts to Reduce Non-Career Employee Turnover
- 20-161-R20 Manual Flats Processing Operations at the Birmingham, AL, Processing and Distribution Center
- 20-153-R20 Fiscal Year 2020, Quarter 1 Draft Form 10-Q Financial Report Dated February 4, 2020
- 20-107-R20 Mail Delivery and Customer Service Operations - Allen Post Office, Allen, TX
- 20-071-R20 Facility Condition Reviews - Greenfield, Maxwell, and New Palestine Post Offices
- 20-070-R20 Facility Condition Reviews - Waynesville, Lake Junaluska, and Clyde Post Offices
- 18TG005IT000-R20 Review of Information Technology Network Performance
- 20-113-R20 Accountable Paper and Postal Funds - Pomona, CA, Main Post Office
- RISCWP20002 Same-Day Delivery: Implications for the U.S. Postal Service - White Paper
- 19BM004FT000-R20 Fiscal Year 2019 Selected Financial Activities and Accounting Records
- 19-003-R20 CONGRESSIONAL - Delivery and Customer Service Issues - Greenpoint and Williamsburg Stations, Brooklyn, NY
- 19BG004FT000-R20 Partnership Agreement Compliance
- 20-098-R20 Manual Letter Processing Operations at the Industry, CA, Processing and Distribution Center
- 20-099-R20 Manual Parcel Processing Operations at the Brooklyn, NY, Processing and Distribution Center
- 20-078-R20 Mail Delivery Issues - Montbello Station, Denver, CO
- 20-068-R20 Passport Revenue and Fees - Sioux Falls, SD, Meadows Retail Station

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- 19XG007NL000-R20 U.S. Postal Service Transportation Cost of Mail Transport Equipment
- 19XG009NO000-R20 Mail Excluded from Service Performance Measurement
- 19RG002DR000-R20 National Operational Assessment - Customer Service and Delivery Operations
- 19BG009FT000-R20 Compensation, Benefit, and Bonus Authority in Calendar Year 2018
- 20-065-R20 Manual Letter Processing Operations at the North Bay, CA, Processing and Distribution Center
- 19SMO005HR000-R20 First-Line Supervisors in the U.S. Postal Service - White Paper
- 20-077-R20 Delivery Scanning Issues - La Vergne Post Office, La Vergne, TN
- 19-043-R20 Mail Delivery Issues - Vista Station, Sparks, NV
- 20-064-R20 Manual Parcel Processing Operations at the Harrisburg, PA, Processing and Distribution Center
- RISCWP20001 A Closer Look at Postal Labor Costs - White Paper
- 20-069-R20 Meter Revenue Refunds - Coppell, TX, Main Office
- 19-045-R20 Postage Validation Imprinter Voids and Nonsaleable Stock - Los Angeles, CA, LAX Airport Finance Station
- 19-046-R20 Meter Revenue Refunds - Southgate, MI, Post Office
- 19-039-R20 Local Purchases and Payments: Miscellaneous Services - Far Rockaway, NY, Main Post Office and Park Station
- 19BM008FT000-R20 Opinion on the U.S. Postal Service's Fiscal Year 2019 Reclassified Financial Statements
- 19TG013OV000-R20 U.S. Postal Inspection Service Charlotte Division
- 19-015-R20 Fiscal Year 2019, Draft Form 10-K Financial Report Dated November 8, 2019
- 19XG002NL000-R20 U.S. Postal Service Transportation Network Operations and Cost Optimization Practices
- 18SMG023SM000-R20 Supply Management's Control Environment Over Contracting Officers
- 19XG010NO000-R20 Service Performance of Election and Political Mail During the 2018 Midterm and Special Elections
- 19-019-R20 Meter Revenue Refunds - Hazelwood, MO, Main Post Office
- 19-010-R20 Postage and Fee Refunds - Rockville, MD, Post Office
- 19-020-R20 Mail Delivery Issues - Brightwood Station, Indianapolis, IN
- 19SMG006HR000-R20 Custodial Workhours
- 19RG005DR000-R20 Customer Service, City Delivery, and Vehicle Operations Workload and Workforce Performance Indicators
- 19BG006CP000-R20 Priority Mail Express (PMEX) Service Performance Costs in the Caribbean District
- 19RG003MS000-R20 U.S. Postal Service Sales and Marketing Key Performance Indicators
- FCSFM20001 Local Travel Reimbursement - Las Vegas, NV, Huntridge Station

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Government Accountability Office (GAO)

The Postal Service contributed to a total of 52 GAO reports and studies from the Government Accountability Office (GAO) between FY 2020 – FY 2024, some specific to postal operations and finances and others more generally related to federal agencies:

Report Subject – Number

- U.S. POSTAL SERVICE - Inspection Service Should Document Its Law Enforcement Workforce Decision-Making Processes - GAO-24-106497
- Spectrum IT Modernization: Incorporating Leading Practices Could Improve Planning Effort - GAO-24-106634
- International Mail - Effects of Rate Increases and Other Factors on USPS and Domestic Stakeholders - GAO-24-106557SU -- Public Version GAO-24-107383
- U.S. Postal Service: Opportunities Exist to Strengthen Workforce Diversity Efforts - GAO-24-105732
- U.S. Postal Service - Better Incorporating Leading Practices for Project Management Could Benefit Strategic Plan Implementation - GAO-23-105297
- Community Development Block Grant - Disaster Recovery Applicant and Contractor Fraud Risks - Engagement numbers 104382 (Originally code 103444 USPS Address Management System Data Reliability 2020)
- Federal Budget - Government-Wide Inventory of Accounts with Mandatory Spending, Fiscal Years 2001-2021- GAO-23-105674
- U.S. ACCESS BOARD - Interagency Efforts to Promote Accessibility for People with Disabilities Generally Followed Leading Collaboration Practices - GAO-23-105948
- Cybercrime - Reporting Mechanisms Vary, and Agencies Face Challenges in Developing Metrics - GAO-23-106080
- HIGH-RISK SERIES: Efforts Made to Achieve Progress Need to Be Maintained and Expanded to Fully Address All Areas - GAO-23-106203
- U.S. Postal Service: Action Needed to Improve Credibility of Cost Assumptions for Next Generation Delivery Vehicles - GAO-23-106677 - PUBLIC VERSION GAO-23-105409SU
- Electric Vehicle Infrastructure - USPS Should Plan for Potential Workplace Charging - GAO-23-105781
- FY 2022 and FY 2021 Consolidated Financial Statements of the U.S. Government - GAO-23-105837
- Capitol Attack: Federal Agencies Identified Some Threats, but Did Not Fully Process and Share Information Prior to January 6, 2021 - GAO-23-104793SU - PUBLIC VERSION GAO-23-106625 issued 2/22/23
- U.S. Postal Service: Few Differences in On-Time Performance between Rural and Urban Areas - GAO-23-105169
- U.S. Park Police Staffing - 106005
- FEDERAL ENERGY AND WATER MANAGEMENT: Agencies Report Mixed Success in Meeting Efficiency Requirements, and Additional Data Are Needed - GAO-23-105673
- Online Exploitation of Children: Department of Justice Leadership and Updated National Strategy Needed to Address Challenges - GAO-23-105260
- Working Dogs - Federal Agencies Need to Better Address Health and Welfare - GAO-22-104489
- "2022 Annual Report:
- Additional Opportunities to Reduce Fragmentation, Overlap, and Duplication and Achieve Billions of Dollars in Financial Benefits GAO-22-105301"
- Fleet Management: Preliminary Observations on Electric Vehicles in the Postal and Federal Fleets - GAO-22-105931

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- FY 2021 and FY 2020 Consolidated Financial Statements of the U.S. Government - GAO-22-105122
- HIGH-RISK SERIES: Key Practices to Successfully Address High-Risk Areas and Remove Them from the List - GAO-22-105184
- Spectrum Management: Information Technologies for Managing Federal Use - GAO-22-105221
- "Capitol Attack:
- Federal Agencies' Use of Open Source Data and Related Threat Products Prior to January 6, 2021 - GAO-22-105256SU
- PUBLIC VERSION GAO-22-105963 issued 5/2/22"
- COMPACTS OF FREE ASSOCIATION - Implications of Planned Ending of Some U.S. Economic Assistance - GAO-22-104436
- Virtual Currencies: Additional Information Could Improve Federal Agency Efforts to Counter Human and Drug Trafficking - GAO-22-105462 public version
- COUNTERING ILLICIT FINANCE AND TRADE - Better Information Sharing and Collaboration Needed to Combat Trade-Based Money Laundering - GAO-22-447
- COVID-19 - Additional Actions Needed to Improve Accountability and Program Effectiveness of Federal Response - GAO-21-105051
- U.S. POSTAL SERVICE: Better Use of Climate Data Could Enhance the Climate Resilience of Postal Facilities - GAO-21-104152
- Congressional Mandate - BROADBAND: FCC is Taking Steps to Accurately Map Locations that Lack Access - GAO-21-104447
- U.S. Postal Service Primer: Answers to Key Questions about Reform Issues - GAO-21-479SP
- Congressional - COVID-19: Continued Attention Needed to Enhance Federal Preparedness, Response, Service Delivery, and Program Integrity - GAO-21-551
- U.S. Postal Service: Further Analysis Could Help Identify Opportunities to Reduce Injuries Among Non-Career Employees - GAO-21-556
- U.S. POSTAL SERVICE: Customer Complaints Process - GAO-21-465
- Air Cargo Security: TSA Field Testing Should Ensure Screening Systems Meet Detection Standards - GAO-21-339SU and public version GAO-21-105192
- Volume, Performance, and Financial Changes since the Onset of the COVID-19 Pandemic - GAO-21-261
- Facial Recognition Technology: Federal Law Enforcement Agencies Should Better Assess Privacy and Other Risks (GAO-21-243SU-sensitive version and GAO-21-518-public version)
- FY 2020 and FY 2019 Consolidated Financial Statements of the U.S. - GAO-21-340R
- HIGH-RISK SERIES: Dedicated Leadership Needed to Address Limited Progress in Most High-Risk Areas - GAO-21-119SP
- FEDERAL CONTRACTING: Actions Needed to Improve Department of Labor's Enforcement of Service Worker Wage Protections - GAO-21-11
- Federal Employees' Compensation Act - Comparisons of Benefits in Retirement and Actions Needed to Help Injured Workers Choose Best Option - GAO-20-523
- Civil Monetary Penalties: Review of Federal Agencies' Compliance with the 2019 Annual Inflation Adjustment Requirements - GAO-20-538R
- U.S. Postal Service: Congressional Action Is Essential to Enable a Sustainable Business Model (GAO-20-385)
- U.S. Postal Service: Expanding Nonpostal Products and Services at Retail Facilities Could Result in Benefits but May Have Limited Viability - GAO-20-354
- FY 2019 and FY 2018 Consolidated Financial Statements of the U.S. - GAO-20-315R
- International Mail: Stakeholders' Views on Possible Changes to Inbound Mail Regarding Customs Fees and Opioid Detection Efforts - GAO-20-340R

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- Federal Trust and Other Dedicated Funds: Fiscal Sustainability Is a Growing Concern for Some Key Funds - GAO-20-156
- U.S. SECRET SERVICE Investigative Operations Confer Benefits, but Additional Actions Are Needed to Prioritize Resources - GAO-20-239
- U.S. POSTAL SERVICE: Additional Guidance Needed to Assess Effect of Changes to Employee Compensation - GAO-20-140
- International Mail: Progress Made in Using Electronic Data to Detect Illegal Opioid Shipments, but Additional Steps Remain - GAO-20-231RSU
- U.S. Postal Service: Offering Nonpostal Services through Its Delivery Network Would Likely Present Benefits and Limitations - GAO-20-190

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Postal Service Interactions with Congress – 118th Congress

The Postal Service expends considerable effort to provide Congress with information and provide a conduit to answer questions, resolve constituent issues, and provide transparency. Government Relations also maintains and staffs a field office for congressional staff in the Longworth House Office Building, B245.

The Postmaster General also conducts frequent and extensive outreach to Congress.

Scheduled Meetings/Phone Calls/Briefings: **92**

(Note: This number does not include the much more frequent impromptu or unscheduled calls and contact with members of Congress.)

Formal Hearings: **4**

Weekly Service Performance Reporting to House and Senate Oversight Committees

Service performance data for every Postal District for both Competitive and Market Dominant products

Weekly Election Mail Service Performance reporting

Service performance was provided to the House and Senate Oversight Committees for the week leading up to the 2024 General Election

Service Performance Dashboard

Since passage of the Postal Service Reform Act in 2022, the Service Performance Dashboard has provided the public and congressional offices with searchable service performance for all Postal Districts, and all Market Dominant product types.

Appropriation Committee Requests

The Senate and House Appropriations Subcommittees, connected

Congressional Notifications and Announcements

All announcements regarding Network Modernization actions, Service Alerts, Pricing Announcements, noteworthy PRC filings, and actions of importance to House and Senate Oversight Committees and routinely provided with individual Members offices for noteworthy actions or changes in their States or Congressional Districts

District Quarterly Briefings: **1,832**

Each quarter, the Postal Service district staff and Government Relations liaisons conduct briefings for congressional staff in each state.

HQ Congressional Briefing: **141**

Government Relations provides formal briefings to congressional staff, members and committee staff on various issues and subjects.

Actionable Phone Calls: **638**

Government Relations liaisons logged contacts by phone that merited follow-up or actionable information. (Note: Individual phone calls are not tracked because they are too numerous, but notable calls are tracked.)

Meeting: **1,413**

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Government Relations liaison are in frequent contact with congressional staff and conduct regular meetings to answer questions, resolve issues and provide information.

Emails: **8,846**

Government Relations liaisons and directors interact with congressional staff primarily through email. Individual requests and interactions are noted here.

Government Relation outreach website – Postal 101/ Postal 101 Briefing: **809**

Government Relations provides either a comprehensive in-person briefing on postal issues, or individual briefing materials on specific topics, or both, to congressional staff. These materials were provided or accessed 809 times. Further, a specially designed website intended for congressional is maintained at: <https://about.usps.com/who/government-relations/>

Facility Tour: **295**

Government Relations fields and facilitates requests for by congressional staff for tours of our facilities.

Congressional Letters:

Addressed to the Postmaster General: **921**

Total Letters from Congress: **3,719**

Mail Processing Facility Review notifications: **885**

As part of the Delivering for America Plan, the Postal Service initiated Mail Processing Facility Reviews at 59 sites across the nation. Notifications were provided were provided to Congress and the information is also available at <https://about.usps.com/what/strategic-plans/mpfr/welcome.htm>

Direct in-person engagements by Government Relations with individual Members of Congress include,

Meetings: **146**

Phone Calls: **25**

Emails: **127**

Facility Tours: **11**

Government Relations and Public Policy Website

- Postal 101s educating Members and Staff on various Postal topics
- Informational Speeches and Briefings from the Postmaster General **6 Currently**
- Economic Impact Statements for Every Member of Congress **535**
- Contact information for Postal Service Liaison
- Current Priorities and Key Topics Resource **18 currently**
- Key PMG Correspondence **6 currently**