

UNITED STATES POSTAL SERVICE CHIEF FOIA OFFICER'S REPORT FOR 2018

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 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. Since May 23, 2014, the Postal Service’s Chief FOIA Officer has been Michael J. Elston, Associate General Counsel and Chief Ethics & Compliance Officer.

The Postal Service’s mission is to provide the nation with reliable, affordable, universal mail service. The basic functions of the Postal Service were established in 39 U.S.C. § 101(a): “. . . [T]o bind the Nation together through the personal, educational, literary, and business correspondence of the people.” USPS is required to conduct its operations in accordance with sound business principles.

For the past few years, the Postal Service has faced unprecedented financial challenges, which have impacted the resources available to USPS programs. In its most recent annual financial report, USPS reported a net loss of \$2.7 billion for Fiscal Year 2017 (<http://about.usps.com/who-we-are/financials/annual-reports/fy2017.pdf>). This follows annual losses of approximately \$5 billion in Fiscal Years 2014, 2015 and 2016. Id. Despite these financial challenges and a steady increase in the number of FOIA requests received each year, USPS has renewed its commitment to the principles of transparency and accountability that are embodied in the FOIA and are critical to the proper functioning of a democratic form of government. USPS has done so by improving FOIA processes and implementing new, low-cost FOIA initiatives that have achieved positive results. At the end of Fiscal Year 2014, there were 254 pending requests, and the number of overdue responses was 158. As a result of the sustained hard work and sincere effort of the USPS’s FOIA professionals, there were 162 pending requests and only 39 overdue responses at the end of Fiscal Year 2017 – nearly a 75% reduction in the number of overdue responses over three years.

Organizational Structure and Other Background Information:

The USPS Deputy Chief FOIA Officer, Privacy and Records Management Office, reports to the Chief FOIA Officer through the Chief Privacy & 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 Management Office is a part of the Ethics & Compliance Group. The Federal 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 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. OIG and Postal Inspection Service FOIA programs are centralized. USPS has two FOIA Requester Service Centers (RSCs) to 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-Headquarters. The FOIA RSC-Field supports the tracking and processing of FOIA requests for Postal Service records maintained at area offices, district offices, Post Offices, or other field operations facilities (FOIA RSC-Field). 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 Area and District 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 Area Law Offices 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. 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. This policy had been in place for some time prior to the issuance of FOIA memoranda and Department of Justice FOIA Guidelines and was affirmed in our Fiscal Year 2016 Annual Report to Congress, which states, "It is Postal Service policy to promote transparency and accountability by adopting a presumption in favor of disclosure in all decision involving the FOIA."

Section I: Steps Taken to Apply the Presumption of Openness

A. FOIA Training

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

Yes

2. 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:

- Annual National Training Conference
- FOIA-Privacy Act Training Workshop

Department of Justice training:

- Overview of the FOIA Improvement Act of 2016
- FOIA for Attorneys and Access Professionals
- Continuing FOIA Education
- Chief FOIA Officer Report Refresher
- Best Practices Series Workshop
- Advanced FOIA Seminar
- OIP Comprehensive FOIA Training for Attorneys
- OIP FOIA Litigation Seminar
- OIP's Introduction to FOIA
- Two guest speakers from Office of Information Policy, U.S. Department of Justice, provided an overview and discussion of FOIA Exemptions 1-9 to Privacy and Records Management Office FOIA professionals and Federal Compliance attorneys

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

- Emerging FOIA Issues & the Impact of the New FOIA Law
- Steps to Reduce FOIA Request Backlog
- Best Practices and Lessons Learned in Mediation
- Recent Significant FOIA Decisions
- Why We File: Perspectives From a FOIA Requester

Privacy and Records Management Office FOIA staff and Federal Compliance attorneys held regular “brown bag” meetings to discuss a variety of FOIA-related topics. Field and Headquarters FOIA Coordinators were invited to attend and participate in several of the “brown bag” discussions. Topics covered this year included a discussion of select appeal decisions, edits to Chapters 3, 4, and 5 of Handbook AS-353, edits to the Postal Service's FOIA and privacy regulations. The “brown bag” meetings also included interactive group exercises on the applicability of certain exemptions.

Federal Compliance continued hosting bi-monthly FOIA Roundtable teleconferences with area law offices in the field in order to coordinate efforts, train, and ensure a consistent approach to FOIA and Privacy Act matters. Field postal attorneys provide advice and guidance on the FOIA

and the Privacy Act to records custodians located in field offices throughout the country. This year, Federal Compliance attorneys provided training on the interplay between the Privacy Act and FOIA, comprehensive FOIA and Privacy Act training, Exemption 6, and Adequate Search. Privacy and Records Management Office FOIA professionals and Federal Compliance attorneys worked regularly with records custodians throughout the Postal Service to help them better understand their responsibilities under the FOIA and to ensure strict compliance with its requirements on a case-by-case basis.

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

85%

4. 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

B. Outreach

5. Did your FOIA professionals engage in any outreach or dialogue with the requester community or open government groups regarding your administration of the FOIA?

No. In 2015 we held an outreach event and no one from the requester community or open government groups attended.

C. Other Initiatives

6. Describe any efforts your agency has undertaken to inform non-FOIA professionals of their obligations under the FOIA.

USPS continued the Chief FOIA Officer’s Awards program to recognize the contributions and efforts of non-FOIA professionals. FOIA professionals can nominate non-FOIA professionals for the award. Recipients are individually recognized in the USPS *News LINK*, an internal, online publication that is distributed daily throughout the organization, and a copy of the letter and certificate is included in the employee’s official personnel file.

To promote compliance with the FOIA, the Postal Service continued its internal process whereby FOIA requests that are pending are escalated to management-, executive-, and officer-level employees to ensure that proper attention is being paid to responding to FOIA requests within the statutory timeframes. These strategies are intended to promote the importance of the FOIA throughout the organization.

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 investigative staff participating in the OIG New Leadership Development Program about FOIA best practices, processing, and records production.

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

N/A

Section II: Steps Taken to Ensure that Your Agency Has an Effective System in Place for Responding to Requests

1. For Fiscal Year 2017, 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 2017 Annual FOIA Report?

1.55

2. If your agency's average number of days to adjudicate requests for expedited processing was above ten calendar days, 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

3. During the reporting period, did your agency conduct a self-assessment of its FOIA program? If so, please describe the methods used, such as reviewing Annual Report data, using active workflows and track management, reviewing and updating processing procedures, etc.

- Established under the OPEN Government Act of 2007, the Office of Government Information Services (OGIS) reviews FOIA activities government-wide and helps to resolve disputes between requesters and agencies. OGIS builds on these activities with its agency assessment program in which OGIS reviews agency FOIA programs by reviewing sources including FOIA request files; FOIA regulations; internal guidance for processing requests; agency visits; and other supporting documentation. At the request of the USPS Chief FOIA Officer, OGIS conducted an assessment of the USPS FOIA Program during the fourth quarter of Fiscal Year 2017. The outcome of the assessment is pending.
- USPS installed software upgrades to its FOIA Tracking System, a comprehensive web-based commercial-off-the-shelf application for electronically processing requests. The new version of the application uses new technology to improve application performance, security, and user friendliness. The enhancements include a new user interface and system defined dashboards were added to the application and are associated with each role created in the application. An analysis of assigned roles and workflows was undertaken to properly reconfigure the application to best utilize the enhanced functionality of the system.
- USPS completed the review and update of USPS Handbook AS-353, *Guide to Privacy, the Freedom of Information Act, and Records Management*, which contains policies and procedures governing the release of Postal Service records under the FOIA. The Handbook supplements USPS FOIA regulations contained in 39 C.F.R. § 265, and includes a chapter that contains information on how to process a FOIA request and/or a Privacy Act request. The updates to the Handbook were submitted to USPS Brand and Policy for publication.

4. 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 your agency's FOIA Public Liaison during FY 2017 (please provide a total number or an estimate of the number).

The FOIA Public Liaisons collectively receive about 1 call 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 area and district offices across the country play a key role in responding to inquiries from FOIA requesters about their requests. In many instances, USPS FOIA coordinators are able to respond to inquiries from FOIA requesters without the need for them to contact the FOIA RSC or public liaison for assistance.

5. Optional Survey Question: If possible, please provide an estimate of the average number of pages that your agency processes for each request. You may provide estimates for each track

Due to the decentralized nature of the USPS FOIA Program, this information is not available.

6. If there are any other steps your agency has undertaken to ensure that your FOIA system operates efficiently and effectively, such as improving search processes, eliminating redundancy, etc., please describe them here.

- FOIA Backlog reduction goals were established for USPS FOIA professionals for Fiscal Year 2017 in USPS's pay-for-performance system. Backlog and productivity reports are provided to management and FOIA RSC staff to stay on track with backlog reduction goals. These status reports help to identify any spikes or trends in FOIA activity.
- The Office of Inspector General (OIG) began the process of improving their website in the hopes to more efficiently direct requesters to the proper agency for response.
- USPS FOIA professionals continuously reviewed the USPS internal FOIA website, which includes FOIA resources and training opportunities, FOIA contact information and sample letters. Updates are made on a continuing basis throughout the year.
- Letter templates are updated and added to the FOIA Tracking System to enable prompt responses to FOIA requesters.
- Specific FOIA RSC personnel are scheduled to monitor the receipt of FOIA requests through all channels and to answer telephone and email inquiries from requesters. Assigning specific personnel to the FOIA intake process ensures that requests are logged in and handled expeditiously.

Section III: Steps Taken to Increase Proactive Disclosures

1. Provide examples of material that your agency has proactively disclosed during the past reporting year, including links to the posted material.

The United States Postal Service plays a vital role in American commerce and binds the nation together through secure, reliable, affordable and universal mail delivery. In Fiscal Year 2017, the Postal Service accelerated mail's integration with digital and mobile platforms, and enhanced mail's value as a marketing and communications channel, for both senders and receivers. USPS enabled America's continuing e-commerce growth by giving customers unprecedented visibility and competitive shipping solutions that reach every door in America every delivery day. "We remain highly focused on the experience we create for our customers and on the value we deliver in an increasingly digital world." (Letter from Postmaster General Megan J. Brennan) <http://about.usps.com/who-we-are/financials/annual-reports/fy2017.pdf>

USPS began the national rollout of Informed Delivery, a new feature that provides residential consumers with digital previews of their incoming mail. Postmaster General Megan J. Brennan discussed the free feature at the 2017 National Postal Forum in Baltimore. "Informed Delivery brings mail into the daily digital lives of consumers, building anticipation of the physical mail piece," she said. In addition to tracking packages through Informed Delivery, users can leave delivery instructions and schedule redeliveries from the online dashboard. More information is available from the Informed Delivery site at <https://informedelivery.usps.com/box/pages/intro/start.action>, as well as a December 21, 2017, news release – see http://about.usps.com/news/national-releases/2017/pr17_082.htm.

USPS participated in the Consumer Electronics Show (CES), where the organization showcased digital offerings like Informed Delivery. USPS also participated in several other events including National Small Business Week, which featured more than 3,000 workshops at local postal facilities, Public Service Recognition Week and National Dog Bite Prevention Week.

Postal Service employees stepped into the spotlight during the holiday season, appearing in the news media to discuss the organization's efforts to deliver customers' mail and packages. "This is what we look forward to every year," a Greensboro, NC, Senior Plant Manager told a local station. News outlets were given a behind-the-scenes look at USPS processing and distribution centers, and employees in Boise, ID, and Reno, NV, discussed holiday volumes and mailing deadlines. Employees also offered instructions on using self-service kiosks in Grand Island, NY, and shared tips for protecting packages in Nashville, TN.

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

- <https://about.usps.com/news/service-alerts/welcome.htm>
- <http://about.usps.com/news/welcome.htm>

In 2017, hurricane season arrived during the summer, bringing with it three devastating storms. Hurricanes Harvey, Irma and Maria battered the Gulf Coast and Caribbean, causing hardships for some employees, damaging some postal facilities and disrupting service to customers. In Northern California, 15 Post Offices were affected due to road closures and power outages caused by wildfires. And, winter weather pulled no punches during the first part of 2018, sending snow, ice and hurricane-strength winds across much of the nation. The Postal Service

informed customers about their mail delivery on the USPS Service Alerts site and USPS News Release. In addition, USPS posted messages on social media to provide displaced customers with guidance on requesting a temporary change of address, and it contacted shelters to help reconnect storm victims with their mail. USPS Service Alerts provide information to consumers, small businesses and business mailers about postal facility service disruptions due to weather-related and other natural disasters or events. Residential customers and small businesses can use this website to learn if mail is being delivered, or if their Post Offices are open. Business mailers get more detailed information about USPS mail processing facilities, and the operating status of delivery units.

The USPS website, found at www.usps.com, is one of the most frequently visited government sites averaging nearly 4.6 million visitors each day in 2016. 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 at your fingertips, and is open for business 24/7. The Postal Service's smart-phone apps make it even quicker to use the most popular functions on usps.com, anytime and anywhere. Facts and figures about the Postal Service are updated each year at <https://about.usps.com/who-we-are/postal-facts/welcome.htm>.

The FOIA Reading Room, <http://about.usps.com/who-we-are/foia/readroom/welcome.htm> includes links to records previously released that have been or are likely to become the subject of multiple requests. It contains links to Purchasing Protest Decisions, Judicial Office Administrative Decisions, Board of Contract Appeal Decisions, and Business Disagreement Decisions, all of which are popularly requested records. There is also a link to the Postal Regulatory Commission's (PRC) website (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 general public. For example, the PRC's Reports/Data page, <http://www.prc.gov/reports>, includes dockets, PRC reports and studies and USPS periodic reports.

Our about.usps.com website provides corporate information, such as USPS history and the latest news and information on the Postal Service. About.usps.com helps keep the public and the news media informed about what the Postal Service is doing with regard to mail service, sustainability, corporate structure, and how we impact the world around us.

Legislation and regulation require the Postal Service 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:

- 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.
- Annual reports and Form 10-K Annual Reports, and Integrated Financial Plans.
- 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 U.S. 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.
- The Government Performance and Results Act (GPRA) mandated Five-Year Strategic Plans.

- Combined Postal Comprehensive Statements and Annual Performance Plans drawing on the work of the entire organization.
- Fiscal Year 2018 integrated financial plans.

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 - <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 USPS 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 general public. Included in the Newsroom are:

2017 Annual Report to Congress

<http://about.usps.com/who-we-are/financials/annual-reports/fy2017.pdf>

2016 Annual Sustainability Report:

<http://about.usps.com/what-we-are-doing/green/report/2016/>

2017 Postal Facts: <http://about.usps.com/who-we-are/financials/annual-reports/fy2016.pdf>

<http://about.usps.com/who-we-are/postal-facts/welcome.htm>

Financial Call audio and slides:

<http://about.usps.com/who-we-are/financials/briefings/welcome.htm>

Holiday newsroom: <http://about.usps.com/holidaynews/>

Statements: <http://about.usps.com/news/statements/welcome.htm>

Provides the Postal Service's position on controversial issues and other subjects of public interest.

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.

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 the About pages of usps.com every two weeks. It provides information on USPS operations, policies, procedures and forms, as well as postal product information, and stamp news.

Historian's Office

- Postmaster Finder -- <http://about.usps.com/who-we-are/postmasterfinder/welcome.htm>
- Postal Facilities Dedicated by Congress -- <http://about.usps.com/who-we-are/postal-history/dedicated-facilities.pdf>
- Mail Collection Boxes: A Brief History -- <http://about.usps.com/who-we-are/postal-history/mail-collection-boxes.pdf> (new)

- Famous Postal Workers -- <http://about.usps.com/who-we-are/postal-history/famous-postal-workers.pdf>
- African American Postal Workers in the 19th Century -- <http://about.usps.com/who-we-are/postal-history/african-american-workers-19thc.pdf>;
- List of Known African American Postmasters, 1800s – <http://about.usps.com/who-we-are/postal-history/african-american-postmasters-19thc.pdf>;
- Letter Carriers, 1800s <http://about.usps.com/who-we-are/postal-history/african-american-letter-carriers-19thc.pdf>
- Post Office Clerks, 1800s <http://about.usps.com/who-we-are/postal-history/african-american-poclerks-19thc.pdf>;
- Other Employees, 1800s <http://about.usps.com/who-we-are/postal-history/african-american-other-employees-19thc.pdf>

Coming Soon

- Number of Stamped Cards since 1926
- Rates for Domestic Letters since 1863
- Rates for Stamped Cards and Postcards Number of Postal Employees since 1926
- Delivery Points since 1905 Pieces of Mail Handled since 1789
- First-Class Mail Volume since 1926
- African American Subjects on Stamps
- Women Subjects on Stamps

Supply Management

- Highway Contract Routes -- <http://about.usps.com/who-we-are/foia/FY-2018-Q1-HCR-Listing.xlsx>
- Purchase Cardholder Listing -- <http://about.usps.com/who-we-are/foia/purchase-cardholder-listing-Jan-thru-June-2017.xls>
- New issues to the Supplier Newsletter: usps|re:supply -- <http://about.usps.com/suppliers/forms-publications.htm>
- Updates to the Supplying Principles and Practices -- <http://about.usps.com/manuals/pm/welcome.htm>
- Updates to the Handbook AS-805 -- <http://about.usps.com/handbooks/as805.pdf>

- Fiscal Year 2017 Goals for the Supplier Diversity Program -- <http://about.usps.com/suppliers-diversity/usps-goals-fy-2017.pdf>

Facilities

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

Sustainability

- Annual Sustainability Report 2016 -- http://about.usps.com/what-we-are-doing/green/report/2016/usps_2016_sustainability_report.pdf
- January 2016 OMB Scorecard on Sustainability / Energy – <http://about.usps.com/what-we-are-doing/green/pdf/omb-scorecard-2016.pdf>
- U S Postal Service Fleet Alternative Fuel Vehicle Program Report for Fiscal Year 2016 -- <http://about.usps.com/what-we-are-doing/green/pdf/USPS-AFV-Annual-Fleet-Compliance-Report.pdf>
- U S Postal Service's Compliance with Epect -- <http://about.usps.com/what-we-are-doing/green/news/US-Postal-Service-Compliance-with-EPAAct.pdf>
- Programmatic Environmental Assessment USPS-Commercial Off-the-Shelf Vehicle Acquisitions -- <http://about.usps.com/what-we-are-doing/green/pdf/programmatic-environmental-assessment.pdf>
- Various articles regarding Sustainability, on social media -- <https://www.linkedin.com/company/usps>
- Provided report “Programmatic Environmental Assessment USPS Commercial Off-the-Shelf Vehicle Acquisitions” to show the process followed in fairly and openly evaluating commercial vehicles in planning future fleet replacement.

Postal Inspection Service

The Postal Inspection Service maintains a website delivering a wide array of information for the public – see <https://postalinspectors.uspis.gov/>. The website provides an overview of the organization’s functional areas, investigations, and employment information. The Inspection Service’s Delivering Trust site at <http://www.deliveringtrust.com/> offers tips on avoiding scams involving foreign lotteries and sweepstakes. The Postal Inspection Service website also hosts a listing of press releases and other information of interest at this link:

- <https://postalinspectors.uspis.gov/pressroom/pressreleases>

The Postal Inspection Service offered new videos that provide tips to help protect customers from becoming mail scam victims. The four videos, which are available on the Inspection Service’s YouTube channel, came in the wake of a crackdown on an international mail fraud ring that robbed postal customers of millions of dollars.

- “Postal Inspectors Warn Public About Scams that Target the Elderly,” inspectors describe the importance of taking action.

- “Have the Talk,” inspectors urge the children of older adults to safeguard their parents’ finances before trouble strikes
- “Why Are Seniors Especially Vulnerable to Scams?”
- “Dealing with Lottery Fraud Victims and Their Families.”

Chief Customer & Marketing Officer

The following are updated and accessible through pe.usps.com:

- DMM changes or updates
- IMM changes or updates
- Publication 52 (HAZMAT) changes or updates
- Postage statement changes
- Product structural changes
- Federal Register notices related to the DMM, IMM, Pub 52
- Changes or updates to Customer Support Rulings
- Notice 123—the official price list of the USPS
- Postage/rate calculators and other customer-facing tools

2017 USPS Mailing Promotions

Documents on 2017 USPS Mailing Promotions are available on the following links:

- RIBBS <https://ribbs.usps.gov/index.cfm?page=mailingpromotions>
- USPS.COM <https://www.usps.com/business/promotions-incentives.htm>
- POSTALPRO <https://postalpro.usps.com/user/login>
- Business Customer Gateway <https://gateway.usps.com/eAdmin/view/knowledge?id=INCENTIVEPROGRAMS>

Share Mail

Documents on Share Mail are available on the following links:

- RIBBS https://ribbs.usps.gov/sharemail/sharemail_print.htm
- POSTALPRO <https://postalpro.usps.com/mailing/share-mail>

Every Door Direct Mail

Documents on Every Door Direct Mail are available on the following links:

- RIBBS https://ribbs.usps.gov/simplifiedmail/simplifiedmail_print.htm
- USPS.COM <https://www.usps.com/business/advertise-with-mail.htm>
- POSTALPRO <https://postalpro.usps.com/mailing/every-door-direct-mail>

Picture Permit indicia

Documents on Picture Permit indicia are available on the following links:

- RIBBS https://ribbs.usps.gov/picturepermit/picturepermit_print.htm
- USPS.COM <https://www.usps.com/business/postage-options.htm>
- POSTALPRO <https://postalpro.usps.com/mailing/usps-picture-permit-indicia-ppi>

Board of Governors

- Announcements of Temporary Emergency Committee (TEC) of the Postal Service Board of Governors (BOG) meeting days, times, locations are posted online at <http://about.usps.com/>
- Live audio webcasts and the presentations of the Open sessions of the TEC/BOG 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 <http://about.usps.com/news/electronic-press-kits/bog/welcome.htm>

Delivery

- Curbside Delivery: <http://about.usps.com/what-we-are-doing/current-initiatives/delivery-growth-management/welcome.htm>
- Vehicles CMC Website: http://about.usps.com/postal-bulletin/2010/pb22294/html/info_018.htm
- Postal Operations Manual Section 623 – Blocked Mail Receptacles: http://about.usps.com/postal-bulletin/2015/pb22426/html/updt_003.htm
- Publication 52 – Hazardous, Restricted & Perishable Mail: http://about.usps.com/postal-bulletin/2016/pb22447/html/updt_003.htm
- Management Instruction – Zip code Boundary Review Process: https://about.usps.com/postal-bulletin/2016/pb22440/html/updt_005.htm
- List of Vehicle Maintenance Facilities
- List of all Main Post Offices and APO's
- Government Relations
- Congressional Hearing Testimony -- <http://about.usps.com/news/testimony-speeches/welcome.htm>

Labor Relations

- The NPMHU updated National Agreement found on the Contract Administration NPMHU page found via the following link: <http://blue.usps.gov/hr/labor/docs/2016-2019%20National%20Agreement.pdf>

Office of Inspector General (OIG)

- OIG posted audit reports, white papers, semi-annual reports to Congress and congressional testimony in full or with modest redactions: www.uspsig.gov/document-library

Digital Brand Marketing

- Service Alerts: Utilized the alert bar across USPS.com static pages, application pages and mobile pages to notify customers of service impacts due to weather or natural disasters. Also utilized the alert bar when the site experienced planned outages for maintenance as well as stood up outage pages on the applications.
- Provided location closure information to one of our vendors to ensure search results that are returned for locations are accurate during weather or natural disaster incidents.
- Special Holiday Information: Utilized the alert bar and developed a specific page to notify customers of holiday shipping dates, special collection box pickup times, products and services as well as fraudulent package email information.
<https://www.usps.com/holiday/holiday-schedule.htm>
- Postal Holidays: Banner advertisement on USPS.com homepage for each holiday when USPS is closed.
- Temporary Emergency Committee (BOG) Open Session audio cast banner advertisement on homepage of USPS.com.
- Tips for Common Questions/Issues with USPS.com
<https://www.usps.com/help/welcome.htm>
Provide information such as outdated browsers, internet and email security, delayed mail and packages, missed deliveries, redirecting a package, mailing and shipping prices, Informed Delivery, Change of Address, Hold Mail, Forward Mail Webpage errors on USPS.com.
- Contact Us: Provided updated contact information to guide customers how to get help. Also provided information about longer wait times on hold during the holiday season. (Nov-Jan).
- Provided information across the site for price changes as well as the Price of a Stamp banners on the USPS.com homepage that run at all times featuring the Price of a First-Class Forever stamp and a postcard stamp.
- Promoted new stamp releases across the website with homepage banner advertisements, features on The Postal Store and a special section [usps.com/stamps](https://www.usps.com/stamps).

2. Did your agency use any means to publicize or highlight important proactive disclosures for public awareness? If yes, please describe these efforts.

The Postal Service develops its strategic plan, and the associated goals, objectives, performance indicators, and targets, in a process that relies heavily on participation by postal stakeholders. USPS attempts to balance competing demands by effectively addressing the key requirements of stakeholders. In order to effectively reach the stakeholder community the Postal Service has attempted to map out an all-inclusive list of key stakeholders. USPS devotes a significant amount of resources to determine the requirements of each stakeholder group, work out reasonable compromises among the various groups, and assess the effectiveness of postal program. The methods employed include: surveys, focus groups, market research studies, complaint analysis, consultant studies, media tracking and analysis, working groups and industry task forces, oversight hearings and testimony, participation in public policy and industry conferences, and meetings with customers and the public. For example:

- National Postal Forum — Since 1968, the National Postal Forum (NPF) has been the leading mailing industry conference, bringing together the Postal Service and the organization's major customers. The goal of the NPF, a not-for-profit educational corporation, is to bring industry professionals together to interact with Postal Service management and learn about existing and future the U.S. Postal Service products and services. The four-day NPF annually showcases the latest in technology and innovation, providing a unique opportunity for mailers to network with each other as well as talk to potential vendors and suppliers. It also features educational workshops on topics ranging from marketing to operations through general sessions with senior postal leadership, certification courses, focus group sessions, and other activities. The Postal Service briefs attendees on how it is collaborating with industry to develop and deliver solutions to service issues and share the latest information on logistics and operations.
- Mailers' Technical Advisory Committee — The Postmaster General's Mailers' Technical Advisory Committee (MTAC) is another venue for the Postal Service to share technical information with mailers and to receive advice and recommendations from them on matters concerning postal products and services. MTAC is comprised of nearly 175 executives and sponsors who represent over 50 associations. For over 50 years, MTAC has successfully collaborated with the Postal Service and industry on issues ranging from barcoding improvements to implementing drop shipping changes to modifying business mail entry processes.
- Postal Customer Councils — Postal Customer Councils (PCCs) consist of Postal Service leaders and business mailers who work together at the local level to promote the value of mail, address mailing concerns, and exchange ideas. The goal is to maximize the benefits of the U.S. Postal Service products, programs, services, and procedures. Through regular meetings, educational programs, and seminars, PCC members learn about the latest Postal Service products and services that will help them grow their businesses. There are more than 155 PCCs nationwide. Each year the importance of PCCs and their contributions to the success of the Postal Service are celebrated during National PCC Week.

Corporate Communications 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 included the Newsroom, with links to all national and local USPS press releases on postal products, consumer and business issues, financial results and other issues of great public interest.

Social Media

Postal Service visibility on social media:

- Facebook – <https://www.facebook.com/USPS/>
Like USPS on Facebook and interact with us on the world's largest social media network.
- Twitter – <https://www.twitter.com/usps>
Follow USPS on Twitter and keep up on the latest news.
- LinkedIn - <https://www.linkedin.com/company/usps>
Join USPS on LinkedIn and stay on top of what we are doing.
- YouTube - <https://www.youtube.com/user/uspstv/custom>
View our library of videos on You Tube to see how we are continuing our evolution as a forward-thinking, fast-acting company capable of providing quality products and services.

- Pinterest - <https://www.pinterest.com/uspsstamps/>
The USPS Pinterest page highlights some of our most popular stamps. Themes range from kids' favorites and travel destinations to American celebrities and historical figures to art and photography.
- Instagram - <https://www.instagram.com/uspostalservice/>
Check out the photos and videos on Instagram.
- Postal Posts Blog - <https://uspsblog.com/>
The USPS official blog, where the public can read about technological innovations, history, products and services.

Postal Inspection Service visibility on social media:

- <https://www.facebook.com/Postalinspectors/>
- <https://www.youtube.com/user/USPISpressroom>

USPS Office of Inspector General visibility on social media:

- <https://www.facebook.com/oig.usps>
- <https://www.twitter.com/oigusps>
- <https://www.youtube.com/user/oigusps>

Corporate Communications proactively discloses information through other means, such as through media events and public events, webinars, mailings and other forms of communications. Other USPS departments host and attend events and conferences throughout the year. For example, during the April 1-June 30 period, events attended included National Small Business Week, which featured more than 3,000 workshops at local postal facilities, Public Service Recognition Week and National Dog Bite Prevention Week.

USPS Human Resources uses social media and email subscription services as a means to publicize or highlight important proactive disclosures about career opportunities:

- LinkedIn.com, Dice.com, TheLadders.com, Careerbuilder.com, Monster.com, Salesjob.com, Lawjobs.com, Facebook, Careers@usps.com, Twitter.com/USPSoncampus, Twitter.com/USPSCareers

The Chief Customer and Marketing Officer uses the DMM Advisory to notify 30,000 email subscribers about changes or updates. They also publish information using the *Postal Bulletin*, *Postal Link*, and Industry Alert, which provides the latest news, trends, developments, and key initiatives about the Postal Customer Council community, the USPS, and the mailing industry.

The USPS Postmaster General and Chief Financial Officer hold quarterly financial media calls to share information about the financial status of the Postal Service. A web address is provided that will direct callers to the Form 10Q and 10K.

Postcard mailings are sent to stakeholders and customers to provide information about mailing promotions.

The *Postal Bulletin*, the official source of updates to Postal Service policies and procedures, provides the latest in mail and delivery information and services offered by U.S. Postal. The *Postal Bulletin* is available online at about.usps.com/postal-bulletin or by subscription.

USPS Supply Management provides users of the eSourcing website the Supplier Newsletter via email as new issues are published. The publication is also posted on usps.com.

Postal History

USPS Historian's Office submitted several stories for publication in *USPSLink*. The articles included links to the usps.com postal history section:

For example:

- Clothes encounters - The list: 5 postal fashion statements
<https://link.usps.com/2017/03/09/clothes-encounters/>
- Still going strong - Post Offices celebrate milestones this week
<https://link.usps.com/2017/06/12/still-going-strong-4/>
- Mail milestones - The list: 6 July postal anniversaries
<https://link.usps.com/2017/07/11/mail-milestones/>

"The Bank of Vernal: The 'Parcel Post Bank'" (<http://about.usps.com/who-we-are/postal-history/bank-of-vernal.pdf>) was featured in the Spring/Summer 2017 issue of Railroad History magazine

MAIL: The Journal of Communication Distribution publicized and provided a link to "Mail Collection Boxes: A Brief History" (<http://about.usps.com/who-we-are/postal-history/mail-collection-boxes.pdf>)

USPS Office of Inspector General

Since 2012, OIG has used GovDelivery, an email subscription service. Subscribers have the option to receive notification for any items posted to OIG's website. The subscriber has the option to subscribe to any number of items and to choose the frequency of email messages received - see <https://public.govdelivery.com/accounts/USPSOIG/subscriber/new>.

3. 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

4. If yes, please provide examples of such improvements.

- Digital Brand Marketing utilize our customer satisfaction tool and analytics tools to help determine where content will be live on the site or if content needs to be expanded or rewritten to meet our customers' needs. The site is constantly being optimized based on the data from our customers and usability testing we conduct with our customers.
- An effort is currently underway by Corporate Communications to overhaul and redesign the Postal Service's corporate portion of usps.com. This will simplify about.usps.com and improve ease of use.
- All pages on usps.com are now optimized for mobile use. USPS continues to test all online files to ensure they are accessible to individuals with disabilities as required by Section 508 of the Rehabilitation Act.
- The Postal Supplier Council collaborates with USPS Supply Management to assist in identifying the type of information that suppliers may be interested in having access to and provides feedback on the content provided to the supplier community.

- The Historian routinely updates Postmaster Finder with names and appointment dates of newly-appointed Postmasters, names and installation dates of newly-installed Officers-In-Charge, and dates of Post Office name changes and discontinuances (if any).
- The Career section on usps.com has been updated with an application guide and FAQs to simplify the application experience which includes: Applying for a Job a USPS (PDF) and the Job Application Process Help/FAQs.
- In order to make the pertinent information easily accessible by the public and non-technological audiences, Global Business has developed a user-friendly version of the E-USPS DELCON INTL Country List to post on Postal Explorer in addition to the less user-friendly version posted for use by IT systems/stakeholders.
- A new landing page with informational links and a contact email address for USPS New Growth was established on about.usps.com. Customers can now access information on establishing modes of delivery by viewing Postal Operations Manual (POM) sections, find the names of USPS contracted manufacturers, viewing the Postal Bulletin and more.
- Sustainability and the Postal Inspection Service are redesigning their sections of usps.com to be more user friendly and interactive.

5. If there are any other steps your agency has taken to improve proactive disclosures, please describe them here. For example, has your agency engaged requesters in determining how and what to post? Has your agency used web analytics to inform your proactive disclosures?

- Digital Brand Marketing utilized a customer satisfaction survey and analytics tools to help guide decisions for website improvement. USPS utilizes usability testing to determine how the customer interacts with the website and makes enhancements and changes based on the testing results.
- During this reporting period, the Historian's Office began using web analytics to help guide content development.

Section IV: Steps Taken to Greater Utilize Technology

1. Has your agency identified any best practices to leverage technology to facilitate overall FOIA efficiency, such as improving record search capabilities, utilizing document sharing platforms for consultations and referrals, or employing software that can sort and de-duplicate documents? If yes please describe the best practices, the types of technology used and the impact on your agency's processing.

- USPS installed three software upgrades to its FOIA Tracking System. The software upgrades will provide enhanced functionality, security and reporting. USPS also expanded access to the FOIA Tracking System, which includes a built-in redaction toolset and full text search, to increase efficiency in FOIA processing. Subsequent to the software upgrades, the FOIA Tracking System and Public Access Link were reconfigured to best meet USPS standards. Training on the enhancements was provided to all user groups.
- 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 the FOIA processing.
- USPS Information Catalog Program Office (ICP) and IT professionals regularly provide required support and assistance in conducting electronic records searches. ICP/IT professionals work with FOIA professionals and records custodians to ensure adequate and efficient electronic records searches are conducted for complex requests. ICP/IT may also be asked to assist in working directly with FOIA requesters to ensure agreement on search criteria and formatting for records searches and delivery. ICP sorts and de-duplicates email records and may provide data transfer services for the exchange of electronic files.

2. Did your agency successful post all four quarterly reports for Fiscal Year 2017?

Yes

3. 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 2018.

N/A

4. 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 2016 Annual FOIA Report and, if available, for your agency's Fiscal Year 2017 Annual FOIA Report.

- Fiscal Year 2016 - <http://about.usps.com/who-we-are/foia/annual-foia-reports/fy2016-rawdata.csv>
- Fiscal Year 2017 – not yet available.

5. If there are any other steps your agency has taken to improve use of technology in FOIA, please describe them here.

- As the Postal Service works to meet today's challenges and build the workplace of the future, every employee has a critical role in creating an environment where individuals and work units thrive. Each year, postal employees are given the opportunity to participate in a survey. The survey asks employees if they have the materials and equipment needed to do their work right (including hardware and software). To create an engaging workplace, USPS management is encouraged to continuously look for materials and equipment that will assist employee in performing their jobs efficiently and effectively, follow up regularly with employees to make sure they have the tools and information they need to perform their jobs effectively, encourage team members to talk about what they need to perform their jobs, and come up with operational alternatives together as a team to navigate barriers that might be getting in the way of performance.
- The Privacy & Records Management Office works with an IT portfolio manager to identify technology tools that it may need to provide for efficient FOIA processing. IT requirements are reviewed and considered each year during the budget planning process. This approach calls for communication 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 Improve Timeliness in Responding to Requests and Reducing Backlogs

A. Simple Track

Does your agency utilize a separate track for simple requests?

Yes

If so, for your agency overall in Fiscal Year 2017, was the average number of days to process simple requests twenty working days or fewer?

Yes

3. Please provide the percentage of requests processed by your agency in Fiscal Year 2017 that were placed in your simple track.

81.7%

4. 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

B. Backlogs

BACKLOGGED REQUESTS

5. If your agency had a backlog of requests at the close of Fiscal Year 2017, did that backlog decrease as compared with the backlog reported at the end of Fiscal Year 2016?

Yes, the backlog decreased by 26 at the close of Fiscal Year 2017 compared to the backlog reported at the end of Fiscal Year 2016.

6. If not, 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:

N/A

7. 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 2017.

1.25%

BACKLOGGED APPEALS

8. If your agency had a backlog of appeals at the close of Fiscal Year 2017, did that backlog decrease as compared with the backlog reported at the end of Fiscal Year 2016?

No. The backlog of appeals at the close of Fiscal Year 2017 was seven, an increase of one from Fiscal Year 2016.

9. If not, 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:

The Postal Service has substantially decreased its appeal backlog since the end of Fiscal Year 2014. The increase in the backlog by 1 is immaterial and not attributable to any particular factor.

10. 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 2017. If your agency did not receive any appeals in Fiscal Year 2017 and/or has no appeal backlog, please answer with "N/A."

5.5%

Backlog Reduction Plans

11. In the 2017 guidelines for Chief FOIA Officer Reports, any agency with a backlog of over 1000 requests in Fiscal Year 2016 was asked to provide a plan for achieving backlog reduction in the year ahead. Did you 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 2017?

N/A

12. If your agency had a backlog of more than 1,000 requests in Fiscal Year 2017, what is your agency's plan to reduce this backlog during Fiscal Year 2018?

N/A

D. Status of Ten Oldest Requests, Appeals, and Consultations

TEN OLDEST REQUESTS

13. In Fiscal Year 2017, did your agency close the ten oldest requests that were reported pending in your Fiscal Year 2016 Annual FOIA Report?

No

14. 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 2016 Annual FOIA Report. If you had less than ten total oldest requests to close, please indicate that.

USPS closed 7 of the 10 oldest requests reported pending in the USPS Fiscal Year 2016 Annual FOIA Report during Fiscal Year 2017.

15. Of the requests your agency was able to close from your ten oldest, please indicate how many of these were closed because the request was withdrawn by the requester. If any were closed because the request was withdrawn, did you provide any interim responses prior to the withdrawal?

Three of the ten oldest requests closed were withdrawn by the requester.
Yes, an interim response was provided prior to the withdrawal with all 3 requests.

TEN OLDEST APPEALS

16. In Fiscal Year 2017, did your agency close the ten oldest appeals that were reported pending in your Fiscal Year 2016 Annual FOIA Report?

Yes

17. 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 VII.C.(5) of your Fiscal Year 2016 Annual FOIA Report. If you had less than ten total oldest appeals to close, please indicate that.

N/A

TEN OLDEST CONSULTATIONS

18. In Fiscal Year 2017, did your agency close the ten oldest consultations that were reported pending in your Fiscal Year 2016 Annual FOIA Report?

N/A

19. 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 2016 Annual FOIA Report. If you had less than ten total oldest consultations to close, please indicate that.

N/A

E. Additional Information on Ten Oldest Requests, Appeals, and Consultations & Plans

20. Briefly explain any obstacles your agency faced in closing its ten oldest requests, appeals, and consultations from Fiscal Year 2017.

USPS closed seven of its tens oldest FOIA requests. Aside from the sheer volume and complexity of the record material involved, USPS did not face any particular obstacles to closing its ten oldest requests.

21. If your agency was unable to close any of its ten oldest requests because you were waiting to hear back from other agencies on consultations you sent, please provide the date the request was initially received by your agency, the date when your agency sent the consultation, and the date when you last contacted the agency where the consultation was pending.

N/A

22. If your agency did not close its ten oldest pending requests, appeals, or consultations, please provide a plan describing how your agency intends to close those "ten oldest" requests, appeals, and consultations during Fiscal Year 2017.

A weekly backlog report is provided to the Chief Privacy Officer for the purpose of identifying backlogged requests that may require the attention of management. FOIA professionals will monitor assigned requests and send reminders to FOIA Coordinators and records custodians for those requests that are pending and overdue. With the renewed emphasis in Fiscal Year 2018, pending and overdue requests will be escalated to management for attention when warranted under the escalation policy adopted by the Executive leadership Team in Fiscal Year 2015. With respect to appeals, the Chief Counsel, Federal Requirements, has established performance goals for timely completion of appeals.

F. Success Stories

Out of all the activities undertaken by your agency since March 2017 to increase transparency and improve FOIA administration, please briefly describe here at least one success story that you would like to highlight as emblematic of your agency's efforts. The success story can come from any one of the five key areas. As noted above, OIP will highlight these agency success stories during Sunshine Week. To facilitate this process, all agencies should use bullets to describe their success story and limit their text to a half page. The success story is designed to be a quick summary of key achievements. A complete description of all your efforts will be contained in the body of your Chief FOIA Officer Report.

Delivery Operations streamlined and then began proactively disclosing USPS Headquarters operational policy for Federal holidays on <http://about.usps.com/who-we-are/foia/readroom/welcome.htm>. This proactive disclosure resulted in the elimination of approximately 70 annual FOIA requests (one per district).