

**RESOLUTION OF THE BOARD OF GOVERNORS  
OF THE  
UNITED STATES POSTAL SERVICE**

**Resolution No. 23-3**

**Charter of the Operations Committee**

**RESOLVED:**

Pursuant to 39 C.F.R. § 5.1, the Board of Governors (Board) have established a standing committee, the Operations Committee (Committee). The Board wishes to provide guidance to management on its operational practices and policies. The Committee will monitor the ongoing operations of the Postal Service and the execution of key long-term strategies.

To achieve these goals, the Committee shall review the Postal Service's overall capabilities, procedures, policies, and public communications on matters related to mail processing, transportation, delivery, and retail services.

The Committee will also receive briefings on operations, including past and prospective volume and service performance, and will evaluate and monitor Postal Service needs and operational performance, including anticipated seasonal variations to operations.

**MEMBERSHIP AND AUTHORITY**

The Board Chairman shall appoint the Chairman, Vice Chairman (if applicable), and members of the Committee, and may change the membership of the Committee at any time in accordance with sections 39 C.F.R. §§ 4.1(a)(3) and 5.1.

When the Committee is addressing a regulatory issue reserved to the Governors, only the Presidentially appointed Governors may vote on the issue.

The Committee shall report regularly to the Board with respect to the Committee's activities and recommendations. The report to the Board may take the form of an oral or written report by the Chairperson or any other designated member of the Committee.

The Committee assists the Board and reports to the Board but is not empowered to act on behalf of the Board without an explicit delegation of authority from the Board to act on its behalf.

The Committee may retain outside counsel or other experts as it deems appropriate to pursue the performance of its functions.

For meetings of the Committee, members may attend in person, if possible, or by conference telephone or similar communications equipment which enables all persons participating in the meeting to hear each other.

## **COMMITTEE RESPONSIBILITIES**

Along with such other matters as the Committee finds appropriate to pursue in the performance of its functions, the Committee shall:

### **Service Performance**

- Review and make recommendations to the Board on the annual performance plan and annual performance report required under 39 U.S.C. §§ 2803 and 2804.
- Receive briefings on, and as necessary, make recommendations to the Board concerning the Postal Service's plans to maintain adequate on time service performance and customer satisfaction.
- Receive briefings on and make recommendations to the Board concerning Postal Service plans to maintain service performance amid anticipated seasonal variations in operations, including but not limited to peak season.
- Evaluate and make recommendations to the Board regarding the Postal Service's response to operational problems and crises (such as natural disasters) that significantly impact timely and quality service.

### **Operations**

- Receive briefings on, and as necessary, make recommendations to the Board concerning the Postal Service's plans for improving the efficiency and security of retail, processing, and delivery operations.
- Receive briefings on, and as necessary, make recommendations to the Board concerning the Postal Service's plans for procuring transportation, retail, or mail processing equipment.

### **Messaging and Customer Service**

- Receive briefings on and make recommendations to the Board concerning the effectiveness of the Postal Service's communications strategies related to operational practices and policies.
- Periodically review and make recommendations to the Board concerning the customer experience and relevant market developments.

## GENERAL

- Annually, review and assess the relevance of this charter and recommend any proposed changes to the Board.
- Report regularly to the Board on matters within the scope of the Committee and special issues that may merit attention of the Board.
- Perform other duties required by law or otherwise necessary for the effective guidance of the Postal Service's operational plans, or as the Board may from time to time direct.

This Resolution supersedes Resolution 21-38, adopted November 9, 2021, and rescinds all previous Resolutions of the Board to the extent that such Resolutions are inconsistent with this Resolution.

The foregoing Resolution was adopted by the Board of Governors on February 9, 2023.



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Michael J. Elston  
Secretary of the Board of Governors