UNITED STATES POSTAL SERVICE
CHIEF FOIA OFFICER'S REPORT FOR 2022

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

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

Organizational Structure and Other Background Information:

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

This report represents responses from the following FOIA program offices:

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

The USPS FOIA program is decentralized. The OIG and 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 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 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 General Law Service Center provides advice to records custodians regarding the FOIA, including the applicability of exemptions.

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

Section 1: Steps Taken to Apply the Presumption of Openness

A. FOIA Leadership

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

Yes

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

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

B. FOIA Training

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

- In FY21, the Privacy and Records Management Office, developed a new FOIA training in our training system for FOIA Coordinators and records custodians on how to properly handle FOIA requests from start to finish. The training is mandatory for all Executive Administrative Schedule (EAS) and pay band employees.

- Ethics and Legal Compliance continued hosting bi-monthly FOIA Roundtable teleconferences with field attorneys to coordinate efforts, train, and ensure a consistent approach to FOIA and Privacy Act matters

- To promote continued learning, the Privacy and Records Management Office FOIA staff and Ethics and Legal Compliance attorneys continue to develop extensive training materials and held monthly "brown bag" training sessions to discuss a variety of FOIA-related topics for Field and Headquarters FOIA Coordinators.

- The FOIA team solicits FOIA and Privacy Act questions from Headquarters and field FOIA Coordinators on a quarterly basis, and then schedules quarterly conference calls to address those questions. This effort provides another training opportunity with a smaller group of participants.
.

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

Yes

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

American Society of Access Professionals (ASAP) training:

- ASAP Annual National Training Conference
- ASAP Presidential Records – Myths, Ironies and Facts
- Webinar - Significant Recent FOIA Decisions
- Webinar - Exemption 5 Civil Discovery Privileges
- Webinar - FOIA and Privacy Act Interface
- Webinar - FOIA Procedural Overview
- Webinar -- Interplay Between the Privacy Act and the FOIA
- Webinar -- Virtual Fees and Fee Waiver Workshop
- Webinar -- Processing from Start to Finish Workshop

Department of Justice (DOJ) Office of Information Policy (OIP) training:

- DOJ OIP Virtual Sunshine Week Meeting
- DOJ OIP Virtual FOIA Annual Report Training
- DOJ OIP Virtual Litigation Workshop
- DOJ OIP Virtual Artificial Intelligence for FOIA Professionals
- DOJ OIP Virtual Introduction to the Freedom of Information Act
- DOJ OIP Virtual Chief FOIA Officer Report Training
- DOJ OIP Virtual Procedural Requirements and Fees Workshop
- DOJ OIP Virtual Exemption 1 and 7 Workshop
- DOJ OIP Virtual Exemption 4 and Exemption 5 Workshop
- DOJ OIP Virtual Privacy Considerations Workshop
- DOJ OIP Virtual Best Practices FOIA Administration During the Pandemic
- DOJ OIP Virtual Continuing FOIA Education
- DOJ OIP Virtual Processing from Start to Finish
- DOJ OIP Virtual Annual/Quarterly FOIA Report Training

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

- FOIAXpress New User Training
- User Conference
- FOIA Search Issues
- Steps to Reduce FOIA Request Backlog
- Recent Significant FOIA Decisions
- FOIA Tracking System
- EDR Workshop

Roundtables:

- Privacy Overview and Privacy Considerations for Attorneys
- Exemption 6 and 7(C)
- Waiver under the FOIA, Remedies for Inadvertent Disclosure, Congressional Requests for Records

- Agency Record Analysis
- Exemption 5
- Exemption 4

Brown Bags:

- Privacy Considerations for FOIA Professionals
- Exemption 6
- Exemption 8
- Third-Party FOIA Requests
- Making Redactions to Documents
- Interplay Between the Privacy Act and the FOIA
- Proper FOIA Requests, Time Limits, and Expedited Processing
- Adequate Search
- News Media Requesters
- Exemption 2
- Consultations and Referrals
- Exemption 3 and 39 U.S.C. § 410(c)(2)

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

100%

7. 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

8. Did the personnel at your agency who have FOIA responsibilities attend training in federal records management during this reporting period?

Yes

C. Outreach

9. Did your FOIA professionals engage in any outreach or dialogue, outside of the standard request process, with the requester community or open government groups regarding your administration of the FOIA? Please describe any such outreach or dialogue, and, if applicable, any specific examples of how this dialogue has led to improvements in your agency's FOIA administration.

- Yes, we hosted two public teleconferences that we advertised on the Postal Service's public FOIA website. These teleconferences included an introduction to the Freedom of Information Act, instructions on how to submit a proper FOIA request to the Postal Service, and allowed the public to ask FOIA questions.

D. Other Initiatives

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

- USPS Publication 550, *For the Record,* is a pamphlet that is made available online to all postal employees. The pamphlet describes the Freedom of Information Act and the Privacy Act and includes employees' rights and responsibilities under the Acts. The pamphlet is distributed to all new employees.

- Besides providing internal training, the Postal Service continued its internal process whereby FOIA requests that are close to overdue are escalated to senior management to ensure that records custodians timely respond to FOIA requests within the statutory deadline. This strategy is intended to promote the importance of the FOIA throughout the organization and has helped to reduce the backlog.

- The Postal Inspection Service Chief Counsel discusses the FOIA with newly appointed Postal Inspector recruits. The Chief Counsel encourages cooperation from the Inspection Service's National Leadership Team regarding their FOIA obligations.

- OIG holds periodic meetings to educate staff participating in the OIG New Leadership Development Program regarding FOIA best practices, processing, and records production.

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

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

1. For Fiscal Year 2021, 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 2021 Annual FOIA Report.

   5.63

2. If your agency's average number of days to adjudicate requests for expedited processing was above ten calendar days, according to Section VIII.A. of your agency's Fiscal Year 2021 Annual FOIA Report, please describe the steps your agency will take to ensure that requests for expedited processing are adjudicated within ten calendar days or less.

   N/A

3. The FOIA Improvement Act of 2016 required all agencies to update their FOIA regulations within 180 days. In 2016, OIP issued Guidance for Agency FOIA Regulations and the accompanying Template for Agency FOIA Regulations to assist agencies in updating their regulations in accordance with the statute. Has your agency updated its FOIA regulations in accordance with the FOIA Improvement Act of 2016? If not, what is your agency's plan to update your regulations?

   Yes

4. Standard Operating Procedures (SOPs) generally document your agency's internal processes for administering the FOIA beyond your FOIA regulations and FOIA Reference Guide. As noted in OIP's guidance, having SOPs can improve the consistency and quality of an agency's FOIA process. SOPs can also serve as a significant resource for incoming FOIA professionals and a way to preserve much of the agency's institutional knowledge on administering the FOIA from how to handle requests from start-to-finish, to identifying and making proactive disclosures, to maintaining a FOIA website. Does your agency have up-to-date internal SOPs for your FOIA administration?

   Yes

5. If not, please provide a timeline for when your agency plans to develop or update its SOPs.

   N/A

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

   Yes

7. If yes, please provide examples. If no, please explain if such opportunities exist at your agency and whether there are any challenges in establishing alternative means of access.

Most of our first party requests are for employment records. The Postal Service's Human Resources Department processes first party requests for employment records. In addition to providing language on our website and responsive materials detailing on how to obtain this information without going through the FOIA process, we have also provided training to Human Resources on how to respond to such requests.

8. Did your agency conduct a self-assessment of its FOIA administration during the reporting period? If so, please describe the self-assessment methods used, such as analyzing Annual Report or raw data, using active workflows and track management, reviewing, and updating processing procedures, etc. In addition, please specifically highlight any data analysis methods or technologies used to assess your agency's FOIA program.

- The Privacy and Records Management Office runs a weekly report on FOIA requests to track FOIA requests received, closed, pending and overdue on a weekly basis. This allows the Privacy and Records Management Office to track FOIA requests that may need to be escalated and to ensure the Postal Service issues timely responses to FOIA requests within the statutory deadline.

- The Privacy and Records Management Office ensures software are upgraded in the FOIA Tracking System, a comprehensive web-based commercial-off-the-shelf application for electronically processing requests. The technology and system defined dashboards continue to assist in improvement of application performance.

9. The FOIA Improvement Act of 2016 requires additional notification to requesters about the services provided by the agency's FOIA Public Liaison. Please provide an estimate of the number of times requesters sought assistance from your agency's FOIA Public Liaison during FY 2021 (please provide a total number or an estimate of the number).

The FOIA Public Liaisons collectively received about 25 calls each week from FOIA requesters in FY21. 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 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 respond to inquiries from FOIA requesters without the need for them to contact the FOIA RSC or public liaison for assistance

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

Yes

11. Optional -- Please describe best practices used to ensure that your FOIA system operates efficiently and effectively and any challenges your agency faces in this area.

- USPS FOIA professionals continuously reviewed its internal and external 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 and appeals 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. Please describe what steps your agency takes to identify, track, and post (a)(2) proactive disclosures.

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

The past year was extraordinary for the Postal Service. We were presented with unique challenges, we revealed hidden strengths and demonstrated our essential role in the life of the nation, and in the lives of the American public. As the COVID-19 pandemic spread throughout America's communities, the 644,000 women and men of the Postal Service delivered — and continue to deliver today — demonstrating constant commitment to our mission of service and ensuring that customers received the medications, supplies, benefit checks, letters and other correspondence and products they depend upon.

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

The Postal Service is proud of its ability to provide a trusted, valued service to the American public, while safeguarding its employees and customers during the ongoing national public health emergency. In Fiscal Year 2021, 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. The Postal Service 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. 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, especially during the coronavirus pandemic.

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

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

The Postal Service website, found at www.usps.com, is one of the most frequently visited government sites, recording 10.1 million visitors each day. It provides customers quick and easy access to Postal Service information, products, and services, as well as links to both OIG

and Postal Inspection Service websites. The Postal Service is multi-lingual and offers usps.com in Spanish and Simplified Chinese.

The Postal Service website is an online Post Office and is open for business 24/7. The Postal Service's smartphone apps make it even quicker to use the most popular functions on usps.com, anytime and anywhere. With Informed Delivery service, you can digitally preview your incoming mail and manage your packages from a computer, tablet, or mobile device. More than 39 million customers have enrolled since it was launched in 2017.

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, Business Disagreement Decisions, Election Mail records, FOIA logs and Change of Address statistics, and records involved in two recent FOIA cases in U.S. District Court – all of which are frequently 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 public. For example, the PRC's Reports/Data page, http://www.prc.gov/reports, includes dockets, PRC reports and studies, and Postal Service periodic reports.

Our about.usps.com 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 regarding 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 Postal Service estimates of costs attributable to mail classes, subclasses, and key special services, summarized by cost segment and by major cost components. The report is generated annually.
- Revenue, Pieces, and Weight Reports (RPW) presenting official estimates of revenue, volume and weight by class, subclass, and major special service.
- Annual Report to Congress which includes Combined Postal Comprehensive Statements and Annual Performance Plans drawing on the work of the entire organization.
- Fiscal Year 2022 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

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

- **Service Alerts:** http://about.usps.com/news/service-alerts/welcome.htm - This page provides information to consumers, small businesses and other business mailers about postal facility service disruptions due to weather-related and other natural disasters or events.
- **2020 Annual Report to Congress** (2021 report to be posted soon) - https://about.usps.com/what/financials/annual-reports/fy2020.pdf
- **2021 Annual Sustainability Report**: https://about.usps.com/what/corporate-social-responsibility/sustainability/report/2021/usps-annual-sustainability-report.pdf
- **2021 Postal Facts:** https://facts.usps.com/
- **Judicial decisions:** https://about.usps.com/who/judicial/admin-decisions/
- **Financial reports:** https://about.usps.com/what/financials/
- **Financial Call audio and slides:** https://about.usps.com/what/financials/briefings/
- **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.
- **Digital Media:** https://media.usps.com/ - A sub-site of the Postal Service Newsroom. Provides the public and media access to stock photography, video b-roll and video documentation of official Postal Service events.
- **Delivering for America**: https://about.usps.com/what/strategic-plans/delivering-for-america/ - Our vision and ten-year plan to achieve financial sustainability and service excellence.
- **Holiday newsroom:** http://about.usps.com/holidaynews/ - A sub-site of the Postal service newsroom. Provides a single location to locate all information regarding the Postal Service's holiday efforts including Operation Santa, news releases, mail-by dates, and other customer resources.
- **Postal Bulletin:** http://about.usps.com/postal-bulletin/welcome.htm - The Postal Bulletin, one of the oldest federal publications still in print, is posted to 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.

- **FOIA Library:** https://about.usps.com/who/legal/foia/library.htm **-** Provides information and resources on the Postal Service's FOIA process.

  Postal Service Social Media:

- Youtube: http://www.youtube.com/user/uspstv
- FaceBook: http://www.facebook.com/USPS
- Twitter: http://twitter.com/usps
- Pinterest: http://www.pinterest.com/uspsstamps/

Historian's Office

Postal History webpages (https://about.usps.com/who-we-are/postal-history/welcome.htm).

To post documents, we create and send 508-compliant versions to USPS Interactive Digital Services, along with a link to the webpage and a description of where to post the documents on the webpage.

- Postmaster Finder – http://about.usps.com/who-we-are/postmasterfinder/welcome.htm (updated weekly)
- Postal Facilities Dedicated by Congress – http://about.usps.com/who-we-are/postal-history/dedicated-facilities.pdf (updated monthly or bi-monthly)
- Number of Stamped Cards … since 1926 – https://about.usps.com/who-we-are/postal-history/rates-historical-statistics.htm
- Rates for Domestic Letters since 1863 – https://about.usps.com/who-we-are/postal-history/rates-historical-statistics.htm
- Number of Postal Employees … since 1926 – https://about.usps.com/who-we-are/postal-history/rates-historical-statistics.htm
- Delivery Points since 1905 – https://about.usps.com/who-we-are/postal-history/rates-historical-statistics.htm
- Pieces of Mail Handled … since 1789 – https://about.usps.com/who-we-are/postal-history/rates-historical-statistics.htm
- First-Class Mail Volume … since 1926 – https://about.usps.com/who-we-are/postal-history/rates-historical-statistics.htm
- African American Subjects on Stamps; American Indian Subjects on Stamps; Hispanic Subjects on Stamps; Women Subjects on Stamps; Christmas Holiday Stamps – https://about.usps.com/who-we-are/postal-history/stamps-postcards.htm (updated in July 2021)
- Post Office Headquarters Sites in Washington, DC – https://about.usps.com/who-we-are/postal-history/headquarters-sites.pdf (new paper added May 2020)
- Women Postmasters – https://about.usps.com/who-we-are/postal-history/women-postmasters.pdf
- Fifty Years of Service to the Nation: Highlights from the USPS 50th Anniversary Oral History Project – https://about.usps.com/who-we-are/postal-history/fifty-years-of-service-1971-2021.pdf
- Advertising Mail: A Brief History – https://about.usps.com/who-we-are/postal-history/advertising-mail-history.pdf

Supply Management

- Updates to the Supplying Principles and Practices –
  https://about.usps.com/manuals/spp/spp.pdf
- Purchase Cardholder Listing – https://about.usps.com/who/legal/foia/library.htm
- New issues to the Supplier Newsletter: Supply Management –
  https://about.usps.com/suppliers/newsletter/re-supply-03-23-21.pdf
- Fiscal Year 2021 Goals for the Supplier Diversity Program –
  https://about.usps.com/suppliers-diversity/usps-goals-fy2021.pdf

Facilities

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

Sustainability

- Annual Sustainability Report 2021 at: https://about.usps.com/what/corporate-social-
  responsibility/sustainability/report/2021/usps-annual-sustainability-report.pdf
- 2021 Climate Action Plan at: usps-2021-climate-action-plan.pdf
- FY 2020 OMB Scorecard at: fy2020-omb-scorecard.pdf
- Postal Service Annual Fleet Compliance Report at:
  https://about.usps.com/what/corporate-social-responsibility/sustainability/pdf/USPS-AFV-
  Annual-Fleet-Compliance-Report.pdf
- Blog on Earth Day at: https://uspsblog.com/usps-green-mail/
- 2021 Annual Sustainability Report Reader Survey at: 2021 United States Postal Service
  Annual Sustainability Report Survey to enhance and focus on customer interests and
  requests. This year 307 customers responded to the survey sharing their thoughts
  about the report and other sustainability matters.
- Created a new email inbox (NEPA@usps.gov) in the Federal Register regarding Postal
  Service Next Generation Delivery Vehicles for input from the public. Since these
  vehicles are being proposed nationwide, the proposal must undergo National
  Environmental Policy Act (NEPA) analysis to determine the level of environmental
  impacts and whether it would be considered a "major federal action."

Postal Inspection Service
www.uspis.gov

- As one of our country's oldest federal law enforcement agencies, the Inspection Service
  has a proud history of fighting criminals who attack the postal system and misuse it to
  defraud, endanger, or otherwise threaten the American public. The Postal Inspection
  Service redesigned its website to make it easier for consumers to find crime prevention
  tips and to learn about the agency. The site offers information on avoiding common
  types of crime—including mail and identity theft, lottery scams and phishing—as well as
  guidelines on reporting suspicious activity. The redesigned site also offers a behind-the-
  scenes look into the types of cases the Inspection Service investigates, the state-of-the-
  art tools used to solve crimes, and how to join the law enforcement organization.

Our *Inspection Service Annual Report* is openly posted on our external website each year.
https://www.uspis.gov/wp-content/uploads/2021/07/FY2020-annual-report-web-FINAL.pdf

-
  .

Controller

- FY 2020 USPS Annual Report to Congress –
  https://about.usps.com/what/financials/annual-reports/fy2020.pdf
- Form 10-Q Qtr. 1 FY21 – https://about.usps.com/what/financials/financial-conditions-results-reports/fy2021-q1.pd
- Form 10-Q Qtr. 2 FY 21 – https://about.usps.com/what/financials/financial-conditions-results-reports/fy2021-q2.pdf
- Form 10-Q Qtr. 3 FY21 – https://about.usps.com/what/financials/financial-conditions-results-reports/fy2021-q3.pdf
- Form 10-K FY2021 – https://about.usps.com/what/financials/10k-reports/fy2021.pdf

Finance and Planning

- USPS Fiscal Year 2021 Integrated Financial Plan –
  https://about.usps.com/what/financials/integrated-financial-plans/fy2021.pdf
- USPS Annual Report to Congress which includes the Annual Performance Plan, Annual Performance Report and the Comprehensive Statement of Operations –
  https://about.usps.com/what/financials/annual-reports/fy2020.pdf
- USPS Delivering for America Strategic Plan and supporting fact sheets –
  https://about.usps.com/what/strategic-plans/delivering-for-america/

  https://about.usps.com/what/financials/

- https://about.usps.com/what/financials/10k-reports/fy2021.pdf
- https://about.usps.com/what/financials/integrated-financial-plans/fy2022.pdf
- https://about.usps.com/what/financials/revenue-pieces-weight-reports/fy2021.pdf
- https://about.usps.com/what/financials/quarterly-statistics-reports/fy2021-q4.pdf
- https://about.usps.com/what/financials/revenue-pieces-weight-reports/fy2021-q4.pdf
- https://about.usps.com/what/financials/revenue-pieces-weight-reports/fy2021-q3.pdf
- https://about.usps.com/what/financials/revenue-pieces-weight-reports/fy2021-q2.pdf
- https://about.usps.com/what/financials/revenue-pieces-weight-reports/fy2021-q1.pdf

Board of Governors

- Announcements of all BOG/TEC meeting days, times, locations are posted on
  https://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/who/leadership/board-governors/briefings/welcome.htm

- USPS News Releases with the agendas of Open Session meetings of the BOG/TEC are available online. The PDF of the meeting agenda and the link to the Postmaster General and Chief Executive Officer and Chief Financial Officer's media call to discuss USPS financials are posted online at: https://about.usps.com/what/financials/briefings/welcome.htm

Delivery and Retail Operations

- Informed Delivery – Informed Delivery is a free and optional notification service that gives eligible residential consumers the ability to see a preview of their letter mail, wherever they are, before it arrives. More than 39 million customers have enrolled since it was launched in 2017.
- FOIA Library Link – (Delivery Operations) - https://about.usps.com/who/legal/foia/library.htm
    i. Administrative Manuals that affect the Public
    ii. Frequently Requested Records
    iii. City Delivery –Headquarters Holiday Operations
- Curbside Delivery – http://about.usps.com/what-we-are-doing/current-initiatives/delivery-growth-management/welcome.htm

Judicial Office

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

Global Business

- https://about.usps.com/newsroom/covid-19/
- https://about.usps.com/newsroom/service-alerts/international/welcome.htm
- https://www.usps.com/international/
- https://www.usps.com/international/mail-shipping-services.htm
- https://www.usps.com/international/international-how-to.htm
- https://www.usps.com/international/gxg.htm
- https://www.usps.com/international/priority-mail-express-international.htm
- https://www.usps.com/international/priority-mail-international.htm
- https://www.usps.com/international/first-class-mail-international.htm
- International Mailing Services: Proposed Product and Price changes – CPI: https://pe.usps.com/FederalRegisterNotice/Index https://pe.usps.com/text/imm/immsoc.htm
- International Price list: https://pe.usps.com/text/dmm300/Notice123.htm

- Preparing International Shipments:
  https://faq.usps.com/s/topic/0TOt00000004HGeGAM/preparing-international-shipments?tabset- 44809=2

Marketing

- In addition to the Industry Engagement and Outreach monthly newsletter "Mail Spoken Here" released via our external facing "Industry Alerts" mailbox which shares information with our industry partners on important events within USPS and Marketing. The Marketing group maintains the Industry portion of PostalPro, i.e., Postal Customer Council (PCC), Mailer's Technical Advisory Committee (MTAC) and Areas Inspiring Mail (AIM). This site contains presentations, meeting notes, webinars, and schedules for meetings that USPS holds regularly with customers and industry partners. It can be accessed at https://postalpro.usps.com/. The PCC is a postal-sponsored organization which provides local support to business mailers large and small through education and networking events. Our PCC website located at www.usps.com/pcc is designed to allow interactive communication to facilitate this. We also send regular PCC alert notices to our industry partners with updates and information.

- There have been enhancements to our "Disaster Recovery Reporting." When national and natural disasters occur, USPS informs our mailing and shipping partners of disruptions in service via "Industry Alerts". The formats and timing of these alerts has been streamlined to better meet industry needs. In addition to the alerts, this information can be found at http://about.usps.com/newsroom/service-alerts/. These alerts are for residential, business, and international customers. The Marketing group is responsible for ensuring coordination with the Ready campaign by using the information displayed on the www.Ready.gov website and its Spanish language version at www.Listo.gov to prepare for hurricanes, natural disasters and severe weather.

Innovative Business Technology

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

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

- USPS.COM: https://www.usps.com/business/promotions-incentives.htm

- POSTALPRO: https://postalpro.usps.com/promotions

- Business Customer Gateway: https://gateway.usps.com/eAdmin/view/knowledge?securityId=INCENTIVEPROGRAMS

- Information about current and upcoming mailing promotions is provided to industry and other interested parties in the following ways:
    - Quarterly MTAC presentations (industry membership group)
    - Monthly MTAC UG#8 teleconferences (this group is open to mailers and mail service providers who wish to join. Meeting notes are posted on postalpro and are available to MTAC members)
    - Promotions information is also posted on PostalPro which is available to the public: https://postalpro.usps.com/promotions. This site contains information about each promotion that is offered as well as recordings of informational webinars.
    - Promotions and associated webinars are advertised in Industry Alert emails that are sent to a subscriber list.

- Additionally, vendor participation in the Direct Mail Technology Integrator Directory is available on PostalPro at: https://postalpro.usps.com/promotions/promotionsresources/techdirectory

- Documents on Share Mail are available on the following links:
    - POSTALPRO: https://postalpro.usps.com/mailing/share-mail
    - Documents on Every Door Direct Mail are available on the following links:
        - USPS.COM: https://www.usps.com/business/advertise-with-mail.htm
        - POSTALPRO: https://postalpro.usps.com/mailing/every-door-direct-mail

    - Additionally, Vendor Participation in the USPS Printer Directory information is available at the following link: https://postalpro.usps.com/printer-directory
    - Information about Commercial PO Box Redirect Service, currently in Market Test, is available at the following link: https://postalpro.usps.com/comm-pobox-redirect
    - Case studies of the impact of different Informed Delivery strategies is available at the following link: https://www.uspsdelivers.com/informed-delivery-case-studies/
    - Examples of innovative direct mail campaigns is available at the following link: https://www.usps.com/nextgenaward/

Government Relations and Public Policy

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

Sales

- Global Direct Entry publishes updates online to the GDE Wholesaler list. This list is updated as each new wholesaler is approved, or as a wholesaler is removed. This information may be found at: https://www.usps.com/business/international-shipping.htm. Section 620 of the International Mail Manual is also updated to reflect new requirements for the GDE program. This information may be found at: https://pe.usps.gov/text/imm/immc6006.htm.

Human Resources

- USPS.com – Career page link is updated with an application guide and FAQs to simplify the applicant application experience which includes: Applying for a Job at USPS (PDF), and the Job Application Process Help/FAQs.

Enterprise Analytics / Corporate Reporting

- The Corporate Reporting team responded to various FOIA requests from different media outlets related to Service Performance of Market Dominant products. The Postal Service is also required to file service performance reports with the PRC every quarter and those reports can be found at below links:

  1. https://www.prc.gov/dockets/quarterly-performance
  2. https://about.usps.com/what/performance/service-performance/

General Counsel

- This fiscal year, the Postal Service Law Department proactively disclosed its response to a particular FOIA request that it expected to recur, as well as its response in a litigation matter. These records can be found here: https://about.usps.com/who/legal/foia/library.htm. In addition to the Postal Service's FOIA library, the Postal Service provides many online resources in its public facing website, https://about.usps.com. This includes, for example, Postal Service forms, periodicals and publications, manuals, handbooks, management instructions, informational "kits" on various subjects, notices, posters, and signs and labels.
- The Postal Service Law Department created a new webpage with information about the Law Department, its practice areas, and testimonials from team members in an effort to attract top candidates for Law Department positions. This new webpage can be found here: https://about.usps.com/who/legal/.
- The Postal Service Law Department made major edits to its public ethics webpage and added information for prospective employees, current employees, Governors, and former employees. The webpage also includes frequently asked questions, other resources, and contact information. This webpage can be found here: https://about.usps.com/who/legal/ethics/.
- The Postal Service Law Department created an ethics application for smartphones, which is available to the public free of charge. The ethics application for smartphones contains numerous ethics topics. Under each ethics topic, the user can access a summary of the ethics topic, frequently asked questions, and a self-help feature that asks the user "yes" or "no" questions. The ethics app for smartphones is available here: https://apps.apple.com/us/app/usps-ethics/id1575603767

Corporate Information Security Office (CISO)
- CISO maintains Corporate Information Security Office (CISO) | PostalPro to provide cybersecurity information to the mailing industry and the public.
- Updated Handbook AS-805: Handbook AS-805 - Information Security
- Updated Handbook AS-805-H: Handbook AS-805-H - Cloud Security

Office of Inspector General

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

Labor Relations

- CCA Eligibility Report – (monthly): https://blue.usps.gov/hr/_xls/hrssc-info/uniform-allowance/cca-eligibility-without-prior-te-service.xlsx
- PSE Eligibility Report – (monthly): https://blue.usps.gov/hr/_xls/hrssc-info/uniform-allowance/pse-eligibility-report.xlsx
- Uniform Program Approved Vendors – (Updated): https://blue.usps.gov/hr/_pdf/hrssc-info/uniform-allowance/approved-uniform-program-vendors- listing.pdf
- Uniform Allowances Increases (Updated): Uniform Allowance Increases
- Contract Field Resources (Templates and National Key Issues Listing): https://blue.usps.gov/hr/labor/field-resources/field-resources-contract.htm

Chief Logistics & Processing Operations
USPS.com

- USPS Updates
- Stay Updated on Service Impacts
- Newsroom/Press Releases (to include Delivering for America Press Releases)
- About page – Election Mail and Election FAQs: https://about.usps.com/what/government-services/election-mail/

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

- Change of Address Stats
- FOIA Logs
- Certain Office of Inspector General Reports of Investigation

3. Does your agency disseminate common types of material outside of FOIA, including in online databases where the public may access them? If yes, please provide examples and, if applicable, statutory authority.

Yes, *USPSDelivers.com* offers the choice of "Shipping," "Marketing" and "More," which gives site visitors access to tools, resources and event information. The site also offers articles and tools for businesses of all sizes, as well as information about industry events like the National Postal Forum. The Postal Service email gateway system delivers more than 5.5 billion external email messages annually to postal customers and business partners. The majority of these are automated messages from Informed Delivery, Click-N-Ship and Package Tracking applications.

4. 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

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

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

For example:

- Every Door Direct Mail (EDDM): an online service that uses demographic data to help business mailers target their marketing mail pieces to customers in a select neighborhood, city or ZIP Code. Since 2011, EDDM has resulted in more than 20 billion pieces of mail and $3.8 billion in revenue. The USPS Printer Directory provides customers free access to local print, design and mail preparation services for Every Door Direct Mail and other direct mail products through a searchable database and mapping program. More than 700 listings populate the directory that serves small and medium-size businesses nationwide.
- Postmaster General's Mailers Technical Advisory Committee (MTAC): representing select mailing associations, this group works to enhance the value of mail by providing technical advice and recommendations to the Postal Service. More information can be found at postalpro.usps.com/mtac.
- Postal Customer Councils (PCCs): Postal Service-affiliated networks connect business mailers with local Post Office leadership to develop more effective and profitable mailings through training and information sharing. Since the 1960s, PCCs have been the go-to local resource for helping mailers learn, innovate and build their business. More information can be found at postalpro.usps.com/pcc.
- National Postal Forum (NPF): the annual mailing industry conference provides educational and networking opportunities for thousands of business customers. Attendees learn about the latest mail trends and innovations through more than 100 workshops and seminars. More information can be found at npf.org.

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

- The top five usps.com sites were USPS Tracking, Informed Delivery, The Postal Store, Change of Address and PO Locator. In 2020, there were more than 53 million visitors to usps.com, the USPS Mobile app, averaging more than 143,000 visits per day.

- Our Premium Forwarding Service® (PFS®) options offer residential and business customers more flexibility and control over when and where they receive mail. If you

would like to forward your mail while you relocate for a while or want to get all your business mail in one place, USPS® forwarding services can help you manage your mail.

Premium Forward Service Residential

- Enrollment fees (non-refundable)
    - $20.90 if you enroll online
    - $22.75 if you enroll at the Post Office
- Weekly fees
    - $22.75 for each week of service whether you enrolled in person or online.

Premium Forwarding Service Commercial

- Premium Forwarding Service Commercial® allows business customers with an active PO Box™ or street address to temporarily forward all mail to their domestic business address using Priority Mail Express or Priority Mail.

    Fees
- Commercial Enrollment - $20.90
- Reshipment: Based on postage class and requested reshipment frequency

6. Does your proactive disclosure process or system involve any collaboration with agency staff outside the FOIA office? If so, describe this interaction.

Yes. We worked with other postal functional organizations to post Change of Address statistics, Holiday Operation information, and Election Mail information. The Postal Service Interactive Digital staff ensured the information was immediately posted to the FOIA reading room.

Optional -- Please describe: Best practices used to improve proactive disclosures and any challenges your agency faces in this area

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

Section IV: Steps Taken to Greater Utilize Technology

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

2. Please briefly describe any new types of technology your agency began using during the reporting period to support your FOIA program.

    -   USPS Information Catalog Program Office (ICP) and IT professionals provide required support and assistance in conducting electronic records searches. ICP sorts and de-duplicates email records and may provide data transfer services for the exchange of electronic files.

    -   When using the system from our vendor, we are able to keep our system up-to-date, so we have enough space to process FOIA requests without disruption. We ensure that we are aware of new applications that are available to make the process more efficient and accurate.

    -   The Postal Service has one of the world's largest computer networks. The services provided daily by the Postal Service depends on an astonishing network of people and technologies that collect, transport, process and deliver the nation's mail. As such, records custodians at the over 30,000 facilities throughout the country at which records are maintained may utilize available technology which supports the programs they manage to help create efficiencies in processing FOIA requests.

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

4. Did all four of your agency's quarterly reports for Fiscal Year 2021 appear on your agency's website and on FOIA.gov?
    Yes

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

6. 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 2020 Annual FOIA Report and, if available, for your agency's Fiscal Year 2021 Annual FOIA Report.

- Fiscal Year 2020 - https://about.usps.com/who/legal/foia/annual-foia-reports/fy2020-rawdata.csv
- Fiscal Year 2021 – not yet available.

7. Optional -- Please describe: Best practices used in greater utilizing technology and any challenges your agency faces in this area.

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

Section V: Steps Taken to Improve Timeliness in Responding to Requests and Reducing Backlogs

A. Simple Track

Section VII.A of your agency's Annual FOIA Report, entitled "FOIA Requests – Response Time for All Processed Requests," includes figures that show your agency's average response times for processed requests. For agencies utilizing a multi-track system to process requests, there is a category for "simple" requests, which are those requests that are placed in the agency's fastest (non-expedited) track, based on the low volume and/or simplicity of the records requested.

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

> Yes

2. If your agency uses a separate track for simple requests, according to Annual FOIA Report section VII.A, was the agency overall average number of days to process simple requests twenty working days or fewer in Fiscal Year 2021?

> 11.79

3. Please provide the percentage of requests processed by your agency in Fiscal Year 2021 that were placed in your simple track. Please use the following calculation based on the data from your Annual FOIA Report: (processed simple requests from Section VII.C.1) divided by (requests processed from Section V.A.) x 100.

> 75.6%

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

When answering these questions, please refer to you Fiscal Year 2021 Annual FOIA Report, Sections XII.D-E, which compare the numbers of requests and appeals received, processed, and backlogged between Fiscal Years 2020 and 2021.

BACKLOGGED REQUESTS

5. If your agency had a backlog of requests at the close of Fiscal Year 2021, according to Annual FOIA Report Section XII.D.2, did that backlog decrease as compared with the backlog reported at the end of Fiscal Year 2020?

> No, the backlog increased by 58 overdue FOIA requests at the close of Fiscal Year 2021 compared to the backlog reported at the end of Fiscal Year 2020.

6. If not, according to Annual FOIA Report Section XII.D.1, did your agency process more requests during Fiscal Year 2021 than it did during Fiscal Year 2020?

Yes, we processed 1,533 more requests during Fiscal Year 2021 than we did during Fiscal Year 2020.

7. If your agency's request backlog increased during Fiscal Year 2021, please explain why and describe the causes that contributed to your agency not being able to reduce its backlog. When doing so, please also indicate if any of the following were contributing factors:

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

The number of complex FOIA requests significantly increased this fiscal year. These FOIA requests involved various subject matter widely reported by the news media. Most of the complex FOIA requests generated a voluminous amount of records that required review by several departments and redactions before release. In addition, the Privacy and Records Management Office and Ethics and Legal Compliance hired and trained several new employees this fiscal year.

8. 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 2021. Please use the following calculation based on data from your Annual FOIA Report: (backlogged requests from Section XII.A) divided by (requests received from Section V.A) x 100. This number can be greater than 100%. If your agency has no request backlog, please answer with "N/A."

3.0%

BACKLOGGED APPEALS

9. If your agency had a backlog of appeals at the close of Fiscal Year 2021, according to Section XII.E.2 of the Annual FOIA Report, did that backlog decrease as compared with the backlog reported at the end of Fiscal Year 2020?

Yes

10. If not, according to section XII.E.1 of the Annual FOIA Report, did your agency process more appeals during Fiscal Year 2021 than it did during Fiscal Year 2020?

N/A

11. If your agency's appeal backlog increased during Fiscal Year 2021, please explain why and describe the causes that contributed to your agency not being able to reduce its backlog. When doing so, please also indicate if any of the following were contributing factors:

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

N/A

12. 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 2021. Please use the following calculation based on data from your Annual FOIA Report: (backlogged appeals from Section XII.A) divided by (appeals received from Section VI.A) x 100. This number can be greater than 100%. If your agency did not receive any appeals in Fiscal Year 2021 and/or has no appeal backlog, please answer with "N/A."

N/A

C. Backlog Reduction Plans

13. In the 2021 guidelines for Chief FOIA Officer Reports, any agency with a backlog of over 1000 requests in Fiscal Year 2020 was asked to provide a plan for achieving backlog reduction in the year ahead. Did your agency implement a backlog reduction plan last year? If so, describe your agency's efforts in implementing this plan and note if your agency was able to achieve backlog reduction in Fiscal Year 2021?

N/A

14. If your agency had a backlog of more than 1,000 requests in Fiscal Year 2021, please explain your agency's plan to reduce this backlog during Fiscal Year 2022. In particular, please also detail how your agency developed and plans to execute your backlog reduction plans.

N/A

D. Status of Oldest Requests, Appeals, and Consultations

Section VII.E, entitled "Pending Requests – Ten Oldest Pending Requests," Section VI.C.(5), entitled "Ten Oldest Pending Administrative Appeals," and Section XII.C., entitled "Consultations on FOIA Requests – Ten Oldest Consultations Received from Other Agencies and Pending at Your Agency," show the ten oldest pending requests, appeals, and consultations. You should refer to these numbers from your Annual FOIA Reports for both Fiscal Year 2020 and Fiscal Year 2021 when completing this section of your Chief FOIA Officer Report.

OLDEST REQUESTS

15. In Fiscal Year 2021, did your agency close the ten oldest pending perfected requests that were reported in Section VII.E. of your Fiscal Year 2020 Annual FOIA Report?

No

16. 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 2020 Annual FOIA Report. If you had less than ten total oldest requests to close, please indicate that.

The Postal Service closed six of the ten oldest requests reported pending in the USPS Fiscal Year 2020 Annual FOIA Report during Fiscal Year 2021.

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

The Privacy and Records Management Office continued meeting on a weekly basis and ensured that all team members were assisting with closing the oldest requests. The Privacy and Records Management Office also maintains and reviews an overdue FOIA request list in order to move those requests towards closure.

TEN OLDEST APPEALS

18. In Fiscal Year 2021, did your agency close the ten oldest appeals that were reported pending in Section VI.C.5 of your Fiscal Year 2020 Annual FOIA Report?

Yes

19. If no, please provide the number of these appeals your agency was able to close by the end of the fiscal year, as listed in Section VI.C.(5) of your Fiscal Year 2020 Annual FOIA Report. If you had less than ten total oldest appeals to close, please indicate that.

N/A

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

N/A

TEN OLDEST CONSULTATIONS

21. In Fiscal Year 2021, did your agency close the ten oldest consultations that were reported pending in Section XII.C. of your Fiscal Year 2020 Annual FOIA Report?

Yes

22. 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 2020 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

23. Briefly explain any obstacles your agency faced in closing its ten oldest requests, appeals, and consultations from Fiscal Year 2020.

The number of complex FOIA requests increased by 100 percent during the fiscal year. Most of the complex FOIA requests generated a voluminous amount of records that required review and redactions before release.

24. 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

25. 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 2022.

    N/A

F. Success Stories

Out of all the activities undertaken by your agency since March 2021 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 but should not be something that you have reported in a prior year. As noted above, these agency success stories will be highlighted during Sunshine Week by OIP. 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.

Delivering for America
https://about.usps.com/what/strategic-plans/delivering-for-america/
On March 23, 2021, the U.S. Postal Service announced a 10-year plan, called Delivering for America, with a goal of modernizing our organization and achieving financial stability and service excellence. The plan enables the Postal Service to achieve a positive net income within three years and a break-even operating performance over the next 10 years. At the same time as the plan was launched, our Delivering for America webpage on about.usps.com went live to provide the public with details about this new vision for the future. Visitors to the site can download the full plan and listen to the initial press conference announcing it. There also are summaries of key topics, fact sheets and frequently asked questions. The Corporate Communications group was responsible for developing the concept and content for the website. It was designed by the Interactive Digital team. The success of the webpage is reflected in the number of visits. Since its launch, the Delivering for American webpage has been viewed 168,438 times (through Nov. 29, 2021).

Newsroom redesign
In 2021 we enhanced our Newsroom webpage on about.usps.com, spotlighting a broad range of opportunities to learn more about the Postal Service and how we're making progress in implementing our Delivering for America plan. The goal of this 10-year plan is to achieve financial sustainability and achieve service excellence. Among the new features on this site:

- The Eagle Magazine is a quarterly employee publication that provides information about and marks progress toward corporate objectives.
- Mailin' It! is the first official podcast of the Postal Service. It explores our history, goes behind the scenes of our innovations, and discusses our future with USPS and industry leaders.
- A refocused Postal Posts — our corporate blog — features executive perspectives on progress in achieving corporate initiatives.

The success of the Newsroom redesign is reflected in the number of visits. Since the launch on Sept. 28, the page has been visited 2,603,178 times (through Nov. 30, 2021). The podcasts have been downloaded 9,153 times and The Eagle magazine has been downloaded 1,417 times. The Postal Posts blog has been clicked on 957 times.

.