

# United States Senate

COMMITTEE ON  
HOMELAND SECURITY AND GOVERNMENTAL AFFAIRS

WASHINGTON, DC 20510-6250

GABRIELLE D'ADAMO SINGER, STAFF DIRECTOR  
DAVID M. WEINBERG, MINORITY STAFF DIRECTOR

January 27, 2020

The Honorable Gene L. Dodaro  
Comptroller General of the United States  
Government Accountability Office  
441 G St NW  
Washington, DC 20548

Dear Mr. Dodaro:

The U.S. Postal Service is required to provide prompt, reliable, and efficient universal mail service to a diverse customer base, ranging from individual households to large businesses and government entities. USPS's financial viability depends on how well its services and products meet the needs of that customer base. In an increasingly challenging business environment, including competition from email and private delivery companies, USPS must maintain strong customer service to curtail further declines in its revenues and use of its products. Strong customer service includes, among other things, responding to individual customer inquiries about mail and packages. Indeed, USPS noted in its new strategic plan that it "will endeavor to build a Postal Service culture that focuses on delivering services that provide excellent customer experiences," in part by improving the Customer Care Center and issue resolution experiences.<sup>1</sup>

However, a recent study and feedback from my constituents make clear that USPS faces challenges in responding to customer issues. I routinely hear from constituents who have experienced delivery and other problems and have been unable to resolve the issues with USPS. The Office of Inspector General has also reported that many customers face challenges resolving issues. For example, a large number of customers end their Customer Care Center experience without answers.<sup>2</sup> Though USPS has established broad goals for improving its customer experience, and has developed an Office of Customer Experience, it is unclear whether and how these efforts will improve the resolution of customer issues.

I would like GAO to help us learn more about USPS efforts to enhance its customer service. Specifically, I would like GAO to explore:

1. What efforts has USPS undertaken to gauge and improve customer satisfaction?
2. What is known about the types of complaints USPS receives from various customers and through different complaint channels?

---

<sup>1</sup> The U.S. Postal Service Five-Year Strategic Plan FY2020-FY2024.

<sup>2</sup> U.S. Postal Service Office of Inspector General, *Improving the Customer Experience with USPS Customer Care Centers*, RARC-WP-18-012 (Aug. 20, 2018).

3. What goals has USPS identified related to customer service and satisfaction, how is it implementing these goals, and how is progress measured?
4. To what extent is USPS implementing or monitoring its efforts to resolve customer issues and complaints?

Thank you for your attention to this matter. Please contact Allison M. Tinsey (allison\_tinsey@hsgac.senate.gov) of my staff for more information and to discuss this request further.

Sincerely,

A handwritten signature in blue ink that reads "Maggie Hassan". The signature is written in a cursive style and is positioned above a horizontal line.

Margaret Wood Hassan

Ranking Member

Federal Spending Oversight and Emergency  
Management Subcommittee