



Revised Delivery Standards:  
Postal Delivery Scores Improved  
but Service Is Slower: GGD-93-12

U.S. Government  
Accountability Office (GAO)



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## Revised Delivery Standards: Postal Delivery Scores Improved But Service Is Slower: Ggd-93-12 (Paperback)

By -

Bibliogov, United States, 2013. Paperback. Book Condition: New. 246 x 189 mm. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*. Pursuant to a congressional request, GAO reviewed the changes the U.S. Postal Service made in delivery standards for first-class mail, focusing on the: (1) volume of first-class mail subject to new standards; (2) new standards effect on speed and consistency of postal delivery service and operations; (3) savings from operational changes; and (4) postal management, customers, and union reactions to the revised standards. GAO found that: (1) the Postal Service relaxed delivery standards for nearly half of its overnight and 2-day zip code paired locations and over 11 percent of the daily first-class mailstream; (2) new standards shifted 8 percent of overnight mail to a 2-day delivery schedule and 22 percent of the 2-day mail to a 3-day delivery schedule; (3) the new standards improved the timely delivery of stamped mail, but there was no noticeable improvement in delivery service or consistency; (4) stamped mail service measurement scores improved 55 percent for locations that changed standards from overnight to 2-day delivery and 60 percent for locations that changed standards from a 2- to 3-day delivery; (5) locations that...



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