



456 West Olive Avenue
Sunnyvale, CA 94088-3707

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Sunnyvale.ca.gov

May 17, 2024

Luis Orozco
Sunnyvale Officer in Charge
United State Postal Service
PO Box 7838, San Francisco, CA, 94120-0838

VIA EMAIL: Luis.S.Orozco@usps.gov

RE: Postal Delivery Service in Sunnyvale, CA – CONCERN

Larry Klein
Mayor

Murali Srinivasan
Vice Mayor

Russ Melton
Councilmember

Alysa Cisneros
Councilmember

Omar Din
Councilmember

Richard Mehlinger
Councilmember

Linda Sell
Councilmember

Dear Sunnyvale Officer in Charge Orozco:

On behalf of the City of Sunnyvale, we are writing to express our concerns about the United States Postal Service (USPS) delivery service reliability, consistency, and efficiency for Sunnyvale residents.

We understand that in September 2023 the decision was made to change the operations for delivery zone 94085 from Sunnyvale to the Palo Alto Sorting and Distribution Center. While we appreciate that a Sorting and Delivery Center can serve a wider geographical area and much broader customer base, Sunnyvale residents have reached out to Council regarding inconsistent and late postal service in the City, specifically in the 94085 zip code.

Although we know that the intent was that a change in route origination would have no impact on the amount of time it takes for mail to reach their destination, according to service performance metrics obtained from your websiteⁱ, the average inbound First-Class Mail delivery performance in 94085 for Q1-Q3 for FY2024 was 86.45% which was a 6.77% decrease in performance from the previous year. Additionally, the average outbound First-Class Mail delivery performance in 94085 for Q1-Q3 for FY2024 was 88.80% which was a 4.45% decrease in performance from the previous year.

Current City of Sunnyvale policy places a priority on advocating for secure, reliable, and timely postal service for Sunnyvale residents (Council Policy 7.0F.12). We respectfully ask that you review current postal service metrics and implement changes

ⁱUSPS Service Performance: (<https://about.usps.com/what/performance/service-performance/external-service-measurement.htm>)

to increase delivery reliability, consistency, and efficiency for Sunnyvale residents. Please do not hesitate to contact me or Michelle Zahraie, Sr. Management Analyst, at mzahraie@sunnyvale.ca.gov if you have any questions.

Sincerely,



Larry Klein
Mayor

cc: Louis DeJoy, Postmaster General and Chief Executive Officer
Carla Jackson, Manager, Customer Relations, California 1 District
City Council
Kent Steffens, City Manager
Sarah Johnson-Rios, Assistant City Manager