



NALC Fact Sheet

Department of Legislative and Political Affairs — National Association of Letter Carriers, AFL-CIO
100 Indiana Ave. NW — Washington, DC 20001-2144 — 202-393-4695 — www.nalc.org © NALC

Door delivery

More than 36 million American businesses and households receive mail directly to their doors six—and increasingly, seven—days a week. The ability to receive packages, letters, bills, and medications at your door is a service that is highly preferred by the public and vital to the economic success of not only the U.S. Postal Service (USPS), but also the broader \$1.4 trillion mailing industry that employs more than 7.5 million Americans.

Customers prefer door delivery

The alternative to receiving paychecks, bills, medications, and packages regularly and reliably at your door is for them to be delivered to centrally-located cluster boxes. But customers clearly prefer door delivery, according to surveys by the USPS Office of Inspector General (OIG) -- over two thirds of respondents said that they would be willing to pay more money to maintain delivery to their doors.

Door delivery is more secure than cluster boxes. Every year, USPS receives thousands of reports about theft, arson, and vandalism of cluster boxes. Package deliveries are at an all-time high and continue to skyrocket. Increased delivery to less-secure cluster boxes may mean more vandalism and theft.

Door delivery supports America's businesses

Business mailers, large and small alike, prefer door delivery because their customers prefer it. Such delivery generates higher response rates compared to other delivery methods. According to the USPS OIG, mail delivered to cluster boxes not only is retrieved far less frequently than that which is delivered straight to your door, but also is more likely to be discarded without being read, lowering its marketing value

Door delivery is a sustainable source of revenue

The Postal Service's unmatched network, with tens of millions of door-delivery addresses, attracts businesses that wish to market themselves through the mail, thereby generating revenue for USPS. More than half of all mail volume is advertising mail (over 77 billion pieces), which generated \$16.5 billion in revenue for USPS in FY18. This revenue is derived in large part because letter carriers deliver six or seven days a week straight to the door.

The eyes and ears of our communities

Because letter carriers are delivering mail to our communities every day, no one knows our neighborhoods better. As a result, letter carriers are often first on the scene when something is wrong: coming to the rescue or spotting fires, injuries, and thefts along their delivery routes. Often the only source of daily contact for homebound Americans, this human connection is possible because of door delivery.

Door delivery should be expanded, not restricted or eliminated. Cutting it would undermine the Postal Service's 'last mile' advantage, and likely reduce revenues by more than any cost savings.