

February 27, 2024

Mr. Louis DeJoy
Postmaster General
United States Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

Dear Postmaster General DeJoy,

I write with concern over recent reports that the United States Postal Service (USPS) continues to provide inconsistent service to citizens of Kansas City and across the state of Missouri. I urge you to promptly address this issue in cooperation with local Missouri post offices.

Recent reports show Missourians are continuing to experience delayed mail delivery.¹ Some have even allegedly stopped receiving mail altogether. This is unacceptable. On September 28, 2022, I sent a letter to USPS Office of Inspector General (OIG) Tammy Hull requesting an investigation and audit into a series of service complaints surrounding these inconsistent deliveries.² But it seems that you have not fixed the problem.

On August 31, 2023, Inspector General Hull completed and published the report providing six recommendations to address inconsistent mail delivery.³ These include implementing plans to hire and retain employees, developing and implementing a plan to verify delayed mail, and requiring management to review package scanning performance at all postal facilities. These recommendations should be implemented so that Missouri residents can enjoy reliable delivery services.

I encourage you to work with local post offices to ensure all necessary steps are taken to resolve this issue once and for all. Regular access to federal mail services through the USPS is a lifeline that keeps businesses open and families connected. It is crucial that Missourians can rely on USPS to carry out its essential services and provide the nation with reliable and affordable mail service.

So that Congress can consider remedial legislation, please provide the following information by March 15, 2024:

1. Do you agree with the recommendations from the United States Postal Service Office of the Inspector General?

¹ <https://www.kshb.com/news/local-news/mail-delivery-issues-create-headaches-for-kansans-missourians#:~:text=%E2%80%9CIt%20went%20from%2C%20'Oh,the%20United%20States%20Postal%20Service.>

² <https://www.hawley.senate.gov/hawley-pushes-answers-mail-service-delays-kansas-city-area>

³ <https://www.uspsoig.gov/sites/default/files/reports/2023-09/23-085-r23.pdf>

2. How is your office assisting the USPS Kansas-Missouri District and the USPS Midwest Division in implementing the recommendations made by the USPS Inspector General regarding improving mail delivery in the Kansas City area?
3. What issues has the United States Postal Service experienced in implementing steps to correct inconsistent mail delivery?

Sincerely,

A handwritten signature in black ink, appearing to read "Josh Hawley". The signature is fluid and cursive, with the first name "Josh" being larger and more prominent than the last name "Hawley".

Josh Hawley
United States Senator