

Congress of the United States

Washington, DC 20510

November 22, 2021

Mr. Louis DeJoy
Postmaster General and Chief Executive Officer
United States Postal Service
475 L'Enfant Plaza, S.W., Room 10300
Washington, D.C. 20260-1000

Dear Mr. DeJoy,

We are writing to follow up on your recent commitment that the U.S. Postal Service is ready to deliver packages in a timely manner this holiday season,¹ and to request an update on the Postal Service's implementation of recommendations made by the Office of Inspector General (OIG) following their review of problems at nine post offices in Baltimore, MD.²

According to the most recent data on service performance published by the OIG, which covers July to September of 2021, 89.0% of packages were delivered on time in the Baltimore District and 88.6% of packages were delivered on time in the Capital District.³ There continue to be significant service problems in Maryland, but this is a welcome improvement from the poor service our constituents received last holiday season. That said, the OIG's report on Baltimore revealed several problems that could contribute to a recurrence of delays this holiday season, including that 42% of the packages they sampled in their review had been improperly scanned.

We heard from many constituents who experienced problems sending holiday gifts to their loved ones, shipping products for their business, and receiving life-saving medication. We have also spoken with the postal workers who do their best every day to deliver top-notch service and take pride in their vital mission, and they deserve leadership that puts them in a position to succeed. To that end, and to ensure that the Postal Service is prepared to deliver for our constituents this holiday season, please answer the following questions:

1. Both nationally and for the State of Maryland, please provide a progress report on the number of additional package sorting machines added by the Postal Service, the number of seasonal employees hired for this holiday season, and the number of annex facilities acquired to handle peak season surges.
2. The OIG report on Baltimore post offices recommended that USPS, "Develop and implement a plan to monitor and ensure compliance with package scanning and handling procedures." What has been done to implement this recommendation, which USPS committed to do by November 19, 2021?

¹ Jacob Bogage, "DeJoy says USPS 'ready' for holiday package rush", *Washington Post*, November 10, 2021, available at: <https://www.washingtonpost.com/business/2021/11/10/usps-dejoy-holidays-packages/>.

² USPS Office of Inspector General, *Mail Delivery and Customer Service Operations - Select Baltimore Units, Baltimore, MD* (2021), available at <https://www.uspsoig.gov/sites/default/files/document-library-files/2021/21-194-R22.pdf>.

³ USPS Office of Inspector General, *Service Performance*, available at <https://www.uspsoig.gov/service-performance>.

3. The OIG recommended opening a new city carrier training academy for the Baltimore region. What has been done to implement this recommendation, which USPS committed to do by November 30, 2021?
4. The OIG recommended that USPS establish key metrics for when the Baltimore postmaster should request help from outside the area to deliver mail.
 - a. Please provide the metrics have been established to implement this recommendation, which USPS committed to do by November 30, 2021.
 - b. What additional support, if any, has been provided to the Baltimore region due to lagging performance on these metrics?
 - c. Please provide the established threshold and key metrics used at the headquarters level to determine Districts and units falling below the threshold?
 - d. At the headquarters level, what necessary actions are taken to address mail processing and delivery issues to regions that fall below the threshold?

After last year's problems, our constituents are understandably concerned about package delays this holiday season. In order to provide our constituents with the utmost confidence in the Postal Service as we begin this holiday season, please provide a response to these questions by December 1, 2021.

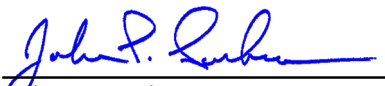
Sincerely,



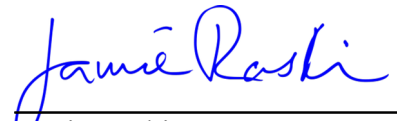
Chris Van Hollen
United States Senator



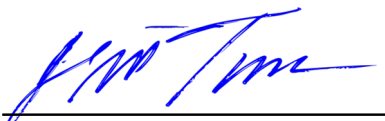
Benjamin L. Cardin
United States Senator



John P. Sarbanes
Member of Congress



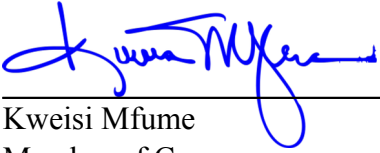
Jamie Raskin
Member of Congress



David J. Trone
Member of Congress



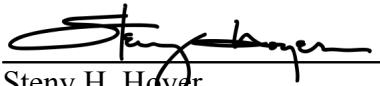
C. A. Dutch Ruppertsberger
Member of Congress



Kweisi Mfume
Member of Congress



Andy Harris, M.D.
Member of Congress



Steny H. Hoyer
Member of Congress



Anthony G. Brown
Member of Congress

CC: Lora McLucas, District Manager, Maryland District