

# United States Senate

WASHINGTON, DC 20510-0609

March 7, 2024

Mr. Louis DeJoy  
Postmaster General  
United States Postal Service  
475 L'Enfant Plaza SW.  
Washington, DC 20260-0010

Dear Postmaster DeJoy,

We write today to express both concern and frustration over persistent and continued delays in mail service to the residents of the greater Kansas City Metro area. According to the U.S. Postal Service's own metrics, delivery performance of all classes of mail in the Kansas-Missouri region lags far behind national performance data<sup>1</sup>, indicating substantial and unique issues with the facilities that serve this region.

The U.S. Postal Service traces its roots back to the Pony Express and today remains one of the most important and nonpartisan responsibilities of the federal government. From bills to catalogues to prescription drugs, the USPS system is in many ways a lifeline for Americans and a necessary part of our daily lives. And more than once, Congress has affirmed its mandate to the U.S. Postal Service for six-day-a-week mail delivery.

In March 2023, U.S. Senator Josh Hawley of Missouri requested an investigation<sup>2</sup> into the frequent delayed mail issue within the Kansas City, Missouri, region. The report<sup>3</sup> quantified what our offices have heard and continue to hear, "Residents in the service area were experiencing significant delays and routinely waiting more than five days to receive mail." The findings of the report point to staffing shortages and a lack of training for employees on how to follow established procedures and handle various issues with mail and equipment.

Sadly, mail delivery in the region has not improved. According to the USPS's own online service performance dashboard, less than 68 percent of First-Class Mail is being delivered on time with an average delivery time of 3.3 days<sup>4</sup>. That's down significantly from 91 percent on-time delivery during the same period a year ago and a far cry from the USPS's own goal of a 92.5 percent success rate for on-time deliveries in FY 2024. This is unacceptable.

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<sup>1</sup> U.S. Postal Service, Service Performance, Feb. 22, 2024,

<https://about.usps.com/what/performance/service-performance/external-service-measurement.htm>

<sup>2</sup> U.S. Senator Josh Hawley letter to U.S. Postal Service Inspector General, Tammy Whitcomb Hull,

<https://www.hawley.senate.gov/sites/default/files/2023-03/2023-03-03-Hawley-Letter-to-USPS-IG.pdf>

<sup>3</sup> U.S. Postal Service, Kansas City Delayed Mail Audit Report, Aug. 31, 2023,

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

<sup>4</sup> U.S. Postal Service, Service Performance Data, Feb. 27, 2024

Additionally, small businesses who rely on catalogues and mail products to inform customers of sales and new inventory have also experienced significant delays that have substantially impacted business and sales.

The USPS service performance dashboard indicates outbound periodical mail is taking an average of 4.2 days for delivery, up from 2.6 days in 2023. And performance data for delivery of outbound periodicals sits at less than 70 percent.

As representatives for the residents and business owners of Kansas and Missouri, it is our duty to ensure federal programs, including the U.S. Postal Service, serve the interests of all Americans. Currently, the USPS is not meeting its own standards and current data suggests performance only continues to decline. Our goal is to get answers, demand accountability, and fight for our residents and business owners who have been impacted by these failures.

Following the 2023 USPS Inspector General's report on Kansas City District mail delivery, we ask that the Postmaster General's office answer the following questions:

1. What steps has USPS taken to increase staffing in the Kansas City region?
2. How is the USPS improving employee training on procedures for handling mail?
3. How is the USPS holding management accountable for the performance and delivery issues outlined in the report?

The U.S. Postal Service is the only agency responsible for mail delivery and therefore has a responsibility to ensure reliable and consistent mail service to all Kansas City metro residents and businesses. We are frustrated by the continued failure of the agency to meet its own standards and fear the short and long-term implications delivery delays and failures will have on our constituents. We are asking for responses to our questions no later than March 15, 2024.

Separately, we ask that USPS provide a briefing for our staff on the implementation of the six recommendations included in the 2023 USPS Inspector General's report.

It is imperative we right the ship and restore the confidence of all Americans that their mail will be delivered on time, every day. We look forward to working with you and your agency to restore the reliability and performance we all know and expect from our mail carriers.

Sincerely,



Roger Marshall, M.D.  
U.S. Senate



Jerry Moran  
U.S. Senate



Eric Schmitt  
U.S. Senate



Josh Hawley  
U.S. Senate