

United States Senate

Feb. 5, 2024

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

Dear Postmaster DeJoy,

I write together to express both concern and frustration over persistent and continued delays in mail service to the residents of Johnson County, Kan.

Americans expect and rely on consistent, daily mail delivery. 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 letters to prescription drugs, the USPS system is in many ways a lifeline for Americans and a necessary part of our daily lives.

Since the beginning of the year, my office has received dozens of phone calls and emails from concerned and frustrated Johnson County residents who want to understand why their mail delivery has become inconsistent and unreliable. In fact, USPS's own service performance dashboard indicates that currently less than 68 percent of First Class Mail is being delivered on time with an average delivery time of 3.3 days. 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.

As your voice in the U.S. Senate, it's my duty to ensure federal programs, including the U.S. Postal Service, serve the interests of all Kansans. Since joining Congress, I've emphasized the importance of maintaining six-day-a-week mail service while putting the agency on a path of long-term fiscal sustainability. Currently, the USPS is not meeting its obligations and is falling far short of its own goals and objectives. My goal is to get answers, demand accountability, and fight for Kansans who have been impacted by these failures

Sadly, this is not the first time I have heard from Kansans with concerns of daily mail service. Repeated attempts by USPS officials to point to a lack of staffing as the reason for delays and interruptions will no longer be accepted.

As a member of the Senate Homeland Security and Government Affairs Committee, with oversight of the U.S. Postal Service, I am now asking not only for a commitment of daily, consistent mail service to all Johnson County residents, but an overview of the steps your

agency is taking to return confidence to the postal service and an explanation of how the agency plans to meet its own goals of 92.5 percent success rate for this fiscal year. Please provide USPS's plan to meet these goals no later than February 23rd, 2024.

It is imperative we right the ship and restore the confidence of all Kansans that their mail will be delivered on time, every day.

I 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,

A handwritten signature in black ink that reads "Roger W. Marshall". The signature is written in a cursive, slightly slanted style.

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