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Congress of the United States
House of Representatives
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AND LIMITED GOVERNMENT

February 20, 2024

The Honorable Louis DeJoy
Postmaster General
United States Postal Service
475 L'Enfant Plaza SW
Washington, D.C. 20260

Dear Postmaster General DeJoy,

I write with deep concern about ongoing, significant and widespread delays to mail delivery service across Missouri's First District. My office has heard from many constituents throughout St. Louis who are receiving essential documents such as utility bills, social security checks, and federal benefits documents weeks after their bills are due and in some instances, documents are not delivered at all. According to the United States Postal Service (USPS) service delivery dashboard, First Class Mail in St. Louis was delivered on-time only half of the time the first week of February this year.¹ We have entire neighborhoods reporting they haven't received mail for a full week at a time. These delays have a devastating impact on our seniors and folks with disabilities who rely on the timely delivery of these documents.

In September of 2023, my office reached out to the United States Postal Service over these concerns in the area of North City St. Louis. I was informed that these delays were the result of staffing shortages. Conditions have only worsened and have expanded to the entirety of Missouri's First District since then. During the recent Christmas Holiday period, my office heard from over twenty seniors who had not received any mail in over a week. This caused great distress to those who feared their utilities may be cut off or they would face eviction for missing rent payments. I have received communications from elected officials including our City Alders, Municipal Mayors, and County Council Members who are being inundated with complaints of late and often lost mail. KTVI-TV St. Louis also recently reported that Ferguson residents faced weeks without mail delivery.²

¹ USPS Service Performance, *available at*
<https://about.usps.com/what/performance/service-performance/external-service-measurement.htm>

² Kelley Hoskins, *KTVI-TV St. Louis*, Jan. 26, 2024, "Ferguson residents face weeks without mail due to USPS shortage," *available at*

My Congressional colleagues are reporting that they are experiencing the same delays in their communities,³ which is likely the result of systemic staffing issues throughout USPS. Employment with the United States Post Office was once considered to be a highly coveted position due to good wages, fair working conditions, and excellent benefits. My office has repeatedly heard of serious complaints regarding deteriorating working conditions for postal employees in recent years only exacerbating the recruitment of qualified staff.

Given the priority of this issue for so many of my constituents, I would like to get answers to the following questions from you:

1. What steps as the Postmaster General are you taking to improve working conditions for current employees and ensure robust recruitment of new Postal Service employees?
2. Does USPS require additional resources to implement a staff recruitment and retention plan?
3. What is USPS doing to ensure constituents receive timely communication regarding mail delays?
4. Is there a plan to increase customer service to communicate with customers who have missed mail, or experience delayed service?
5. What measures is USPS taking to correct the poorly implemented modernization plan?

Due to the serious negative impacts on the people of St. Louis, especially our most vulnerable, I ask that immediate action be taken to address these issues. If you have any further questions, please feel free to reach out to my office.

Sincerely,



CORI BUSH
Member of Congress

<https://www.msn.com/en-us/news/us/ferguson-residents-face-weeks-without-mail-due-to-usps-shortage/ar-BB1hk8y6>

³ Shern-Min Chow, Chloe Alexander, Deevon Rahming, *Fox43*, Jan. 31, 2024, "USPS mail delays could soon be a nationwide problem, congresswoman says," available at

<https://www.fox43.com/article/news/national/usps-mail-delays-houston/285-ed177a8c-caaf-4879-af54-4be17e9ecc36>