

Congress of the United States
Washington, DC 20515

August 5, 2020

The Honorable Louis DeJoy
Postmaster General
United States Postal Service
475 L'Enfant Plaza, SW Room 10300
Washington, DC 20260-2200

Dear Postmaster General DeJoy,

As members of New Jersey's Congressional Delegation, we write to express our concerns about recent mail delivery delays reported in New Jersey and around the country and its impact on the ability of our constituents to access medications, ballots, census forms, tax refunds, social security checks and other time-sensitive mail.

Recent accounts, including two corroborated by your office, indicate that Post Offices throughout the United States have eliminated overtime for postal workers, instructed postal workers to leave mail behind at distribution centers if they are unable to collect it at the beginning of their shifts, and required postal workers to return undelivered mail to distribution centers.¹ Additionally, these accounts suggest that routes of postal workers on vacation will no longer be covered, with mail deliveries ceasing while their letter carrier is on vacation, and late trips will no longer be authorized. Many of our constituents have rightly contacted our offices to express frustration and concern about ongoing mail delivery delays, some of whom have not received their medications and first-class mail for more than three days.

We find these reports—which include a memo prepared by a mid-level USPS manager entitled “PMG’s Expectations and Plan” and a “stand up talk” made by USPS Southern Area leadership—deeply concerning. As you know, federal law requires the United States Postal Service (USPS) to provide mail services to everyone in America promptly, reliably and efficiently. While we understand the serious and ongoing financial challenges facing the USPS, we are gravely concerned that operational decisions that knowingly cause the USPS to fail to meet its own service delivery standards could cause catastrophic harm to people all over New Jersey and the country.

¹ Letter from Michael J. Gordon, Government Relations Representative, U.S. Postal Service, to Representative Andy Kim (July 28, 2020).

Since the start of the COVID-19 outbreak, USPS mail has been the only way many of our constituents have been able to receive their medications. Throughout New Jersey, many individuals suffering from cancer, diabetes, heart conditions and other illnesses cannot leave their homes due to the public health crisis and are relying on the Postal Service to deliver their medications and other vital mail. These individuals are grandparents, neighbors, mothers and fathers, and siblings and it is our duty to protect them during this global pandemic.

Moreover, we are concerned that these service delivery delays, if allowed to continue, could have a devastating impact upon the upcoming election, and the delivery of census forms, tax refunds and social security checks. As you know, many states, including New Jersey, have relied more heavily upon vote-by-mail options during the COVID-19 crisis. We cannot allow the failure to meet service delivery standards to impact the validity of a single voter's ballot, let alone the outcome of an election.

For these reasons, we respectfully request that you respond to the following questions on or before August 31, 2020:

1. Why have New Jersey residents experienced significant delivery delays of their mail?
2. What measures has USPS taken to protect the integrity of our democratic elections, and ensure ballots are handled securely and delivered on time?
3. On July 28th, 2020 your Government Relations Representative stated that while "management is developing a business plan...Postal Service management is also taking immediate steps to increase operational efficiency by re-emphasizing existing operational plans..." What are these immediate steps?
4. Has postal management at one or more Post Offices eliminated overtime for postal workers, ended the authorization of late trips, and required postal workers to return first-class mail and medications they did not have time to deliver since July 1, 2020? If so, what are the impacts of these changes on service delivery standards?
5. Why did a mid-level USPS manager and Southern Area leadership prepare and circulate statements regarding measures that resulted in mail delays, which your office stated should not be considered "official Postal Service memoranda?" Was that employee authorized to do so?
6. Did the memo and "stand up talk" comply with USPS standards? Were they authorized at any higher level? And, were any other "unofficial" memoranda or "stand up talks" prepared and delivered elsewhere around the country? If so, where?
7. What impact, if any, will the \$10 billion loan the USPS recently accepted from the Treasury Department have upon delivery delays and delivery standards?

Thank you for your attention to this matter. We eagerly await your response to our questions about delayed mail delivery.

Sincerely,



Andy Kim
Member of Congress



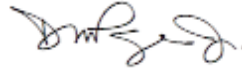
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Member of Congress



Bill Pascrell Jr.
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