

**Congress of the United States**  
**House of Representatives**

COMMITTEE ON OVERSIGHT AND REFORM

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**MEMORANDUM**

**February 9, 2022**

**To: Members of the Subcommittee on Government Operations**

**Fr: Subcommittee Staff**

**Re: Hearing on “Waiting on the Mail: Postal Service Standard Drops in Baltimore and the Surrounding Area”**

On **Monday, February 14, 2022, at 11:00 a.m. ET**, the Subcommittee will hold a hybrid hearing on service performance drops within the U.S. Postal Service. The hearing will convene in person at the University of Baltimore’s John and Frances Angelos Law Center, Baetjer Howard Moot Courtroom, 1401 North Charles Street, Baltimore, MD 21201 and remotely over Zoom.

Since June 2020, the Postal Service’s mail delivery performance has significantly dropped nationwide. For example, in its 2021 audit, the U.S. Postal Service Office of Inspector General found that “[t]he Postal Service only met service performance targets for three of 33 products in fiscal year (FY) 2020.”<sup>1</sup> Baltimore experienced some of the largest service performance reductions in the country, with only 25% of three-to-five-day First-Class Mail (FCM) arriving on time in Q2 of FY 2021. Service performance in Baltimore for FCM improved in Q3 and Q4 of FY 2021, but it remains and has historically been among the worst in the nation.<sup>2</sup>

**I. WITNESSES**

**Mr. Eric Gilbert**

Acting Executive Postmaster, Baltimore  
U.S. Postal Service

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<sup>1</sup> Office of Inspector General, U.S. Postal Service, *Audit Report: Nationwide Service Performance* (Sept. 20, 2021) (21-120-R21) (online at [www.uspsog.gov/sites/default/files/document-library-files/2021/21-120-R21.pdf](http://www.uspsog.gov/sites/default/files/document-library-files/2021/21-120-R21.pdf)).

<sup>2</sup> Postal Regulatory Commission, *Quarterly Service Performance Reports* (online at [www.prc.gov/dockets/quarterly-performance](http://www.prc.gov/dockets/quarterly-performance)) (accessed Jan. 22, 2022).

**Ms. Melinda Perez**

Deputy Assistant Inspector General for Audit  
Office of Inspector General  
U.S. Postal Service

**Ms. Rictarsha Westmoreland**

Mail Processing Clerk and Shop Steward  
U.S. Postal Service

**Mr. Chuck Metzger**

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