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February 10, 2022

Mr. Louis DeJoy
Postmaster General and Chief Executive Officer
United States Postal Service
475 L'Enfant Plaza, S.W., Room 10300
Washington, D.C. 20260-1000

Dear Mr. DeJoy:

I write to express my displeasure over the United States Postal Service's (USPS) continued implementation of the Delivering for America (DFA) plan despite widespread concern from stakeholders, postal unions, oversight agencies and your customers. At a minimum, implementation of the DFA should pause until a detailed, tactical proposal is produced by the United States Postal Service (USPS) and reviewed by the Postal Regulatory Commission (PRC), the USPS Office of the Inspector General (OIG) and Congressional Oversight Committees.

The Baltimore region continues to face unacceptable service from the USPS that started well before the COVID-19 pandemic. In my 18 years representing constituents in Maryland's Second District, I have never received complaints of this magnitude. Many of your customers in my district are going weeks without receiving mail – including paychecks and, even worse, life-saving prescriptions.

In fact, under your leadership, the on-time delivery percentage in my district continues to be the lowest reported since 2016, when the OIG began tracking this data. When my office initiated an audit by the OIG from select post offices in our region, we learned Baltimore has the second highest number of missing mail inquiries in the country. Many product categories never met their service target during the 92-week audit period. A mind-boggling 42 percent of packages were improperly scanned.

In May, my request to meet with you or senior USPS leadership to better understand the nature and causes of the current situation went unanswered. Since, the USPS has remained in financial disarray while lowering service standards, increasing prices and granting you and your top executive unprecedented salary increases and bonuses. This is unacceptable and highlights a complete disconnect from the customers you serve as you continue to unilaterally roll-out the DFA plan.

The USPS is the nation's third largest employer and an essential service, enshrined in law. As the Postmaster General, you have an obligation to conduct a detailed analysis on the effects the DFA will have on service nationwide before you roll it out. And when implementing initiatives as sweeping as the DFA, you must provide guidance on implementation. None of this has occurred.

We've seen the consequences of poor planning and lackluster oversight before. For example, the OIG recently found that 96 percent of USPS employees using COVID-19 leave during the pandemic had improper or missing documentation because there was no plan in place for consistent implementation.^[1] In October, the OIG found that changes to staffing policies were made without analysis of the service

^[1] Jason M. Yovich, *COVID-19 Leave Administration* (Report Number 21-032-R2), Office of Inspector General United States Postal Service, (June. 16, 2021), <https://www.uspsoig.gov/sites/default/files/document-library-files/2021/21-032-R21.pdf>

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impacts and that guidance in the field was “very limited and almost exclusively oral.”^[2] The resulting confusion and inconsistency in operations at postal facilities compounded the significant negative service impacts across the country.

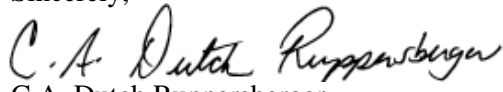
I fear similar failures could occur under the DFA. Both the OIG and PRC, an independent agency that has regulatory oversight over the Postal Service, apparently share my concerns. The commission recently stated that the DFA is a proposal that is “directional” rather than “tactical” and that there may be “other unexplored factors that may impact success.”^[3] In July, USPS OIG Tammy Whitcomb testified before the Senate Financial Services and General Government Subcommittee, stating the DFA may result in widespread service issues and that further analysis should be conducted before implementation.

As outlined in this letter, extensive service disruptions have occurred because USPS has failed to provide managers in the field with specific implementation directives when policy changes are made. Under your leadership, the USPS continues to move forward with the DFA plan despite numerous independent oversight agencies echoing concerns that detailed impact analysis and implementation directives simply do not exist.

Mail delays and missing mail are hurting my constituents. Many of your customers, including large businesses, are seeking out your competitors. The situation will only get worse unless a detailed analysis and implementation plan is reviewed in full. Until that important work has been conducted, I urge the USPS to return to the 2012 service standards to ensure on-time, reliable mail delivery.

Thank you for your prompt attention to this important matter and I am again requesting a meeting with you or senior USPS leadership to discuss these matters further. I look forward to receiving your response.

Sincerely,


C.A. Dutch Ruppertsberger
Member of Congress

CADR:dc

^[2] Mark Duda, Operational Changes to Mail Delivery (Report Number 20-292-R21), Office of Inspector General United States Postal Service, (Oct. 19, 2020), <https://www.uspsoig.gov/sites/default/files/document-library-files/2020/20-292-R21.pdf>

^[3] Postal Reg. Comm’n, Advisory Opinion on the Service Standard Changes Associated with First-Class Package Service (Sept. 29, 2021) (N2021-2), https://www.prc.gov/docs/119/119881/N2021-2_Advisory%20Opinion.pdf