

Congress of the United States
Washington, DC 20515

January 6, 2021

The Honorable Louis DeJoy
Postmaster General
United States Postal Service
475 L'Enfant Plaza S.W., Room 10300
Washington, D.C. 20260-1000

Dear Postmaster General DeJoy:

I am writing to express my concerns regarding delayed mail delivery in Northern Ohio and to request information on the steps the U.S. Postal Service (USPS) is taking to ensure the timely delivery of mail. For many Ohioans who rely on the USPS, these delays have had alarming impacts on those receiving bills, medical supplies, and government assistance. These delays are unacceptable and must be addressed in a timely manner.

According to the USPS FY 2020 IV Quarter report, Northern Ohio is the third slowest postal service district in the country for single-piece first class mail.¹ Additionally, the two-day on-time delivery performance fell by over 14 percent in Northern Ohio between the III and IV quarter in FY 2020.²

Over the past month, constituents have contacted my office seeking assistance with delayed or lost mail. For many, this delay has significantly impacted their ability to pay bills on time, receive monthly pensions, and in several instances has resulted in lowered credit scores due to late payments. Unfortunately, attempts by many constituents to contact the USPS regarding delayed items have not led to answers, assistance, or progress.

Despite the recent December 19th opening of a temporary postal facility in Twinsburg, my office continues to receive concerning feedback from constituents experiencing delays of critical mail items. Additionally, since 2015, Ohio has had only two permanent mail sorting facilities, one in Columbus, and one in Cleveland.

As a member of the House Committee on Oversight and Reform, I have a duty to my constituents to ensure the USPS is performing to the best of its ability, and the continued failure of the USPS to make necessary improvements must be addressed. I respectfully request information regarding the steps USPS is taking to improve on-time delivery in Northern Ohio.

¹ United States Postal Service, *Quarterly Performance for Single-Piece First-Class Mail* (November 9, 2020) (online at <https://about.usps.com/what/performance/service-performance/fy2020-q4-single-piece-first-class-mail-quarterly-performance.pdf>)

² United States Postal Service, *Quarterly Performance for Single-Piece First-Class Mail* (August 10, 2020) (Online at <https://about.usps.com/what/performance/service-performance/fy2020-q3-presort-first-class-mail-quarterly-performance.pdf>)

I respectfully request responses to the following questions:

- How many seasonal workers have been hired and how long will they be employed?
- Has the opening of an additional distribution center in Twinsburg made an impact on mail delivery?
- Besides seasonal hiring, what is USPS doing in Northern Ohio to improve delivery performance?
- What accounts for the 14.2 percent drop in on-time performance?
- Would adding a permanent third sorting facility for the state of Ohio improve performance? If so, would USPS consider bringing a new facility online in 2021?

Sincerely,



Bob Gibbs
Member of Congress