

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

COMMITTEE ON OVERSIGHT AND REFORM

2157 RAYBURN HOUSE OFFICE BUILDING

WASHINGTON, DC 20515-6143

MAJORITY (202) 225-5051  
MINORITY (202) 225-5074  
<https://oversight.house.gov>

**MEMORANDUM**

**October 8, 2021**

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

**Fr: Majority Staff**

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

On **Friday, October 15, 2021, at 11:00 a.m. C.T./12:00 p.m. E.T.**, the Subcommittee will hold a hybrid hearing on poor mail delivery service by the U.S. Postal Service (Postal Service). The hearing will convene in person at the Everett McKinley Dirksen U.S. Courthouse at 219 South Dearborn Street, Chicago, Illinois, and remotely on Zoom.

In 1970, Congress passed the Postal Reorganization Act, which created the Postal Service “as an independent establishment of the executive branch of the Government of the United States.”<sup>1</sup> Under federal law, the Postal Service is “a self-supporting, independent federal agency and the only delivery service that reaches every address in the United States.”<sup>2</sup>

The Postal Service provides mail delivery to more than 161 million delivery points each day and operates more than 31,000 post offices nationwide. Today, the Postal Service employs almost 496,000 career employees and 148,092 non-career employees. It is the foundation for a more than \$1.7 trillion mailing industry that employs more than 7.5 million people nationwide. The Postal Service delivers 48% of the world’s mail and operates a delivery fleet of 231,541 vehicles.<sup>3</sup>

According to a recent audit from the U.S. Postal Service Office of Inspector General (OIG), the Postal Service’s on-time delivery performance scores began “significantly declining between July and December 2020 to a low of 67.43% at the end of December.”<sup>4</sup> Rates have

---

<sup>1</sup> Pub. L. No. 91-375 (1970).

<sup>2</sup> U.S. Postal Service, *Fiscal Year 2019 Annual Report to Congress* (Dec. 27, 2019) (online at <https://about.usps.com/what/financials/annual-reports/fy2019.pdf>); U.S. Postal Service, *Fiscal Year 2020 Annual Report to Congress* (Dec. 11, 2020) (online at <https://about.usps.com/what/financials/annual-reports/fy2020.pdf>).

<sup>3</sup> *Id.*

<sup>4</sup> Office of Inspector General, U.S. Postal Service, *Audit Report: Service Performance—First-Class Single*

recovered slightly since then.<sup>5</sup> This hearing will examine the dramatic drops in postal delivery performance, both nationally and in the greater Chicago area.

**I. WITNESSES**

**Mr. Eddie Morgan, Jr.**

Chicago Postmaster  
U.S. Postal Service

**Ms. Melinda Perez**

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

**Mr. Mack Julion**

Union Representative  
National Association of Letter Carriers

Staff Contact: Wendy Ginsberg at (202) 225-5051.

---

*Piece Letter Mail* (Sept. 3, 2021) (21-047-R21) (online at [www.usps.gov/sites/default/files/document-library-files/2021/21-047-R21.pdf](http://www.usps.gov/sites/default/files/document-library-files/2021/21-047-R21.pdf)).

<sup>5</sup> U.S. Postal Service, *Service Performance and Historical Trends* (online at [https://about.usps.com/what/performance/service-performance/historical\\_trends/index.html](https://about.usps.com/what/performance/service-performance/historical_trends/index.html)) (accessed July 16, 2021).