

GWEN MOORE
4TH DISTRICT, WISCONSIN

COMMITTEE ON
WAYS AND MEANS
SELECT REVENUE MEASURES
WORKER AND FAMILY SUPPORT
OVERSIGHT



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Congress of the United States House of Representatives

February 23, 2021

Eddie Masangcay
District Manager
Lakeland District
United States Postal Service
P.O. Box 5000
Milwaukee, WI 53201-5000

Dear District Manager Masangcay,

I write to express my concerns about continued mail delays being reported by many of my constituents and urge you to take action to resolve these concerns and restore consistent and timely mail delivery.

I have been a strong supporter of the USPS because I understand that it plays a critical role in today's world. This role has only grown during the ongoing coronavirus pandemic as people have increasingly relied on the mail to receive necessities such as prescription drugs as well as other letters and packages.

My constituents, like most Americans, rely on the efficient and timely delivery of bills, parcels, and medication by the Postal Service. I am troubled about continuing challenges with the timely delivery of all mail, from packages to newspapers to letter mail and more and the impact this challenge is having on too many of my constituents who continue to face unacceptable mail delays. I urge you to take steps immediately to improve service and to address these harmful delays and to work to communicate these efforts directly to affected communities.

I am disappointed that, despite heroic efforts by frontline postal workers, my constituents continue to reported numerous delays in receiving mail, including vital pieces of mail such as medication, inconsistent mail delivery, and some have reported delivery as late as 8pm (when the mail has arrived.)

While I am aware that the USPS has noted that weather may have contributed to some of the recent delays, the consistent reports of delays began before the seasons changed, an indication that the problems go deeper than winter weather. I believe that there are plenty of factors within your control—such as addressing or failing to address staffing shortages or needs—that are contributing to these delays. USPS leadership has a responsibility to consistently get mail to postal customers in all parts of my district in a timely manner.

Failure to do so has resulted in my constituents experiencing missed paychecks, delayed medications, or late personal mail including critical bills. Again, these delays have been reportedly consistently over the last few months, before, during, and now after the Postal Service's peak season.

I demand answers and so do my constituents. Please provide me with answers to the following questions as soon as possible:

- What actions have you taken to improve mail delivery performance in the last month and/or in the upcoming weeks to improve delivery standards, including steps to add additional personnel or other resources?
- How are you tracking delivery delays and failure to meet mail delivery standards in WI-04?
- Can you provide information about mail delivery performance measures in WI-04 compared to the same period last year, including comparing the 10 worst performing zip codes in the WI-04 year to year? Please describe trends in key mail delivery metrics including the number of routes and carriers, mail arrival time, number of reported delayed mail pieces, non-delivered routes, and carriers return to office time over the past six months, including any rationale for either increases or decreases in those metrics.
- Staffing shortages have often been cited as a reason for some performance issues. Can you provide data over the last six months on the number of postal workers in Milwaukee who did not come to work due to the COVID-19 pandemic. Additionally, what actions have you taken to anticipate and address any such shortages?
- Please list steps you have taken to respond to customers who have been harmed by these mail delays, including any guidance you have provided to post offices in zip codes experiencing the worst mail delivery standards? I am concerned that too often residents go to their local offices to try and get answers and get no useful information.
- What steps are you taking to be fully transparent with my constituents about Postal Service operations and the reasons their mail is experiencing consistent delays? I request that you schedule a virtual public town hall meeting in the coming weeks to hear from and address concerns that my constituents and I have about the recent decline in mail performance in WI-04.
- What impact do decisions and directives by the Postmaster General from last year have on continued mail delays being experienced in WI-04? My constituents, including postal workers and Postal Service business partners, have reported practices that were put in place throughout the country last year, including Postal management rejecting overtime

requests, limiting transportation, and renewing orders to reduce office time and leave mail behind.

- Have any recent nationwide or regional operational changes, contributed to ongoing delays in WI-04?

Our nation depends on a reliable Postal Service. The deterioration in service has far reaching consequences, not only on the individuals who suffer when critical pieces of mail do not arrive on time or at all, but also for the future of the Postal Service. Declining service drives business away, potentially diverting critically needed revenues. I urge you to take steps to improve service to my constituents and to help ensure that concerns that have been raised are addressed.

Thank you for your consideration and I look forward to your timely response.

Sincerely

A handwritten signature in cursive script, appearing to read "Gwen Moore".

Gwen Moore
MEMBER OF CONGRESS