

Congress of the United States
Washington, DC 20515

October 12, 2018

Megan J. Brennan
Postmaster General and Chief Executive Officer
United States Postal Service
475 L'Enfant Plaza SW
Washington, D.C. 20260

Dear Postmaster General Brennan:

I am writing to follow-up on our phone conversation that took place on August 10, 2018, to address the persistent issues with mail delivery service in my district. Since the beginning of this year, my district office has received numerous complaints about mail delivery that I find both concerning and unacceptable. Despite verbal assurances that my district office has received from you and your staff to address these problems, our constituents continue to suffer from poor mail delivery service.

Service issues that my district office has been informed of in the past year include:

- Mail is delivered to incorrect addresses, which leads to missing mail. Areas that are most affected are Lakeview and the entire Northwest side of Chicago.
- Mail arrives damaged at their destination.
- Mail carriers are not placing mail in the mailbox. Instead, they leave it on the porch in the open for anyone to take.
- In cases where carriers place mail in the mailbox, they do not lock it.
- Numerous blocks do not receive mail for several days or is delivered during very late hours. Lakeview, Portage Park, and Jefferson Park residents are most affected.
- In cases of snowstorms, which is a common occurrence in Chicago, my constituents go several days or weeks without receiving mail.
- Postal boxes are removed for major city events like the Chicago Marathon and Pride Parade in about two days but take nearly four months for the USPS to replace them.

It is clear these issues with our mail delivery service are having a substantially negative impact on the community. Constituents are unable to send and receive mail—some of which includes life-saving medicines, bank statements, passports, and other important documents. As the Ranking Democrat on the Appropriations Subcommittee with oversight over USPS, I worked to include language in the recent House passed FY19 Financial Services and General Government funding bill that will require USPS to provide Congress with a comprehensive report on staffing levels and a plan to deliver timely and consistent service.

However, I request that the U.S. Postal Service take prompt actions to rectify these problems and provide answers to the following questions:

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- Why are there so many auxiliary routes in our district?
- What is being done with addressing auxiliary routes?
- When was the last time that the feasibility of these post office's routes were evaluated?
- Have these been updated to account for the increased volume of packages that USPS is processing?
- How has the increase in high-rises and multi condo buildings in our district affected the Graceland and Lakeview post office ability to meet service delivery standards. Were additional staff added to account for this increased workload?
- If the offices have an adequate amount of personnel, why is the mail delivery inconsistent, with different delivery times? What steps are taking to address these systemic issues?
- Most USPS Post Office are now passport acceptance facilities. Has the increased demand for passports/passport renewals affected the availability for your staff to ensure proper mail delivery?
- Does USPS allocate more staff for areas that are susceptible to extreme weather, to compensate for anticipated call offs?

Residents of the Fifth Congressional District of Illinois deserve to receive their mail on time without major delays or incident. I look forward to your prompt response to the questions above and actions to rectify these ongoing issues with the mail delivery service. Thank you for your consideration on this matter.

Sincerely,



Mike Quigley
Member of Congress