

United States Senate

WASHINGTON, DC 20510

March 4, 2021

The Honorable Louis DeJoy
Postmaster General and
Chief Executive Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington, DC 20260

Dear Postmaster General DeJoy:

I write to urge swift implementation of the recommendations provided in the December 14, 2020, report by the Inspector General of the United States Postal Service detailing delays in the delivery of mail to Granite Staters.¹

In response to concerns raised by constituents regarding the quality and consistency of New Hampshire's mail delivery service, I requested that the Inspector General of the United States Postal Service investigate the causes of mail delays experienced by postal customers in communities across the state. Following this request, the Inspector General conducted a thorough investigation of the practices and processes used by the Postal Service in New Hampshire. The Inspector General's review culminated in a report on the systemic causes of these issues and potential solutions.

In the report, the Inspector General identified that the delays in mail delivery stemmed largely from management's inability to hire and retain sufficient levels of career and non-career staff to sort, distribute, and deliver mail. To address these staffing issues, the Inspector General recommended that management coordinate with Postal Service Human Resources to attract and retain qualified candidates for both career and non-career positions. The report also identified that a number of packages were improperly scanned. In response, the Inspector General recommended that management develop a plan with appropriate timelines and enforcement mechanisms to monitor and ensure compliance with package scanning standard operating procedures.

While I am encouraged that because of this report New Hampshire postal facilities are working to increase hiring, I continue to hear from frustrated constituents about delays in mail delivery. The Postal Service must prioritize addressing the issues identified by the Inspector General so that Granite Staters can receive the consistent and quality service that they expect and deserve. To track the progress that has already been made, and what steps remain to resolve these issues, I ask that you respond to the following questions by April 2, 2021.

¹ Rita F. Oliver, *Delivery and Customer Service Operations - New Hampshire*, Office of Inspector General United States Postal Service, (Dec. 14, 2020), <https://www.uspsog.gov/sites/default/files/document-library-files/2020/20-205-R21.pdf>

1. How is Postal Service management in New Hampshire increasing the hiring of career and non-career staff at postal facilities across the state? Please provide the number of career and non-career staff hired at each postal facility in New Hampshire since December 14, 2020.
2. How is Postal Service management in New Hampshire planning to retain qualified candidates in both career and non-career positions?
3. What plan has been developed to monitor and ensure compliance with package scanning standard operating procedures? What are the explicit enforcement mechanisms and timelines included in this plan?
4. How will the Postal Service engage with government and community leaders on the federal, state, and local level in its efforts to improve service in New Hampshire? What can these groups do to assist the Postal Service in its work?

The pandemic has made the Postal Service an even more important part of the fabric of American life than ever before, with millions of Americans relying on the Postal Service for the delivery of medicines, business materials, and the letters and packages that continue to connect us to our friends and loved ones. I want to reiterate that I acknowledge the many challenges that Postal Service personnel face during this pandemic, and I appreciate the work of the Postal Service in New Hampshire to implement the Inspector General's recommendations and your attention to this important matter.

Sincerely,

A handwritten signature in blue ink that reads "Maggie Hassan". The signature is written in a cursive style and is positioned above a horizontal line.

Margaret Wood Hassan
Chair
Subcommittee on Emerging Threats and
Spending Oversight
Committee on Homeland Security and
Governmental Affairs