

**Congress of the United States**  
**Washington, DC 20515**

February 4, 2021

Mr. Louis DeJoy  
Postmaster General and Chief Executive Officer  
United States Postal Service  
475 L'Enfant Plaza, S.W., Room 10300  
Washington, D.C. 20260-1000

Dear Mr. DeJoy:

We write to express our concern and alarm about the dramatic increase in problems with mail delivery that are being experienced by constituents across Maryland. Based on the reports and information we have received, these delays appear to be the result of delayed processing times and staff shortages.

The United States Postal Service (USPS) is an essential service – enshrined in the U.S. Constitution – upon which Americans rely for their daily needs. As we face the challenges of the COVID-19 pandemic, Americans are relying on the Postal Service more than ever.

Recently, our offices have received a significant increase in complaints from constituents who have gone weeks without receiving mail, similar to the surge of complaints we received last summer in the wake of USPS cuts and policy changes. These delays have had significant harmful impacts on the lives of our constituents. Because of these delays, our constituents have received bills after the dates on which payments were due or their payments were never received and they have been forced to pay late fees. One constituent stated on January 20, 2021 as follows:

*“I mailed my bills the beginning of this month and today I heard from four entities that they did not receive my payments. This is causing me [to incur] late fees and damage to my credit score. A friend of mine has had the same problem. I mailed a letter on 12-7-20 to someone in Maryland. He just got it last week.”*

Many of our constituents have not received urgently-needed packages such as prescription medications. The Department of Veterans Affairs saw a 25% delay in delivery of prescriptions mailed by the U.S. Postal Service in 2020<sup>[1]</sup>. One constituent stated:

*“For the past several months the level of service provided by the US Postal Service is totally unacceptable. It took three weeks to deliver mail order prescriptions.”*

We have heard from business owners who have been unable to fulfill orders because of these delays. One constituent detailed how these delays have hurt their business:

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<sup>[1]</sup> Disabled American Veterans, “Statement on USPS delays from DAV National Commander Stephen ‘Butch’ Whitehead,” August 17, 2020, available at <https://www.dav.org/learn-more/news/2020/statement-on-usps-delays-from-dav-national-commander-stephen-butch-whitehead/>

*"To say this pandemic has taken a [toll] on the business is an understatement. I make 80% of my money seasonally, Christmas, [Valentine's] Day and Easter... We currently have 49 orders that are in limbo with the United States Postal System. I check the tracking numbers multiple times a day but they are not even updating and some have been sitting since December 1st... This postal situation, along with the loss of Easter this [year], may just be the end to this Maryland business."*

Not only do these mail delays hurt our constituents, they harm the Postal Service and cause it to lose business<sup>[2]</sup>. We strongly oppose further downsizing measures that would only harm the Postal Service and Americans who rely on it. Additionally, we urge you to return to the 2012 service standards, which would reinstate overnight delivery or shorten delivery time by a day.

When COVID-19 began spreading, Congress provided the Postal Service with a \$10 billion loan, which Congress has since converted into a grant. We urge you to use this funding to improve service and decrease mail delays. Please detail how the USPS plans to use this funding by February 28<sup>th</sup>.

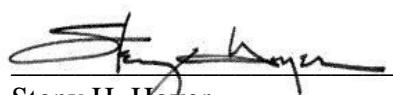
Sincerely,



Chris Van Hollen  
United States Senator



Benjamin L. Cardin  
United States Senator



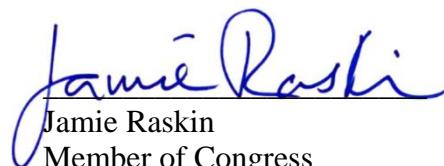
Steny H. Hoyer  
Member of Congress



C. A. Dutch Ruppersberger  
Member of Congress



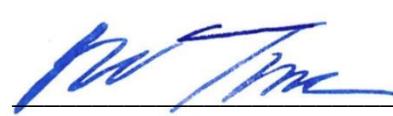
John P. Sarbanes  
Member of Congress



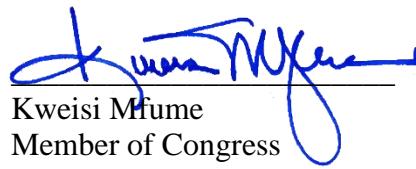
Jamie Raskin  
Member of Congress



Anthony G. Brown  
Member of Congress



David Trone  
Member of Congress



Kweisi Mfume  
Member of Congress