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January 11, 2022

The Honorable Louis DeJoy
Postmaster General
United States Postal Service
475 L'Enfant Plaza SW
Washington, D.C. 20260

Dear Postmaster General DeJoy:

I am writing to express my concerns about the widespread delays in mail delivery, particularly with respect to the delivery of First-Class letter mail in the State of Maine.

A number of constituents have reported no delivery at all for a period of up to five to seven days. Many who have reached out to the United States Postal Service (USPS) share that they received no reply from the agency. Their experiences correspond with the nationwide reports about frequent delays and sporadic mail delivery. After receiving these complaints from constituents, my staff contacted the Northern New England District of the USPS to inquire further. Responses to my staff have confirmed that in some cases, letter mail is being delivered only once every three days in certain areas, due to a shortage of carriers, though it has also been relayed that packages, which would include delivery of medications, are being delivered every day whenever possible.

These reports are troubling, given the importance of mail delivery to a rural state like Maine. These problems, however, are not limited to rural communities. I have received reports about slow and sporadic delivery from constituents in more metropolitan areas such as Portland and Bangor as well.

While it appears that these delivery problems may stem from a lack of carriers, it is unclear whether the shortage is due to hiring difficulty at the USPS, COVID-19 outbreaks and/or leave policies, budget constraints, or a combination of factors. Regardless, such poor service threatens to drive customers away from the Postal Service for their shipping needs, further exacerbating the USPS's financial distress.

Mail service has become even more vital to our communities during the COVID-19 pandemic as a way to combat isolation and access a variety of goods and services without compromising customer safety. I am extremely concerned about the deterioration of service reported by my constituents, as well as the apparent shortage of mail carriers and the lack of information about USPS plans to resolve this issue. With this in mind, I am writing to request responses to the following questions:

- What factor(s) are causing the delayed and undependable delivery of mail?
- Is the deterioration in service primarily COVID-19 related or due to other factors?

- What are USPS plans to ensure reliable, daily delivery of letter mail?
- Does the Postal Service require additional personnel to resume timely delivery schedules?
- What is the timeframe within which USPS intends to resume daily letter mail delivery where service is disrupted?

I look forward to hearing from you regarding this important issue.

Sincerely,

A handwritten signature in blue ink that reads "Susan M. Collins". The signature is written in a cursive style with a large, stylized "M".

Susan M. Collins
United States Senator