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August 13, 2020

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

Dear Postmaster General DeJoy:

I write to request that you promptly address the delays in mail delivery that have occurred following recent operational changes at the United States Postal Service (USPS). I have talked with postal employees and received calls from my constituents in Maine who expressed concern regarding delays in the delivery of critically needed mail, including prescriptions. I share the goal of putting the USPS back on a financially sustainable path; however, this goal cannot be achieved by shortchanging service to the public. If left unaddressed, these recent service issues will not only harm my constituents who are counting on timely receipt of mail and packages, but also undermine public trust in the USPS and ultimately harm its long-term financial viability.

Throughout its 245-year history, the USPS has played a vital role in bringing our country together and moving our economy forward. The Postal Service allows us to remain connected with family and friends and helps small businesses reach their customers. The USPS continues to be a lifeline during the COVID-19 pandemic, especially for seniors, veterans, and those in rural areas who are depending on reliable mail delivery for essential goods and services that might otherwise be unavailable.

Growing up in Aroostook County, I experienced the essential nature of the Postal Service every day and continue to be a staunch supporter of the USPS. Throughout my service in the Senate, I have worked to find common ground on reforms to enable the USPS to reduce operating costs, modernize its business model, and innovate to generate new revenue, without harming its workers or compromising its ability to fulfill the universal service obligation. To help the USPS remain strong amid the COVID-19 pandemic, I have introduced the bipartisan *Postal Service Emergency Assistance Act* and am leading efforts to include needed relief for the USPS in the next COVID-19 package.

As part of an effort aimed at ensuring the USPS operates efficiently and effectively, you have outlined a series of steps, which the USPS still has not detailed to the public, to help operations run on schedule and to reduce overtime. Following these operational changes, however, Mainers are experiencing delays in delivery of needed prescriptions, personal protective equipment, such as masks, and of payments sent through the mail. While I support efforts to improve the USPS's financial condition, I am concerned that the reported changes will have the opposite effect, reducing service to the public and driving away customers, leading to further declines in volume and ultimately worsening the crisis facing the Postal Service.

You have publicly stated that you will “aggressively monitor and quickly address service issues” that arise amid ongoing operating changes. I am now calling on you to make good on this promise and take steps to immediately remedy the factors that are causing delays in essential deliveries. I also urge you to thoroughly evaluate all operational changes prior to, during, and following implementation using metrics that fully account for potential effects on service to the public.

Thank you for your attention to this matter, and I look forward to discussing further upon confirmation of our meeting. In the interim, if you have any questions about this request, please do not hesitate to contact me or have your staff contact [REDACTED]

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