

# Congress of the United States

Washington, DC 20515

April 12, 2024

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

Dear Postmaster General DeJoy,

We write regarding the implementation of the United States Postal Service's (USPS) "Delivering for America" plan and our concerns regarding its effect on Georgians. On March 23, 2021, USPS issued its 10-year plan entitled "Delivering for America," which outlines USPS's plan to change its processing and delivery network.<sup>1</sup> Although USPS intended for these changes to streamline operations, we are concerned these actions will negatively affect USPS's service performance and restrict access to essential postal services. Unfortunately, as evidenced by recent reporting from 11 Alive, WSBTV, and Fox 5 Atlanta, Georgians throughout our state have already begun to feel the disruptive effects of these network changes.<sup>2</sup> We request that USPS detail how USPS plans to address these concerns.

Americans rely on USPS to connect our communities and deliver everything from essential medication to important tax documents and ballots. Without access to secure, accessible, and efficient postal services, Americans will struggle to meet their everyday needs. While we broadly support the efficiency and reliability goals of USPS's "Delivering for America" plan, we are concerned that changes in USPS's processing and delivery network will negatively and disproportionately affect vulnerable communities in Georgia and across the nation.

Consolidating and centralizing USPS's service network may be particularly burdensome for communities that cannot reliably travel to access essential postal services, including the 45 percent of Americans who have no access to public transportation and the one million rural households that do not have access to a car.<sup>3</sup> As a public service responsible for delivering to every community in America, USPS must ensure that changes to its processing and delivery

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<sup>1</sup> *Delivering For America: Our Vision and Ten-Year Plan to Achieve Financial Stability and Service Excellence*, United States Postal Service (Mar. 23, 2021), [https://about.usps.com/what/strategic-plans/delivering-for-america/assets/USPS\\_Delivering-For-America.pdf](https://about.usps.com/what/strategic-plans/delivering-for-america/assets/USPS_Delivering-For-America.pdf).

<sup>2</sup> Tyisha Fernandes, *Metro Atlanta Postal Center Built to Make Things Easier Could Be to Blame for Major Delays*, WSBTV (Mar. 13, 2024), <https://www.wsbtv.com/news/local/south-fulton-county/metro-atlanta-postal-center-built-make-things-easier-could-be-blame-major-delays/BL73LCMKTZE7HHWMTLLK23343U>; Aungelique Proctor, *USPS Delays Impacting Customers in Metro Atlanta*, Fox 5 Atlanta (Mar. 12, 2024), <https://www.fox5atlanta.com/news/usps-delays-impacting-customers-in-metro-atlanta>; Molly Oak, *'It Affects People's Lives': Metro Atlanta Residents Frustrated Important Mail Is Being Held at USPS Facility Due to Delays*, 11 Alive (Mar. 12, 2024), <https://www.11alive.com/article/news/local/usps-customers-metro-atlanta-frustrated-their-mail-still-being-held-distribution-facility/85-80ec44b5-77e2-4c4c-a539-208e0e915352>.

<sup>3</sup> *Public Transportation Facts*, American Public Transportation Association (2024), <https://www.apta.com/news-publications/public-transportation-facts>; Anothy Boutros, Sharon Field, and Kevin Resler, *Integrating Equity into Transportation: An Overview of USDOT Efforts*, U.S. Department of Transportation (2023), <https://highways.dot.gov/public-roads/spring-2023/05>.

network do not create a barrier of distance and lead to a decrease in the accessibility or timeliness of essential postal services for any community in America.

So far, USPS has failed to live up to this standard in Georgia. Since the opening of the new Atlanta Regional Processing and Distribution Center (RPDC) on February 24, 2024, we have increasingly heard from Georgians about disruptions and delays in their essential postal services. As USPS implements changes to its network, USPS must ensure no Georgians, especially those with limited mobility options and urgent needs, are left behind for the sake of modernization.

This is especially true given USPS's role in supporting our democracy and election administration. The efficient operation of USPS helps ensure that the votes of all eligible Americans are counted in our democracy. Any modifications to its processing and delivery network must maintain USPS's ability to reliably provide secure, accessible, and efficient voting and delivery services to all USPS customers.

With these concerns in mind, we request that USPS respond to the following questions by May 10, 2024, to provide additional transparency on USPS's implementation of the "Delivering for America" plan:

1. USPS has said that its implementation of the "Delivering for America" plan has begun working to reverse years of declining reliability and meet its 95% on-time performance goal.<sup>4</sup> However, according to USPS Office of Inspector General, USPS is not meeting its Fiscal Year 2024 performance targets for certain types of mail in 44 of the 50 states with Georgia experiencing the third lowest service performance for First Class Single Piece mail.<sup>5</sup> This overall performance failure has been compounded by the significant delays experienced in Georgia since the opening of the Atlanta RPDC.<sup>6</sup>
  - a. How are you working to improve efficiencies and delivery times out of the Atlanta RPDC facility following the early disruptions?
  - b. As USPS plans to move more processing operations from Augusta and Macon to the Atlanta RPDC, what steps will USPS take to ensure minimal disruptions to its network?
  - c. How will USPS apply the lessons learned from disruptions associated with the Atlanta RPDC to ensure that future operational changes are as seamless and unnoticeable to USPS customers as possible?
2. USPS has said that the "Delivering for America" plan will not result in post office closures.<sup>7</sup> However, USPS also estimates that new Sorting & Delivery Centers (S&DCs) will replace and consolidate many of the 19,000 Delivery Units (DUs) that service customers throughout the United States.<sup>8</sup> In many cases, new S&DCs are geographically further from USPS customers than local DUs, creating a barrier of distance that is

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<sup>4</sup> *Delivering For America: Second-Year Progress Report*, United States Postal Service (Apr. 2023), <https://about.usps.com/what/strategic-plans/delivering-for-america/assets/usps-dfa-two-year-report.pdf>.

<sup>5</sup> *Service Performance*, United States Postal Service Office of the Inspector General (Mar. 2024), <https://www.uspsig.gov/focus-areas/service-performance>.

<sup>6</sup> Fernandes, *supra* note 2; Proctor, *supra* note 2; Oak, *supra* note 2.

<sup>7</sup> Report, *supra* note 4.

<sup>8</sup> *Network Modernization*, United States Postal Service (Mar. 2024), <https://about.usps.com/who/government-relations/assets/postal-101-network-modernization.pdf>.

particularly concerning for urgent mail deliveries, rural Georgians, and those who lack access to reliable transportation.

- a. Please describe in detail how USPS accounted for increases in the length of delivery route, travel distances between processing facilities, and potential opportunities for unexpected transportation delays when evaluating how network changes under the “Delivering for America” plan may affect USPS’s ability to meet its 95 percent on-time performance goal for all mail types.<sup>9</sup>
3. The “Delivering for America” plan outlines reforms that will substantially change the way USPS operates across the country. However, we must always ensure burdens of progress are not disproportionately felt by economically disadvantaged and underserved communities in America, including those serving the country as employees of USPS.
  - a. Please explain in detail how USPS plans to ensure that communities and individuals with limited mobility or access to transportation services, including America’s disabled, rural, economically disadvantaged, and underserved populations, will not be adversely or disproportionately affected by USPS’s implementation of the “Delivering for America” plan. In your response, please reference where the Delivering for America plan explicitly accounts for the needs of these communities.
4. USPS plays a critical role in ensuring eligible Americans can make their voices heard in our democracy.
  - a. Please explain in detail what actions USPS is taking to ensure that its implementation of the “Delivering for America” plan will not negatively affect or hinder USPS’s ability to deliver mail-in ballots securely, efficiently, and correctly by election day.

We look forward to your timely response on this issue of critical importance.

Sincerely,



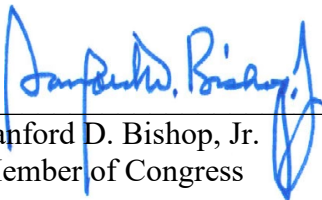
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Reverend Raphael Warnock  
United States Senator



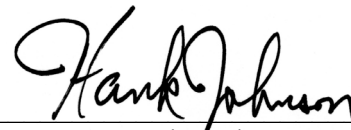
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Rich McCormick, MD, MBA  
Member of Congress



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Sanford D. Bishop, Jr.  
Member of Congress



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Henry C. “Hank” Johnson Jr.  
Member of Congress

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<sup>9</sup> Excellence, *supra* note 1.



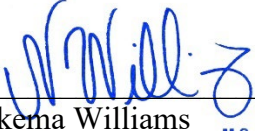
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Lucy McBath  
Member of Congress



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David Scott  
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