

Congress of the United States

Washington, DC 20515

June 25, 2024

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

Postmaster General DeJoy,

We write to you today regarding the unsatisfactory results produced by the United States Postal Service (USPS) Regional Processing and Distribution Center (RPDC) located in Jacksonville, Florida. This center services portions of both Southern Georgia and Northern Florida. Since the beginning of the new year, our offices have been inundated with complaints regarding delivery delays and lost mail. These complaints originate from members of the local newspaper industry to everyday citizens looking to mail a letter or package. Our constituents rely on the USPS for timely delivery of newspapers, life-saving medications, and all other types of parcels. Some of our constituents have lost confidence in the postal system that was established before the founding of the United States. It is unacceptable for your tenure atop this department to stain a more than two-century-old reputation.

A core component of our responsibilities as Members of Congress is to conduct oversight and ensure that government agencies, such as the USPS, are serving the people effectively. For this reason, we request you answer the following questions no later than July 28, 2024:

1. What percentage of inbound mail was delivered on time and to the correct recipients from the Jacksonville RPDC?
2. What percentage of outbound mail was delivered on time and to the correct recipients from the Jacksonville RPDC?
3. What is the average amount of time a parcel will spend within the Jacksonville RPDC?
4. How does USPS communicate with stakeholders and customers when delays are encountered?
5. At what intervals is the publicly available tracker, tools.usps.com, updated?
6. How long does the average customer spend on hold before speaking to a representative when calling the main USPS customer service line?
7. What events or changes have occurred that have led to this sudden loss in confidence among our constituents and the USPS?

8. What challenges or barriers exist for the employees at USPS to deliver reliable and dependable results?
9. Would you be willing to schedule a visit to the Jacksonville RPDC to experience first-hand the operations of this facility?
10. Will you commit to keeping our offices up to date with continued communication on these matters?

We hope that you share our goal of ridding USPS of inefficiencies and incompetency. Our constituents rely on the postal service to deliver important and timely packages, and we hope to restore the reputation of the Jacksonville RPDC center by ensuring it has the tools and personnel necessary to operate effectively.

Sincerely,



Earl L. "Buddy" Carter
Member of Congress



Kat Cammack
Member of Congress



Aaron Bean
Member of Congress



Michael Waltz
Member of Congress



John H. Rutherford
Member of Congress