

Congress of the United States

Washington, DC 20515

March 31, 2023

The Honorable Louis DeJoy
Postmaster General
United States Postal Service
475 L'Enfant Plaza SW, Room 10300
Washington, DC 20260-1000

Dear Postmaster General DeJoy,

Residents throughout Colorado's 7th Congressional District are frustrated by the quality of their postal service. Post offices and distribution centers are understaffed leading to significant delays in service. The post office recognizes that these issues are ongoing.

In my January 24, 2023 letter to you, I noted that residents who are serviced by the Buena Vista Post Office receive infrequent and unreliable mail delivery. USPS has cycled-in temporary employees to help reduce the backlog. This only temporarily improves service reliability, and residents then return to infrequent mail delivery.

Following this letter, I engaged in a comprehensive district-wide survey on quality of service. Constituents throughout the district I represent have responded citing concerns that range from mail reliability and poor service to ZIP Code issues and missing packages. Many detail that these experiences are far worse than they were just several years ago. Enclosed are 243 responses from my constituents detailing issues that they are having with USPS.

Simply, Coloradans expect better. Following my January 24 letter, I spoke with Colorado-Wyoming District Manager Jason McMahill. Mr. McMahill, like the dedicated USPS employees throughout the nation, is working as hard as possible to improve mail service. But service quality remains poor for many. Coloradans rely on the postal service for delivery of their prescription drugs, bills and important tax information, clothing and other essential items, and correspondence from friends and loved ones. These delays matter and Coloradans are losing faith that USPS is truly trying to serve them.

I request you do everything in your power to end the staffing shortage in Colorado. This must include changing the classification of part-time and non-permanent workers into career positions. This will immediately reduce turnover and ensure improved benefits and pay for those who are applying for a job with USPS. I also am writing to request a monthly briefing to relay ongoing constituent concerns and ensure that we are making progress in addressing the ongoing postal crisis in Colorado.

Improving postal delivery for residents throughout Colorado must be a priority and please know that I want to be a partner in this effort. Thank you for giving your full and fair consideration of these requests in accordance with all applicable rules, regulations, laws, and guidelines.

Sincerely,

A handwritten signature in black ink that reads "Brittany Pettersen". The signature is written in a cursive style with a large initial 'B' and a long, sweeping tail.

Brittany Pettersen
Member of Congress