

United States Senate

WASHINGTON, DC 20510

COMMITTEES:
APPROPRIATIONS
COMMERCE
HEALTH, EDUCATION,
LABOR, AND PENSIONS

February 10, 2023

Mr. Louis DeJoy
Postmaster General and Chief Executive Officer
United States Postal Service
475 L'Enfant Plaza, SW
Room 4012
Washington, DC 20260

Re: Wisconsin Mail Delivery Delays and Concerns

Dear Postmaster General DeJoy,

I write to you today to inform you about significant delays in mail delivery throughout Wisconsin.

I am troubled after receiving numerous complaints from my constituents that are experiencing severe delays in mail service. Although it is well known that USPS is undergoing service delays and personnel shortages nationwide, it has become an increased issue in Wisconsin, even well after the busy holiday season. According to the [USPS Service Standards Map](#), mail in Wisconsin should take approximately three to four business days to be delivered, but Wisconsinites are reporting that it is taking at least twice as long, as much as up to two weeks.¹ The most affected areas are in Eau Claire, Burnett, Portage, Marathon, Wood, and Milwaukee counties.

Mail has been particularly delayed in the western part of the state, where the rural landscape creates known difficulties for postal carriers, particularly during the winter months. One constituent in Eagle River, Wisconsin has experienced repeated mail delays, which is very concerning, as he is a home-bound veteran reliant on prescription medications sent through the postal system. Constituents in Burnett County have gotten behind on bills because their mail was delivered after the payment due date. Understandably, they are frustrated and feel as though USPS is neglecting their neighborhoods. Additionally, Wisconsin State Representative Katrina Shankland of the 71st Assembly District has written a [letter](#) to me to express her disappointment at the state of postal deliveries across the state.²

¹ USPS, Service Standards Map, <https://postalpro.usps.com/ppro-tools/service-standards-maps>.

² Letter, USPS Delays, Wisconsin State Representative Katrina Shankland, 71st Assembly District.

It has also become apparent that there is a shortage of postmasters and postal carriers in Wisconsin. These issues were highlighted in the USPS Office of Inspector General's October 2022 [report](#) for the Milwaukee region. The report also noted that USPS employees were not correctly processing mail, because of insufficient training by management.³ I would like to know what plans are in place or could be developed in order to combat these challenges, and if there are any barriers that exist that make these improvements difficult to implement and maintain.

Millions of Wisconsinites rely on the Postal Service to stay in touch with loved ones, pay bills, receive important medications and government resources such as Social Security payments, and small business owners that rely on the Postal Service to operate. It is important that we find solutions to these difficulties as dedicated government officials. Please feel free to reach out to me or my staff, if you require more information. I hope we can work together to improve this service for Wisconsinites.

Thank you for your attention to this matter, and I look forward to your prompt response.

Sincerely,

A handwritten signature in blue ink that reads "Tammy Baldwin". The signature is fluid and cursive, with the first name "Tammy" and last name "Baldwin" clearly distinguishable.

Tammy Baldwin
United States Senator

³ Report, USPS, *Mail Delivery, Customer Service, and Property Conditions Review – Select Units, Milwaukee, WI Region, October 17, 2022.*