

United States Senate

WASHINGTON, DC 20510

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

April 7, 2026

Mr. David Steiner
Postmaster General and Chief Executive Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington, DC 20260

Dear Postmaster General Steiner,

I write to you today to express my frustration with ongoing mail delays and staffing shortages throughout Wisconsin.

This is not the first time I have reached out to the United States Postal Service (USPS) about mail delivery issues on behalf of my constituents. I frequently urged your predecessor to improve service, emphasizing that USPS's transition to the Local Transportation Optimization policy (LTO) led to a decline in mail delivery reliability across Wisconsin. This was confirmed by the USPS Office of Inspector General's March 2025 Report for the Wisconsin region, which found a general decrease in service in the state after this disastrous policy was implemented. The report also found that customers were not notified of the impacts to service in their areas until after an issue arose or they directly asked questions. To make matters worse, the supposed cost savings attributed to the LTO were not even effectively tracked by USPS, making it difficult to verify whether the policy delivered any meaningful financial benefit.

Most recently, I have heard from constituents who have endured long stretches without any mail delivery. In Brown Deer, residents experienced significant delays and inconsistent service from the Post Office on Bradley Road. Some reported going weeks at a time without receiving any mail. I have heard similar stories from my constituents in Madison, who have seen lengthy mail service delays across the entire city.

I appreciate that USPS has addressed staffing shortages in these areas, but the agency must continue to prioritize the hiring and retention of workers across the state in order to prevent future staffing issues that contribute to mail delays. Despite my repeated warnings, it is clear that service issues have not been substantially addressed.

I request that you provide written answers to the following questions by April 30, 2026:

1. What was the retention rate among pre-career and career USPS employees from Fiscal Year 2024 to Fiscal Year 2025 in Wisconsin? What are the nationwide retention rates

among pre-career and career USPS employees from Fiscal Year 2024 to Fiscal Year 2025?

2. How many USPS employees currently work in Wisconsin? How many open positions does USPS currently have?
3. Is USPS concerned with staffing shortages and retention rates in Wisconsin? If so, besides job fairs, what solutions have been implemented to address staffing challenges in Wisconsin, specifically?
4. How successful have the USPS-sponsored job fairs been at hiring new employees in Wisconsin and nationwide? Thus far, have job fairs resulted in long-term employment for Wisconsinites?
5. How has the USPS responded to the issues raised in the March 2025 OIG report regarding LTO implementation?
6. Has the USPS implemented the process to track Local Transportation Optimization savings as agreed to in the March 2025 USPS OIG Report? If so, can you provide an explanation of the process and any current findings?
7. How will USPS ensure customers are immediately notified of any impacts to service in their area moving forward?

Millions of Wisconsinites rely on the Postal Service to stay in touch with loved ones, pay bills, receive much-needed medications and cast their vote. We have a duty to find solutions to these difficulties for the people we serve. Thank you for your attention to this matter, and I look forward to your prompt response.

Sincerely,

Sincerely,

A handwritten signature in blue ink that reads "Tammy Baldwin". The signature is written in a cursive style with a large initial "T".

Tammy Baldwin
United States Senator