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# United States Senate

September 18, 2017

The Honorable Megan J. Brennan  
Postmaster General and Chief Executive Officer  
United States Postal Service  
475 L'Enfant Plaza SW, Room 10804  
Washington, DC 20260

Dear Postmaster General Brennan:

I write with great concern about the United States Postal Service Inspector General (OIG) audit report finding that the U.S. Postal Service has been inaccurately reporting delayed mail across a number of facilities, directly impacting mail service for millions of customers.

To be clear, any employee who deliberately delayed mail delivery or who knowingly misreported mail delivery should be terminated for violating the trust of America's hardworking taxpayers and postal ratepayers.

The OIG report calls into question whether the Postal Service is meeting its own service standards or whether the numbers it reports are based on flawed data. The OIG estimates that over a one-year span, more than 2 billion mailpieces have been delayed across the country. In a separate investigation, the OIG found that Postal Service supervisors manipulated mail delivery-time records and inaccurately reported delayed mail. Moreover, employees have reported mail being intentionally delayed in order to meet local goals of having workers in their offices at arbitrary times

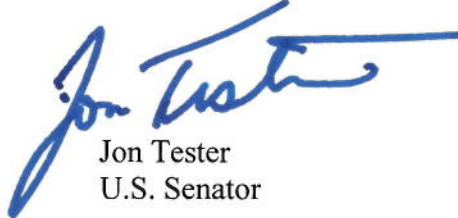
Inaccurate reporting of delayed mail has cost the Postal Service severely at a time when its reputation and earnings are in dire need of rehabilitation. According to the OIG, delays in mail reporting cost the Postal Service a staggering \$85.1 million in revenue. At the same time, First Class Mail – one of the Postal Service's most profitable services – has seen its volumes decline by more than four percent in the third quarter of this fiscal year.

Moreover, of the eight Processing and Distribution Centers (P&DCs) visited by the OIG during its audit report, five did not accurately count on-hand delayed mail. The audit report showed that during two days of observations, these P&DCs reported about 369,000 on-hand delayed mailpieces, though the actual number was closer to 572,000. Troublingly, the OIG found that according to Postal Service Headquarters Network Operations management, no formal training for conducting daily mail counts even exists. This is not only a clear oversight of management at the Postal Service, but it also implies the Postal Service may be overlooking other essential tasks at P&DCs across the country.

The OIG also found that severe discrepancies in counting delayed mail occurred because employees were improperly trained and supervised. This too is unacceptable under your watch.

As always, I stand ready to assist in your responsibility to bolster the Postal Service and help it meet the needs of the American public. But that begins with your commitment to get rid of any supervisors or senior managers who intentionally provided inaccurate reports of delayed mail and to deploy formal training for P&DC managers.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jon Tester", with a long horizontal flourish extending to the right.

Jon Tester  
U.S. Senator