



June 17, 2024

The Honorable Jon Ossoff
United States Senate
Washington, DC 20510

Dear Senator Ossoff:

I write in response to your June 11 letter requesting an additional post-April 16 HSGAC hearing update on the restoration of service performance in the Atlanta region. This update is in addition to the progress report you received in my May 17 letter, as well as the May 30 in-person briefing and tour conducted for you and your team at the Palmetto Regional Processing and Distribution Center.

May 30 Service Performance Update

At the May 30 briefing and facility tour you were provided a service performance trend chart that showed First Class Mail for the period of May 18 - 24 was at 64.5 percent on time, up nearly 30 percentage points from the mid-March low of 35.82%. At that time, we also provided the +1 score of 82.85% on time; and we explained that the Service Standard +1 day measurement is a helpful demonstration that mail is missing its service standard by a matter of hours, not days.

Current Service Performance

Since the time of your May 30 tour, service has continued to recover. Below are the scores for Georgia District by Origin, Destination, and Composite for last week (6/1/2024 – 6/7/2024).

Product	Origin		Destination		Composite	
	% On-Time	% On-Time Day +1	% On-Time	% On-Time Day +1	% On-Time	% On-Time Day +1
First-Class Mail	83.26 %	92.91%	74.94%	89.17%	80.00%	91.35%
USPS MKT Mail	85.60 %	93.44%	84.52%	92.44%	85.00%	92.87%
Ground Advantage	85.36 %	95.36%	85.49%	95.40%	85.43%	95.38%

To explain the terminology used in the chart:

Origin = performance of volume that is originating from Georgia District which can destinate to any part of the country, including within Georgia District.

Destination = performance of volume that is destinating to Georgia District which can originate from any part of the country, including within Georgia District.

Composite = combined performance of volume that is originating from or destinating to Georgia District.

You expressed concern in your May 11 letter about delivery of prescriptions, as well as business supplies and products, which are considered packages, not mail. As of May 31, our composite score for USPS Ground Advantage (package product) is at 85.43% on time, with the +1 at 95.38%.

You cited concern for ballot mail. As you know, the Georgia Primary Election was held June 9th and occurred without incident or reported delays of ballot mail. In a May 14 letter to the Georgia congressional delegation, my staff had detailed all the intensified attention being exerted to restore service in the Atlanta region that certainly played a role in a successful Primary election. I attach the letter again for your reference.

Relatedly, as I mentioned in my May 17 letter, we uncovered an error in how we measure mail that has been collected and is being inducted into our sorting process – what we call our First Mile mail profile. We have determined that it is having a significant *negative* impact on service performance measurement, approximately 8 percent in adverse reporting for our most recent Single Piece First Class Mail performance. We have notified the Postal Regulatory Commission of this measurement issue and we are in the process of seeking their review of a correction to the measurement problem.

Additional Requests Following the Tour

I also have been made aware of your request for vendor contracts and a conversation with our executive who leads processing and distribution. Regarding the contract request, it is not our practice, as an organization that engages in a highly competitive business, to expose our vendor contracts to potentially damaging public comment. Regarding additional discussions on this matter, I remain your point of contact and as agency head shoulder the responsibility of our initiatives.

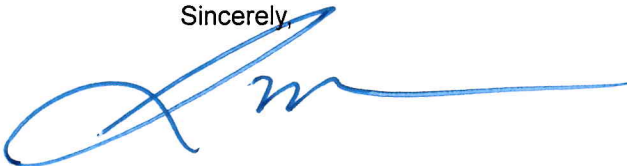
I would welcome an opportunity to meet or speak to you personally to supplement what you learned in the briefing or specific questions you have may have about our implementation of the investments and modernizing transformations underway in Atlanta.

I entirely agree with your closing comment that our 640,000 postal workers deserve the infrastructure to help them deliver mail six and seven days a week. However, as a result of over a decade long consequence of terrible Congressional legislation and the resulting regulation, our infrastructure and work environment in the Atlanta area has deteriorated to an embarrassing and unworkable condition. It is unfortunate you could not afford the time to visit these operations to gain a more detailed understanding of the worthwhile initiative my team and I are undertaking to solve for this.

I also agree that Postal employees, as well as all Americans, deserve competent leadership in all areas of our federal government. I am confident that my team and I are focused on creating a Postal Service that will successfully serve the American people for decades to come by confronting the extraordinary circumstances facing not only Atlanta, but all the nation, in a responsible and methodical manner.

Thank you for your interest in the Postal Service

Sincerely,



Louis DeJoy

Attachments:

April 17 PMG DeJoy Response to Senator Ossoff

April 22 Georgia Delegation Letter

May 14 Georgia Delegation Letter on Intensified Efforts to Address Service

May 30 Service Performance Chart from Briefing