

Congress of the United States

Washington, DC 20515

March 12, 2026

The Honorable Pete Sessions
Chairman
Subcommittee on Government Operations
Committee on Oversight and Accountability
U.S. House of Representatives
Washington, DC 20515

Dear Chairman Sessions,

I write to request the Subcommittee's assistance in conducting oversight of the United States Postal Service's continued operational failures in the St. Louis region and its ongoing lack of responsiveness to Congressional oversight inquiries.

For several years, my office has received a steady and increasing volume of complaints from constituents regarding delayed, missing, and misrouted mail. These failures have affected critical communications, including prescription medications, tax documents, financial records, legal correspondence, and election materials. Constituents have reported going days without receiving mail, experiencing repeated delivery failures despite confirmed mail hold requests, and receiving important mail weeks or months after they were sent.

These concerns prompted repeated Congressional engagement with USPS leadership beginning in 2024. In February 2024, I wrote to the Postmaster General requesting immediate action to address staffing shortages and restore reliable service. USPS attributed service disruptions in part to operational challenges, including hazardous material incidents and contractor disruptions. However, service failures persisted.

In September 2024, and again in April 2025, members of the Missouri delegation raised concerns regarding delayed election ballots and ongoing service failures. These concerns were particularly underscored during the April 2025 Franklin County municipal election, when hundreds of absentee ballots were delivered after the election deadline, preventing those votes from being counted and raising serious concerns about USPS's ability to reliably handle election mail.

In response to these continued failures, the USPS Office of Inspector General conducted an audit of the St. Louis Processing and Distribution Center and Network Distribution Center. Issued in August 2025, the audit revealed significant operational deficiencies, including severe mail backlogs, staffing shortages, inadequate supervision, and failures in operational oversight. The audit confirmed what many constituents across the region had been experiencing firsthand.

Following the release of that audit, I led members of the Missouri and Illinois delegations in requesting accountability and corrective action from USPS leadership. On November 18, 2025, I hosted a meeting between members of the Missouri and Illinois delegations and Postmaster General Steiner, who acknowledged the service failures and committed to providing updates regarding progress and corrective actions.

Despite those commitments, my office has not received the promised updates. Since that meeting, my office has made multiple follow-up inquiries seeking information regarding staffing levels, leadership changes, and operational improvements. USPS Government Relations personnel has been repeatedly unresponsive to my inquiries.

Meanwhile, my office continues to receive complaints from constituents describing ongoing service failures, including delayed financial documents, late prescription medications, missing tax records, and repeated lapses in delivery.

These ongoing failures raise serious concerns not only regarding USPS operational performance, but also regarding USPS transparency and responsiveness to Congressional oversight. They also raise concerns regarding USPS's preparedness to reliably handle election mail in the upcoming election cycle.

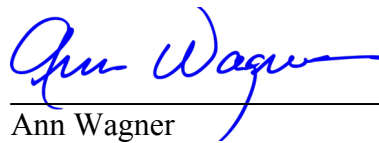
Given the Subcommittee's jurisdiction over federal government operations, I respectfully request the Subcommittee's assistance in reviewing these matters, including:

- USPS's implementation of corrective actions following the August 2025 audit;
- USPS's responsiveness to Congressional oversight inquiries;
- USPS leadership and management accountability for continued service failures; and
- USPS preparedness to ensure reliable delivery of election mail.

I stand ready to work with the Subcommittee to ensure that my constituents receive the reliable mail service they deserve and that Congress receives the transparency and accountability expected from federal agencies.

Should you need any further information, please do not hesitate to contact my office directly.

Sincerely,



Ann Wagner
Member of Congress