

# Congress of the United States

Washington, DC 20515

March 12, 2026

Postmaster General David Steiner  
United States Postal Service  
475 L'Enfant Plaza SW  
Washington, D.C. 20260

Dear Postmaster General Steiner:

I am writing to express my continued concern regarding persistent mail service issues affecting Missouri's Second Congressional District. During our November 18, 2025, meeting with Members of the Missouri and Illinois delegations, we received several commitments to address our concerns. Unfortunately, USPS Congressional liaison staff have been unresponsive regarding these matters.

During that meeting, you acknowledged the service challenges affecting the St. Louis region and indicated that you would provide our offices with a post-holiday peak season assessment outlining progress made and any remaining needs. It is now March, and my office has not yet received that assessment. I would appreciate an update on its status.

Since that meeting, my office has repeatedly attempted to obtain basic information regarding staffing, leadership changes, and service improvements.

Specifically:

- **December 23, 2025:** My office contacted USPS government relations requesting explanations for severe delivery inconsistencies. The initial response indicated weather conditions may be the cause of the delays, however, this did not explain why mail dropped off in St. Louis County was delivered to Illinois, St. Charles County, and Franklin County before being delivered to St. Louis County.
- **January 8, 2026:** During the USPS Kansas-Missouri Congressional briefing, which your staff indicated during our delegation meeting was the best platform to regularly address local USPS issues, my office asked direct questions regarding audit findings, staffing shortages, and service failures. These questions were not answered. The USPS Congressional Liaison for my office committed to following up. That follow-up never happened.
- **January 22, 2026:** My office sent an additional follow-up email requesting answers and your promised assessment. No response was provided.

In the meantime, my office continues to hear from constituents describing delivery challenges, including extended lapses in mail service, delays involving important financial and tax documents, issues with mail hold requests, and difficulty obtaining clear answers from local postal personnel.

These concerns include:

- Constituents not receiving mail for five or more consecutive days.
- Prescription medications delivered despite active mail holds, putting patient safety at risk.
- Checks taking months to arrive or never arriving at all.
- Tax documents and financial records missing or severely delayed.
- Settlement payments owed to USPS employees delayed for months in violation of formal agreements.

- Constituents being told by local USPS personnel that nothing could be done about their missing mail.

One constituent in the 63072 Zip Code described the situation plainly:

*“The Postal DisService seems to be getting worse by the day.”*

This is unacceptable.

These failures directly undermine public trust in the Postal Service and create serious concerns regarding USPS’s ability to handle ballot related election mail in the upcoming election cycle.

Accordingly, I request the following:

1. The post-holiday peak season assessment referenced during our November 18 meeting, including any updates on progress made in addressing service challenges in the St. Louis region.
2. A full accounting of staffing levels, leadership changes, and operational improvements implemented since the August 2025 OIG audit.
3. Immediate reassignment of the Congressional liaison for my office and designation of new personnel capable of providing timely and professional responses.
4. An opportunity for my office to receive a briefing regarding ongoing efforts to improve service performance in Missouri’s Second Congressional District.

The failure to respond to Congressional inquiries and your staff’s repeated non-responsiveness cannot continue.

I appreciate your prompt response to these concerns.

Sincerely,



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Ann Wagner  
Member of Congress