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## Congress of the United States House of Representatives

February 20, 2024

COMMITTEE ON  
FINANCIAL SERVICES  
SUBCOMMITTEE ON CAPITAL MARKETS  
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SUBCOMMITTEE ON OVERSIGHT AND  
INVESTIGATIONS  
COMMITTEE ON  
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THE CONGRESSIONAL CAUCUS  
ON ASEAN, CO-CHAIR  
NATO PARLIMENTARY ASSEMBLY

The Honorable Louis DeJoy  
Postmaster General  
United States Postal Service  
475 L'Enfant Plaza SW  
Washington, DC 20260

Dear Postmaster General DeJoy,

I write to inform you of my constituents' concerns regarding inconsistent United States Postal Service (USPS) mail delivery in Missouri's 2nd Congressional District. I respectfully request that the USPS immediately address the staffing shortage currently facing the St. Louis County area and restore my constituents' access to full USPS services.

Over the past three months, my constituents have experienced inconsistent and inadequate mail services, and my office has received numerous complaints regarding delays in USPS deliveries. Constituents in Oakville (63129), Des Peres (63131), Lake St. Louis (63367), and O'Fallon (63367), in particular, are experiencing such severe service disruptions that some households have gone multiple weeks without receiving specific pieces of mail, or in some cases, do not receive their items at all. These delays have affected my constituents' ability to respond to certain notices, including bills and important tax information, which puts them at risk of facing penalties through no fault of their own. One of my constituents, a veteran, reportedly missed a medical appointment because he received the letter two days late.<sup>1</sup> This is entirely unacceptable. The Postal Service is essential to the provision of critical goods and services to Missourians. My constituents, especially our veterans, deserve and rely on the quality and timely service the Postal Service is expected to provide.

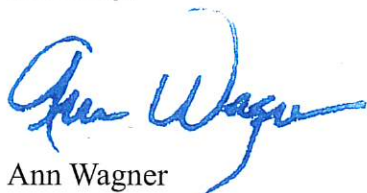
While I am grateful for the many postal workers who have served our communities through difficult conditions, we cannot ignore the reports of systemic problems with the quality of mail service. Timely and secure mail service is not optional.

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<sup>1</sup> Andrews, Justin. "South County Residents Say Their Mail Is Being Delayed." <https://www.firstalert4.com>, December 4, 2023. <https://www.firstalert4.com/2023/12/04/south-county-residents-say-their-mail-is-being-delayed/>.

I ask that the USPS swiftly address the staffing shortages, resolve these delays in services, and provide my constituents with the quality of service they deserve.

Sincerely,

A handwritten signature in blue ink, appearing to read "Ann Wagner". The signature is fluid and cursive, with the first name "Ann" and last name "Wagner" clearly distinguishable.

Ann Wagner  
Member of Congress