



September 21, 2020

The Honorable Rick W. Allen
House of Representatives
Washington, DC 20515-1012

Dear Congressman Allen:

This responds to your August 13 letter to Postmaster General Louis DeJoy, regarding U.S. Postal Service operations.

I understand your interest in assisting your constituents with their concerns. Please know that we always attempt to deliver every piece of mail in a timely, accurate, and efficient manner. Moreover, we understand the extent to which our customers depend upon us for high-quality, reliable service.

As noted in your correspondence, the Postal Service has faced operational challenges due to the COVID-19 global pandemic, which has had broad reaching impacts on all aspects of our operations. Specifically, the Postal Service has experienced limitations with the supply of commercial air transport to carry our volume, decreased employee availability as postal workers deal with the effects of the pandemic on their lives and communities, and significant changes in mail and parcel volumes. In this case, Gulf Atlantic District postal officials confirmed that several postal facilities experienced a personnel shortage related to the pandemic and an increase in parcel volumes at the same time, thereby causing delays in delivery. Nevertheless, we are seeing immediate improvements as we have acted swiftly to rectify these issues.

The important position that the Postal Service occupies in the fabric of the nation is apparent, now more than ever. Please be assured that the Postal Service's mission to efficiently and effectively deliver to every address in the country will continue to be our highest priority. If I can be of assistance in other postal matters, please let me know.

Sincerely,

A handwritten signature in black ink, appearing to read "James Cari".

James Cari
Government Relations Representative