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September 10<sup>th</sup>, 2015

Ms. Megan Brennan  
Postmaster General & CEO  
USPS Headquarters  
475 L'Enfant Plaza, SW, Room 10804  
Washington, DC 20260-3500

**OIG# NO-MA-15-004**

Dear Postmaster General Brennan,

I am writing to state my serious concern regarding the Postal Service Office of the Inspector General's (OIG) recent report detailing the rapid deterioration of service standard delays for the United States Postal Service (USPS) mail delivery system.

As you know, the report found more than 494 million pieces of mail have been delayed since the beginning of this year, an alarming fifty percent increase over the same period last year. Fourteen billion pieces of mail volume or approximately 16% of First Class Mail is known to have been delayed thus far this year. Since the beginning of the year, my office has received over a hundred complaints from constituents dismayed about missing or late mail.

What cannot be measured but is also egregious is the impact on our elderly and disabled residents who are now dealing with the increased stress caused by the decline of reliable delivery of their mail and medicine on time. Also difficult to measure is the economic impact of USPS delays on businesses large and small.

Since 2012, 141 mail processing plants have closed and in January, your agency began the scheduled closure and consolidation of closing 82 more plants. As anticipated, these closings have not increased efficiencies but did in fact increase problems of such significance that the OIG "continues to believe that no further significant national network or operational changes should take place prior to establishing criteria and stabilizing the network."

I would go one step further and urge USPS to not move forward with plans to close any additional mail processing centers, including the Buffalo Mail Processing Facility on William Street in my district. Revelations of inadequate customer service and delivery must be reversed to better maintain and enhance service standards that uphold the trademark reputation of the US Postal Service.

These plans were ill conceived and following the revelations of the OIG, represent a huge step backward in an increasing competitive delivery industry. Thank you for consideration of this matter, I look forward to your timely response.

Sincerely,

A handwritten signature in blue ink that reads "Brian Higgins". The signature is stylized and cursive, with a long horizontal stroke at the end.

Brian Higgins  
Member of Congress