



August 10, 2022

The Honorable Suzan K. DelBene  
House of Representatives  
Washington, DC 20515-4701

The Honorable Rick Larsen  
House of Representatives  
Washington, DC 20515-4702

Dear Congresswoman DelBene and Congressman Larsen:

This responds to your July 27 letter to Postmaster General Louis DeJoy regarding the timely delivery of Election Mail in Washington.

I understand your interest in this matter. Please know that the U.S. Postal Service makes every effort 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.

Please find our responses to your specific questions below:

**1. Please provide a detailed list of all steps USPS is taking to ensure the timely delivery and return of election mail in Washington state ahead of the August 2nd primary.**

The Postal Service continues to use ballot-expediting processes that helped deliver a record 136 million ballots and election mailpieces during the 2020 General Election, and during the 2021 election cycle. Some of these processes include, but are not limited to:

- Processing ballots as Priority Mail Express, at no additional charge to the customer, to accelerate the delivery of ballots that were at risk of not arriving before state deadlines.
- Pulling ballots from processing facilities on Election Day and transporting them directly to Boards of Elections to satisfy state deadlines.
- Employing local “turnarounds,” in which ballots mailed to Boards of Elections in the same locality would be handled by local retail and delivery units without ever entering the processing network.
- Coordinating direct hand-offs among delivery units to ensure ballots reach Boards of Elections before state deadlines.

Moreover, the Postal Service has appointed district-level Customer Relations Managers in 50 Districts across the country—including the Washington District—to serve as dedicated points of contact for election officials at the state and local level. These Customer Relations Managers are supported by postal experts at the national and local levels who provide guidance and assistance to election officials.

Furthermore, Enterprise Analytics officials at postal headquarters report that the 85 percent of Washington's August 2 Primary Election mail was delivered to the Boards of Election in two days or less, and 99.5 percent was delivered in five days or less.

**2. What measures is USPS taking to address staffing shortages in Washington state?**

Currently, personnel from other parts of the district are being loaned to assist in clearing all backlogs in Ferndale and Everett and to ensure that all Election Mail is processed in a timely manner. District officials are monitoring their efforts. We were assured that the backlogs in both facilities have been cleared, and we will continue to share personnel resources over the next 30 days to maintain adequate staffing levels in these facilities.

**3. What steps is USPS proactively implementing ahead of the November general election to ensure similar staffing shortages do not impact the timely processing of election mail?**

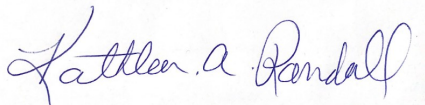
Hiring events are scheduled throughout Washington beginning on August 5 through September 26. Marketing for these large-scale events is supported through direct mail, corporate communications, and social media.

**4. How is USPS using resources and requirements in the Postal Service Reform Act to improve timely mail delivery?**

This legislation was an important component of the Delivering for America 10-Year Strategic Plan, which was announced in March 2021. Together with the operational reforms that are also a part of that Plan, the Postal Service will be able to achieve its two primary goals of financial sustainability and service excellence. As part of the Plan, the Postal Service implemented new service standards for First-Class Mail and Periodicals on October 1, 2021, with the goal to increase delivery reliability, consistency, and efficiency for our customers and network. We have worked continually to improve and stabilize service performance, which is defined as the time it takes to deliver a piece of mail or a package from its acceptance in our system through its delivery. As of August 4, 2022, 93.2 percent of First-Class Mail was delivered on time.

We appreciate your constituents' understanding as local and district management work to restore consistent service. Please let me know if I can be of assistance in other postal matters.

Sincerely,



Kathleen A. Randall  
Government Relations Representative