

2204 RAYBURN HOUSE OFFICE BUILDING
WASHINGTON, DC 20515-0530
(202) 225-3976

DISTRICT OFFICE:
8436 WEST THIRD STREET
SUITE 600
LOS ANGELES, CA 90048-4183
(323) 651-1040
(818) 878-7400
(310) 652-3095

SENIOR DEMOCRATIC MEMBER
COMMITTEE ON
GOVERNMENT REFORM

MEMBER
COMMITTEE ON
ENERGY AND COMMERCE

Congress of the United States
House of Representatives
Washington, DC 20515-0530

HENRY A. WAXMAN
30TH DISTRICT, CALIFORNIA

December 21, 2005

The Honorable John E. Potter
Postmaster General
475 L'Enfant Plaza SW
Washington, D.C. 20260-0001

Dear Postmaster Potter:

I am writing regarding an unprecedented number of complaints received by my office concerning late mail delivery throughout my Congressional District.

According to these reports, mail is routinely delivered after 8:00 p.m., and sometimes as late as 10:30 p.m. Furthermore, these complaints are not isolated to one community or mail route. To the contrary, I have received calls from every part of the District, including areas of Los Angeles and the cities of Agoura Hills, Beverly Hills, Calabasas, Santa Monica, West Hills and Woodland Hills.

According to our records, my office worked on 26 postal-related cases in all of 2004. By comparison, my office has 34 open postal cases at the present time. Nearly half of those cases are reports of chronically late mail delivery.

My staff has contacted consumer affairs representatives and station managers for the affected areas. Their explanations have included the fact that the UPSP has an extremely high volume of mail to deliver during the holiday season, and that the bulk mail held after Hurricane Katrina has caused a backlog throughout the system. The staff has also been told that the post office is currently experiencing staffing shortages.

While I am sympathetic to these acute problems within the postal system, I am concerned that these mail delivery issues have recently increased in both frequency and effect.

I would appreciate your looking into this matter and updating me on the steps the postal service will take to address these issues. I intend to report back to my constituents on this matter and to share your reply with them.

Thank you for your assistance with this matter. I look forward to your response.

With kind regards, I am

Sincerely,



HENRY A. WAXMAN
Member of Congress

THOMAS G. DAY
SENIOR VICE PRESIDENT
GOVERNMENT RELATIONS



January 23, 2006

The Honorable Henry A. Waxman
House of Representatives
Washington, DC 20515-6143

Dear Congressman Waxman:

This is in response to your December 21, 2005, letter to Postmaster General John E. Potter on behalf of your constituents regarding their mail service.

We appreciate your interest in ensuring that your constituents receive the quality of mail service they expect and deserve. We certainly share your interest and we are aware of how much our customers depend on us for their communication needs and we have made a commitment to give them the best service possible.

As you know, on January 12 our Pacific Area and Los Angeles District postal management officials met with Lisa Pinto of your district office to discuss your constituents' concerns. At that meeting postal officials discussed postal operations, staffing, and delivery issues, and outlined steps being taken to improve the quality of area mail service.

We are in the process of making the necessary adjustments to allow dispatches of mail to leave earlier from the Los Angeles Processing and Distribution Center for transport to local Post Offices for delivery. At the same time, we are reviewing mail carrier start times and making adjustments when necessary to enable carriers to leave the office earlier so that they can make earlier deliveries. In addition, starting with Beverly Hills, we will be examining and adjusting carrier routes over the next several months to ensure they are requiring no more than about eight hours to complete. To address the customer complaints in Santa Monica, our move into a new building should help to alleviate these concerns. You may be assured that postal managers will continue to monitor this situation and will work to minimize inconvenience to our customers. They will ensure that mail deliveries are completed as early as possible each day.

Thank you for bringing this matter to our attention. If I can be of assistance with other postal issues, please let me know.

Sincerely,


Thomas G. Day

475 L'ENFANT PLAZA SW Rm 10229
WASHINGTON DC 20260-3500
202-268-2506 Fax: 202-268-2503
WWW.USPS.COM

TOM DAVIS, VIRGINIA,
CHAIRMAN

CHRISTOPHER SHAYS, CONNECTICUT
DAN BURTON, INDIANA
ILEANA ROS-LEHTINEN, FLORIDA
JOHN M. McHUGH, NEW YORK
JOHN L. MICA, FLORIDA
GIL GUTKNECHT, MINNESOTA
MARK E. SOLIDER, INDIANA
STEVEN C. LATOURETTE, OHIO
TODD RUSSELL PLATTS, PENNSYLVANIA
CHRIS CANNON, UTAH
JOHN J. DUNCAN, JR., TENNESSEE
CANDICE MILLER, MICHIGAN
MICHAEL R. TURNER, OHIO
DARRELL ISSA, CALIFORNIA
VIRGINIA BROWN-WAITE, FLORIDA
JON C. PORTER, NEVADA
KENNY MARCHANT, TEXAS
LYNN A. WESTMORELAND, GEORGIA
PATRICK T. McHENRY, NORTH CAROLINA
CHARLES W. DENT, PENNSYLVANIA
VIRGINIA FOXX, NORTH CAROLINA

ONE HUNDRED NINTH CONGRESS

Congress of the United States

House of Representatives

COMMITTEE ON GOVERNMENT REFORM

2157 RAYBURN HOUSE OFFICE BUILDING

WASHINGTON, DC 20515-6143

MAJORITY (202) 225-5074
FACSIMILE (202) 225-3074
MINORITY (202) 225-5051
TTY (202) 225-6852

<http://reform.house.gov>

HENRY A. WAXMAN, CALIFORNIA,
RANKING MINORITY MEMBER

TOM LANTOS, CALIFORNIA
MAJOR F. OWENS, NEW YORK
EDOLPHUS TOWNS, NEW YORK
PAUL E. KANJORSKI, PENNSYLVANIA
CAROLYN B. MALONEY, NEW YORK
ELIJAH E. CUMMINGS, MARYLAND
DENNIS J. KUCINICH, OHIO
DANNY K. DAVIS, ILLINOIS
Wm. LACY CLAY, MISSOURI
DIANE E. WATSON, CALIFORNIA
STEPHEN F. LYNCH, MASSACHUSETTS
CHRIS VAN HOLLEN, MARYLAND
LINDA T. SANCHEZ, CALIFORNIA
C.A. DUTCH RUPPERSBERGER,
MARYLAND
BRIAN HIGGINS, NEW YORK
ELEANOR HOLMES NORTON,
DISTRICT OF COLUMBIA

BERNARD SANDERS, VERMONT,
INDEPENDENT

January 30, 2006

Honorable John E. Potter
Postmaster General
United States Postal Service
475 L'Enfant Plaza, SW
Washington, DC 20260-0010

Dear Postmaster General:

We are writing with regard to what appear to be serious recent problems with mail delivery in Los Angeles. To better understand the problems in Los Angeles, and to determine whether similar problems may be occurring nationwide, we are requesting that you provide information about service and delivery performance in advance of an oversight hearing on the Postal Service, scheduled for February 16, 2006.

In recent weeks, there have been reports of multiple problems with mail delivery in the Los Angeles area. Customers have complained of receiving mail late in the evenings; other accounts involve misdirected mail and personnel shortages in postal facilities. In response, Postal Service officials have told Rep. Waxman's staff, the Postal Service will take steps to remedy the delivery problems, including earlier start times for carriers, the hiring of needed personnel, and improved mail processing operations.

We would like to understand better precisely why the level of service in the area appears to have dropped, in order to ensure that appropriate measures are taken to produce lasting improvements. In addition, we would like to examine whether similar patterns are occurring elsewhere in the United States.

Specifically, we ask that you provide the following information:

Los Angeles Delivery Data

1. For each ZIP code in the Greater Los Angeles California Metropolitan area, the number and percentage of total regular routes that had city carriers on the street after 5:00 p.m. 0%-5%, 5%-10%, 10%-20%, and 20% or more of the time during calendar year 2005 as recorded in the Delivery Operations Information System (DOIS) or other sources.

Honorable John E. Potter

January 30, 2005

Page 2

2. For each regular route with city carriers on the street after 5:00 p.m. more than 10% of the time, data from DOIS for the first quarter of FY 2006 on:
 - a. the time the carrier left the office;
 - b. the time the carrier began delivery;
 - c. the time the carrier ended delivery; and
 - d. for comparison purposes, the national averages for the above items.
3. A description of the data available and systems used by the Postal Service to schedule city carrier regular route times in Los Angeles and, if different, in other regions. Please include the most recent analysis of the accuracy and usefulness of these systems.
4. Any existing standards or expectations for the time of day carriers should complete deliveries.
5. Sample copies of all the mail volume and delivery time reports/forms that a manager uses to manage daily mail delivery times at the route level, explaining all the terms and abbreviations.
6. Mail arrival times and carrier start times, Delivery Point Sequence (DPS) percentage by unit and overtime percentage by unit; transportation analysis report for all irregularities (late leaving, late arrivals) by unit and processing facility, for the past year.
7. Copies of customer complaint logs and daily status reports on delayed first class mail, late delivery (after 5:00 pm), misdelivered mail and misdirected mail for the past year.

Plant Consolidations in California

8. A comparison of the times that carriers served by each of these facilities were scheduled to start and end deliveries, for six week periods before and after the consolidations. Please include a comparison of the times actually realized.
9. For each of the plant consolidations, data on the net cost savings projected and realized, including separate costs for mail processing and delivery operations.
10. Any steps the Postal Service has taken to identify and address delivery problems in areas where consolidation has occurred.
11. Any analysis of transportation effects due to consolidations.

Honorable John E. Potter
January 30, 2005
Page 3

Staffing Levels in Los Angeles

12. Information on staff levels, by facility, in the Los Angeles metropolitan area for the past three years. Please include: the number of supervisory and craft vacancies; a staffing analysis by zone and a report showing the number of people assigned under the Complement Information System (COINS); and average carrier-to-route ratios each year.

The External First-Class Measurement System

13. The results of the External First-Class Measurement System (EXFC) by quarter for the last three years for all test areas.
14. Any EXFC data related to the delivery time for test mail that did not meet stated service commitments for the last three years for all test areas.

We ask that you provide this information by February 10, 2006.

Sincerely,



Henry A. Waxman
Ranking Minority Member



Tom Davis
Chairman