

United States Senate

WASHINGTON, DC 20510-1011

March 14, 2024

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

Dear Postmaster General DeJoy,

I write to express concern regarding numerous reports of missing and delayed mail in the metro Atlanta area, reportedly connected to the Atlanta Regional Processing and Distribution Center in Palmetto.¹ Postal customers in Georgia are increasingly reporting untraceable or stalled packages to local news outlets, in some cases for up to weeks.²

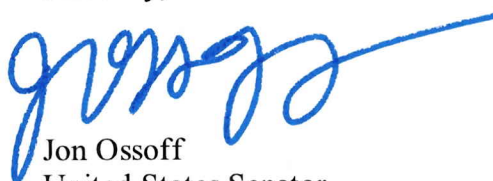
I call your attention to the delayed and missing packages that Georgians are currently reporting, and I urge you to address any underlying issues in a swift manner.

Accordingly, I request answers to the following questions:

1. What update can you provide regarding the aforementioned reported issues at the Atlanta Regional Processing and Distribution Center in Palmetto, including what may be the source of delays, and what actions are being taken to remedy any determined issues?
2. How is USPS currently communicating with customers in the metro Atlanta area reporting delayed and lost packages?

The timely delivery of mail across the nation is a vital public service. I urge you to expeditiously investigate the reported delays across the metro Atlanta area and to take any necessary and appropriate actions to ameliorate any issues. I look forward to a timely response.

Sincerely,



Jon Ossoff
United States Senator

¹ <https://www.axios.com/local/atlanta/2024/03/13/usps-atlanta-missing-mail>

² <https://www.11alive.com/article/news/local/usps-customers-metro-atlanta-frustrated-their-mail-still-being-held-distribution-facility/85-80ec44b5-77e2-4c4c-a539-208e0e915352>