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September 28, 2022

The Honorable Tammy Whitcomb Hull
Inspector General
United States Postal Service
1735 N. Lynn Street
Arlington, Virginia, 22209-2020

Dear Inspector General Hull,

It has been brought to my attention that residents in the Kansas City Northland area have been experiencing consistent mail service delays. To determine the cause of these delays and recommend corrective action, I urge you to conduct an audit of all post offices in Clay and Platte Counties.

The need for reliable mail service across Missouri is critical. Recent news reports have documented how residents in these areas routinely wait more than five days between receiving any mail. When the mail does arrive, it comes in large quantities at once. Residents have contacted USPS regarding the ongoing issues and received little assurance of improvement. While I am encouraged to hear that the USPS is working to address the poor service performance by reassigning staff and hiring additional staff, further action may be necessary.

In order to examine the root cause of the delays and ensure the problem is appropriately solved, I respectfully request that you investigate the service complaints from Clay and Platte Counties in Missouri and conduct an audit of the offices of concern.

Thank you for your attention to this important matter.

Sincerely,



Josh Hawley
United States Senator