

# Congress of the United States

Washington, DC 20515

December 8, 2023

Mr. Gerald Roane  
Virginia District Manager  
United States Postal Service  
1801 Brook Road  
Richmond, VA 23232

Dear Mr. Roane:

We write to advocate on behalf of our constituents, who have continued to share countless stories of mail delays and mail security concerns throughout Virginia and the Fourth Congressional District. While we appreciate your outreach with our offices, we feel our constituents would greatly benefit from direct communications from you or an appropriate United States Postal Service (USPS) representative. Therefore, we request your office to facilitate a town hall for concerned residents regarding their postal service concerns no later than January 19, 2024.

Over the past few months, our offices have been inundated with reports from constituents expressing their growing frustrations with the Postal Service's lack of transparency, responsiveness, and leadership when these issues arise. Due to the increase in these instances, especially in the Richmond region, the Richmond Commonwealth Attorney's Office requested a town hall between USPS officials and residents. Unfortunately, the event was canceled as USPS officials declined to participate.<sup>1</sup> This is especially concerning, and we urge USPS to directly communicate with residents to provide clarity on these issues.

USPS provides an essential service to every community across the Commonwealth, and it is imperative our constituents receive the answers and assurance they deserve and depend on. We would like to highlight a few experiences that constituents have shared with our offices that underscore the need for USPS to improve operations. While these issues are not new, we are especially concerned as we enter one of the busiest times of the year for mail delivery.

Regrettably, residents across the Commonwealth and Virginia's Fourth District continue to experience prolonged waiting periods, spanning days to weeks. Timely service is essential for our constituents who depend on USPS to deliver their medications, paychecks, bills, and other correspondence. In some instances, residents are not receiving their mail at all. Particularly troubling is the recent surge in mail thefts reported in the Bellevue area and surrounding northside neighborhoods in Richmond.

One notable case involves a 38-year resident of the Bellevue neighborhood and small business owner who has been grappling with mail delivery issues for over four months. Weekly missed deliveries since September have resulted in the non-receipt of crucial items such as paychecks,

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<sup>1</sup> Richmond Commonwealth Attorney's Office, December 3, 2023

credit card bills, and insurance policies. This has, in turn, led to the imposition of late fees and, in some instances, the cancellation of essential services.

Similarly, a constituent in the Fan neighborhood of Richmond reported a mail hiatus lasting up to eight days. Despite reporting the issue to their local post office, USPS made no efforts to follow up or notify the family about the status of their case. Ultimately, an automated message from the postal service declared the matter resolved without any prior communication.

These are just a couple of instances among the numerous cases currently under investigation. There are many more constituents who depend on your timely service and need assistance addressing their concerns.

Many other constituents voice their overall concerns with the Postal Service. With one constituent from Richmond expressing frustration over a years-long pattern of delayed service in the area. In one instance, they received their package after it had been held for 6 weeks.

As we enter the holiday season, there has also been a noticeable uptick in mail thefts. While we understand and appreciate the increased workload of postal workers, our constituents deserve a secure and dependable postal system. In light of these significant concerns, we welcome timely updates from your office to help us better coordinate efforts.

The frustration among our constituents is understandable, and they deserve a transparent and responsive Postal Service. We greatly appreciate your efforts to accommodate this request and look forward to your prompt response and action.

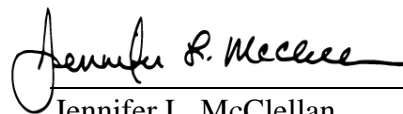
Sincerely,



Mark R. Warner  
United States Senator



Tim Kaine  
United States Senator



Jennifer L. McClellan  
Member of Congress

Cc: Mr. Scott Raymond  
Vice President, Retail and Delivery Operations, Atlantic Area  
United States Postal Service  
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Gaithersburg, MD, 20898