



February 28, 2024

The Honorable Mike Gallagher  
House of Representatives  
Washington, DC 20515-4908

Dear Congressman Gallagher:

This responds to your January 26 letter to Postmaster General Louis DeJoy, regarding mail delivery service in Sturgeon Bay.

I understand your interest in this matter. Please know that we always attempt to deliver every piece of mail in a timely, accurate, and efficient manner. Moreover, we understand how much our customers depend on us for high-quality, reliable service.

We contacted Wisconsin District officials, who acknowledge that service in Sturgeon Bay has not been up to our standards. Over the past year, the area experienced a rapid increase in package volume, coupled with the need for more employees, both of which contributed to the delays. Nevertheless, we were advised that additional management has been brought in to address any issues. Since then, there have been no reported delays in Northeast Wisconsin around Sturgeon Bay.

Please see the answers to your specific questions below.

**1. What actions are specifically being taken at the Sturgeon Bay Post Office branch to ensure normal delivery can resume in a timely manner and avoid delays going forward?**

Two experienced postmasters from neighboring offices have been temporarily assigned to the Sturgeon Bay Post Office to provide consistency and help stabilize operations. The new management also brings extensive hiring experience, which is needed to normalize staffing levels. Management is using all the tools available, such as rotating routes and using overtime to restore consistent delivery service. We were assured that all mail is currently being delivered daily.

**2. What plans does USPS have in place to help local post offices in rural communities' address staffing needs to help ensure timely delivery?**

It is important to note that the Sturgeon Bay Post Office has recently experienced abnormal circumstances. The office is processing more mail than before, which has necessitated the hiring of additional staff, while simultaneously experiencing unplanned absences with the existing personnel.

In addition, an already-tight labor market and a very low state unemployment rate of 3.3 percent has complicated the hiring process, making it more difficult to find and retain employees, including in Door County. Nevertheless, every effort is being devoted to hiring and training new personnel, including job fairs and recruiting. Currently, five new carriers have been hired and are currently in training.

We encourage your constituents who may be interested in working for the Postal Service to apply online at: <https://about.usps.com/careers/>.

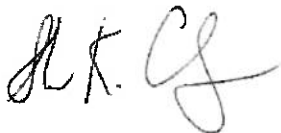
**3. Are local post offices being asked to prioritize the delivery of third-party packages over traditional mail? If so, what is the USPS's plan to ensure that this does not cause delays in traditional mail delivery?**

Please be assured that the U.S. Postal Service does not prioritize third-party packages over any other type of mail. It is important to explain that because packages in general take up considerably more physical space than letter mail or flats, a period of high package volume (such as peak holiday season) can lead to Post Office loading docks becoming overwhelmed with all manner of packages, which must be cleared for normal mail operations to resume. Thus, a high package volume always has the potential to interfere with the flow of letter mail, regardless of where those packages originated.

Should your constituents have questions or concerns, they may contact the Wisconsin District Consumer Affairs office at (414) 287-2530.

Thank you for your continued support of the Postal Service. If I can be of assistance in other postal matters, please let me know.

Sincerely,

A handwritten signature in black ink, appearing to read 'S.K. Chang', written in a cursive style.

Shaun K. Chang  
Government Relations Representative