

Congress of the United States
Washington, DC 20510

The Honorable Louis DeJoy
Postmaster General
475 L'Enfant Plaza SW
Washington, DC 20260-0010

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

January 30, 2024

Dear Postmaster General DeJoy and Mr. Roane:

In recent months, we have shared with the Postal Service the substantial constituent outreach we have received regarding postal delivery delays and disruptions in the Richmond region. Among other impacts, these delays have caused people to miss needed medications or to receive billing notices after payment deadlines have passed. We have shared these with the agency formally and via staff in an effort to identify if these are isolated cases or signs of a systemic challenge with postal delivery in this area.

We now have received a report from the Richmond VA Medical Center (Richmond VA), with potentially even more alarming consequences. According to the Richmond VA, the facility recently received a delivery from USPS of some 870 immunochemical test samples, which had been collected by veterans at home and then returned by mail. These tests are one method used to early-screen for colon cancer, and must be received back by the VA within a roughly two-week window in order to still be valid. It is our understanding that upon delivery of this recent batch of tests, more than half of the samples were older than two weeks – some dating back to mid-2023 – and therefore were unusable by the VA. The Richmond VA is working with USPS to understand how this could have happened and has stated to our offices that precise answers have not yet been forthcoming from USPS.

We want to be clear; this is unacceptable. These issues with postal delays have caused unnecessary stress and harm for our constituents and suggest to us that the issues in the region are worse than we thought. We are unsatisfied with the level of urgency and responsiveness the agency has demonstrated with the issues we have raised previously, and this must change with this new revelation.

We request a briefing with our offices at your earliest convenience to understand how this could have happened and what is being done to keep it from happening again. We also request a

tour of the relevant facility to see firsthand the operational challenges. It is imperative that we understand the systemic issues that are causing these operational challenges on the ground at Virginia postal facilities, so that we may provide the resources and support these facilities require from the federal level in order to prevent further service delays and disruptions. USPS has recently declined requests for meetings and tours to discuss these issues – Postal Service customers in Central Virginia deserve transparency and explanation, as soon as possible, regarding these issues.

Thank you for your attention to this matter, and we await your response.

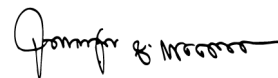
Sincerely,



Tim Kaine
United States Senator



Mark R. Warner
United States Senator



Jennifer L. McClellan
Member of Congress



Robert J. Wittman
Member of Congress



Abigail D. Spanberger
Member of Congress



Jen A. Kiggans
Member of Congress



Bob Good
Member of Congress

CC: J. Ronald Johnson
Executive Director
VA Richmond Health Care
1201 Broad Rock Boulevard
Richmond, VA 23249

