



May 17, 2024

The Honorable Jon Ossoff  
United States Senate  
Washington, DC 20510

Dear Senator Ossoff:

Thank you for the opportunity to update you on our progress in Georgia, and specifically on the ongoing work at the Atlanta Regional Processing and Distribution Center (RPDC).

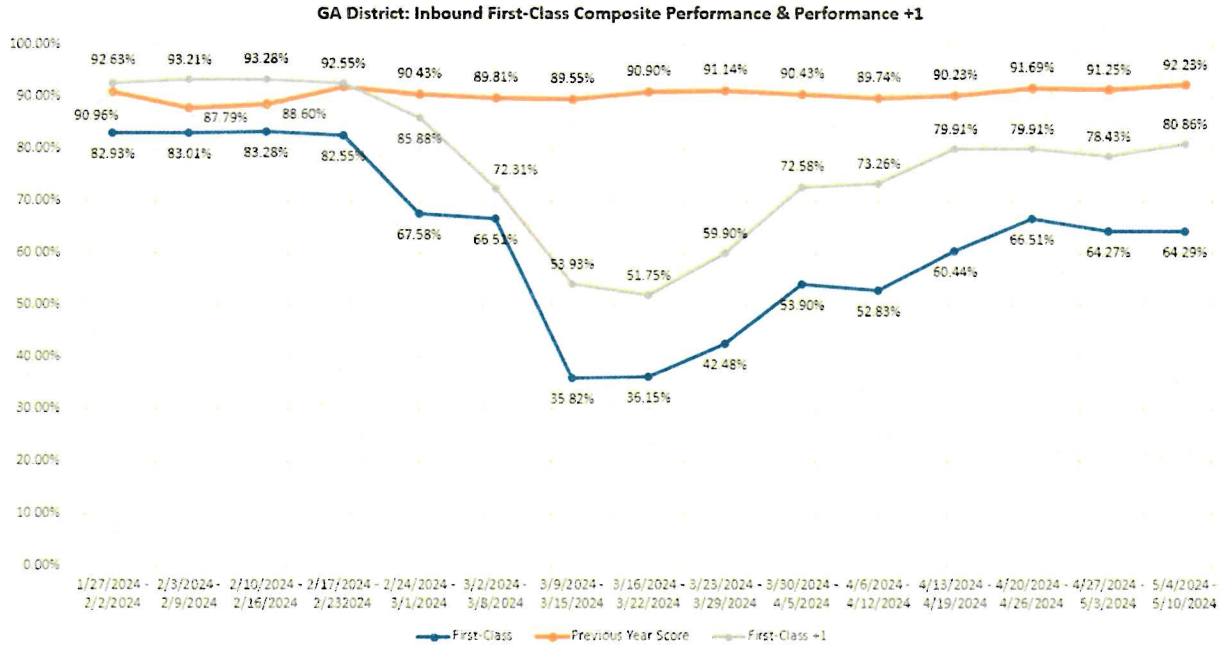
As you know from our recent letters and from our exchange at the recent Senate Homeland Security and Governmental Affairs Committee hearing, the Postal Service is in the middle of a major new investment in our Georgia operations. Unfortunately, the initiation of the Atlanta RPDC led to a significant drop in performance, which was unanticipated. To address this challenge in a purposeful and deliberative manner, we will continue to devote substantial time, resources, and attention until the facility and network improvements are performing to the intended specifications. These activities include:

- Dispatching more than 100 personnel drawn from across the organization—e.g. Network Operations, Engineering, Logistics, Information Technology—to work on-site to identify and rectify bottlenecks, conduct quality assurance, ensure Atlanta personnel are adhering to the new procedures, and ensure the timely processing and dispatch of mail and packages.
- Conducting twice daily, seven-days per week operational meetings to assess the current status and drive improvements in the region.
- Revising and aligning transportation schedules to and from the RPDC to the other local processing plants to ensure the smooth flow of volume within the network.
- Increasing local trips as necessary to improve service.
- Adding additional processing capacity in other local processing centers.
- Shifting cross-country volume away from the RPDC, as appropriate, until service stabilizes.

We continue to contend with a variety of operational and workforce issues, but these will be addressed in short order. For example, we continue to experience poor and variable employee availability at Atlanta-area plants. In the next two weeks, once we can complete the necessary steps to adjust and reorder scheduling and staffing, this issue should alleviate.

Also, we uncovered a measuring error in how we track “first mile” mail—that is, mail that has been collected and is being inducted into our sorting process. To properly anticipate and manage processing operations we rely on sampling the collected volume, but the statistical distribution of the various product types had not been updated in more than ten years to reflect the present-day mail mix. In effect, we were attempting to run our processes—establish sort schedules, plan transportation, etc.—using predictions based on a product profile of the mailstream from more than a decade ago. These failures in precision and management are being addressed. We have notified the Postal Regulatory Commission of this measurement issue. We believe it is having a significant negative impact on service performance measurement, potentially as much as 10 percent in adverse reporting for First Class Mail.

This work I have identified above and in previous letters will continue. The attached graph shows our progress. (The data have been compiled from and are available at our public-facing service performance report at <https://about.usps.com/what/performance/service-performance/external-service-measurement.htm>).



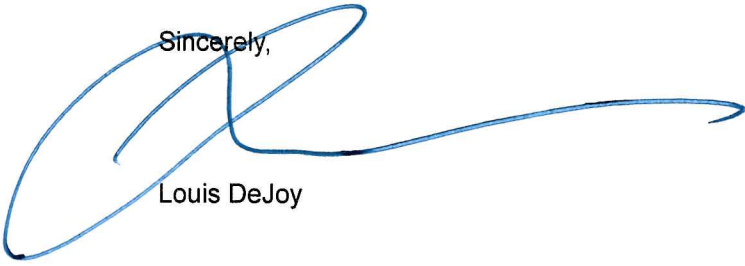
Importantly, the data describe the percentage of First-Class Mail, inbound to the Georgia District, that is delivered within the two-to-five-day Service Standard. Additionally, the graph includes the percentage of First-Class Mail that is delivered within the Service Standard or within one day (+1). We believe the +1-service performance is an important measure of meeting customer expectations, in that it identifies the magnitude by which any given product-specific service standard is missed; and does so by a matter of hours, not days.

As the data show, the performance in the Georgia District has improved from a low of 36 percent during week of April 9-15, to 64 percent, now. The +1 measure reached a low of 52 percent during the week of April 16-22, but has improved to 81 percent, currently. These performance data are still below expectations and implementation challenges that need to be addressed remain, but the improvement (28 percent in First Class and 29 percent in +1) is marked. We continue to address the challenges in a purposeful and deliberative manner, and we will continue to devote substantial time and attention until the improvements are performing to the intended specifications.

Finally, although due to its business sensitivity we are restricted in speaking in detail publicly about our competitive product (package) volume and performance, I do want to let you know that the volume of our package business is growing, and the service performance in Georgia continues to improve. For May 4 – 10 competitive products were at 94% on time (98% +1), and Georgia Marketing Mail was at 86% (92% +1).

Again, I want to thank you for the opportunity to update you on our work and for your continued interest in and patience with our efforts to improve and enhance our service in Georgia and across the country.

Sincerely,

A handwritten signature in blue ink, consisting of a large, stylized loop on the left and a long, horizontal stroke extending to the right.

Louis DeJoy