

BOBBY L. RUSH

1ST DISTRICT, ILLINOIS

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CONGRESS OF THE UNITED STATES

HOUSE OF REPRESENTATIVES

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United States Postal Service
Office of the Inspector General
Attention: Alex Fiske
Legislative Branch Director

Dear Mr. Fiske,

I have received an unprecedented amount of complaints regarding postal services in my Congressional district this year. These complaints dramatically increased once the COVID-19 pandemic began, with some of my constituents not receiving mail for up to four weeks at a time. These delays are entirely unacceptable as many in my district rely on prompt mail delivery in order to receive medical prescriptions and pay their bills. While I am sympathetic to the impact the coronavirus has had on mail services nationwide, this issue has unfortunately existed within my district prior to the pandemic. As such, I believe it both appropriate and prudent for your office to formally investigate these continued delays.

On July 21, 2020, I hosted a telephone town hall meeting on mail services in my district, with 3,500 of my constituents participating. Of the nearly 700 participants who responded to a poll during the call, 40 percent stated they had not received mail for at least a week; 11 percent stated they had not received mail for two weeks and 9 percent claim to have not received mail for three weeks or more.

Meanwhile my office continues to receive calls from constituents who are still waiting for much needed medications, packages, and important letters.

Of the more than 600 complaints my office has received since May 1, 2020, the Auburn Park post office has received the most. Followed by the Ashburn, Henry McGee, and James E. Worsham post offices, respectively. Accompanying the inadequate deliveries are consistent complaints that service desk employees at these post offices are impolite and indifferent to their customers. Participants at the town hall concurred with these findings.

Due to the number of complaints I have received and the responses returned during my town hall meeting, I am requesting that the United States Postal Service Office of Inspector General investigate the four aforementioned post offices in order to determine why the constituents of the 1st Congressional District of Illinois do not receive the compassionate, efficient, and reliable services they deserve.

Please provide a status of this matter to Mr. Marcel Bright at my District office, 11750 S. Western Ave., Chicago, IL 60643. Your assistance in this matter is greatly appreciated.

Sincerely,

Bobby L. Rush
Member of Congress