

(March 14, 2007) Congressman Lipinski Calls For Inspector General To Review Chicagoland Mail

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To Review Chicagoland Mail Delivery Problems

[WASHINGTON, DC] Today, Congressman Dan Lipinski sent a letter to David Williams, Inspector General of the U.S. Postal Service, asking him to conduct a comprehensive review of the USPS poor delivery record in Chicagoland and evaluate potential improvements. A recent USPS audit found that Chicagoland's in-town overnight delivery was rated among the worst in the nation.

"This is an issue that is important to my constituents and everyone in Chicagoland," explained Lipinski. "There is no reason that we should have to endure the lowest quality of postal service in the country. While I have held a number of productive meetings with local Postal Service officials over the last four months, unfortunately, the mail delivery problems continue. Quite simply, Chicagoland residents deserve better. This comprehensive review would be a step in the right direction as we work together to improve mail delivery service in Chicagoland."

The text of the letter follows.

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March 14, 2007

David Williams

Inspector General

United States Postal Service

1735 N. Lynn St

10th Floor

Arlington, VA 22209-2020

Dear Mr. Williams:

I am writing you concerning the United States Postal Service's (USPS) delivery problems in Chicagoland. In particular, I would respectfully request that you utilize the resources of your office to conduct a full evaluation of mail delivery issues in Chicagoland and recommend potential improvements.

According to a recent USPS report, Chicagoland's in-town overnight delivery record is the worst in the nation. First-class mail sent between Chicago ZIP codes made it to the correct address the next day only 91 percent of the time. This level of success is unacceptable, especially when other cities regularly report success rates of 97 percent. When the mail does arrive, it is often well past the stated delivery deadline of 5 p.m. Not surprisingly, only 77 percent of local postal customers rated the quality of delivery as "excellent, very good or good". This is well below the U.S. average of 92 percent.

Poor quality mail delivery has affected my constituents for some time. Over the last several months, I have heard from constituents and local elected officials. I have worked closely with Ald. Michael Zalewski, Ald. Virginia Rugai, Ald. James Balcer and other local elected officials in listening to our constituents. As we learned more about the mail delivery issues affecting them, we have worked to advocate for improvements at the USPS. While the meetings with USPS officials have been productive and some progress has been made, unfortunately, the major issues still persist.

For example, in the month of February, my district offices received over 100 complaints about lost or late mail. Also, Chicago aldermen in my District report that they receive at least 10 calls a day from constituents regarding mail problems. Clearly, the problems in mail delivery have not been resolved.

Timely mail deliveries are not just a matter of convenience. Many of my constituents rely on the U.S. Postal Service to promptly deliver necessities such as paychecks and prescription drugs. Given the current situation, I respectfully request that your office immediately evaluate and recommend improvements to the mail delivery issues in Chicagoland. An independent review along with potential recommendations would be a productive step forward, so we can work together in a collaborative manner to resolve them. Chicagoland residents deserve no less.

I would appreciate your reviewing this issue and updating me as soon as possible regarding this matter. Thank you for giving your attention and consideration to this important issue.

Sincerely,

Daniel Lipinski

Member of Congress