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March 18, 2026

The Honorable David P. Steiner  
Postmaster General  
United States Postal Service  
475 L'Enfant Plaza SW  
Washington, DC 20260

Dear Postmaster General Steiner:

I am writing regarding my ongoing concerns about mail service in the Kalamazoo area. In my letter dated February 2, 2026, I requested your assistance in identifying the causes of the continued mail delay. To date, I have still received no response, and my office has continued to hear from constituents regarding missing or delayed mail.

In a recent survey to my constituents, more than 2,000 Southwest Michigan residents reported experiencing delays in mail service. Upon my office investigating the disruption in services, several current and former postal employees have come forward to share their experience. I find it deeply troubling that multiple postal employees came to my office and broke down in tears while detailing an extremely concerning workplace culture set by management at the Kalamazoo Sorting and Delivery Center and in the greater Kalamazoo area. Additionally, it has been disclosed to me that management in Kalamazoo has, on many occasions, instructed carriers to cease mail delivery and exclusively deliver packages.

As of today, my office has also submitted nearly 30 formal congressional inquiries on behalf of constituents who requested my assistance in receiving their mail. Unfortunately, these inquiries have been met with copy-pasted, boilerplate language, and in two cases, the notable lack of attention was exposed when USPS neglected to even change the constituents' names from a previously submitted inquiry, and in another, a hard copy letter was sent to the wrong Michigan Congressional Office. This is completely unacceptable.

These experiences, along with your lack of response to my previous letter, indicate to me that my concerns about mail delivery in the Kalamazoo area have not been taken seriously. As such, I am requesting an immediate course correction and a briefing regarding these concerns in Kalamazoo no later than April 8<sup>th</sup>. Thank you for your prompt attention to this matter.

Sincerely,



Bill Huizenga  
Member of Congress

Cc: Chairman James Comer, Committee on Oversight and Government Reform