



February 9, 2024

The Honorable Bryan Steil
Chairman, Committee on Administration
House of Representatives
Washington, DC 20515

Dear Mr. Chairman:

This responds to your recent letter to Postmaster General Louis DeJoy, regarding Election Mail operations.

I understand your concerns regarding an incident that occurred during the November 2023 election in King County, Washington, in which ballots were not picked up timely from a collection box. Unfortunately, this collection box had been taken out of service, but it was not immediately removed from its location. However, we want to assure residents in Washington and across the nation that we are taking measures to guarantee that all ballots are collected and delivered in a timely manner.

Please find our responses to your questions below:

- 1. Does USPS dispute the published account of this incident?**
 - a. Please explain.**

The collection box in question had a malfunctioning lock and was thus marked out of service and scheduled for removal. Unfortunately, the signage was apparently removed, resulting in voters and other customers depositing mail into the box.

As soon as this matter was brought to our attention, postal officials reviewed all in- and out-of-service collection boxes, and any ballots found were delivered to the appropriate election officials. We checked these boxes daily and reviewed the integrity of our process to best serve our customers and the citizens of Washington State. This information was shared with Washington Secretary of State Steven Hobbs on November 21, 2023.

- 2. What steps has USPS taken to ensure similar problems do not arise in the 2024 federal elections?**
 - a. What specific safeguards or protocols have been put in place to prevent the occurrence of similar challenges in the future, and how do you plan to regularly assess and improve these measures?**

This error was immediately rectified and communicated to all of our district managers and delivery units. Additionally, we have updated our processes as follows to address inactive collection points nationwide.

- Officials conducted a physical, first-hand review to ensure out-of-service collection boxes were removed until they could be repaired or replaced.
- We continue to survey our systems and processes to identify and remove all out-of-service collection boxes.
- If we are unable to immediately remove an out-of-service collection box, mail deposited in those boxes will be collected as scheduled.

3. How does USPS plan to assure voters that ballots cast by mail in future elections will be collected on a timely basis?

For further information about the Postal Service's commitment to Election Mail, including our successful delivery of the nation's Election Mail in 2020, 2021, and 2022, please see our website at www.usps.com/electionmail.

The American public can rely on the U.S. Postal Service's 650,000 employees to fulfill our role in the electoral process. We are fully committed to the secure, timely delivery of the nation's Election Mail, and we value our role in the electoral process when policymakers choose to utilize us as part of their election system.

I hope this response has been helpful.

Sincerely,



Michael J. Gordon
Director, Government Relations