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February 20, 2024

The Honorable Louis DeJoy
Postmaster General
United States Postal Service
475 L'Enfant Plaza, S.W.
Washington, D.C. 20260

Dear Postmaster General DeJoy,

I have been made aware of multiple mail-related issues impacting my constituents that must be addressed. First, the U.S. Post Office in Pasadena, Texas, was severely damaged by a tornado last year and remains unrepaired. Secondly, the "master key" used by postal workers to access cluster boxes has been lost or stolen and used to steal mail from my constituents' mailboxes. Finally, ongoing issues with the USPS sorting facility in Missouri City, Texas, have resulted in delayed and misplaced packages since November 2023.

The Delbert Atkinson Post Office, located at 1600 Spencer Highway in Pasadena, Texas, suffered severe damage on January 24, 2023. The estimated repair timeline keeps changing, and my office is not receiving notifications in advance. We have experienced poor response times to our inquiries and have had to follow up multiple times before receiving any updates. The latest update indicates that the construction start date has been pushed back to the spring of 2024, with completion not expected until the summer – approximately a year and a half after the damage was sustained.

The temporary trailer used for PO Boxes is in poor condition and has multiple issues. Our staff has observed that it is without power or gas to run the generator in the peak of summer, the gate is locked without explanation, insulation is hanging from the ceiling, lights are out, and a sign directing people to visit the Post Office 197 miles away in Fulton, Texas. This is unacceptable.

Reportedly, the master key used by postal workers to access cluster boxes has been stolen and duplicated. Postal employees have revealed that the key can open cluster boxes in Pasadena, Clear Lake, Baytown, and Deer Park. This has reportedly resulted in various valuable items, including cancer medications, veteran and SSA benefits, bills, and other essential documents, being stolen from these cluster boxes regularly since Christmas. However, USPS does not take any responsibility for the theft of the government's keys and requires homeowners' associations to foot the bill. Our office contacted the Postal Inspection Service, but they stated this issue was beyond their purview.

Lastly, I have received over 80 emails regarding undelivered or missing mail from the USPS sorting facilities in Missouri City, Texas, and the Northwest Houston area. Numerous county officials have reported to my office that the Houston Post Office mail issues have affected their ability to perform their duties, impacting court and jury summons and case file issues. This distribution center has impacted a significant part of my district, personally affecting many of my constituents and their families, businesses across the region, my staff, and my family.

While the American public has become accustomed to the occasional legitimate delivery issue or temporarily misplaced package, this is far worse. What my constituents and numerous Texans are experiencing right now is completely unacceptable and demands immediate solutions. These issues have been known and left unresolved for far too long, and I request answers to the following questions by March 1, 2024:

1. What is the cause for the delays and rescheduling of the completion of rebuilding the Pasadena Post Office?
2. Why is the temporary Post Office in Pasadena, Texas, not operating at standard hours, in disrepair, and undersupplied?
3. What are you doing currently to prioritize time-sensitive packages, like medication and passports, to ensure these items are delivered on time?
4. Will the USPS thoroughly investigate the lost or stolen master key that has led to mass theft across Southeast Texas?
5. How will you hold employees accountable for the many failures and miscommunications that have led to the disastrous status quo?
6. How will you improve your communication with community leaders, local officials, and, most importantly, the general public to ensure communities are informed on issues in the future?
7. What lessons have you learned, and what are you doing to ensure that none of this ever happens again?

Sincerely,

A handwritten signature in black ink, appearing to read "Brian Babin". The signature is fluid and cursive, with a large initial "B".

Brian Babin, D.D.S.
Member of Congress