

Congress of the United States
House of Representatives
Washington, DC 20515-0603

June 26, 2019

The Honorable Megan Brennan
Postmaster General
United States Postal Service (USPS)
475 L'Enfant Plaza, SW
Washington D.C. 20260

Dear Postmaster General:

We are writing to update you on concerns our offices have regarding the United States Postal Service (USPS) service standards in Snowmass, Westcliffe, Estes Park, and Eagle, Colorado, and to request your immediate assistance in remedying these concerns.

In April, Colorado/Wyoming USPS District Manager Kevin Romero and his staff indicated they would address issues that had been raised about rural delivery access and poor customer service in the Third Congressional District. We were happy to see District Manager Romero and his team address some of the concerns raised, including the processing of postal casework, updates to the USPS website to fix an inaccurate fax number, and an investigation into the behavior of the Westcliffe Postmaster.

Town officials in Snowmass, Colorado, have since reported that the level of USPS service has somewhat improved. For this, we are grateful. Local leaders, however, are concerned that the limited improvements they have seen are the result of decreased mail volume from tourist "off-season" instead of true operational improvement. Additionally, and despite these slight improvements, a recent article in The Colorado Sun published on June 18, 2019, titled "In Colorado mountain towns, the U.S. Post Office no longer delivers like it used to," has reported that home-delivery in Snowmass has become non-existent, the USPS office is understaffed, and innumerable packages have been lost or returned as undeliverable. Similar concerns have arisen in Eagle, Colorado, where long lines and a lack of home delivery persists.

Colorado-based USPS staff has acknowledged that service delivery standards and customer service need to improve, but it appears there has been little follow-through on these issues. While we understand solutions take time to implement, we do expect the USPS to articulate what actions it plans to take to better serve our constituents. Our offices ask that you outline what actions the USPS is taking in the Snowmass, Westcliffe, Estes Park and Eagle communities to:

- Ensure critical mail-order medications are not returned as undeliverable;
- Ensure overnight delivery of packages and mail is not delayed;
- Ensure the USPS can handle the increasing population in these communities;
- Ensure fewer packages and mail parcels are lost; and
- Increase home delivery.

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When congressional offices and constituents have inquired with the USPS as to how their problems can be addressed, the response from the USPS has been that all USPS operations must support the efficient distribution of mail, and furthermore, local postal managers are responsible for ensuring service in their area is consistent with USPS national delivery policies. Additionally, the USPS claims it makes every effort to provide customers with convenient and affordable delivery services. It is clear the stated goals of the USPS are not being achieved in Snowmass, Westcliffe, Estes Park, and Eagle, Colorado. We look forward to your answers to our questions by July 22, 2019. We will continue to track access and service issues closely. If you have any questions or need more information please contact our offices.

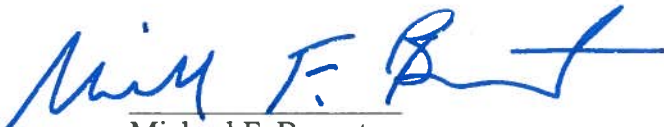
Sincerely,



Rep. Scott Tipton
Member of Congress



Cory Gardner
United States Senator



Michael F. Bennet
United States Senator

CC:

Clint Kinney, Snowmass Town Manager
Bill Madsen, Snowmass Town Councilor
Tom Goode, Snowmass Town Councilor
Anne McKibbin, Mayor of Eagle
Buck Wenzel, Westcliffe Sheriff
Kevin Romero, CO/WY USPS District Manager