

**DALE W. STRONG**  
5TH DISTRICT, ALABAMA

ARMED SERVICES COMMITTEE

COMMITTEE ON HOMELAND  
SECURITY

COMMITTEE ON SCIENCE, SPACE,  
AND TECHNOLOGY



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May 23, 2024

Louis DeJoy  
Postmaster General  
United States Postal Service  
475 L'Enfant Plaza SW  
Washington, D.C. 20260

Re: Current State of Postal Service in Alabama

Postmaster General DeJoy,

I write to bring your attention to the unusually large volume of U.S. Postal Service (USPS) casework my office has received and to encourage the USPS to invest in a Processing and Distribution Facility (P&DF) in North Alabama.

For the entirety of the 118<sup>th</sup> Congress, USPS casework has been the most demanding of my constituent services department due to the substantial volume of residents voicing their experiences with shortcomings of the once-reliable USPS system. Through my involvement with hundreds of these cases, it has become apparent that a major cause of these inefficiencies originates from the overburdened P&DF in Birmingham, Alabama.

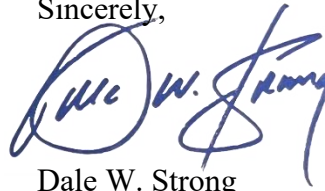
Currently, all mail in Huntsville is sent to Birmingham for processing. In recent years this has proven to be incredibly inefficient, with issues intensifying year after year as North Alabama continues to see an unprecedented population boom. Most Postal Service issues reported to my office involve the timeliness of priority mail and package processing in the Birmingham P&DF. Post Office clerks from various locations in my district have communicated to constituents that these delays are solely due to mail being lost or stalled in Birmingham because the facility is lacking the operational capacity to process the current volume of mail. My office was informed that there have been occasions where the backlog has been so severe that the facility has had to recruit outside help and reroute mail to other distribution centers.

The Birmingham P&DF does not have the capacity to efficiently process and deliver mail within the state of Alabama. Huntsville previously had its own P&DF, but beginning in 2011, its operations were consolidated to Birmingham. This consolidation ignores the unprecedented growth in North Alabama. Since completion of the 2010 census, the population of Huntsville has grown by 36% while the greater Madison County area has grown by 23%.

The two most common responses from the USPS Consumer Affairs Department regarding these cases submitted through my office are “isolated instances of delay are ordinarily caused by human error and very difficult to fix, whereas patterns of such irregularities usually indicate systemic deficiencies that we can locate and correct” and “operations are improving as we continue to make significant investments in our area ... that will help ensure our organization can provide reliable delivery services for years to come.”

In conclusion, I believe the case volume submitted through my office alone suggests that the serious shortcomings of the Birmingham P&DF are not isolated incidents, but a result of an overburdened postal system. Claimed investments from the Postal Service in Alabama have not improved operations. Therefore, I am calling for a change of course, with the investment of a new P&DF in Huntsville. I respectfully request a written response related to this matter that I may share with my constituents.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dale W. Strong". The signature is stylized and cursive, with the first name "Dale" being particularly prominent.

Dale W. Strong  
Member of Congress