



May 12, 2015

The Honorable Ted Lieu  
U.S. House of Representatives  
5055 Wilshire Blvd. Ste. 310  
Los Angeles, CA 90036

Dear Congressman Lieu,

On behalf of the U.S. Postal Service, I would like to thank your representatives for meeting with me and members of the Los Angeles District staff on April 17, 2015, to discuss postal issues raised by your constituents. We appreciate the opportunity to respond to these issues and keep you updated with our progress.

Staffing continues to remain a challenge. Almost 50 percent of our workforce is retirement-eligible and we are hiring additional workers and training them as replacements as quickly as we can. With a significant number of new employees with less experience than our seasoned workforce come the service challenges of occasional misdelivery and late-in-the-day delivery. Management is addressing misdelivery and other errors with the responsible employees, and providing additional training and mentoring as needed. As staffing levels increase, additional help can be provided to employees who need assistance on their routes to complete them in a timely manner.

Delivering mail is a very physically demanding job with long hours. About 40 percent of our new hires do not last the first month. Please be assured that our Human Resources Department is continually hiring and training new employees to enable us to reach optimum staffing goals.

The Postal Service has recently invested in new scanning equipment for our letter carriers that not only provides real-time tracking capabilities for package deliveries, but also GPS capabilities that will allow supervisors to better manage delivery operations. We anticipate this system will provide management with information to provide assistance and training to newer employees and monitor letter carriers' progress on their routes. We are also implementing new dynamic routing systems that design the most efficient mail and packages delivery routes to save time and reduce mileage.

The Los Angeles District is working on improving customer service in Post Offices, too, by placing a postal ambassador in the retail lobby to provide information and direct customers.

And lastly, we know that mail theft is a concern of your constituents, whether they have experienced it first-hand, or have heard reports of it in the media. The U.S. Postal Inspection Service, a federal law enforcement agency, is diligently working on the issue and pursuing these criminals. Your constituents and our customers can contact the Inspection Service for information and to report mail theft or provide tips online at <http://postalinspectors.uspis.gov> or by calling 1-877-876-2455.

The Postal Service recommends customers collect their mail every day and do not allow it to remain in boxes overnight or accumulate. Also, deposit out-going mail into blue collection boxes before that day's pick up that is posted on the box. Do not allow mail to sit in a collection box overnight or over the weekend. Mail theft often occurs at night, under the cover of darkness.

We look forward to continued meetings with your staff to provide updates on these issues and discuss any other business matters.

Sincerely,



Ed Ruiz  
District Manager  
Los Angeles, CA