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November 8, 2023

Dr. Josh Colin
Chief Retail and Delivery Officer and
Executive Vice President
United States Postal Service

Mr. Donald Kravos
District Manager
Colorado-Wyoming District
United States Postal Service

Dear Dr. Colin and Mr. Kravos,

I write to express my serious concerns regarding the Colorado-Wyoming District Office's lack of responsiveness to my constituents in Steamboat Springs, Colorado. As you know, residents in some areas of Steamboat Springs are being forced by the U.S. Postal Service (USPS) to pay fees to utilize their P.O. boxes, despite the USPS providing no option to receive residential mail delivery at their homes, while other neighborhoods receive free-of-charge P.O. boxes or residential delivery. It is unacceptable that this has continued with no clear end in sight, and I respectfully request that you provide our community with an immediate timeline on when we can expect a resolution.

In a letter my office sent to you in January of this year, we outlined myriad service issues that constituents in the mountain communities of my congressional district have been experiencing with the USPS, including in Steamboat Springs. Later that month, in a meeting with your staff, my office, and local officials in Routt County, the issue of Steamboat Springs P.O. box fees was raised. Colorado-Wyoming USPS staff followed up with our office in writing on Feb. 7, reporting that they were evaluating criteria for the Steamboat Springs Post Office P.O. Box holders and who would be eligible for "no-cost P.O. Boxes." During a phone conversation that I had with USPS in May, as you may recall, my team and I were told that USPS was continuing to investigate the Steamboat Springs P.O. box issue, and further, that we should expect a resolution shortly, possibly even as soon as the end of May.

While I appreciate that staffing levels at several post offices in our mountain communities appear to have temporarily improved, we have received no indication that the Steamboat Springs P.O. box fee issue is any closer to resolution. Despite regular inquiries from my office, local officials, and individual constituents, your office has not reported progress or provided any explanation for the delay or a timeline by which we can expect the matter to be resolved. Meanwhile, the USPS continues to charge Steamboat Springs residents substantial fees for a service that their neighbors and tens of thousands of residents of similar mountain communities receive for free, with no explanation.

Our constituents, local elected officials, and our office are growing increasingly frustrated with the lack of communication, transparency, and action from the USPS as you have undertaken this internal review process.

I respectfully ask that you respond to this letter by the close of business on November 16, 2023, with a timeline that we can expect to receive the findings of your internal inquiry, and thus a resolution to this issue. My staff are willing and able to answer any questions you may have.

Sincerely,



Joe Neguse
Member of Congress