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April 22, 2026

District Manager Anthony A. Impronto
Virginia District
United States Postal Service
1801 Brook Rd
Richmond, VA 23232

Dear District Manager Impronto,

I am writing to express my concern regarding the systemic operational failures at the Suffolk Post Office recently detailed in the United States Postal Service Office of Inspector General (OIG) Audit Report 26-044-3-R26, published April 9, 2026. The findings in this interim report confirm what my constituents have been reporting to my office for months: the mail service in Suffolk is in a state of crisis.

The OIG's on-site inspection uncovered a staggering 26,430 delayed mail pieces—including over 17,500 letters and 8,800 flats—which were not reported in the Delivery Condition Visualization (DCV) system as required by local management. The report highlights a critical breakdown in package scanning integrity, with hundreds of packages scanned as "delivered" or "no access" miles away from the actual delivery points. In one instance, OIG uncovered a carrier that scanned a package as delivered nearly 4 miles away from the actual delivery point.

Anecdotally, it has been well documented that there are service issues at the Suffolk Post Office. As an example, in April of 2025, Suffolk residents reported regular delays in mail delivery often reaching two weeks or longer.¹ One resident characterized USPS as being "unreliable for the last year, and... she's learned she can't rely on the local USPS".² Further coverage from October of 2025 continued to highlight further delays and residents raised concerns about their ability to pay bills timely using the postal system.³ These technical findings contained within the OIG report are not just numbers; they represent a severe disruption to the lives of my constituents in Suffolk.

The OIG identified local management relied on inexperienced carriers and did not follow required procedures to document the extent of undelivered mail. At one point in time, high mail carrier personnel turnover resulted in 51% of the City Carrier Assistants (CCA) being new to the workforce. OIG found they "were unfamiliar with the routes and brought back undelivered mail". While I understand the challenges of recruitment, the residents of Suffolk deserve a reliable postal service, and the current "contingency plans" are clearly failing.

¹ LaRoue, Jimmy. "Undelivered: Two Weeks with No Mail for Some Suffolk Residents." *WAVY.com*, 16 Apr. 2025, www.wavy.com/news/local-news/suffolk/undelivered-two-weeks-with-no-mail-for-some-suffolk-residents/.

² Schlegel, Madison. "Suffolk Residents Express Ongoing Postal Issues and Concerns." *13News Now*, 16 Apr. 2025, www.13newsnow.com/article/news/local/mycity/suffolk/strained-suffolk-mail-delivery-leaves-residents-frustrated/291-5fb31011-84f3-4011-8bcd-3ad177cf82e4.

³ Davis, Jessica. "Suffolk Residents Frustrated by Ongoing Mail Delays in Hollywood Community." *WTKR*, 28 Oct. 2025, www.wtkr.com/news/in-the-community/suffolk/suffolk-residents-frustrated-by-ongoing-mail-delays-in-hollywood-community.

To ensure accountability and a swift return to reliable service standards, I request your written response to the following questions:

1. How frequently will USPS District Management review local performance to ensure the DVC system is used and Postal Service (PS) Forms 1571, Undelivered Mail Reports are filed? What disciplinary or training actions beyond having a “service talk” have been taken?
2. Please describe the training process used to ensure CCAs are familiar with their assigned routes. Will remedial training occur for CCAs to ensure familiarity with their assigned routes?
3. What specific, localized retention strategies are being implemented at the Suffolk Post Office to reduce the 51% inexperience rate among CCAs to ensure routes are covered by regular carriers?
4. How will the District Management monitor and reduce the instances of scans being performed away from the delivery point?
5. The OIG report noted property condition deficiencies. Please specifically describe how the deficiencies have been abated.

The residents of Suffolk have been patient, but their patience has reached its limit. I look forward to your prompt response, commitment to addressing this matter, and assurances that service standards at the Suffolk Post Office will improve on a measurable timeline. Please call my office at (757) 364-7650 with any questions that arise.

Sincerely,



Jen A. Kiggans
Member of Congress