

United States Senate

WASHINGTON, DC 20510

COMMITTEES:
APPROPRIATIONS
ARMED SERVICES
BANKING, HOUSING, AND
URBAN AFFAIRS
SELECT COMMITTEE ON
INTELLIGENCE
INDIAN AFFAIRS

December 9, 2025

The Honorable Tammy Hull
Inspector General
United States Postal Service
1735 N. Lynn Street
Arlington, Virginia, 22209-2020

Dear Inspector General Hull:

In recent months, I have heard from hundreds of constituents across South Dakota voicing substantial issues with United States Postal Service (USPS) service in my state.

This includes intrastate mail, package and periodicals as well poorer service compared to the district average on all classes of inbound and outbound mail. I believe these issues are caused by the flawed design of the USPS network, which all but guarantees that mail traveling across or to South Dakota must travel in a circuitous manner through locations around and outside of the state. As a result, mail delivered in South Dakota is arriving outside of acceptable service standards.

Unfortunately, these systemic inefficiencies are not just inconveniences, they're directly affecting the health and well-being of South Dakotans. Delays have resulted in veterans missing Community Care Network appointments because the letter arrived after the scheduled appointment date. Furthermore, a leading private sector regional health care system has reported that by the time some delayed medications arrived, they could no longer be used. These issues have become persistent and at times reached the "point of jeopardizing patient care."

I believe USPS service performance on intrastate mail and periodicals in South Dakota has in some cases deteriorated to critical levels that impacts the lives of everyday South Dakotans and degrades my ability to communicate with constituents.

I expressed my concerns about this to Postmaster General (PMG) Steiner who downplayed such issue existed in South Dakota. PMG Steiner also noted that he believed that delays in mail sent across South Dakota were caused by issues at processing facilities in Chicago, St. Louis and Kansas City. However, none of these facilities handle South Dakota's intrastate mail.

Despite clear evidence of poor performance of USPS mail products especially intrastate mail, USPS senior leadership denies a problem exists. Therefore, I request the Office of

the Inspector General (OIG) of USPS investigate these concerns and make the necessary recommendations to USPS to restore reliable mail service to South Dakota.

As part of this investigation, I request that USPS OIG work to determine root causes of mail delays impacting South Dakotans; assess processes regarding handling of mail and packages, transportation schedules, facility constraints, staffing and current design of mail flows through the USPS processing network; and evaluate claims made by USPS during the Mail Processing Facility Review process that 3454 Origin/Destinating Pairs in South Dakota would "receive service performance upgrades and no service performance downgrades". As you formulate recommendations for reform, I would also ask that you evaluate the need for the construction of a regional processing facility in South Dakota.

The people of South Dakota depend on the Postal Service for critical communication, medicine and care. I request that you act swiftly to identify and resolve the causes of these failures and help return South Dakota's mail service to the standards Americans deserve.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Michael Rounds". The signature is fluid and cursive, with a large, stylized "M" and "R".

M. Michael Rounds
United States Senator