

**Congress of the United States**  
**Washington, DC 20515**

April 4, 2024

The Honorable Tammy Hull  
Inspector General  
United States Postal Service  
1735 North Lynn Street,  
Alexandria, VA 22209-2020

Dear Inspector General Hull,

I write to you to request an audit and investigation of the apparent failed transition and consolidation from local Processing & Distribution Centers (PDC) across North Georgia to the Postal Service's new consolidated Atlanta GA Regional Processing & Distribution Center (RPDC) initiated earlier this year. Local citizens, business owners, and hardworking Americans across North Georgia rely on the United States Postal Service's (USPS) effective and efficient mail delivery operations to pay their bills, receive life-saving medication, and even run a business. The recent transition and consolidation of North Georgia's more localized PDCs into the one regional Atlanta GA RPDC and USPS' poor planning for this transition has extensively disrupted mail delivery operations in the region causing my constituents immense trouble and grief in their everyday lives.

According to the "Delivering for America" 10-year plan, the USPS is staking nearly \$7.6 billion in upgrading its processing network, which it says is being "completely overhauled," with 11 new RPDCs in development nationwide.<sup>1</sup> Although I understand the need for USPS to upgrade its outdated logistics and processing networks, I am concerned that the transition and consolidation of certain mail operations from local PDCs to regional PDCs is causing severe disruptions in mail delivery operations not only in North Georgia, but across the country.

As you know, USPS announced on January 26, 2024, that the new Atlanta, GA Regional Processing & Distribution Center located in Palmetto, GA (henceforth referenced as the "Palmetto facility") would go live on February 24, 2024.<sup>2</sup> Furthermore, USPS announced that with the activation of the Palmetto facility in February 2024 certain processing and distribution activities previously occurring in local PDCs across North Georgia would now be transferred to the Palmetto facility – including PDCs located in Atlanta, Augusta, Macon, and Duluth, GA having certain processing and distribution activities consolidated to the new Palmetto Facility.<sup>3</sup>

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<sup>1</sup> [Deliver for America: Second-Year Progress Report](#), United States Postal Service, April 2023.

<sup>2</sup> [New Atlanta GA Regional Processing & Distribution Center Goes Live February 24, 2024](#), United States Postal Service, January 26, 2024.

<sup>3</sup> Ibid.

Since the transition and consolidation of processing and distribution activities from local PDCs across North Georgia into the Palmetto facility on February 24, 2024, my office has received a nearly **90% increase** in email and phone call messages from residents of North Georgia about USPS mail and package delays happening in the region.<sup>4</sup>

News reports detail how dozens of mail trucks have had to wait outside the new Palmetto facility. These mail trucks have led to obstructed traffic and led to traffic delays which has caused the Palmetto police to get involved.<sup>5</sup> According to the President of the American Postal Workers Union, the 200 truck docks at the new Palmetto facility were supposed to get trucks in and out quickly, but the facility is up to capacity and trucks can't get in or out – with some waiting as long as 4 hours in line at the facility.<sup>6</sup> He goes on to say that poor planning by USPS for the opening of the Palmetto facility is to blame for the mail delays prevalent across North Georgia, explaining that he doesn't think “it was designed to handle what [USPS is] trying to do with it.”<sup>7</sup>

Our constituents have shared stories of the loss of revenue, the immense pain, and the hardship these USPS delays are causing them, their loved ones, and their small businesses. One resident in North Georgia writes that costly late fees are being assessed on their bills and their business' “credit reputation” is in jeopardy due to checks sent through USPS in the mail arriving at their destination more than a month late. A resident of Blairsville, GA writes that rural areas “depend on efficient mail service,” and she is “at the mercy of a mail delivery system” to receive her life-saving medications.

One North Georgia business owner describes the hardships caused by the current, terrible mail delivery situation in North Georgia:

“Dear Rep. Clyde, in North Georgia we are having a terrible issue with receiving mail. Along with it being personally inconvenient, I have a small business that is beginning to seriously suffer. I am not receiving payments in the mail, making it difficult to pay my own bills. I am also not receiving packages timely from clients either causing a loss of business or greatly increasing my expenses. **I will not be able to stay in business in Georgia if this continues.** My business is over 20 years old, and I have survived many ups and downs, but myself and many other small businesses cannot continue with this.”

The current mail delivery situation throughout North Georgia is completely unacceptable, and it is clear that USPS must immediately divert resources to the region to prevent the ongoing suffering of my constituents. Furthermore, it is clear that USPS' poor planning for the transition and consolidation of operations into the Palmetto facility is to blame for the extensive mail delays seen across the North Georgia region. As a member of the House Committee on Appropriations, which

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<sup>4</sup> From January 1, 2024 to February 24, 2024 (the day the Palmetto facility began operations), my office received 8 total email messages complaining of USPS mail delays. From February 25, 2024 to March 27, 2024, my office received 57 total email messages and at least 70+ phone calls complaining of USPS mail delays.

<sup>5</sup> [Metro Atlanta postal center built to make things easier could be to blame for major delays](#), WSB-TV Atlanta, March 13, 2024.

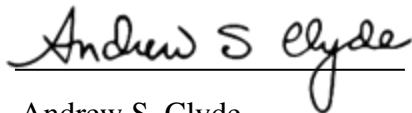
<sup>6</sup> Ibid.

<sup>7</sup> [Poor planning before opening metro Atlanta USPS facility reason to blame for missing mail, postal workers union president says](#), 11 Alive News, March 14, 2024.

provides extensive federal funds to the Postal Service Fund each fiscal year, I am demanding accountability and answers for the residents of North Georgia who continue to suffer everyday due to USPS' incompetent transition and consolidation plan for the Palmetto facility.

Therefore, I request the USPS Office of Inspector General to thoroughly audit and investigate the disastrous situation currently unfolding in North Georgia previously described. I request that you please provide a preliminary response to my office within 30 days of receipt of this letter. Furthermore, I request that you please provide an update on your audit and investigation every three months thereafter of any progress, findings, or preliminary conclusions. Finally, no later than one year after receipt of this letter, I request that you publicly publish a final report detailing the findings and conclusions of your audit and investigation, and furthermore, that you please present your findings and conclusions in a briefing to the House Committee on Oversight and Reform and the House Committee on Appropriations.

Sincerely,

A handwritten signature in cursive script that reads "Andrew S Clyde". The signature is written in black ink and is positioned above a horizontal line.

Andrew S. Clyde  
Member of Congress

CC:

The Honorable Louis DeJoy, Postmaster General and Chief Executive Officer  
U.S. Postal Service

The Honorable James Comer (R-KY), Chairman  
House Committee on Oversight and Reform

The Honorable Pete Sessions (R-TX), Chairman  
Subcommittee on Government Operations and the Federal Workforce

The Honorable Steve Womack (R-AR), Chairman  
Subcommittee on Financial Services and General Governance