

United States Senate  
WASHINGTON, DC 20510-3203

April 30, 2026

David Steiner  
Postmaster General  
United States Postal Service  
475 L'Enfant Plaza SW  
Washington, DC 20260

Dear Postmaster General Steiner:

I write to urge an immediate implementation of the U.S. Postal Service Office of Inspector General (USPS OIG)'s recent recommendations regarding mail delivery operations in Westchester, NY. On April 21, 2026, the USPS OIG issued an audit report of mail delivery operations in Westchester, NY, specifically regarding operations at the Westchester Processing and Distribution Center (P&DC) and Mount Vernon, New Rochelle, White Plains, and Yonkers Main Post Offices.

As part of the audit, the USPS OIG reviewed more than 65,318 customer complaints in the region and found that an overwhelming majority of these complaints cited delayed or late package delivery, missing mail, and false delivery scans and confirmations.<sup>1</sup> Furthermore, the audit found serious deficiencies in mail delivery operations across the region. In one instance, USPS OIG identified 40,879 pieces of delayed mail from the prior day upon visiting the Mount Vernon, New Rochelle, White Plains, and Yonkers Main Post Offices.<sup>2</sup> In another, USPS OIG identified that 36.7% of a selected sample of packages had improper scans or handling issues,<sup>3</sup> which deteriorates the ability of residents to correctly determine the status of their packages.

These alarming results of the USPS OIG's audit report illustrate what residents of Westchester, NY have been experiencing for months: long periods (days or sometimes weeks) without receiving mail delivery, packages going missing or never delivered, and ongoing interruptions in mail services. This is unacceptable. Seniors, families, and businesses depend on the Postal Service to receive life-saving medications, Social Security and pension checks, utility bills, government documents, and important packages – they cannot afford to experience any further disruptions in their mail delivery.

Based on its findings, the USPS OIG has made a series of recommendations to the Postal Service, including to improve service performance and conduct daily monitoring of package scanning and handling. I am glad that the Postal Service has agreed with many of the USPS OIG's findings and recommendations. However, time is of essence. The Postal Service must take immediate action to address mail delivery operations issues in Westchester, NY, such that these communities no longer experience issues with delayed or lost mail and packages. Therefore, I

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<sup>1</sup> [https://www.uspsoig.gov/sites/default/files/reports/2026-04/25-153-r26\\_0.pdf](https://www.uspsoig.gov/sites/default/files/reports/2026-04/25-153-r26_0.pdf)

<sup>2</sup> Ibid.

<sup>3</sup> Ibid.

urge you to implement the USPS OIG's recommendations for Postal Service operations in Westchester, NY with the utmost urgency.

Thank you for your attention to this important matter. I look forward to hearing your response.

Sincerely,

A handwritten signature in blue ink that reads "Charles Schumer". The signature is written in a cursive, flowing style.

Charles E. Schumer  
United States Senator