

Congress of the United States
House of Representatives
Washington, DC 20515-2201

January 20, 2026

The Honorable David Steiner
Postmaster General and Chief Executive Officer
U.S. Postal Service
475 L'Enfant Plaza SW
Washington, D.C. 20260

Postmaster General Steiner:

I write to express concern regarding the state of mail service in Michigan's western Upper Peninsula, particularly in the Iron Mountain and Kingsford communities. My office continues to hear from constituents who are experiencing significant delays and other disruptions in mail delivery across the area.

I fully recognize that the U.S. Postal Service (USPS) has just concluded its busiest season of the year, with elevated holiday package volume, and that some residual backlog may persist into early January. However, more than two weeks into the new year, constituents in the Iron Mountain and Kingsford regions continue to report prolonged disruptions to regular mail delivery – with some indicating they have not received normal mail service for more than a week.

These delays are preventing the timely delivery of essential, time-sensitive mail. The impacts are particularly acute at the turn of the calendar year, when households and businesses depend on prompt receipt and processing of mailed items that carry firm deadlines – such as utility bills, payments, business licenses, and other financial documents.

With these concerns in mind, I respectfully request that USPS review current mail service conditions affecting Michigan's western Upper Peninsula and provide my office a report within 30 days of receipt of this letter. In particular, I would appreciate responses to the following questions:

1. When can postal customers in the Iron Mountain and Kingsford area expect mail delivery to return to normal service standards?
2. Postal customers who have contacted their local post offices and the Iron Mountain Processing and Distribution Center (P&DC) report being told that, while regular mail is still being delivered, packages are being prioritized until the remaining backlog is addressed. How does USPS ensure that letter mail and other regular mail pieces are delivered consistently during periods of package prioritization?
3. To what extent are the reported delays attributable to residual holiday volume, and what other operational factors may be contributing – including any changes implemented at the Iron Mountain P&DC under USPS's Delivering For America Plan?

4. Constituents also report being told that staffing shortages are limiting delivery capacity. What steps is USPS taking locally to address hiring, training, scheduling, and retention needs in these service areas?

USPS plays an indispensable role in keeping communities across our Nation connected, regardless of the time of year – particularly in rural and remote areas like much of Michigan’s First District. As co-chair of the Congressional Postal Service Caucus, I am committed to working with you to ensure the reliable, timely service that residents and businesses depend on.

Thank you for your attention to this matter. I look forward to your response and to continued collaboration to address these concerns.

Sincerely,

A handwritten signature in blue ink that reads "Jack Bergman". The signature is fluid and cursive, with a distinctive upward-sweeping flourish at the end of the last name.

Jack Bergman
Member of Congress