

CHRISSY HOULAHAN  
6TH DISTRICT OF PENNSYLVANIA

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WASHINGTON, DC 20515

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WEST CHESTER, PA 19380



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

COMMITTEE ON ARMED SERVICES  
PERMANENT SELECT COMMITTEE ON  
INTELLIGENCE

09.18.2024

Mr. Louis DeJoy  
Postmaster General  
United States Postal Service  
475 L'Enfant Plaza, S.W.  
Washington, D.C. 20260

Dear Postmaster General DeJoy,

As you may be aware, on July 19<sup>th</sup>, services were indefinitely suspended at the USPS facility located at 1050 Airport Road in West Chester, PA because of a major fire. This particular post office is the primary delivery unit in Chester County, where the majority of my constituents of Pennsylvania's Sixth District reside. As an additional point of context, West Chester University with a student enrollment of approximately 18,000 individuals, is located in West Chester, Chester County's County Seat and population base.

I am thankful that no one was hurt in the blaze, and for the updates provided by your team to my office. I also deeply appreciate that the nearby Gay Street Post Office is extending their hours to help meet local demand, and that your team has worked quickly to update the USPS's website so that the public is aware of these changes. I am thankful for the work the USPS is doing to recover from this disaster and ask that you prioritize the following issues, that many members of my community have shared with me.

First, the closure of the Airport Road Post Office has meant that demand at the Gay Street Post Office is now higher than ever. My office has received reports of long wait times of up to 90 minutes for counter services, as well as hours-long closures at the Gay Street location, due to a shortage of staff. It is critical that more staff are either hired or quickly transferred to meet the increased demand of postal customers that have been forced from the Airport Road location to the Gay Street location. I ask that you regularly keep my office apprised of the actions the USPS is taking to improve staff recruitment and retention in the West Chester, PA area. It is my hope that these actions will be in addition to the efforts already underway to improve staffing at USPS locations across the nation, as described by the Delivering for America plan.

Second, I have deep concerns about how the closure of the USPS Airport Road facility will impact the distribution and collection of mail-in ballots. With only a handful of weeks until election day, and even fewer before mail-in ballots are distributed, I'm asking for a detailed plan for the distribution of ballots despite lack of access to this post office. This plan should include what additional capacity will be needed at other nearby locations, and how this capacity can be provided. Every eligible American has the right to participate in our elections and that right should not be diminished due to lack of post office access.

Third, I'd like you to commit that the West Chester Post office will be rebuilt and reopened, rather than closed permanently. This location is critically important to maintaining adequate services in this part of my district in the long term. While augmenting services at nearby offices can help fill the gap in the short term, it cannot be an indefinite solution.

Lastly, I ask that USPS personnel continue to be in regular contact with my staff on the status of the West Chester Post Office. Specifically, I ask that monthly updates be provided to my staff on the progress of reconstruction, and the ongoing impact of the closure on nearby offices.

Thank you for your work to address this difficult issue.

Sincerely,



Chrissy Houlahan  
Member of Congress