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(Original Signature of Member)

119TH CONGRESS  
2D SESSION

# H. R.

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To direct the United States Postal Service to submit a report to Congress on mail and package delivery service performance in the St. Louis region, and for other purposes.

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## IN THE HOUSE OF REPRESENTATIVES

Mr. BELL introduced the following bill; which was referred to the Committee on \_\_\_\_\_

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# A BILL

To direct the United States Postal Service to submit a report to Congress on mail and package delivery service performance in the St. Louis region, and for other purposes.

1 *Be it enacted by the Senate and House of Representa-*  
2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. SHORT TITLE.**

4 This Act may be cited as the “St. Louis Postal Ac-  
5 countability and Reform Act”.

6 **SEC. 2. FINDINGS.**

7 Congress finds the following:

1           (1) The United States Postal Service serves as  
2           a critical piece of social and economic infrastructure  
3           for millions of residents and businesses in the St.  
4           Louis metropolitan area.

5           (2) In August and September of 2025, the  
6           United States Postal Service Office of Inspector  
7           General published two audit reports in response to  
8           congressional inquiries from Senators and Rep-  
9           resentatives from Missouri and Illinois: the Office of  
10          Inspector General Audit Report 25–097–R25, “Effi-  
11          ciency of Operations at the St. Louis Processing and  
12          Distribution Center, St. Louis, MO” and the Office  
13          of Inspector General Audit Report 25–100–R25,  
14          “Kansas-Missouri District: Delivery Operations—St.  
15          Louis, MO”.

16          (3) The Office of Inspector General found that  
17          the Kansas-Missouri District ranked among the low-  
18          est-performing postal districts in the country for  
19          mail delivery from May through July 2025, aver-  
20          aging 4th out of 50 districts nationwide, and below  
21          average for package delivery during the same period.

22          (4) The Office of Inspector General identified  
23          over 89,000 pieces of delayed mail across seven au-  
24          dited delivery units on a single morning in June  
25          2025, the majority of which went unreported in the

1 United States Postal Service's internal tracking sys-  
2 tem, limiting management's ability to identify and  
3 address service failures.

4 (5) The Office of Inspector General found that  
5 the St. Louis Processing and Distribution Center  
6 missed its letter processing clearance time target  
7 more than half of the days reviewed between Feb-  
8 ruary and April 2025, and identified millions of de-  
9 layed mailpieces during a site visit in June 2025.

10 (6) The Office of Inspector General found that  
11 staffing shortfalls, including high turnover, elevated  
12 vacancy rates, and workforce availability below the  
13 United States Postal Service's own goals, contrib-  
14 uted to operational challenges at both the St. Louis  
15 Processing and Distribution Center and Kansas-Mis-  
16 souri District delivery units.

17 (7) The operational challenges identified in the  
18 2025 audits are consistent with deficiencies docu-  
19 mented in a prior Office of Inspector General audit  
20 of the St. Louis Processing and Distribution Center  
21 in July 2022, and Congress has an obligation to en-  
22 sure that corrective actions are implemented and  
23 that St. Louis-area residents and businesses receive  
24 the reliable postal service they are entitled to.

1 **SEC. 3. REPORT ON MAIL AND PACKAGE DELIVERY SERV-**  
2 **ICE PERFORMANCE IN THE ST. LOUIS RE-**  
3 **GION.**

4 Not later than 60 days after the date of the enact-  
5 ment of this Act, the Postmaster General shall submit,  
6 to the Committee on Oversight and Government Reform  
7 of the House of Representatives and the Committee on  
8 Homeland Security and Governmental Affairs of the Sen-  
9 ate, a report evaluating First-Class Mail service perform-  
10 ance in the St. Louis region for fiscal years 2023, 2024,  
11 and 2025. Such report shall include—

12 (1) a comparison of on-time delivery perform-  
13 ance for First-Class Mail, Marketing Mail, Priority  
14 Mail, and Ground Advantage products in the St.  
15 Louis region against—

16 (A) the national average;

17 (B) similarly sized postal processing dis-  
18 tricts; and

19 (C) the Kansas-Missouri District's own  
20 performance in prior years;

21 (2) an explanation of the causes of any service  
22 performance in the District that lags behind national  
23 averages;

24 (3) an analysis of workforce conditions across  
25 the St. Louis Processing and Distribution Center

1 and Kansas-Missouri District delivery units, includ-  
2 ing—

3 (A) vacancy rates by position type, includ-  
4 ing clerks, mail handlers, carriers, maintenance  
5 personnel, and supervisors;

6 (B) turnover rates for carriers and clerks;

7 (C) absenteeism and unscheduled leave  
8 rates; and

9 (D) the operational impact of workforce  
10 shortages on mail processing, transportation,  
11 and delivery;

12 (4) an assessment of the accuracy of delayed  
13 mail reporting in the Delivery Condition Visualiza-  
14 tion system and the Mail Condition Visualization  
15 system across the Kansas-Missouri District, includ-  
16 ing a description of any systemic underreporting and  
17 the steps taken to correct it; and

18 (5) the status of corrective actions taken in re-  
19 sponse to deficiencies identified in the Office of In-  
20 spector General Audit Reports 25–097–R25 and 25–  
21 100–R25, including—

22 (A) progress toward filling vacancies at the  
23 St. Louis Processing and Distribution Center  
24 and Kansas-Missouri District delivery units;

1 (B) improvements to preventative maintenance completion rates on automated equipment;  
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4 (C) load and unload scan compliance trends;  
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6 (D) outbound trip on-time, cancellation, and extra-trip rates;  
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8 (E) package scanning accuracy across Kansas-Missouri District delivery units; and  
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10 (F) implementation of the 12 recommendations issued in the Office of Inspector General Audit Report 25-097-R25 and the 2 recommendations issued in the Office of Inspector General Audit Report 25-100-R25.  
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15 **SEC. 4. ACCOUNTABILITY.**

16 The Postmaster General shall include in the report  
17 required under section 3 a description of the management  
18 accountability systems in place at the St. Louis Processing  
19 and Distribution Center and Kansas-Missouri District delivery units to prevent recurrence of the operational deficiencies identified in the Office of Inspector General Audit  
20 Reports 25-097-R25 and 25-100-R25, including—  
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23 (1) the performance metrics and oversight structures used to monitor mail processing, transportation, and delivery operations on an ongoing  
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1 basis at the St. Louis Processing and Distribution  
2 Center and Kansas-Missouri District delivery units;  
3 (2) the steps taken to ensure that delayed mail  
4 is accurately reported in the Delivery Condition Vis-  
5 ualization and Mail Condition Visualization systems  
6 across all Kansas-Missouri District delivery units,  
7 and the mechanisms in place to verify reporting ac-  
8 curacy at the district, area, and headquarters levels;  
9 and  
10 (3) the processes in place to ensure that staff-  
11 ing shortfalls are identified and addressed in a time-  
12 ly manner, including recruitment, retention, and  
13 workforce planning strategies specific to the St.  
14 Louis region.