



August 23, 2020

The Honorable Nancy Pelosi
Speaker of the House
U.S. House of Representatives
Washington, DC 20515

The Honorable Kevin McCarthy
Minority Leader
U.S. House of Representatives
Washington, DC 20515

The Honorable Carolyn Maloney
Chairwoman, Oversight and Reform Committee
U.S. House of Representatives
Washington, DC 20515

The Honorable James Comer
Ranking Member
Oversight and Reform Committee
U.S. House of Representatives
Washington, DC 20515

Re: People with Disabilities Are Impacted by Disruptions to the U.S. Postal Service

The National Council on Independent Living (NCIL) and the American Association of People with Disabilities (AAPD) are deeply concerned about reports of delays in deliveries and reduced capacity of the U.S. Postal Service (USPS). AAPD and NCIL are two of the nation's leading disability rights organizations. Both of our organizations work to protect and advance the rights of people with disabilities and work towards a world where people with disabilities are valued and can participate equally. The recent changes in operations of the USPS and the resulting delays pose a threat to the equal participation of people with disabilities in our communities, our health, and our civil rights. People with disabilities rely on USPS to receive important information and necessities, such as prescription medications and medical supplies, bills and notices, paychecks and benefit checks, and social communication.

Additionally, many people with disabilities plan to vote by mail in the upcoming election as a way to exercise their most fundamental and sacred right to vote while reducing the risk of exposure to coronavirus.

AAPD and NCIL collected stories from people with disabilities on how delays to USPS have impacted them. The stories, which are unedited and express the views of their authors, are enclosed in this letter. Of the many stories we received, only a few people indicated that they

had not experienced any delays. Of these stories, some told of housing insecurity due to delays in critical paperwork. Others spoke of people making the impossible decision to risk their health to vote in person because they felt they could not rely on USPS, and their vote would not be counted. While some stories communicated the dire health and financial impacts that have already and could continue to occur should USPS delays persist. These stories and the many others attached to this letter show the range of devastating impacts that USPS delays have on the lives of people with disabilities.

We are grateful for the House's efforts, through the passage of the Delivering for America Act, to restore and enhance the USPS' essential functions; functions that have become even more critical during the coronavirus pandemic. We hope that these stories will illustrate the urgent need for our leaders to save this essential public service, which ensures that people with disabilities can continue to maintain our health, livelihoods, housing, community connections, right to vote, and so much more.

Thank you,

Maria Town
President and CEO
American Association of People with Disabilities

Kelly Buckland
Executive Director
National Council on Independent Living

Enclosure: Stories of USPS Delay Impacts

Stories of People with Disabilities Impacted by USPS Delays

Collected by the American Association of People with Disabilities and the National Council on Independent Living between August 20th and August 22nd 2020.

I have a Mobility Service Dog. He is a Great Dane so he is quite large. He often needs equipment that is special ordered online as local stores do not carry the sizes large enough to fit him. Where I live, it is incredibly hot. Just this week, we are experiencing a very serious heat wave. This means the ground, especially asphalt, is way too hot for my service dog to walk on. A month ago I ordered him new boots as his other ones no longer fit. The boots were shipped through USPS and were supposed to arrive to my home within 5 business days. The boots still have not arrived (the company has now shipped out a second set).

This means that my Service Dog cannot accompany me to many places, such as the grocery store, because his feet cannot tolerate the hot asphalt without risking serious burns. Leaving my Service Dog at home places me at risk. If I fall, my dog is not there to help me up. My dog is not there to counterbalance me to keep me from falling. My dog is not there to assist me when I cannot coordinate my muscles and walk safely. My dog is not there to apply pressure when I have an episode of myoclonus. This places me at risk and seriously limits my independence. All of this simply because of an incredibly lengthy delay in USPS's ability to send me the boots that my service dog needs. – Brooke Whitehead-Tolles, Bakersfield, California

I reside with my older parents in order to assist with my father, who is in poor health. He is unable to ambulate, uses a wheelchair, and requires assistance with his activities of daily living. He is unable to vote in-person, but very much wishes to cast his vote in the upcoming election and plans to do so by mail-in ballot. Likewise, in order to avoid the chance of bringing home COVID-19, I, too, plan to vote by mail. We are both extremely concerned our vote will not count if the mail is slowed down and delayed.

As a result of these concerns, my mother, who has avoided leaving the house for anything other than medical appointments and/or groceries since March, has decided to "risk it" and vote in-person. We are very worried about the risk she will be taking, as the virus would be fatal to my father should she become infected at the polls and bring it home. However, she believes she has no other choice, saying, "At least one of our votes will count."

As you can imagine, my father is on a number of medications, which are required in order to maintain his health and keep him "aging in place" at home. Many of these medications are received through the USPS. As the mail is slowed and his medications delayed, the risk exists for him to run out of these medications, which would result in unnecessary (and costly) hospitalizations.

We are very concerned about the status of the USPS. – W.B., Mechanicsville, Virginia
Weinberg Outpatient Pharmacy from Hopkins allows pick up or delivery. For delivery the only option is USPS. It used to take 2 days, now it takes 6 business days. In my neighbourhood because it is almost all Orthodox Jewish the mail truck runs on Sunday rather than Saturday, but Hopkins pharmacy does not, so this always is a glitch.

During COVID the extra time to get the prescriptions is problematic. My meds change every few weeks, either in dosage, or the med itself. To save me money, I usually get 3-4 doses of a med to start with and then get more. If it takes 6 days to get it in the mail, I am always running out before it gets to me. Which really messes up any trial and error to get used to a med—usually 2 weeks acclimation.

I don't go pick up because I am immunocompromised and do not ever leave my house for any reason—everything is delivered to me. Getting some random friend or neighbour to go all the way downtown (1/2 hr away) to pick up the meds for me every 3-4 days costs more in our time and money. I have to compensate folks for this and do not qualify for waiver services so I am paying 100% of all of this.

It has proven problematic. – Sheryl Grossman, Baltimore, Maryland

My Section 8 housing is up for recertification, and this has involved a lot of mailing forms back-and-forth, as the offices of the local agency that handles these matters, the Housing Opportunities Commission of Montgomery County, Maryland, have been closed due to the epidemic outbreak. I have submitted my recertification paperwork not once, but twice, and have received at least one notification that they have not received my paperwork, and that my housing situation is at risk. What was once a simple recertification process of handing in paperwork in person has become an extremely complex process of finding someone to dictate not one, but two sets of paperwork to, since I have two writing disabilities, sending them both in using the now unreliable Postal Service, and calling and emailing multiple different people on

multiple different levels of the Housing Opportunities Commission for at least two weeks on end in order to verify that they have received my paperwork, so that I will not be homeless. We can, and must, do better! – Alec Frazier, Takoma Park, Maryland

I am deeply worried about the changes in USPS that are leading to major delays. With Covid-19 still raging in this country, people are relying on USPS more than ever for basic necessities. I am also very worried about how these changes will affect voting.

People with disabilities are already disenfranchised due to inaccessible polling places and trouble accessing transportation. Mail in voting is absolutely critical for many of us to access our right to vote. This is especially true this year with the pandemic situation. Those of us with disabilities are generally in the high-risk category for contracting and having serious complications from Covid-19. I personally have been planning to vote in person even though it places me at significant risk, because of my worries about the changes being made at USPS. I would much rather vote by mail and keep myself and my family safe, but the changes and reports of delays make me very worried that my vote will not be counted. - Katrina, Warwick RI

Things are arriving later than usual which affects my ability to manage health conditions and remain financially sound. – Jodie Rodrigues, Brookfield, Connecticut

I'm a disabled veteran and I receive my medications by mail. I rely on delivery in a timely manner. I have noticed slow delivery of my regular mail. I was late on a payment because I didn't get the mail before the due date. I called the company and explained. Luckily they understood and accepted the payment late. Please don't slow the delivery of mail or prescriptions, as I rely on the timely delivery of both. – Ryan, Olympia, Washington

The changes to the U.S. Postal Service will impact greatly with my medical supplies that I need each month. Without those supplies, I would not survive in the community and would be forced to go, nursing home where I will not survive. Because of Covi-19, I am forced to work from home where I could die. – Carmen, Amherst, Massachusetts

Fear!! I rely on USPS to get letters, packages & information back and forth. This has been a reliable entity for my entire life. Also I have pen pals. What's to become of our fun? But more than anything, my vote & my medicine are in jeopardy. How can it be that a stable, reliable, dependable entity (the Post Office) is being allowed to flounder. Who's in charge here?

FIX IT!!! – Julie Withers, Milwaukee, Wisconsin

My daughter and I are both Type 1 Diabetics and we receive our medical supplies through the mail. There have been two times now that we have had to go without supplies because it has taken the USPS so long to get our medical supplies to us. These are items that we need to survive such as our pump supplies, and CGM's. – Melinda Miller, McAlester, Oklahoma

I am disabled and in a wheelchair and especially what's going on right now I'm staying home. Most importantly I will have to rely on the Postal Service so I can be able to send my absentee ballot for our upcoming election. - Yaser Abdallah, Decatur, Georgia

The USPS slowdown seems to be making things take longer to arrive. Over the last few years I notice it takes longer to get checks in the mail from families, or stipends from various gigs I have done. The Post Office needs to be fully funded and the mail needs to speed up. Many gig jobs are unable to use direct deposit and wire transfer have fees on them. I am also ordering more stuff online these days during the pandemic and it would be nice to have faster mail

service. Please raise taxes on 1% and Stop playing dirty partisan politics with USPS. The USPS is a lifeline especially to those not fully up to speed in the digital age. I fear Voter suppression now more than ever. We need to fight VOTER SUPPRESSION of all kinds head on! – Nicole LeBlanc, Silver Spring, Maryland

When I order medicines from within the United States they are still delayed by at least a week, maybe more. Or I go directly to the Pharmacy and they are out of stock as the USPS truck is later with deliveries. My husband gets all of his meds through the VA. They have never been on time with their delivery. I know I could save money by a mail order service, but it hardly seems worth it. – I.V., Great Falls, Montana

My daughter is medically complex. We receive transplant and another lifesaving medication monthly through the mail. We also receive 2 monthly orders from separate companies of medical supplies. – L.A., New Jersey

I make face coverings for friends and family who have particular customization needs due to disability. I mail them from my town to other towns in NY, to other states, and to Europe. Most interestingly, a package going 40 miles in the same state recently took over a week. Package to Europe has been sitting in transit since May.

I get my CPAP and diabetes testing supplies via mail, and everyone in the family gets meds by mail. Recently the mailorder took so long that my spouse ran out of meds and we had to pay out of pocket to get enough to get through until the mailorder arrived. We and the pharmacist had to make several phone calls to even allow us to get the order filled despite the fact that we were paying out of pocket. Had we not been financially able to pay out of pocket the results could have been catastrophic. We are required by the insurance to use mailorder for meds we take regularly. – Steph, New York

We received our ballots very late -- to close to the primary to feel it was going to do any good to save them. Thank goodness for the safe ballot box at Town Hall. MSP uses a power

wheelchair and requires total assistance for activities of daily living. I have multiple conditions that lead to chronic pain and asthma. Plus I am overweight and over 65. Even though our polling place is small, lines do form for presidential elections and there are many people we see who still do not wear masks. The idea of standing in line to vote is causing an added layer of stress so WE CANNOT RISK IT. We will have to drive to drop them in the supposedly safe voting box. However, for the primaries, the person who voted before us did not push their ballot completely into the box and we could easily have removed it -- the same problem MSP would have faced if I didn't put it in the box for him. If it's raining on election day, I may not even be able to do that...Assuming we get our ballots on time, that is. – L.H.R and M.S.P, Middlefield, Connecticut

I am small business owner (35 years) of a medical billing service/Physician practice management firm. Everyday our firm which service 15 independent medical practices sends out Medical insurance claims, appeals, record reviews and patient statements through the US Postal system. I can't begin to tell you the problems we are encountering and slow down in revenue we have experienced with the changes to the U.S. Postal Service. I have reported mail pick up locations boxes overflowing and basically the answer was we will get to it whenever. Our postman is not taking our outgoing mail daily because they are only delivering every other day to our business or delivering so late we are closed, so they are holding it until another day. Bills are arriving late, mailed payments to our vendors we use are late causing past due calls, fees and threats like we have never experienced in our 35 years of business. Calls and emails to State representatives unfortunately fall on deaf ears. I choose to continue working for the past 14 years from a mobility scooter after a Physician error rather than sue the physician because I have dedicated my career to Healthcare. I can't believe the postal service is going to destroy it all for me after a total of 38 years. – Debra A. Lachini-Lux, CMM, Johnstown, Pennsylvania

My husband, Father, and Brother are all disabled veterans who must receive their medications via USPS. I have an adult daughter who receives her monthly medical supplies through the mail. My paycheck is sent via the mail as my pay-roller is unable to make a direct deposit into my bank account. We all vote by mail.

Over the last 6 weeks we have noticed it is taking much longer for items being shipped through the mail to arrive. My husband actually ran out of one of his medications 2 weeks ago as the VA does NOT allow us to keep an emergency supply on hand and ships just before medicines run out. This month I had to spend 2 days circumnavigating the system in order to get an order for 3 days worth of medicine from a civilian pharmacy to "tide him over" as his shipment didn't show up on time. He still had to go without his medications for 2 days as the civilian pharmacy had to order his medicine, via the mail, and their shipment was delayed, too.

We are not allowed to choose who delivers our needed medicines, supplies, and checks. It all has to go via USPS. The system was working well up until July when we started seeing a big lag. It hasn't improved. We're having to get creative to ensure everyone gets what they need when they need it. This is dangerous, life threatening, territory for my family.

As for voting? We've voted by mail for the last 5 years and done just fine. It's a sure bet our family will be mailing those ballots in with plenty of time to spare to ensure they are counted. – L.J., Roy, Utah

After working since the age of 16 for 35 years, I became disabled in 2018. Within 6 months, I had tens of thousands of medical bills and was laid off from my teaching job with its excellent benefits. I was left with nothing while I began to try to recover. In fact, I had just begun to finally recover from 2 decades of working life as a single parent (and so had my finances). However, I kept on. For the next 18 months and just until this year, while I applied for Social Security, Medicaid, and numerous medical care appointments, I and the people who wanted information from me relied not only on good phone and Internet service but almost exclusively on the United States Postal Service. I have received disability payments from my employer and Social Security payments, medications and numerous medical, legal, and financial documents through the USPS since that time, some of which I was required by law to sign in person. I suspect that many people who want to "corporatize" this Constitutionally-protected service to our democracy, or who think it is all already "on the Internet" or available by app, have never depended on it for their lives, or for their small business' livelihood, and have forgotten how amazing it is that for much less than the price of a plain cup of coffee one can send letters, cards, gifts, votes, and so much more through the mail. I know that, like me, any one of us can be disabled at any point. It is so many of these Americans who rely almost utterly on the USPS. To slow or subvert this vital service by its neglect or outright destruction is to thwart and subvert the ideals of our Republic and our fundamental right to control our own transmittal of commerce and communication within our own borders. I am absolutely opposed to the current

administration and the Postmaster General's anti-USPS stance exactly because of my experience in becoming wholly dependent on it. It is my responsibility to ensure that this American service is available to all of us as it has been for me. – Anne, Oologah, Oklahoma

My application for public transportation has been take a long time. – Chi Du, Severn, Maryland

Most of my meds are on mail order. I don't actually have a choice about that, or if I do the insurance company has made it so hard that it's basically not a choice. A medication I take daily so I can eat *at all* and that usually takes 2 days to get to me took 10 days at the start of August. I ran out. It's already hard enough to eat right now. I lost a lot of ground in those few days I was waiting for my meds. I've been trying to think ahead to stay stocked up on supplies I need to disinfect and for stuff like my TENS pads and stuff. It's just more anxiety, stress, fear I might run out like I did with my med.

It's not up there as a choice, but I also worry about communications on my SSDI status. As anyone who has dealt with the social security administration knows, they are fond of sending notices for really important stuff by mail, and only by mail. And they are time sensitive. So for example, this year, I will be up for review to determine if my permanent, progressive disabling health problems have gone away. They have not, but if I don't reply immediately to the survey they send, they will cut off my benefits. I know this from friends who have had delays in returning their surveys. This is really anxiety provoking for me.

My ballot. I vote absentee, and I got my ballot for my state primary election (september 1) ok because I requested it in January. But returning it... I didn't want to have to vote super early, because there's always late in the campaign stuff that comes up. So I had been waiting, and now I think I waited too long. I'll need to find a family member to drop it off for me at the town office, because in my state only a family member is allowed to do this (or so the town office

told a friend of mine who tried to drop off a ballot for me a few years ago). This isn't a huge deal, but it's an exposure I'd rather not have to put my family through. And it means I am just a little less independent in this way. Right now, with COVID, my independence has shrunk so much, there's an emotional toll for losing more of it. And even still, I know there are folks who don't even have that option. – Laura S., Massachusetts

Delays in delivery. – Lisa, Maryland

I have EPILEPSY and am a retiree who lives on a Fixed Income and I depend on my Benefit Checks to pay both my rent and my bills. Since I have Epilepsy it's important that I'm able to get my medication and eat food. It's important that the outgoing mailbox stays where I live so I can mail my(important) documents and bills on time. Even Thou the post office is about a 20 minute walk from where I live. I'm unable to drive and because of the extreme (regarding the weather) temperatures we get (meaning getting Very Cold or Very Hot) in which may cause me to have a "SEIZURE".

Also, My rent must be paid and has to get to the main office by mail on time otherwise I get charged a late fele which I find is very hard for me to pay since I only live on a" Fixed Income". It's also important that I able to get food since I must eat something after taking my medication in order for it to work in controlling the"SEIZURES". Since we have to deal with the Covid 19 Panemac and I Have to have all my medications from the pharmacy mailed to me. It's very important to me since I have to take the medication for Epilepsy every day since I;m unable to go to my pharmacy and get it. Also for my pharmacy to have enough of the medication I'm suppose to receive. – Sarah Knapp, New York

Myself and my two children receive our life-saving medications and equipment/supplies through USPS. If my steroids or my daughters insulin, or my sons seizure medicine do not arrive we cannot survive. Please do not disrupt the postal service. – M.M.S., Jefferson, Maryland

I had a delay in receiving prescribed medication from the VA. There has be a slow down with mailed bills. This feels like a way to disenfranchise disabled veterans from voting, and that mail delays were only a test run to affect those living in rural areas. – S.E.R., Pocatello, Idaho

All four of our family members who live under the same roof have at-risk medical conditions or are disabled. We trust the postal service to deliver life-saving medications and supplies. A few of the postal workers over the years have known our kids and watch out for them even though we are on a route where they drive trucks, not walkers. They get gifts to my aging mother whom I can't visit due to planes not being safe. They bring surprises to my kids (that have been mailed). They came the same day as the two tornadoes and came the day after even though trees were down. – B.C.S., New Jersey

As someone living in a house with immunocompromised individuals, I rely on the USPS for medications, bills, and essential deliveries. I also plan to vote by mail for the election in November so I can avoid standing at a crowded polling place and bringing COVID-19 into my house. The USPS is an absolutely essential part of my life and making any changes to this organization would risk the lives of every single American who uses the postal service to receive medications, benefits, and bills. – V.F., Seattle, Washington

Late Delivery. – T.C., Ocala, Florida

A lot My family depends on the postal service for checks and mail ballots and medical supplies. My son uses it as I do not for social security issues as well as Medicare and Medicaid. I also shop via mail now due to virus. – Elizabeth Mueller, Temple Terrace, Florida

Both my daughter and husband receive medical notices and medical supplies through USPS. Slow downs in mail service would hurt their already compromised health. This how we vote absentee as well. My daughter gets all her groceries through the mail as she uses SNAP benefits and there is no grocery delivery in our county except SHIPT which is too expensive for her. Food, medicine, news of next steps in treatment and medical bill statements are all necessary for us. – Janet Perreault, Norton Shores, Michigan

I have not gotten bills, medication, supplies and my absentee ballot This effects my health and my rights. – Rena Lewis, Virginia Beach, Virginia

Working in Disability Management, I have repeatedly wondered if access to mail services is a requirement of the ADA (written or unwritten). If it is, how can services be cut at all without violating federal law? This is grievous disservice to our disabled population, including veterans.

With regard to voting in Oregon, I have voted both by mail and in person since 1996. Having a medical condition that makes me at risk for COVID-19, I do not want to vote in person, but I desperately want changes in the White House. I want my vote to be received on time and to count!

With regard to holidays, I don't ever want Christmases to be without Christmas cards – sent or received. Birthdays should include birthday cards from near and far. The list goes on...

I lived in Japan and could not afford long distance calls while I was there. The USPS was my lifeline to my family and friends in the US.

These are only some examples of why I, one person among a sea of people, want the Postal Service back as we knew it. Private mail services are easy to corrupt and make rich owners of those services richer – Natalie Craig

Hello, we have a small business and rely heavily on the USPS for receipt of payment, information from state government agencies, estimates, subcontractor invoices, parts delivery

and I could go on. This administration's messing with the USPS messes with our abilities to function with the secure knowledge that we receive payments and important correspondence. I am very angry with the lack of respect given the USPS by Trump! – Roxanne Hoeck

I'm disabled, but I'm able to work part-time for a variety of clients. Because, most of the time, I'm my own employer, I rely on people to send me checks sometimes. I also take a lot of medications--several of them I cannot live without. When I'm sure about the security and timeliness of our mail service, I rely on USPS to deliver some of my medications. I also live in a state that has used mail-in ballots for our elections for many years now. Without the mail service, we would be forced to resort to a walk-in polls which, unfortunately with my mobility issues, are very challenging for me to access: I cannot stand in line. I cannot get to the polling place sometimes. In short, I rely on the U.S. Postal Service for a variety of my needs and its loss or a lower quality of service will GREATLY impact me and my family. – Maia H., Seattle, Washington

I volunteer at my local charity by writing handwritten cards to our elderly citizens. The program brings delight for our population that are homebound and feel an increased sense of isolation during the pandemic. Sometimes the handwritten cards are the only source of social connection these people have, and taking the USPS away might dissolve the program and have bigger negative social impacts than we may realize. – Eileen Kim, Seattle, Washington

The most impactful effect that the postal service changes have impacted my life is the fact that my elderly (90 years old) mother did not receive her important medications in a timely fashion. It caused a domino effect in that Mom ran out of her medications (one specifically for high blood pressure), which caused her blood pressure to go up. And, because her medications had just been filled (but not delivered), the local pharmacy was unable to fill them again! Blood pressure up again! Mom ended up in the ER with a TIA, mini-stroke, and finally her primary care doctor at Madigan Hospital filled them in-house, even though it was not standard practice anymore due to Covid-19. At a time when people are unable to freely roam about the

community taking care of business, the mail system is a lifeline for many. To make chaotic changes in USPS at this time is at best irresponsible, and at worst life threatening! – Lee Childs, Shelton, Washington

There has been two times that my medications have been returned to the Pharmacy and was not mailed to me they had to mail it Courier. – J.A., Renton, Washington

I have seen several negative impacts: As a publisher, I mail books to customers all over the country. Several packages have been delayed from their usual few days to even a couple of weeks just to California. This is causing me a huge amount of time and is upsetting to my customers, even though it is no fault of my own. I firmly believe in supporting the USPS, plus they offer great media mail rates, so that is my default way of shipping books out. But the lack of reliability is a real problem, especially since some of my books are used as textbooks in college classes and are sometimes ordered on a deadline.

Also, I paid my IRS tax bill in the beginning of July through a check that I sent by mail (even though my income has gone away, unemployment has been a nightmare because I am self-employed, and I am hugely impacted in my business of offering seminars, retreats, and lectures at conferences and selling books directly at these events. All these events have been canceled for the foreseeable future, especially international ones. The check got lost in the mail. The IRS is now charging me almost \$200 in penalties and will not waive the penalty, even though I have proof that I mailed the check out on time in the beginning of July. I don't have another \$200 for this right now. It's been a nightmare. Please support the USPS and fund it with all its needs. It is an absolutely essential institution. Thank you! – Sabine Wilms, Langley, Washington

I have a PO box at the post office because even though I live in a “nice neighborhood” mail theft has been a problem. The post office customer facing agents are great and always helpful. However, the post office is understaffed and a wait of a half hour or more is frequently the case. Working people can not get through the line during lunch break and after work the line can

be even longer. I cringe every time I find a slip telling me to pick up a package at the front desk because it typically means a long wait. During the end of year holidays or close to tax deadlines the situation is much worse. An efficient post office helps keep the economy going. While it does not cost the post office directly, a long line of people means that the people in line are not being productive at a job, patronizing a restaurant, visiting a store, or socializing with family and friends. Even at minimum wage (and most people in this area make more than minimum wage) the cost of lost productivity due to waiting in line is enormous. – Jeff, Redmond, Washington

Several job postings recently have required the application and all supporting documents be mailed in before the closing date. I fear two application packets my husband mailed never made it on time. – Heather, Washington State

I am more concerned about the decline in postal services this year. The post office is painfully slow in getting the mail to its destination. 13 Days from Kirkland to Carmel CA - 7 days from Kirkland to Chelan - 4 days from Kirkland to Woodinville, 5 days from Bothell to Woodinville. Many lost checks - next day delivery 4 days and was returned "unable to deliver" I resent it to the same address and it was delivered - Mail to my home returned saying no such person, undeliverable I have lived there 6 years. I have more if you would like to hear me rail. Voting? I will not mail my ballot and I know few who say they will. I use the drop box. – Nancy Mazzoncini, Woodinville, Washington

I am a Payroll Manager for a business in Spokane. Some of my employees do not have bank accounts for direct deposit so they depend on the mail to deliver their paychecks in a timely manner. Already, we are seeing a delay in some of them. We mail them on Tuesday for a the following Friday pay date. I have had to issue stop payments on the original checks and reissue and then the employee has to come into the office to pick them up, taking a chance of contracting the virus and spending time and money on gas and parking. It is a company burden to pay the bank fees and to spend the extra time to process the checks. – E.S., Spokane, Washington

I cannot vote in person. #1. I have all the underlying conditions that make me high risk for Covid-19. I have COPD, Diabetes, Asthma, high blood pressure, and I am over weight because of other physical conditions. I have severe arthritis in my knees and my back. I have scoliosis and 5 bulging disks that make it impossible for me to stand. Despite all my health problems, I work full time. I believe my life will be in danger if I vote in person. I believe my life is in danger with the current administration.

I get my medications through the mail. I take several that allow me to work. If I am not able to get my medications through the mail then I have to expose myself to Covid-19 to pick them up at the pharmacy. If I pick them up there, I could die. If I don't pick up my medications then I will die. USPS is an American right. Stop letting this corrupt administration continue to try to rig the election by defunding the postal service. – Laryn Dole, Vancouver, Washington

The main change I don't like is that they won't just deliver to the address they return mail that has a name on it other than what the address usually receives they may try to forward it if the name has a forward on it but we live in a college town and sometimes they won't deliver a roommates mail even though they live at that address because they don't know all the roommates names. Fastest way to force people to email bills.

Also my 77 year old mother who has lived in this house for 57 years has been told her home is too far out of the way for the substitute mail carrier to deliver to. She is half a block from the previous door and apparently at the end of a route now so instead of walking across her yard to the next house they have to walk back to their truck. I say that is really, really bad customer service. And apparently this mail carrier doesn't know that a door slot has two sides to it because the once a week he will go to the door he doesn't push it though to the house side and leaves it hanging out the door side. How lazy can you get. – Carol, Cheney, Washington

I also correspond with people/ agencies that do have internet or e-mail service, and the recent changes have made this unreliable as well. I purchase many items with mail delivery and have experienced delays--some are time sensitive or subject to damage if stored improperly. – Tim Vermande, Indianapolis, Indiana

Like many participants in our Independent Living program, I rely on the USPS to get medical supplies and general commodities for daily living. In this era of online shopping and safe distancing due to pandemic, it is critical for people like me to have options that had been reliable like the USPS. Postal service employees and letter carriers know their route and the people who live there. For individuals with disabilities that can include USPS staff making accommodations to serve residents on their routes who have section 504 (Rehab Act) protection and rights.

In addition to my comments above I would like to share with you that I became exposed to a delivery driver from Home Depot who had the wrong address. He was not using any PPE and was not concerned about distancing. This may have just been a close call for me but, that lack of safety could cost another person their life. Our USPS employees go above and beyond to take all precautions for our safety. I appreciate them during non-pandemic times and support the vital work they do now! – Todd Holloway, Lakewood, Washington

Asthma medications took 17 days from fill date to date I received. Normally these medications are only 3 days. I also had cardiac meds that came is discolored. I'm told this is what happens when exposed to high heat. They took 14 days to arrive. It has been 3 weeks since we have received ANY mail. Neighbors are reporting similar circumstances. – Cynthia Lind, Olympia, Washington

I live in Springfield, IL. One of our USPS Post Offices closed and then was reopened. Many citizens, including myself, would like to know the reason for this sudden closure. Although it is reopened, I am concerned that other USPS Post Offices will be closed or adversely affected in an attempt to suppress voting by mail or place the results of the upcoming election in question.

I am relying on vote by mail this year because I have a respiratory condition and do not want to vote at the polls as usual due to this election year to the COVID 19. No matter how diligent the election officials will be in trying to provide safe polling places, there is no way of predicting how people will behave at polls.

The CDC guidelines for wearing masks, social distancing, and washing hands have become politicized. Unfortunately, some individuals believe that not wearing a mask is a sign of patriotism. Present Trump has failed in managing this national pandemic. However, his actions should not negatively impact my right to vote. Any attempt to affect the USPS in a manner that contributes to voter suppression is not acceptable.

I am also a woman with a disability and Latina. Women have fought hard for the right to vote. My grandmother made the dangerous and daunting decision to emigrate from Mexico to the United States. My mother was born in Chicago and received birthright citizenship. I treasure my right to vote not only for myself but for all the women, including my grandmother, who made so many sacrifices for me to have this right. Please protect my right to vote! - Ramona Linda Veliz Von Berg, Springfield, Illinois

I am an essential (healthcare) worker. I work full time, am disabled, and am currently working from home due to personal risk of COVID-19. I communicate with my employer and patients by phone and email, but at times hard copies of documents are needed. I provide social work care for patients in Snohomish, Island, and Skagit Counties.

Ordinarily the quickest way to get these to me would be USPS, but it is currently unreliable. So, documents are sent inter-office to my physical work site and I have to go in person (with risk of COVID exposure) to process these documents. This creates delays for our very medically fragile patients to get help with transportation, prescription copayments, and other vital services. All because we cannot currently trust USPS to deliver on time. - D.M., Marysville, Washington

In addition to the items checked above (receiving medications, medical supplies, and voting by mail), I send many greeting cards to family and friends. During these difficult times, this would impact our family very much. Also I receive some items from Amazon which would impact me. - Sandy Baker, Milwaukee, Wisconsin

Changes to the U.S. Postal Service would severely impact me. I use Express Scripts to get my medication at an affordable rate and mailed to my house. If I were to pick my prescriptions up from a pharmacy, they would be more expensive, and I wouldn't be able to afford my medication that saves my life literally. I also receive my medical supplies that I am not able to buy in stores, through the mail. These medical supplies keep me alive while I sleep. I also rely on my bills through the mail, so delays in getting the mail could cause me to have to pay late fees or have my water/electricity/wifi cut off. I am also planning on mailing an absentee ballot this year so avoid standing in line (I have arthritis in my spine which makes standing/walking hard). I worry about the voting center getting my application and sending me my ballot to mail back in in time. - Emily, Columbia, South Carolina

I have several family members and friends that I send letters and packages to. If there are changes, everyone will be impacted negatively. The cost and the time of using other delivery systems would also cause problems financially. Especially during a pandemic, when we are not able to travel and visit family (we have cancelled several trips this year) the importance of other means of communication such as the USPS has increased in our lives. - Tammy F., Cheney, Washington

My special needs son is taking anticonvulsant meds for seizures. My insurance only covers 90 day by mail prescriptions. This is a controlled substance that can't be ordered early and my son can't stop taking this medication abruptly. - B.G., Keller, Texas

The USPS is a service that I hold very near and dear to my heart. I have relied on it in countless ways. It is an excellent public service that I am happy to pay for as long as it remains a public service. Save the Post Office. - Elizabeth, Seattle, Washington

My household receives needed medical supplies through the USPS. If we don't receive these supplies, household members will likely wind up having to visit or even stay in a hospital. Inexpensive clothing being shipped in the mail is also not being delivered, especially when it is coming from overseas. With COVID we prefer to order clothing online, and ordering it from overseas is cheaper generally, than from within the U.S. But having to wait over a month for mail from overseas to clear out of New York shipping centers is ridiculous. - Les Scamfer, Lakewood, Washington

I am still waiting for two orders to come that show they are stuck in various cities. I can't get my money back and one was a birthday gift for my son whose birthday was May 27th. Still waiting and he asks about it every day. Carriers are overworked and not appreciated by the USPS and the public. I see discouragement in their faces. Bills take forever and local mail goes to 200 to 500 miles away just to come back here even though we have a perfectly good post office here. Terrifies me that our countries future is dependent on a stamp. I still get mail here for my dead sister who died 9 years ago. - M.L.G.R., Bend, Oregon

Nothing yet but I would have a problem with prescriptions if it gets worse. - Phyllis Boyajian, Pasadena, California

It already takes anywhere from 5-7 days to receive my medications that my place of employment has us to order from already I can't imagine it taking longer to receive the medication that I need. Everyone knows that the Post office was put in this position of having to support the retirement of the postal workers at such high amounts of paying in for years down the road, I also know that they are used to deliver packages for UPS and FED EX so what is the plan down the road, going to look like

if the Post Office is depended on to do all of these things and they are trying to slow it down. There is a law about mail obstruction and this falls into that category. - Joreen Goins, Everett, Washington

I order items for our family, as well as medicines and other essential items. Many of these come through the USPS system. I am concerned about losing services and the cost of rising postage to keep it. - Judith Brown, N.C., Charlotte, North Carolina

I work with people with disability who want to go to work. I provide benefits analysis so they can make informed decisions that affect their financial stability and independence. Many of my clients do not have internet or computers available to them and to mail documents needed for the benefits analysis would be extremely costly if we could not use the USPS. There are forms that need to be signed and information that is sent and reviewed. With Covid-19, in-person meetings are impossible at this time and even before Covid-19, travel to all areas of the state that I serve is very costly to our small agency and not always practical. Some forms required for us to do our work, must be signed wet, not electronically (even if internet and a computer is available). We work with the Social Security Administration, the state and local housing authorities, state Medicaid offices, mental health agencies, and so on. We and these agencies and our clients rely on USPS for a secure method of sending documents back and forth. It is

very important and the work we do is very important. Without the USPS, many people would fall through the cracks because they would be unable to access our services. - D.M., Schnellville, Indiana

Not getting other items I order. Pet Food is taking forever to get here and all my bills of course. I am afraid of running out of Pet food and my bills being late, getting late charges and threats of utilities shut off - hopefully not actually shut off. For the last 2 weeks I have noticed hardly anything being delivered in my mailbox. I at first thought the mail person was putting my mail in someone else's box and then I thought I hope no one is stealing it. I am waiting for a refund check and still haven't received it. the U.S. Postal service was so quick with everything, this is a shame.... - T.T., Tumwater, Washington

Any one of the top issues impacting people with disabilities is a disservice. The fact that most people with disabilities will be at the disadvantaged of two or more of these issues is an un-necessary travesty. - Eugena M. Brooks, Brooklyn, New York

My name is Laura. I'm writing as a disabled person in Canada who has been impacted by the USPS as of late. I recently participated in a disability-centered oral histories project w the UCLA's centre for women's studies. It took 29 days for a letter-sized envelope (containing the required legal agreement) to arrive by mail, from Los Angeles, CA, USA to Peterborough, Ontario, Canada.

As Canada Post has been able to almost maintain the same level of service we enjoyed prior to the COVID-19 pandemic, the only other agent to be factored into this equation is the USPS.

If my returning mail (Legal agreement) doesn't reach the research team working on this important project, in time for my work to be included, all the work that I (and the team) have invested - plus the potential benefit to others who may have encountered it - is entirely flushed down the toilet. So that sucks. Especially because the research project has run out funding to continue their work beyond the end of the month - so they really don't have the resources (or

time) to waste, on sending mail twice, or having to exclude large portions of the completed work due to postal service delays alone.

It's not just the present that is being affected, the future is impacted by these avoidable delays, too. - Laura J Mac, Peterborough, Ontario, Canada

I am a person with a physical disability, and I am writing in response to the USPS changes Postmaster DeJoy has enacted. The following are ways that the USPS changes will negatively impact my life:

- This year due to the pandemic, I requested an absentee ballot. I am deeply concerned that I will not receive my ballot in a timely fashion and/or my completed ballot will not be processed promptly by the USPS. This may result in the most fundamental right as a citizen being denied! This is deeply troubling because I am entitled to have my vote counted, whether I can get to my polling place or not!
- I am also concerned that I will not receive my necessary medications in an appropriate timeframe. This is very disconcerting, as I have transportation limitations which make securing them by mail the only way. Delays in deliveries may result in adverse health consequences.
- I receive my bills and financial statements through the mail. I depend on getting them in a timely manner so I don't incur late fees, and if there's an issue I can contact the appropriate entity promptly. When I receive these items late, I will be left to needlessly argue with creditors and potentially pay late fees and have my credit rating negatively affected.

The proposed changes in eliminating overtime and removal of boxes and sorting equipment will result in significant hardships for those most dependent on the USPS. People with disabilities do not have alternatives and will suffer disproportionately! - Kate Weglikowski, Baldwin, New York

As the executor for my sister's estate, I rely upon the USPS for settling her affairs. She passed away from COVID-19 in April; she lived in Michigan, I live in Oregon. Her mail is being forwarded

to me by USPS and delays mean I may not be timely in paying her bills, communicating with her friends or receiving important documents I will need in early 2021 to pay her taxes.

As an Oregon resident, I value our vote by mail system and know that it is safe. It is horrifying to think that the Administration would impact the timing of when ballots are mailed and that they may not reach us timely, Voting is the essence of our country's democracy.

I have a vision-related disability and no longer drive. I rely on the USPS to deliver my essential medications for the treatment of high blood pressure, kidney disease and skin cancer. It could be life-threatening to delay the delivery of my medications. - Lynnae Ruttledge, Salem, Oregon

I am a small business owner and artist. Shipping artwork from my home is critical to my income.
- A.C., Reno, Nevada

I work at a local nonprofit that supports people with developmental disabilities. During COVID we are unable to provide direct in-person service. For those participants who cannot or do not have virtual access to online programs, the mail is the ONLY way we can stay in touch, do wellness checks, ensure our participants get materials and notices, and socialize. Delays on these communications would be devastating for our community. - Michael, San Francisco, California

Because I have epilepsy I've never been able to drive, and we live on an island where there is no public transit. So the USPS is my LIFELINE!!! I depend on it for my medications, and need them for all my health problems, not just seizures. I am unable to work and receive SSDI and that money is not a lot, but we count on it to help with my monthly bills and we need our bills to arrive on time because if our bills arrive on time, then we can't PAY them on time. Jury Duty notices come in the mail and those are time sensitive.....I need USPS for that.I have already voted in the primary using USPS. PLEASE keep USPS going!!! Without it i lose daily contact with

the world....my only contact is 'electronic', because of covid. - Carol Kennedy, Vineyard Haven, Massachusetts

I had not been having any problems receiving my bills or benefit checks on time until recently. I received one bill the day before it was due so no way for my check to get there in time. I called to explain the situation but was told "Sorry, if the payment is late you will still have to pay the penalty". My benefit checks can take a week getting from Olympia to Federal Way (same state). I have to do shopping from home due to my disability causing me to be at high risk from covid-19 but I still need to go for medical tests etc sometimes. I had been using a bandana but now I'm told they are no good so I had to order a mask ASAP so chose one that would ship the same day. It was mailed from the facility on Aug 17. Through the USPS tracker I saw that it took 3 days to "process" at the origin USPS center so didn't leave there (in NC) until Aug 20. I don't know if I will get this in time for my next appointment! Finally, everyone I am related to (in WA and WI) plan or need to vote by mail and we are all worried that these processing delays will cause our ballots to not be counted.

Please, put things back in order the way they were. Timely mail is necessary and life-and-death level important! Thank you. - C.F., Federal Way, Washington

I am a braille and audio book reader. I receive books and magazines, from Perkins Braille and Talking Book Library in MA. These have been delayed, or LOST. I also receive books from England, and they have been delayed or lost. I may never get them, because of the cut-backs to USPS hours and workers. This would mean that I will not read them. But much more importantly, these books and magazines are all on loan. If I don't get them, I can't return them, and will be removed from the librarys' programs altogether.

I am concerned about mailing in a ballot. If it is not received on time, my vote will not count. I'm very hesitant to vote, knowing it might not be included. I'm VERY scared about this. - Kathy, Washington, District of Columbia

My blood thinners and GI medication was lost in the mail for 45 days causing me to nearly have to go the hospital because I had run out. Also my parents are on social security and important documents they needed went missing and we have yet to receive them. Also paperwork from doctor's offices had to be signed and mailed back those got lost too. We also are missing several bills that cannot be paid online. - Rebecca Fortelka, Livermore, California

I vote by mail and I'm concerned that this will make it so my vote doesn't make it in time and won't be counted. No matter who you vote for, you should have the option to vote by mail, especially because we are in the middle of a pandemic. T.C., Seattle, Washington

The Social Security Administration considers individuals with diabetes as persons with disabilities. My mother-in-law has Type I diabetes and receives her insulin and injection ports through USPS. Delays in receiving this medication and equipment is life-threatening. It is not financially viable for our family to stock up in preparation for the changes in the USPS delivery system, as these supplies are extremely expensive. The attack on USPS is alarming to say the least and puts so many people at risk, both employees and civilians. I urge the House of Representatives to protect their constituents by supporting USPS. - Roshann Pressman, San Francisco, California

I own a condo, and rent it out. I was told a rent check was mailed out, and that check took 2 weeks to get it! That is my income to pay my bills, etc. Today, I had to inform a renter a check did not arrive after 2 weeks. That renter has to cancel that check and re-issued a new one directly from the bank. This is unacceptable. I am Deaf, and rely on texting for communication. - S.E.B., Chesterfield, Missouri

I need my medication to be delivered on time or I will end up in the hospital. Also, I pay bills using the post office and if they are not delivered on time, I will have to pay extra in penalties for not paying on time. This will be a significant financial burden for my family and myself. - C.R., Green Bay, Wisconsin

I recently moved, and the mail forwarding isn't working as consistently and accurately as it used to do in the past. As I slowly shifted over my accounts and update places with the new address, things they already sent are showing up months later, way longer time than past mail forwarding.

Also, for places that are using my new address, they'll say the package will take 2 to 5 days at most, but a lot of the time it's 2x if not 3x that. This means meds are coming way late, making me feel a lot sicker than I would have had I not gone without needed meds. Other medical supplies are showing up way late as well, and one package still hasn't come nearly two months after the initial order. Most of my dry/shelf food, housing supplies, and other needs are sent through mail. I send my rent check through the mail, and it showed up late, which scares me due to my state lifting the eviction moratorium. I'm not sure what to do. - A.Z., Des Moines, Iowa

A free press, using the mail to reach people economically, is crucial to a free and informed society. Most of us still prefer to read a print newspaper or magazine rather than online, where our privacy is increasingly threatened by insidious software, cookies, pop-up ads, etc. Affordable postal rates are also designed to serve urban and rural citizens fairly. - Jon Skaalen, Stillwater, Minnesota

I get medications via the mail from Canada. I have been told they will take not the usual 10 - 15 business days, but 2 months. I did order ahead, so I should be ok, but the changes to the PO are unacceptable to me. It is everyone's favorite government agency, pretty much. I rely on it for

bills, too, and I want to pay them on time. I have been an absentee ballot voter for years, and this year, I decided that I will vote as soon as I get it, and I will bring it to the election office in person, instead of relying on the return mail--my first time doing that. I am very concerned about others, who maybe cannot or will not do that. I am very concerned about the mail sorting equipment having been removed--and not being replaced--nor does DeJoy have any intention of replacing it. He apparently wasn't "aware" that mail collection boxes were removed, which is appalling. How could he not know? Everyone else did. He is the postmaster general. To my mind, he is lying and trying to undermine an election his favorite, Trump, probably would not win any other way. Let us hope he doesn't win in any fashion. - Vivian Taube, Larkspur, California

Due to medical issues, getting into the community during the coronavirus pandemic causes me distress & anxiety. I depend on the mail service to deliver my purchases. I am also extremely concerned my ballot will not get to me or is received in time to be tallied. - Olivia Quinn, Bremerton, Washington

I depend on the USPS to get bills and important state, federal and government monthly and annual notices. Additionally, for this upcoming election my plan was to cast my ballot by mail. If there are changes to the USPS, it will have a huge impact on how I receive my bills and important notices. I am also concerned that my ballot will be disqualified if it is not received on time. - Jackee Jackson, South Plainfield, New Jersey

I've noticed that it is taking longer than normal to receive letters and I depend on USPS to receive important notices from the school for my children and also their doctors and insurance notices. I am still waiting for a letter from my child's High School. - Theresa LaFavor, Allentown, Pennsylvania

I need to vote by mail for several reasons, so I will try and vote early. My meds come by mail and if I don't have them I will have medical issues. - M.L., Bismarck, North Dakota

I have been waiting for a replacement charge card for weeks. - C.A.R., Detroit, Michigan

We love our postal carrier. Our route is late in her day but she is always ready with a greeting and a kind word. It's been worrisome to see the truck in our neighborhood and yet finding no mail in our box. I've noticed bill delays and with med refills coming due in the next weeks I'm concerned there will be a delay which will affect household members with conditions that cannot miss a dose. We shifted to mail Rx in the pandemic to reduce trips from home and these seemingly politically motivated shifts in USPS services and workflow are angering and worrying for all of us who rely on and truly love our post office and it's workers. - Jules James

I am completely dependent upon USPS due to the fact that I reside in a Senior facility that due to Covid I am not allowed out of the premises. - Karen A. Krueger, Middleton, Wisconsin

Any thing sent USPS is important. There are so many people in apartments, or in rural areas or who might be unable to travel depend entirely on the USPS. To decimate this service is horrendous for friends and neighbors who are mostly housebound. there are thousands of these people all over the US. What has already been done to lessen the efforts and good will of those working for the USPS is not only horrendous--it is extremely evil. - M.M.S., Ogdensburg, Wisconsin

I've received medical supplies in the mail in the past (and will in the future), but now that there is COVID-19 to contend with, I'm trying my best to stay at home as much as possible because I'm high-risk. This means I rely upon USPS for even more. As of late, I've been ordering non-perishable foods through the mail, and rely on it arriving on time before my cupboards become too bare.

I'm on SSI and receive SNAP benefits. When Michigan Department of Health and Human Services wants updates into your finances, they send a letter with forms to fill out with less than a week in lead time. I'm very concerned that MDHHS will send me a letter and I'll receive it too late, putting my food benefits at risk. I cannot afford groceries without my SNAP benefits, and I don't know how I, a disabled person living in poverty, can get around this.

I did plan on voting by mail, and I'm concerned that my ballot will be held up and arrive late. I'm worried enough that I've wondered if I should risk my health to vote in person. I use a wheelchair and have serious pain if I'm forced to sit upright in it for longer than an hour or so. Because of circumstances related to the pandemic, I predict there will be a line at the polls. I'm left with two unenviable options: risk my health and suffer serious pain by going to vote in person, or gamble with my vote and do it by mail. I no longer trust USPS like I did in the past; I truly believe election mail might be held up on purpose to benefit one candidate, and that I could vote two months early and still be disenfranchised via postal interference. I'm at a loss as to what to do. - Paige Hanson, Plymouth, Michigan

I was diagnosed with two autoimmune diseases at the start of quarantine. Since then, USPS has been my lifeline to get my medical supplies for home biologic treatment. Having low cost delivery keeps me in my house and safer. I also fear that my STI and HIV testing will be stopped since the at home kits go through the mail. I can't afford costly for profit delivery services since being chronically ill is already expensive. - Emmett Patterson, Washington, District of Columbia

I have a history of multiple health conditions & disabilities (Strokes, Epilepsy, Crohn's Disease, limited mobility, a form of Deafness, Arthritis, Osteoporosis, and Vision Problems). Hence my service by the Postal Service has been critical in my Survival! Since the changes & non delivery my mail my health condition is failing! Additionally I hold government appointed positions protecting the accessibility + rights of Disabled People plus am a ADA Liaison - again my mail is

slow or not Delivered - So the Disabled are also being harmed. - Pamela Dorwarth, Panama City, Florida

My critical medications were 5 days late. It made my life hell for a week. - Carla Edelman, Grand Rapids, Michigan