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NEW DEMOCRAT COALITION
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September 5, 2025

The Honorable Cindi J. Tabbot
Local Postmaster General of El Paso, TX
United States Postal Service
219 E. Mills Ave.
El Paso, TX 79901

Dear Postmaster Tabbot,

I write to express my deep concern regarding prevalent United States Postal Service (USPS) issues in the El Paso region that have been brought to my attention by constituents and postal workers alike. As you know, on August 21, 2025, we had a comprehensive meeting with senior regional leadership, including yourself. As we discussed during our meeting, our community needs answers to casework issues, updates on current and future operations and maintenance, staffing challenges, and infrastructure needs.

USPS is an agency that my constituents seem to consistently have problems navigating, and in turn, open casework with my office. There have been several types of USPS casework inquiries, with the most recent trend being El Pasoans not receiving mail at their designated cluster box for months on end. Through a combination of vandalized cluster box units (CBUs), lack of access to keys, or lost and stolen mail, these individuals have had their lives interrupted because many of them still rely on USPS to deliver items like medicine, general billing, and more. As you know, my team has sent a packet of outstanding casework and casework that did not have satisfactory replies from USPS on August 11, 2025, and I am requesting that USPS further explain to my office what more can be done to address these issues.

In my effort to address the needs of my constituents, and especially because of our inability to get an appointment to discuss these issues with the Postmaster for an entire year, my staff and I have been communicating regularly with the local National Association of Letter Carriers

(NALC) branch 505 to learn about ongoing issues with staffing, vehicle maintenance, facility conditions, and overall morale. It was concerning to hear from you during our meeting recently that no action plan has been developed to address the concerns NALC 505 has brought up to your management, as well as meaningful steps toward implementing facilities and fleet improvements needed in our district. For example, over a year ago, significant damage was done to the Northgate Postal Office when a vehicle crashed into the building, creating a large hole in one of its walls. That damage has not been repaired, one year after the accident. When I brought up this incident and others during our meeting, there was no meaningful acknowledgment of the issue and certainly no sense of urgency or responsibility to fix it. In fact, there was deflection instead of concern. This is totally unacceptable and illustrates one of the likely reasons why morale among employees is so low. Given what seemed to me like disinterest expressed by USPS with deficiencies at the post offices, I instructed my staff to conduct congressional oversight to document the facility maintenance needed at various postal offices. These visits confirmed the poor condition of several post offices, as well as many of the infrastructure issues I have heard about repeatedly that are clearly not being addressed.

Much of this could have been resolved with regular communication between NALC 505 and management, but I have heard conflicting reports about how often the two speak to each other. It is the responsibility of the Postmaster to ensure she is aware of all issues and is communicating proactively and frequently with the workforce, especially with union leadership. I would encourage both sides to make every effort to engage in good-faith conversations to solve the myriad of local issues that have grown progressively worse in the last year.

I understand and appreciate the value of USPS and the postal workers who serve El Pasoans every day. That is why I do not take lightly my obligation to conduct oversight when I consistently hear from my constituents that USPS is not meeting acceptable standards in our region. In addition to the concerns listed above, I am requesting that you consider providing the following information:

Staffing & Hiring Challenges:

- Hiring and Staffing:
 - o Is the El Paso USPS office currently hiring letter carriers to meet growing demand to address ongoing service and workload issues?
 - o Could you provide staffing statistics for all El Paso post offices, filled positions, and vacancies?
- Turnover and Retention:
 - o Could you provide an analysis of the recent hiring retention numbers?
 - o What is being done about turnover and to increase employee retention?
- Hierarchy Concerns during Hiring Process:
 - o Can you explain the established promotion and hiring hierarchy process?
 - o You mentioned during our discussion that only "career employees" are eligible for promotions. What is the USPS's definition of "career employee" for promotion purposes?

Work Conditions:

- Light Duty Assignments:
 - Are light-duty assignments available for injured or disabled employees?
 - Would you be able to provide oversight procedures for accommodation requests?
 - From our conversation, you mentioned, light-duty assignments are approved by the nurse. Could you provide clarity on whether the nurse's approval for light-duty assignments is binding?
 - Can you provide a detailed explanation on how favoritism is avoided when supervisors decide to elevate light-duty requests to the nurse?
- Professional Development:
 - What professional development, if any, is currently offered to USPS employees and managers?
 - Is there a plan to implement or expand training programs to improve career pathways and retention?
 - What are the criteria for employees to receive promotions?
 - What is the average length of time someone is in a position before being considered for a promotion?

Internal Grievance Process:

- What are the different steps to address employee grievances, specifically regarding sexual harassment allegations involving managers?
- What is the timeline in our region for investigating and resolving sexual harassment allegations? How many sexual harassment allegations are currently under investigation?

Leadership Engagement:

- Our meeting took close to a year to secure. What is the approval process to ensure regular meetings with USPS leadership occur?
- My team regularly joins the congressional staff calls; however, there is little time for questions from staff. If questions are not entertained during these congressional staff calls, will you (Postmaster Tabbot) commit to meeting with my team and me quarterly?

Operations & Maintenance:

- Fleet Maintenance and Transition in El Paso:
 - Are there sufficient resources allocated for the maintenance and cleaning of the vehicle fleet?
 - What processes are in place to ensure maintenance requests are addressed promptly?
 - How many vehicle maintenance requests are currently outstanding? And how long is it taking on average to resolve vehicle maintenance requests?
 - Could you provide a timeline for rolling out electric vehicles and supporting infrastructure? (We were told during the call that this information had been provided, but we have no record of receiving this information.)
 - How is USPS addressing training and safety concerns related to the transition of vehicles?
 - Would you be able to provide statistics on:
 - The number of vehicles in the El Paso fleet.
 - How many have air conditioning?
 - For those without air conditioning, what is the timeline for their repair?

- What is the number of vehicles currently operational? How many vehicles are not operational but still considered part of the El Paso fleet?
- Neighborhood Cluster Boxes:

During our meeting, senior management noted that there are no current cluster box supply issues in the El Paso region. However, locally, we continue to hear complaints from constituents and local staff that there remain issues.

 - Please provide a timeline and process for how USPS is resolving issues with master lock delays and key supplies.
 - Can you provide a list of locations for CBUs currently needing to be replaced or repaired? And for each non-functioning or non-existent CBU, I'd like an explanation for why they have not been repaired.
 - Can you provide what steps you are taking to improve internal communication with the workforce regarding CBU availability and replacement timelines?
 - In cases where a CBU becomes damaged, could you please clarify what the process is if the CBU is the responsibility of the developer?
 - Is there a specific department that leads communication with developers when USPS is aware of a CBU needing maintenance? How does USPS ensure the developer or landlord distributes keys to residents?
 - Who is the best point of contact for my staff to contact in El Paso when we hear of a delay with CBU maintenance?

Facility Conditions:

- What is the timeline and scope for the building repairs needed in the locations listed below?
 - Washington Park Postal Office- 4400 E Paisano Dr., El Paso, TX 79905
 - Northgate Postal Service- 5249 Sanders Ave, El Paso, TX 79924
 - Mesa Hills Post Office- 5981 N Mesa St, El Paso, TX 79902

El Pasoans deserve high-quality USPS service, and I look forward to working together to do just that. Thank you for your full and fair consideration of this matter, consistent with applicable statute and agency guidelines. I respectfully request a response to the questions and concerns I have raised above, no later than October 1, 2025.

Sincerely,



Veronica Escobar
Member of Congress