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June 4, 2012

The Honorable Patrick Donahoe
Postmaster General and Chief Executive Officer
United States Postal Service
475 L'Enfant Plaza, SW
Room 10804
Washington, D.C. 20265-3500

Dear Mr. Donahoe:

During my visit to Skagway, Alaska last week I learned that the lack of staff at the post office has had an intolerable impact on nearly everyone in town, including your Postal Service employees. Your employees and your customers need your immediate assistance.

The current situation is presenting significant issues that must be addressed. First, Skagway has no pharmacy, so all medications are shipped to the community through the mail. I am told that due to the current situation at the post office, medications have not been delivered in a timely manner. This has endangered residents with diabetes and heart issues, as well as others who require medication. This is unacceptable and must be resolved immediately. Additionally, residents of Skagway told me it has taken up to twenty days for priority mail to be delivered to them, mail has been stacking up for three weeks in the back of the post office, and the community has endured up to five days without any mail delivery at all. This has resulted in late delivery of bills and other time-sensitive materials.

Moreover, while the Skagway Post Office is approved to have a postmaster and three additional employees during the summer, I am told that the Alaska District Office is having difficulty hiring staff for Skagway. It also concerns me that a clerk reportedly quit after only one week on the job. We need to understand why these positions are so difficult to fill.

A number of steps must be taken this week to address these serious matters. First, it is imperative that senior leadership from the United States Postal Service travel to Skagway, Alaska this week to discuss these and other concerns with local residents and community leaders. Please work with Bob Walsh of my staff to arrange the meeting; he can be contacted at (907) 271-3735. Additionally, the United States Postal Service must redouble its efforts to fill the open positions in Skagway as soon as possible. I would also like to understand your action plan

for resolving these matters; please have your staff contact Kristen Daimler at (202) 224-6665 to schedule a conference call this week.

Thank you for your attention to these requests.

Sincerely,



Lisa Murkowski
United States Senator

cc: Mr. Ron Haberman, District Manager, Alaska District, USPS
The Honorable Stan Selmer, Mayor, Municipality of Skagway