



MAIL SERVICE CENTER
DEPARTMENT OF ADMINISTRATION

Memo

To: All MSC Customers

From: Jorham Diaz, Director

Date: August 14, 2020

Subject: USPS mail service delays

During the past several weeks, the Mail Service Center (MSC) has experienced service delays from the United States Postal Service (USPS) due to recent changes to their operations. USPS Postmaster General Louis DeJoy imposed new rules that could delay mail deliveries in some instances, and compound [ongoing USPS delays](#) due to the Coronavirus pandemic. In a [statement released](#) by the American Postal Workers Union, the new rules include "...delaying mail, slowing down service, further removal of mail processing equipment, reducing work hours and eliminating overtime."

Please be assured that the MSC team recognizes the importance of timely mail delivery and is working hard to ensure that customers receive the most efficient service possible. We value your business and appreciate your patience.

Sincerely,

A handwritten signature in black ink, appearing to read "Jorham Diaz".

Jorham Diaz
Mail Service Center Director