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CITY OF WINSTON, OREGON
201 NW Douglas Blvd.
Winston, Oregon 97496
541-679-6739

August 28, 2026

U.S. Rep. Val Hoyle
940 Willamette St
Eugene, OR 97401

RE: Request for Investigation of Mail Delivery Problems - Winston, Oregon 97496

Dear Rep Hoyle:

On behalf of the City of Winston, I am writing to formally request that your office investigate ongoing and increasingly frequent concerns regarding mail delivery within the Winston 97496 delivery area.

The City has received a significant number of complaints from both residents and businesses concerning the mishandling and misdelivery of mail and packages. These reports do not appear to involve isolated incidents. Rather, residents have described a recurring pattern of mail being delivered to incorrect addresses, packages being marked as delivered when they were actually left at another residence, and mail intended for one household being delivered to another.

Of particular concern are reports involving packages containing prescription medication and other important or time-sensitive items. In several instances, residents have received electronic or photographic confirmation indicating that a package was delivered, only to discover that it was delivered to a neighboring or otherwise incorrect residence and could not be recovered. Residents have also reported similar problems involving personal gifts and other valuable packages.

The City itself has experienced these delivery problems. City Hall periodically receives mail belonging to residents and businesses elsewhere in the community. On some occasions, mail delivered to City Hall has been addressed to individuals or locations in entirely different communities within Douglas County. These occurrences raise concerns not only about inconvenience, but also about the security, reliability, and integrity of mail delivery in the area.

Incorrect delivery can result in significant consequences for the intended recipient. A misplaced package containing medication may present a health and safety concern. Financial, legal, governmental, or other confidential correspondence delivered to the wrong address may create privacy concerns. Even routine mis deliveries require residents and businesses to spend time locating

packages, contacting neighbors, or attempting to resolve the problem through the Postal Service.

The City understands that isolated delivery mistakes can occur in any postal system. However, the volume and consistency of the complaints being reported to the City suggest that a broader review of delivery practices serving Winston may be warranted.

Several residents have advised the City that they have attempted to raise these concerns directly at the local post office without achieving a lasting resolution. As a result, the City believes it is appropriate to elevate the matter and request assistance from the United States Postal Service.

Accordingly, the City of Winston respectfully requests that USPS:

1. Review mail and package delivery practices within the 97496 delivery area;
2. Investigate the reported pattern of mail and packages being delivered to incorrect addresses;
3. Review whether staffing, route assignments, training, addressing information, scanning procedures, or other operational factors may be contributing to the problem;
4. Take appropriate corrective measures to improve delivery accuracy and accountability; and
5. Provide the City with a written response regarding the results of the review and any corrective actions that USPS intends to implement.

The City is willing to assist USPS with this review and, where appropriate, can help communicate with residents and businesses regarding the types of delivery problems being experienced.

Reliable mail service is important to our residents, businesses, and local government. We appreciate the work performed by Postal Service employees serving our community, and our intent in bringing these concerns forward is to ensure that recurring problems are identified and corrected.

Thank you for your attention to this matter. We respectfully request your assistance and look forward to receiving a response regarding the steps USPS can take to address these concerns.

Sincerely,

Christie Knutson
Mayor
City of Winston, Oregon

Cc; Rep. Court Boice
Consumer Advocacy—USPS
U. S. Sen. Jeff Merkley
U. S. Sen. Ron Wyden
Rep. Virgle Osborne
Sen. David Brock Smith
David Cunningham, City Councilor
Dorie White, City Councilor
Allen Hobson, City Councilor
Nick Wiggins, City Councilor
Thomas McIntosh, City Manager