

Opening Statement of Amber McReynolds
US Senate Homeland Security and Governmental Affairs Committee
April 22, 2021

Good morning Chairman Peters, Ranking Member Portman and Members of the Homeland Security Committee. I appreciate you holding this hearing.

Before we begin, I'd like to acknowledge my family here with me today and those watching from home. I'm thankful my brother Michael McReynolds is here today with me. In normal times, I would have brought my son Kenton (8) and daughter Klara (10) with me to see our government up close and tour the Capitol and monuments again as they absolutely loved it when I first brought them in 2018. I'm also grateful to my parents Dana and Pixi for ensuring that my children are at school on time and do not miss baseball and soccer practice while I'm away.

The United States Postal Service is one of our most admired institutions, responsible for binding our nation together by connecting citizens to commerce, communities, and each other. It is an essential service that our citizens expect and trust. Given the importance of the Postal Service in our lives, I am deeply humbled and honored to be nominated to serve on the Board of Governors. All Americans deserve a thriving and sustainable postal service and if I am confirmed, I look forward to working to improve postal operations, service, and citizen connectivity.

My entire professional career has been focused on improving citizen experiences with government, specifically within the voting process. I served as a local election official in Denver, Colorado for thirteen years and experienced firsthand the importance of building processes that deliver an essential service to the public in a fair, accessible, and secure way. During my time in local and state government, I designed systems that put the needs of customers - the voters - first. I am proud that the Colorado voting model has been a blueprint that other states have used to increase citizen participation. Our experience in Colorado proved that it is possible to improve service while reducing costs and saving taxpayer dollars. We have demonstrated that we can increase transparency while enhancing security - all while serving the public in a more accessible and equitable manner. And finally, I am incredibly grateful to the local and state election officials across the United States for their spectacular commitment to serving voters during the 2020 election cycle. We all owe them our gratitude.

In the midst of a global pandemic, millions of Americans across the country relied on the postal service to cast their ballots. Despite great challenges, the postal service helped deliver democracy during the 2020 election. The parallels between election administration and the postal service are clear in that both have a mission to deliver an essential, nonpartisan service for all customers regardless of personal circumstance, politics, or geography. Vote by mail is an essential role for the USPS and if I am fortunate to serve as a Governor, I will bring a perspective

to the board that prioritizes the needs of the American people just as I have done my entire career for voters both in government and in the nonprofit sectors.

While Denver, Colorado has been my home for the past sixteen years, I grew up in a small town in Illinois where my parents still live today. The universal service obligation is essential to the daily lives of rural citizens across our nation. Whether it is prescription drugs, election ballots and information, or business related mailings, rural communities rely heavily on the postal service for vital connectivity and commerce. Regardless of where Americans live, we must ensure that every community across the country has prompt, reliable, and equitable service.

We know that the success of this great institution depends on the ability to adapt to change. Many of the problems facing the USPS are clear: Chronic underinvestment in technology, facilities, infrastructure, and the workforce have exasperated the crisis. It is not a question of whether change is necessary but rather whether we can collectively work together to effectuate change with solutions that focus on the future.

I look forward to focusing on a better future for the USPS that continues to deliver reliable and affordable mail service to every community in the country. Working collaboratively with postal stakeholders and the Board, I am confident that we can find creative solutions and process improvements that deliver cost savings as well as service improvements. By investing in the business and workforce, we will be able to grow the USPS and bring new revenue into the system.

If I am fortunate enough to be confirmed, I am committed to working on behalf of the American people to deliver the service they expect and deserve.

I look forward to your questions.