

**Congress of the United States**  
**Washington, DC 20515**

August 30, 2024

Louis DeJoy  
Postmaster General  
United States Postal Service  
475 L'Enfant Plaza, SW  
Washington, DC 20260

Dear Postmaster General DeJoy,

We write to express great concern over the closure of postal facilities and the deterioration of postal service in communities across Massachusetts. We have observed a litany of United States Postal Service (USPS) management decisions that have hindered postal services across our state, including the closures of the Medway Main Street Post Office and the Watertown Square Post Office, the lack of response to faltering service at the Roxbury and Somerville Post Offices, and the recent proposal to slow rural mail delivery and consolidate postal operations. Consequently, our constituents are facing diminished access to post office retail fronts, increasingly delayed and lost mail, and, for those employed by USPS, workplace dissatisfaction.

On August 26, 2023, the Medway Main Street Post Office closed abruptly. By February 22, 2024, USPS was required by statute to announce a site for relocation but failed to do so. Today, more than six months later, the Town of Medway is still without an adequate Post Office location. The federal delegation for Medway has repeatedly written to you—on October 4, 2023 and November 28, 2023—urging you to reopen the Medway Post Office, but we have yet to receive an adequate response about USPS's future plans for Medway.

The situation is no better regarding the Watertown Square Post Office. USPS purportedly desires to return to the old Watertown Square location in two years when renovations conclude, yet USPS refuses to sign a new lease.<sup>1</sup> Residents of Watertown have also requested that the Saturday service previously offered at the Watertown Square location be provided at a nearby Post Office in the same ZIP Code, a reasonable request that has gone unanswered.

In Boston, 84 residents of Roxbury signed a letter to our offices on April 10, 2024 expressing their deep concerns about poor service at the Roxbury Post Office. The residents described having to “wait 30–45 minutes for service” at the branch and experiencing “mail delays of 2–4 weeks, lost mail, misdelivered mail, and mail left outside of mailboxes.”<sup>2</sup> Access to timely and reliable postal services is essential for receiving important documents, paying bills, and staying connected, especially for those who may lack digital alternatives. Inadequate service compounds

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<sup>1</sup> Charlie Breitrose, *Watertown's Main Street Post Office Closing for at Least 2 Years*, Watertown News (Dec. 27, 2023), <https://www.watertownmanews.com/2023/12/27/watertowns-main-street-post-office-closing-for-at-least-2-years/>.

<sup>2</sup> Letter to Senator Elizabeth Warren, Senator Ed Markey, Representative Ayanna Pressley, and Representative Pressley's Constituent Advocate Dayana Donisca from Constituent (Apr. 10, 2024).

existing barriers and exacerbates disparities in financial stability, access to resources, and civic engagement, ultimately widening the racial wealth gap and reinforcing systemic inequality. Despite the dedication and service of the Roxbury employees, USPS management has failed to address persistent systemic issues with counter service and daily mail delivery at the branch.

Residents in Somerville, Brookline, and other communities have also made their voices heard about the infrequency of mail delivery. Many report going days or even weeks without mail delivery. In the case of Somerville, some residents have described receiving mail only once or twice per month, and many currently face a high volume of lost mail. When asked for a meeting between USPS and elected officials in Somerville who are hearing from residents, USPS denied the request.

Now, USPS is proposing changes to slow mail delivery in rural areas<sup>3</sup> and consolidate processing centers.<sup>4</sup> Given USPS' previous attempt to move jobs and operations out of the Brockton Processing and Distribution Center (PDC),<sup>5</sup> these proposals would likely negatively impact postal service and USPS jobs in the Commonwealth. Rural communities in Massachusetts and the dedicated employees of PDCs, including in Brockton, deserve to have their delivery and jobs improved by USPS, not impaired.

All these issues with postal service in the Commonwealth are highly problematic and indicative of a larger statewide problem, which has fostered inequitable access to basic postal functions across urban and rural communities. MassLive recently reported that Massachusetts is among the bottom 10 states for on-time delivery.<sup>6</sup> Our requests for a response and assistance from USPS have gone unaddressed and ignored. That is unacceptable. We are now constrained to request an in-person meeting with MA-RI District Manager Scott Manier at which we can learn how USPS will address our concerns. Please respond to our inquiry by September 30, 2024.

Residents of Massachusetts pay for and deserve adequate mail services, and you are tasked with properly delivering them. We look forward to hearing how USPS will do so.

Thank you for your time and attention to this matter.

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<sup>3</sup> Jacob Bogage, *Postal Service considers rural mail slowdown after election*, Washington Post (Aug. 22, 2024), <https://www.washingtonpost.com/business/2024/08/22/usps-mail-slowdown-election/>.

<sup>4</sup> *Postal Service Announces Pre-Filing Conference To Discuss Proposed Operational Improvements and Corresponding Refinements Within the Current Service Standards*, Press Release by USPS (Aug. 22, 2024), <https://about.usps.com/newsroom/national-releases/2024/0822-usps-will-host-a-pre-filing-virtual-conference.htm>.

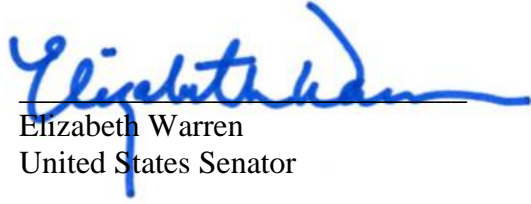
<sup>5</sup> Jason Law, *U.S. Postal Service reviewing plan to move part of Brockton mail processing facility out of Mass.*, Boston 25 News (Feb. 29, 2024), <https://www.boston25news.com/news/local/us-postal-service-reviewing-plan-move-part-brockton-mail-processing-facility-out-mass/2JJGFKRHMJFIBBVZCPQU2EFS6M/>.

<sup>6</sup> Dallas Gagnon, *Massachusetts has some of the worst postal service nationally, according to USPS*, MassLive (July 8, 2024), <https://www.masslive.com/news/2024/07/massachusetts-has-some-of-the-worst-postal-service-nationally-according-to-usps.html>.

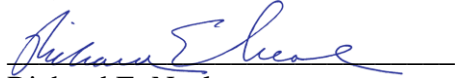
Sincerely,



Edward J. Markey  
United States Senator



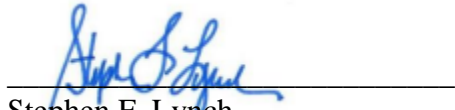
Elizabeth Warren  
United States Senator



Richard E. Neal  
Member of Congress



James P. McGovern  
Member of Congress



Stephen F. Lynch  
Member of Congress



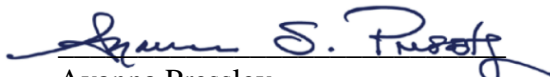
William R. Keating  
Member of Congress



Seth Moulton  
Member of Congress



Lori Trahan  
Member of Congress



Ayanna Pressley  
Member of Congress



Jake Auchincloss  
Member of Congress