

Congress of the United States
Washington, DC 20515

November 27, 2024

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

Dear Postmaster General DeJoy,

The United States Postal Service (USPS) is failing our Massachusetts constituents. For months, USPS management has refused to address specific postal service problems in Massachusetts or offer any plan to correct them. At the same time, USPS management has declined to make itself available to answer questions from the public. Most recently, Boston Postmaster Joshua Balcunas refused to comply with a summons from the Boston City Council. This lack of responsiveness and accountability is unacceptable and must change.

On August 30, 2024, we wrote to you about the many USPS service problems that Massachusetts residents are experiencing in their communities. Your October 2, 2024 response was dismissive of these legitimate concerns. It also provided no data on postal service performance in specific communities, instead relying on aggregate data for the Massachusetts-Rhode Island district. Properly assessing postal service performance in a particular community requires community-level performance data. Aggregate data is simply inadequate, as communities across Massachusetts and neighborhoods across Boston have different experiences with their local mail service. As such, we write to demand that USPS provide us with ZIP-code level service performance data for the City of Boston.

Your suggestion — without any supporting data — that poor service in Boston is an “isolated incident or performance anomaly” is particularly troubling. Communities rely on postal service to varying degrees. Those with residents who are elderly, sick, or disabled require frequent mail delivery for medications or medical notifications. Residents in communities of historical underinvestment face barriers to accessing digital technologies and rely on USPS for communication. Community residents who are unbanked or underbanked process financial services through the postal service, and those facing financial hardship rely on the postal service for many government services. Proper postal service takes these differing lived experiences into account when ensuring that mail delivery is regular and frequent. We understand that proper mail delivery is a justice issue; we question whether you do.

Current USPS performance measures in the Massachusetts-Rhode Island District show that nearly 9% of all mail falls behind service standards — that translates to more than 600,000 delayed mail pieces daily, per the roughly 7 million daily pieces of mail identified in your October 2, 2024 response to our letter. Yet, because USPS apparently does not collect more granular data, it cannot identify the location of the bulk of this delayed mail. USPS must update

its data collection and data sharing practices to include ZIP code-level data on mail delivery performance for all communities.


Every day, your mail carriers and post office workers are the most frequent point of contact that the public has with the federal government. These workers are dedicated and dependable public servants. We call on USPS management to follow the lead of post office employees and display the same care for the public interest through transparency and availability.


To be better equipped to address these persistent and inequitable issues with postal service, please respond to the following questions in writing by December 24, 2024.


1. Does USPS have ZIP-code level performance data? If so, please share it for the City of Boston and all Massachusetts communities on your online portal. If not, why not? How are you able to identify communities consistently experiencing poor service?
2. Do you agree with your Vice President of Retail and Delivery Operations for the Atlantic Area that the Boston City Council has a “political agenda,” dismissing its critical role representing its constituents?
3. USPS management has informed us that they are NOT to meet with Members of Congress without the Postmaster General’s concurrence. Have you withheld approval of meetings with Members of Congress or their staff? If so, why?

Thank you for your time and attention to this matter.

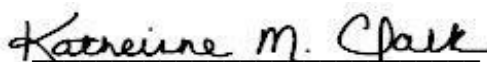
Sincerely,



Edward J. Markey
United States Senator


Elizabeth Warren
United States Senator


Richard E. Neal
Member of Congress



James P. McGovern
Member of Congress


Katherine M. Clark
Member of Congress

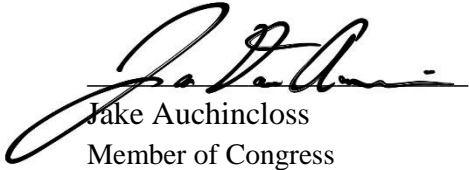

Seth Moulton
Member of Congress



Lori Trahan
Member of Congress



Ayanna Pressley
Member of Congress



Jake Auchincloss
Member of Congress