

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

November 27, 2024

Tammy Hull  
Inspector General  
Office of Inspector General  
United States Postal Service  
1735 N. Lynn Street  
Arlington, VA 22209

Dear Inspector General Hull,

United States Postal Service (USPS) management decisions are hindering postal services across Massachusetts. For more than a year, we have observed a pattern of facility closures, consolidations, and slowed service resulting in delayed or lost mail for our constituents. Our efforts to address these concerns with USPS have been shrugged off by management. We write to ask that you conduct a review of the cause of these problems.

On August 30, 2024, we wrote to USPS Postmaster General Louis DeJoy to urge USPS management to address a mounting number of problems with postal storefronts and daily mail delivery in Massachusetts and to provide us with its plans to do so. These problems included matters on which, for months, we have been communicating and advocating with USPS:

- the closure of the Medway Main Street Post Office;
- the closure of the Watertown Square Post Office;
- staffing issues at post office locations and mail delivery delays across the City of Boston;
- mail delivery delays and lost mail in several communities in greater Boston; and
- USPS's recently announced plans to slow rural mail delivery and consolidate Processing and Distribution Centers (PDCs), which USPS confirmed in its response to our letter would target the Brockton PDC.

USPS's October 2, 2024 response to our letter on these concerns was inadequate at best and openly dismissive at worst. Significant mail delivery issues in Boston and its greater region were shrugged off as "isolated incidents or performance anomalies." Moreover, its response took into account only Massachusetts-Rhode Island District-level data, which cannot identify local issues. Apparently, USPS does not have or will not share ZIP code-level data that can show if service disruptions are concentrated in particular neighborhoods.

Additionally, Massachusetts has experienced multiple facility closures without any plan for impacted residents except having them travel further distances to another post office. On August 26, 2023, the Medway Main Street Post Office closed abruptly. USPS was required by statute to announce a site for relocation by February 22, 2024, but has yet to do so. In Watertown, residents will be without one of their three postal facilities for two years, and USPS has failed to sign a lease, causing residents to fear that they will permanently lose access to this facility. In

Allston, residents have waited for five years for a return of postal service after the local facility closed in 2019. These instances of unacceptable neglect have caused us to lose confidence in USPS management.

The mission of the USPS Inspector General is “promoting the integrity, accountability, and efficiency of the U.S. Postal Service and its regulator.”<sup>1</sup> Accordingly, we ask you to immediately conduct a review of the following problems in Massachusetts and, where appropriate, across the country, specifically:

1. The USPS definition of a closure and whether USPS is intentionally defining closures as “emergency closures” to avoid promptly identifying new facilities, as we believe is the case in Medway.
2. Whether USPS is delaying negotiating leases, as appears to be the case in Watertown, in order to delay opening new facilities.
3. The causes of systemic issues, such as those in the Boston network of post offices, which have created a city-wide mail delivery crisis—particularly impactful in neighborhoods of historical underinvestment—including the staffing protocols used to fill vacancies and missed shifts.
4. How USPS tracks localized service data and tracks large volumes of lost mail, as reported by the residents of Somerville during a period of staffing issues.
5. Whether the USPS proposal to slow rural mail delivery and consolidate facilities such as the Brockton PDC is consistent with the USPS mission of providing “frequent, reliable, safe and secure delivery of mail, packages and other communications to all Americans.”<sup>2</sup>

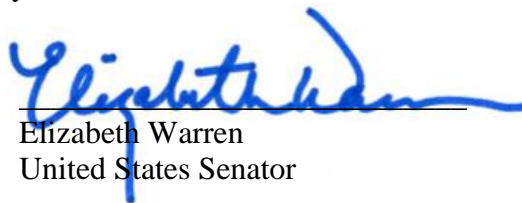
Our offices stand ready to assist with your review. Our concerns are especially acute as the holiday season and its high volume of mail will soon be upon us. We request a response to this inquiry by December 24, 2024.

Thank you for your time and attention to this matter.


Sincerely,



Edward J. Markey  
United States Senator



Elizabeth Warren  
United States Senator



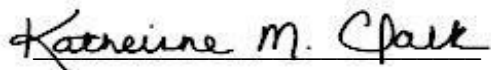
Richard E. Neal  
Member of Congress



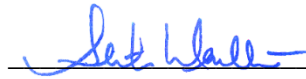
James P. McGovern  
Member of Congress

<sup>1</sup> About Us, Office of Inspector General, United States Postal Service (2024), <https://www.uspsoig.gov/about-us#:~:text=Our%20Mission,Postal%20Service%20and%20its%20regulator.>

<sup>2</sup> About the United States Postal Service (2024), <https://about.usps.com/who/profile/>.



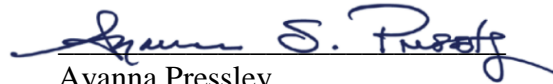
Katherine M. Clark  
Member of Congress



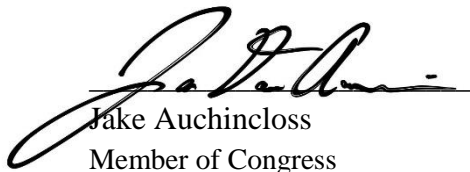
Seth Moulton  
Member of Congress



Lori Trahan  
Member of Congress



Ayanna Pressley  
Member of Congress



Jake Auchincloss  
Member of Congress