

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

March 25, 2026

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

Dear Inspector General Hull,

In November 2024, the people of Massachusetts were facing inadequate mail delivery and the closure of multiple post office facilities, resulting in long delays and loss of mail. We wrote to you and former United States Postal Service (USPS) Postmaster General Louis DeJoy about the grave issues facing our constituents. Following your thorough audit of the postal system in Massachusetts, mail delivery improved in many of the problematic areas. Unfortunately, a year and a half later, our constituents in Massachusetts are again confronting issues with mail delivery. We write to you today in the hope that you will again conduct an audit of statewide postal operations, with a particular focus on Brookline and Boston, where residents in Dorchester, Roxbury, Mission Hill, and throughout the city are experiencing painful delays in service.

In Greater Boston, the Postal Service is again in crisis. Bostonians have been left with infrequent mail delivery and post offices shuttered in their communities, while postal employees have been forced to watch the Postal Service deteriorate before them as they strive to provide the best service possible. Just last month, the National Association of Letter Carriers Local 34 filed a grievance to underscore the congressional mandate for mail delivery six days a week, a requirement that USPS is not upholding in greater Boston.

In the past month, many Boston residents have gone weeks without any mail delivery, and others report receiving mail up to two months after it was posted. As we noted in our previous letters to USPS and you, daily mail delivery is vital for many residents who rely on the mail for their prescriptions, their income, their bills, and so much more. We have heard many stories in Massachusetts: businesses whose sales are being negatively impacted; food pantries unable to access checks; and immigrants who undertook significant time and effort to get their green cards, only to be left in limbo because they never arrived in the mail. We have also heard from residents who have incurred late fees on bills that USPS failed to deliver on time, driving up costs at a time when life is already unaffordable for many residents.

Furthermore, we are concerned that the neighborhoods experiencing the worst of this inadequate mail service are predominantly communities of color, and we have not yet heard of a

plan from USPS to address this inequality. Communities facing historic underinvestment — where disparities in access to healthcare, banking, the digital world, and more are most pronounced— are also facing the worst on-time mail delivery rates of their prescriptions, checks, and correspondence. As we wrote in 2024: this is a grave injustice.

USPS should be governed by a simple mission: timely mail delivery six days a week for every resident and an accessible and adequately staffed local post office location nearby. This is what a just postal system looks like: not one where USPS fiscal mismanagement jeopardizes residents' basic necessities, but one where every community is empowered with the resources residents need to thrive in our democracy.

These current issues compound longstanding postal problems that we have written to USPS about for years, including the closed post office locations in Allston, Medway, and Watertown, and mail delays and lost mail in many communities in greater Boston, including Brookline. Additionally, we have recently learned that USPS intends to close the Springfield Pine Point Contract Postal Unit, a closure that would hinder access to postal services for the neighborhood. We continue to seek your help in addressing these issues as well.

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 aforementioned problems in Massachusetts and address the following questions:

1. Which post office locations and routes in Boston are fully staffed and which are understaffed? What is USPS doing to ensure locations and routes are fully staffed in greater Boston?
2. Is USPS management allowing overtime for letter carriers when mail delivery is not meeting requirements? If not, under what authority is USPS management preventing the use of appropriate overtime, and how does that not violate the USPS Universal Service Obligation?
3. What is USPS doing to retain postal employees in understaffed neighborhoods in greater Boston?
4. Has USPS evaluated the disparities in adequate mail delivery across neighborhoods in Boston? What steps has USPS taken to ensure equitable mail delivery across communities?
5. What steps has USPS undertaken to re-open closed post offices in Massachusetts over the past year? Under what rationale is USPS claiming it can close the Pine Point Contract Postal Unit in Springfield, given the impacts to the community and service availability?

Our offices stand ready to assist with your review. As the affordability crisis worsens, it is critically important that people get their prescriptions, their public benefits, and their correspondence on time. We request a response to this inquiry by April 17, 2026.

Thank you for your time and attention to this matter.

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<sup>1</sup> About Us, Office of Inspector General, United States Postal Service (2026), <https://www.uspsoig.gov/about-us>

Sincerely,



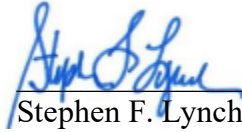
Edward J. Markey  
United States Senator



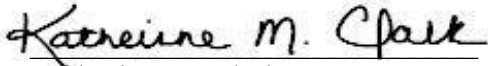
Elizabeth Warren  
United States Senator



James P. McGovern  
Member of Congress



Stephen F. Lynch  
Member of Congress



Katherine M. Clark  
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Ayanna Pressley  
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Jake Auchincloss  
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