



November 6, 2023

The Honorable James P. McGovern
House of Representatives
Washington, DC 20515-2102

The Honorable Elizabeth Warren
United States Senate
Washington, DC 20510-2105

The Honorable Edward J. Markey
United States Senate
Washington, DC 20510-2106

Dear Congressman McGovern and Senators Warren and Markey:

This responds to your October 4 letter to Postmaster General Louis DeJoy and Massachusetts-Rhode Island District Manager Michael Rakes, regarding the emergency suspension of postal operations at the Medway Post Office.

With 617 facilities in Massachusetts and more than 30,000 nationwide, the U.S. Postal Service provides regular and effective mail delivery service and an accessible network of retail offerings. Occasionally, however, we must suspend a Post Office on an emergency basis due to circumstances such as a natural disaster, the expiration of a lease, or a loss of utilities. When a suspension occurs, we initiate alternative service as quickly as possible and develop a plan for a permanent solution.

When our lease expired on August 31, district officials worked to ensure uninterrupted delivery service in Medway. The Medway carriers are delivering their daily routes from a temporary location in Bellingham. Meanwhile, the Medway Post Office boxes are now located at the Medway Village Post Office at 137 Village Street in Medway, 1.2 miles away, which also provides retail service. Additionally, the Holliston, Millis, Franklin, Norfolk, and Bellingham Post Offices are all within 5.5 miles of Medway.

Presently, our Facilities officials are conducting an alternate-quarters search. They have initiated a market survey to identify viable options, and if town officials have identified sites for the Postal Service to consider, they may contact Senior Transaction Manager, Jeffrey Salino with Jones Lang Lasalle at jeff.salino@jll.com or (202) 719-5988. After the Postal Service identifies possible sites for a relocation, officials will initiate the public input process.

The Medway Village Post Office is only providing stopgap service until a long-term solution can be found, but in answer to questions raised about that site, the Postal Service will perform an accessibility survey to assess any needed changes. Additionally, the site lacks a loading dock (like many of our small retail facilities), but this is not an operational problem. The stamp stock is now adequate, and all Post Office box holders will have their own box so that they no longer need to receive their mail from the clerk.

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We are committed to providing customers with reliable service as we search for alternate quarters. When we find a suitable location to consider, we will notify your offices and our customers and seek public input.

Please let me know if I can be of assistance in other postal matters.

Sincerely,

A handwritten signature in blue ink that reads "Scott R. Slusher". The signature is written in a cursive style with a large, sweeping flourish at the end.

Scott R. Slusher
Director, Government Liaison