

Congress of the United States

Washington, DC 20510

October 4, 2023

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

Michael Rakes
District Manager, MA-RI
United States Postal Service
25 Dorchester Ave.
Boston, MA 02205

Dear Postmaster General DeJoy and District Manager Rakes,

We write to encourage the United States Postal Service (USPS) to expeditiously restore full-service postal services to the Town of Medway. The sudden and unexpected August 26, 2023 suspension of postal services at Medway's primary post office, located at 115 Main Street, shocked town officials and residents and left customers without an adequate nearby alternative. The USPS should engage with local officials and the community to immediately identify and open a new suitable primary post office location in Medway.

We learned from a meeting of our staffs with a local USPS official that this was not a permanent closure but instead a temporary suspension of services. Per our understanding, USPS is now actively searching for a new site to house a fully-adequate Medway Post Office. We hope that residents and town officials are made aware of this and that this process proceeds with all available speed to return the town's postal accessibility to adequate levels.

In the interim, USPS has shifted most retail services to an already-existing and substantially smaller location at 137 Village Street in Medway. The Village Street Post Office is inadequate to meet the needs of Medway, placing a premium on USPS quickly finding a new permanent location for its primary Post Office. The Village Street location has very limited parking. It presents serious issues for disabled customers as it lacks both designated parking spaces for disabled individuals and a ramp to the building. Additionally, the Village Street location has no loading dock, creating challenges for USPS employees in sending, receiving, and processing the town's mail.

We understand that the owner of the 115 Main Street property intends to redevelop it. If a return to a new facility at that location is an option, we encourage USPS to consider it. This location is a convenient site for Medway residents and has worked well for the town for many years.

Regulations governing relocating retail postal services require USPS to make a tentative decision on a long-term relocation site within 180 days of provisional relocation and begin community input procedures, which include identifying the affected community; engaging with local officials; collecting and considering community input; notifying the community of its plan for a new location; and presenting that plan to the community.¹

We urge USPS to complete the relocation process and open a new full-service post office in Medway as soon as possible. We also urge USPS to ensure all USPS employees receive the same pay and hours through the suspension of services. Workers should not suffer because of this service suspension. We ask you to provide our offices with an update on the relocation site and community engagement efforts by November 4, 2023.

Thank you in advance for your attention to this important matter.

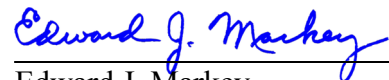
Sincerely,



James P. McGovern
Member of Congress



Elizabeth Warren
United States Senator



Edward J. Markey
United States Senator

¹ 39 C.F.R. §241.4 (c).