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House of Representatives

Committee on Post Office
and Civil Service

Washington, DC 20515-6243

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March 30, 1990

The Honorable Anthony M. Frank
Postmaster General
U.S. Postal Service
475 L'Enfant Plaza, S.W.
Washington, D.C. 20260-0010

Dear Mr. Postmaster General:

Recently my colleague from Massachusetts, Congressman Joseph P. Kennedy II, shared with me his concerns about the quality of postal service in his congressional district, in general, and in the Cambridge area, ZIP 02138, in particular. He mentioned a large number of constituent complaints which included:

- Late delivery: complaints noting postal deliveries occur late in the afternoon or early evening;
- No delivery: patrons who are accustomed to receiving mail on a daily basis have noted two and three day gaps in delivery during one or more weeks.
- Wrong address: complaints have been received concerning mail being delivered to incorrect addresses; some complaints have noted that mail is bundled and simply dropped in the lobby of apartment buildings rather than placed in mail boxes;
- Inadequate number of letter carriers: it is alleged that 25 to 30 percent of the 150 carrier routes in Cambridge do not have permanent carriers assigned to them.

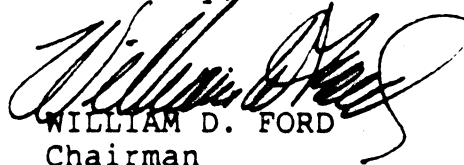
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Congressman Kennedy has met with Thomas K. Ranft, Postmaster/Division Manager, Boston Division who has outlined, generally, his plans to improve service in the Cambridge area. But, I would like something more specific. I would like a headquarters assessment of the actual situation in ZIP 02138. Is late delivery, no delivery, and misdelivery a problem? If it is, why is it occurring and what specific actions will be taken to correct the problem? Is there a shortage of permanent letter carriers in Cambridge? If there is, why, and what will be done about it?

As you know, the Committee receives much anecdotal evidence which suggests postal service is deteriorating. The information Congressman Kennedy provided suggests this is the case in Cambridge. It would be encouraging to know the Postal Service could turn things around in an area where problems have been identified. So, in addition to your assessment of the current situation in Cambridge, I would like a reassessment of the situation this summer to determine if the problems which exist today have been adequately addressed.

With kind regards,

Sincerely,



WILLIAM D. FORD
Chairman

WDF:pmj

cc: The Honorable Joseph P. Kennedy, II
Member of Congress

The Honorable Frank McCloskey
Chairman
Subcommittee on Postal Operations
and Services

13.

S-406

Comm. from William D. Ford, Chairman,
Committee on Post Office and Civil
Service, transmitting a communication
sent to the Postmaster General regard-
ing the postal service in Cambridge.

In City Council,

April 23, 1990

Placed on file