

October 1, 1997

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CAMBRIDGE MA.

TO: Postal Advisory Committee
Attn: Mr. Paul Schlaver, Chairman
P. O. Box 391031
Cambridge, MA 02139-0011

Robert Healy,
City Manager
City of Cambridge
City Hall
Cambridge, MA 02139

Frank Carboneau
Postmaster, Cambridge
Central Square Post Office
Cambridge, MA 02139

William Dunn
Postmaster, Boston
25 Dorchester Avenue
Boston, MA 02205-9998

Cambridge City Council ✓
City Council Chamber
City Hall
Cambridge, MA 02139

RE: Route #3923: The World's Worst Mail Route and
Subsequent Unreliable and Deplorable Mail Delivery Service

For over sixteen years the mail delivery service for my neighborhood has been, in general, unreliable, late, often misdirected to the wrong address, inconsistent, or non-existent. It is the worse I have ever experienced anywhere in the U.S.

In these sixteen years, I have made countless calls to the Central Square Post Office to inquire about where my mail was, or to complain about how the mail was tossed on the sidewalk, delivered to someone on another street, how mail for someone else was delivered to me, how mail for people who moved one, two, five years ago was being delivered to me, or to inquire about the non-delivery or late delivery of magazines or other periodicals. The most serious transgression is the fact that it takes mail two or three days to travel from an address in my zip code to my house! It goes without saying that mail posted in another city or town or state takes even longer to arrive.

Sixteen years ago, the postal carrier was an alcoholic who recessed in a local tap two blocks from the post office and

rarely got into the route until 4 p.m. or 5 p.m., if at all. He was an extreme example, but the service is hardly better than when he was allegedly delivering it.

The main reason why this route is so poorly served is that it is a very long, and difficult route.

At various periods over the last 16 years there have been postal carriers who did a good job despite the difficulties of servicing this route. But they would eventually bid out after a year or so because of the difficult nature of this route. In the interim periods, while the job is posted, we have had to put up with substitutes, temporary employees, or other full-time postal carriers taking on the route as their second route for the day, meaning that our mail delivery is irregular and unreliable or arrives very late in the day.

The mail carrier assigned to Route 3923 in the last year finally bid out and the route was once again posted.

In spite of all the troubles with this route in the past, the administration in the Cambridge post office decided to add more streets to this already undesirable route when it was posted. (It goes without saying, that at the present time, we are experiencing unreliable mail delivery service because there is no permanent carrier assigned to this route. I believe someone finally did bid on the route and tried it out for a few weeks, but gave it up or plans to give it up. During that brief period of time we had substitutes on Saturdays in spite of someone being in the job on a permanent status.)

After all these years and the extremely deplorable record for mail delivery on this route, I have decided to yell a little. My early morning phone calls to the Central Square post office have not yielded any significant results and letters written to the post office and the route carrier are overlooked or ignored. So, I am saying in a loud voice, fix the problem! Take streets off Route #3923, don't add streets!

Sincerely yours,

Carolyn Shipley
Carolyn Shipley

cc: Senator E. Kennedy

Consent Communication #7

S-732

Communication was received from Carolyn Shipley, 15 Laurel Street, transmitting her concern regarding mail delivery in her neighborhood. (Route #3923)

In City Council November 24, 1997

PLACED ON FILE

15 Laurel St
Cumb ridge 02139