



United States
Postal Service

September 19, 1989

Mr. Robert Healy
City Manager
Cambridge City Hall
Cambridge, Ma 02139

RECEIVED
89 SEP 28 AM 9:44
OFFICE OF THE CITY MANAGER

Dear Mr. Healy,

Since becoming Manager of the Cambridge Post Offices in March 1989, customer complaints have been reduced by at least 80 percent.

The Postal Service still has a manpower problem in Cambridge due to the lack of parking. This subject has been brought to your attention in the past and is still a major factor in service to the community. At any one time we have 15 percent vacancies and another 5 or 10 percent waiting to bid out.

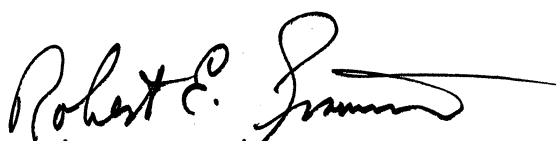
We are trying to tackle this problem right now. We are looking for alternative parking and possibly moving some of the Postal functions out of Central Square. Also the Postal Service appreciates the help you have been in this area. However, there is still a need for some additional assistance from you.

I must take this time to point out some of the problems we are experiencing in trying to make deliveries in Cambridge.

1. The seasonal turnover of residents. Many do not give change of addresses.
2. The poor condition of some sidewalks in particular the approaches between public sidewalks and residences.
3. Single family houses converted to dormitories or multiple apartments. Most containing common door slots and unlisted tenants.
4. We are the only community in the country that handles college students mail. This is done by the colleges themselves everywhere else.
5. We are not being treated as other companies giving service to the community; AT&T, Edison, Gas Co or private trucking companies that are allowed to park and make deliveries without being ticketed.

I have only touched the surface but I think the point is made. It all comes down to cooperation. I plead with you and the City Council to cooperate with us. Between the both of us, taking the problems head on, we can give the community the best service possible.

If I can be of any help to you or the council in mutually resolving any service problems please call me at 654-5800.

A handwritten signature in cursive script, appearing to read "Robert E. Simmons", with a long horizontal flourish extending to the right.

Robert E. Simmons
Manager
Cambridge "A" Branch
Cambridge, Ma 02139-9998

cc: Manager, Area II



CITY OF CAMBRIDGE

CAMBRIDGE, MASSACHUSETTS 02139

TEL. 498-9011

EXECUTIVE DEPARTMENT

ROBERT W. HEALY

City Manager

RICHARD C. ROSSI

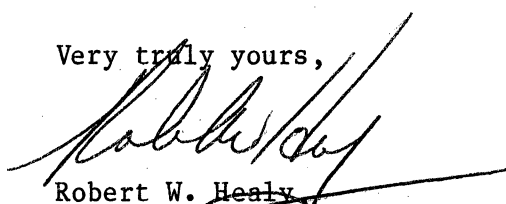
Deputy City Manager

October 16, 1989

To the Honorable, the City Council:

In response to Awaiting Report Item No. 50, regarding poor mail delivery in Cambridge, please find attached a response by Robert E. Simmons, Manager of the Central Square Post Office.

Very truly yours,


Robert W. Healy
City Manager

RWH/dls
enclosure

Agenda # 7 S-692

Response to Awaiting Report Item #50 re:
to poor mail delivery in Cambridge.

In City Council,

Oct. 16, 1989

Placed on file