

April 10, 2024

Senator Elizabeth Warren
309 Hart Senate Office
Washington, D.C. 20510

Dear Senators Elizabeth Warren and Ed Markey, Representative Ayanna Pressley, and Representative Pressley's Constituent Advocate Dayana Donisca,

We, the undersigned residents of Roxbury, are writing to call your attention to the terrible state of the Roxbury branch of the Post Office and its mail delivery to the 02118, 02119, 02120, 02116, and 02125 zip codes and to call for change.

The Roxbury Post Office branch has been dramatically understaffed for years. It's common for customers to have to wait 30–45 minutes for service, and frequently no one is at any of the windows. The building often feels abandoned and customers are separated from postal agents by thick, counter-to-ceiling glass plates and semi-functioning microphones. The state of this post office is so bad that many of us no longer use it, preferring to travel farther to the many higher-functioning, better-supplied, more welcoming post office branches in Boston. (See comments below.)

Mail service in the surrounding zip codes has been similarly terrible for years now, despite some truly wonderful mail carriers. We frequently experience issues such as mail delays of 2–4 weeks, lost mail, misdelivered mail, and mail left outside of mailboxes. (See comments below.)

In addition, the poor service offered by the Roxbury branch of the Post Office to the neighborhood in general hits poorer and elderly folks the most, for they are the most dependent on USPS: Government assistance checks, including social security checks and info, are generally sent via mail and elderly and poorer people are much less likely to do banking and communication electronically, due to lack of access or ability. Thus, proper functioning of mail and post office services is also an equity issue. (See comment below about person unable to pay rent because of late delivery of social security check.)

We understand that there are systemic issues affecting the entire Postal Service. We believe that one step toward fixing these issues is for President Biden to appoint more members to the Postal Board, so they can remove Louis DeJoy and replace him with someone who is committed to the Postal Service as a public, common good. But this doesn't explain why the Roxbury Post Office branch is, and for years has been, so much worse in all respects than almost any of the surrounding post offices in Boston.

We call on you to do everything in your power to see that the Roxbury Post Office branch be fully staffed, fully resourced, fully stocked, and that it serves the residents of Roxbury with the same demonstration of respect that anyone in Boston should expect from their postal service.

Signed,

1. Highland Park Neighborhood Coalition (23-0 vote to sign letter)
2. Mark Schafer and Marjorie Salvodon, 13 Highland Ave. #3, Roxbury, MA 02119
3. Erika and Molly Shira, 21 Highland Ave., Roxbury 02119
4. John Kyper, 111 Centre Street, Roxbury 02119
5. Joann Wilson-Singleton and Rodney Singleton, 44 Cedar Street, Roxbury, MA 02119
6. Jose Soares, 17 Fort Ave, Roxbury 02119
7. Bridget Colvin, 20 Dorr St, Roxbury 02119
8. Beisy Navarro Highland St, 75, Roxbury 02119
9. Steven Melo, Highland St, 75, Roxbury 02119
10. Ena Fox, 6 Romar Terrace, Roxbury 02119
11. Laura Budhai, 37 Cedar St, Roxbury 02119
12. Elijah Patterson, 31 Juniper St, Roxbury 02119
13. Kate Phelps, 17 C Fort Ave Roxbury MA 02119
14. Kevin Hart, 17 Logan Street, Roxbury 02119
15. Elizabeth M. Nagid, 16 Linwood Street, #3, Roxbury 02119
16. Christophe Queva, 132 Thornton street, Roxbury 02119
17. Harold J Sealls, 32 Thornton Street, Roxbury 02119
18. Shane Dunn, 44 St. James Street, Roxbury 02119
19. Randy Foote, 6 Fort Avenue Terrace, Roxbury 02119
20. Adler Eliacin, 135 Cedar Street, Boston, MA, 02919
21. Holly Shepherd, 45 Hawthorne Street, Roxbury 02919
22. Dexter Donham, 25 Fort Avenue, Roxbury 02919
23. Joyce Stanley, 159 Cedar St., Roxbury. Ma. 02119
24. Matthew Cannistraro, Dorr Street, 1, Roxbury 02119
25. Brook Levine-Adler, 25 Hawthorne St, Roxbury 02119
26. Jim Kweskin , 6 Fort Avenue Terrace, Roxbury 02119
27. Steven R. Keyes, 51 Linwood Street, Roxbury 02119
28. Andrew Shelburne, 16 Cedar Street Roxbury MA 02119
29. Mamak Charepoo, 10 Guild Street, Roxbury, MA 02119
30. Adrienne Armstrong, 263 Highland Street, Roxbury 02119
31. Mia Cameron, 13 Kenilworth Street, Roxbury 02119
32. Heidi Fessenden, 126 Thornton St. Apt. 2, Roxbury 02119
33. Alanna Barton, 85 Thornton ST #2 Boston MA 02119
34. Mandy Townsend, 29 Thornton Street, Roxbury MA 02119
35. Katya Dreyer-Oren, 219 Highland St, Fort Hill, Roxbury MA 02119
36. Annette Shepard-Williams, 30 Hawthorne Street, #1, Roxbury 02119
37. Joshua and Jen Rose-Wood, 5 Thornton Street, Roxbury 02119
38. Joan Seamster, 25 Fort Avenue, Roxbury 02119
39. Simone Gaines, 3 Dorr street, Boston MA 02119
40. Eunice Hurd and Andrew Coppo, 15 Morley Street, Roxbury, MA 02119
41. Timothy Gosier, 93 Thornton St Unit A, Boston MA 02119
42. Janet Fillion, 21 Beech Glen St, Roxbury 02119
43. Gerri Hines, 24 Kenilworth Street, Roxbury 02119
44. Gordon (Randy) Foote, 6 Fort Avenue Terrace, Roxbury 02119 MA

45. Ann Chinchilla DeGeorge, 50 Linwood St, Roxbury 02119
46. Linda Freeman, 4 Ellis Street, Roxbury 02119
47. Michelle Murray, 30 Juniper Street, Roxbury 02119
48. Stephen Fox, 59 Rutland Square, Boston (South End) 02118
49. Katherine Greig, 527 Columbus Ave, Apt 4, Boston MA 02118
50. Ayanna Hines, 65 Hutchings Street, Boston 02121
51. Eunice Quita Sullivan, 36 Highland Street, Roxbury 02121
52. Tatiana Golditch, 153 W Concord St, Boston 02118
53. R. John, 62 Romsey Street, #1, Dorchester, MA 02125
54. Ted Pietras, 32 Traveler Street #303, Boston 02118
55. Cynthia White, 1597 Washington Street, Boston 02118
56. Judith Wright, 94 Pembroke Street Boston MA 02118
57. Noreen Anastasia, 672 Tremont St, 1F Boston, MA 02118
58. Barbara Zack, 590 Tremont Street, Boston MA 02118
59. Betty Feliciano, 1521 Washington St., #2. Boston 02118
60. Yvette Jarreau, 761 Harrison Ave #601, Boston, MA 02118
61. Barbara Sommerfeld, W Concord St, 150, Boston 02118

COMMENTS ON THE ROXBURY MA BRANCH OF THE POST OFFICE

The worst post office ever. - Beisy Navarro

Roxbury Post Office has become the worst and most dysfunctional post office in the city. I don't even use the Roxbury Post Office anymore, it is so bad. I mail my stuff from the Brookline Post Office, where they have good service and plenty of supplies. - Donal Fox

The Roxbury post office is a disaster. I only go to Mission Hill now. - Eunice Hurd

The state of the building and its surroundings is filthy and disgusting. We deserve better. - Gerri Hines

I avoid the Roxbury Post Office at all costs. It's dreadful. - Ann Chinchilla DeGeorge

Roxbury Post Office has become the worst and most dysfunctional post office in the city. I don't even use the Roxbury Post Office anymore, it is so bad. I mail my stuff from the Brookline Post Office, where they have good service and plenty of supplies. - Donal Fox

I've lived here 19 years and it has been deplorable all this time. Though it takes extra planning, I use the JP or Mission Hill branches instead. I occasionally return to the Roxbury branch and each time my disappointment is renewed. It is an embarrassment. - Elizabeth M. Nagid

I had to wait 45 minutes in line to mail a package while my husband, who had just had an infusion, waited in the car. The people in the line in front of me had been waiting for more than an hour! - Eunice Quita Sullivan

The service is so bad you might think it's a stereotypical skit in a movie. - Harold J Sealls

PO is much understaffed and the service is dreadful. From what I have heard from carriers, it is a very unpleasant working climate. Clearly poorly managed. – Randy Foote

I mailed my wedding invitations from a drop box that was processed through this branch. Many took 4 weeks or more to be delivered. Some never arrived. - Matthew Cannistraro

The Roxbury post office is so bad that many people are using the Tremont St post office near Brigham Circle. Now that one is always crowded. - Jim Kweskin

There is NEVER a time that I go there and there isn't a line, you literally have to dedicate at least 45 minutes when you go in there, it's been bad for a LONG time! I've been going to the JP PO on Center Street where the service is night and day. - Adrienne Armstrong

The service here is abysmal - had a Passport appointment where I was told the person operating the window was "on lunch" at my scheduled time and she didn't return for over an hour. Waiting in line to get stamps is a non-starter, with one window open and staff moving at the speed of molasses. They need more staff and more support - and oversight. - Mandy Townsend

On the occasion I have had to use the Roxbury branch, I agree, with many of the comments of others. The line was horrendous, the wait was close to an hour, and the place looked disheveled and uncared for. I generally use the Dedham St Post Office Branch and it has had its problems these past few years. Unexpectedly closed; lines waiting for quite some time when no one is available to manage the window. - Yvette Jarreau

I don't use the Roxbury Post Office Branch anymore. The service is poor, supplies are always empty, and the lines are never ending. On top of all of that, it's simply a dreary place - dark and not very clean. My go-to branch is the main post office in S. Boston. I also use the one in Brookline. – Ayanna Hines

Based on past experience of rudeness and disinterest in my issues, I go to a different post office. - Dexter Donham

When I go there the lines are at least 10 people. Everyone complaining about not getting mail. - Joyce Stanley

As far as the Roxbury PO branch - terrible! I echo what many neighbors say about the constant long lines and the managers in the back don't seem to be concerned. - Steven R. Keyes

The Roxbury Post Office looks abandoned and usually long lines. Mamak Charepoo

On a recent visit to this branch, all the plastic holders for international, certified, and return receipt slips were empty and a poster beneath one of the service windows announced a USPS win-a-Visa-gift card program that ended half a year ago. The building often feels abandoned. – Mark Schafer

Extremely long lines - often because only one person is working the desk. I regularly go to non-Roxbury locations because I can't afford to spend 45 minutes waiting in line to drop off a pre-paid package. - Alanna Barton

The grounds maintenance is horrible. I feel really bad for our senior citizens who have to wait in the long lines at this location. - Annette Shepard-Williams

Understaffed: it's not equitable for residents, businesses, and those who are dependent on the Roxbury Post Office for their postal needs and services. Seniors and the Disabled who do not have the financial means to travel to another postal location is inconvenient and disparaging. - Linda Freeman

Morale among workers is obviously very low in every post office I visit. This is a systemic problem that really needs to be addressed.

I try not to use them because of the lines. But once I went there to get postcard stamps and they didn't have any. - Janet Fillion

We went once and have never been back. - Joan Seamster

South End postal service is a mess and getting attention for it is very hard. This has been going on for years but is getting much worse with entire weeks without mail and no attention from either location or government. - Cynthia White

I don't use this branch. I use the West Dedham Street substation when it is open. - Judith Wright

We avoid the Roxbury post office, even to drop off pre-paid packages, as there is nowhere to put them without waiting. We use the JP post office for most tasks, and the Brookline post office for the most important ones (such as passport applications/photos). - Katya Dreyer-Oren

I concur with the unwelcoming state of the building and the poor service when using the post office. The parking lot is an open-air landfill. - Christophe Queva

Personally, I do my best in avoiding the Roxbury PO because of the high volume of customers waiting in line, the lack of sufficient staffing present as well as horrendous waiting time it takes for you to get serviced. - Josie Hatuey

The main post office in S. Boston is where I go if I have to go in person. - Ayanna Hinea
I also avoid the Rox P.O. -Terrence Heinen

I've been using the Roxbury PO on Tremont Street, Mission Hill and very seldom do I wait. - Kevin Hart

While there are too few people serving the windows I have always found the people behind the counter warm and helpful. - Joshua Rose-Wood

In addition to the problems at the Roxbury branch and the unreliable home delivery services, the Cathedral substation on West Dedham right next to Villa Victoria is a complete disaster. Any given day the facility will simply be closed with no notice, and patrons have no idea when it will reopen--and of course you can't talk to anyone to find out when to expect services to resume. - Stephen Fox

COMMENTS ON MAIL DELIVERY FROM THE ROXBURY MA BRANCH OF THE POST OFFICE

We have not gotten any mail this week. My brother has not gotten his social security check and can't pay his rent. (4/5/24) - Joyce Stanley

My post card request for mail in ballots (which I mailed back immediately upon receipt) was marked undeliverable and returned to my home 3 months after I put it in the mail, and I was I unable to vote in our Primary as a result. - Matthew Cannistraro

We often get letters that were sent 2, 3, 4 weeks ago. - Randy Foote

I received a notice of an attempted delivery and rescheduled it for March 19th. I still haven't received it. I filed a report last week to see if they could locate it and I have not received more than the "we've received your request" email. I have no idea when it will be redelivered or even sent back to the artisan I purchased from! And I don't have time to wait the 2 hours it will take at the post office for them to find it! - Eunice Quita Sullivan

My mail delivery is sporadic and at least 2 times a week I get other people's mail - which I have to go and hand deliver because I'm not sure it will ever get to them if I don't. I have had 2 packages in recent weeks say they are at the Roxbury Post Office but never get delivered. - Mandy Townsend

We receive mail only 3 or 4 days a week. We received a postcard in March that was sent last August from Maine. We have still not received my brother in-law's wedding invitation sent three weeks ago from Rhode Island. - Joshua Rose-Wood

I thought I was alone in wondering why something marked out for delivery on 3/15, still hasn't made its way to me on 3/20. - Leah Dvorzak

There have been periods of time where I have not received a single piece of mail in weeks. WEEKS. When the mail carriers do eventually deliver our mail, they are professional and great. We should be getting our mail more frequently than every full moon. We deserve better. - Rachel Rollins

I have had and continue to have had issues with my mail. Example: I did not receive my mortgage invoice for the month of March and so I am imagining it was placed in someone else's mailbox. Regarding receiving incorrect mail from different addresses, this has also been a monthly occurrence. - Josie Hatuey

Unfortunately, the mail for a while now has been horrible. It's late, I consistently get other people's mail and sometimes it's tattered and worn. - Adrienne Armstrong

Mail gets delivered 1–2 times per week with lots of mail delivered to wrong addresses and left where it shouldn't be. I had to file a complaint with pictures because my mail carrier was tossing my mail in the vestibule and not in the mail slot which is where it's supposed to go. - Ayanna Hines

I get the magazines very late. Some were few weeks old. Sometimes no mail for two days. One of the bills came late and it was due for the next day. I am really frustrated. And the delivery came late at the nights before 8:30 pm. It seems getting worse. - Betty Feliciano

This January, we received two W-2 forms for people who lived at other addresses. There was no point in complaining to a mail person—we've had some very nice ones—because it's usually someone different. A number of years back, I guess, the Fort Hill mail route was redesigned to make it quite a bit longer. According to one mail person I talked to, no one wants to take it as a permanent route, and they have to draft carriers day by day. This can't help but result in confusion. - Brian George

They don't train and keep carriers very long anymore. There is a constant rotation at the Roxbury Post Office. - Donal Fox

Today I got my mail at about 1:00 p.m.--as opposed to 6:00 or later, or even *no* delivery on some days. I also received the March 11 issue of my subscription to *Time* magazine--about a week *after* I'd received its March 25 issue. - John Kyper

We get mail 3-4 days a week. Postmarked mail (cards with standard postage) for my son's birthday all between 10 days and 3 weeks to arrive from destinations in Vermont, NYC, and Colorado. Mail from Brookline, MA took 9 days to arrive. Packages arrive from big stores on time, but personal mail cannot be relied on. - Brook Levine-Adler

Our letter carrier Martin is great but the mail arrives sometimes a week later - case in point some birthday cards arrived well after my siblings sent them. Also, circulars like Stop & Shop should arrive in your mailbox by Thursday at the latest - but get to you by Saturday most times. - Steven R. Keyes

Weekly we receive mail from other addresses in the neighborhood, it's difficult to keep up. Mail carrier does appear to be checking the addresses of the mail being delivered. - Andrew Shelburne

Delinquent bills due to delayed delivery or non-delivery is an unnecessary ire for residents who need timely delivery. - Linda Freeman

Delivery is very undependable and erratic. - Michelle Murray

Mail delivery to 02121 has it challenges. The main one is that mail delivery doesn't happen 6 days a week. We get it 3 (4 if we're lucky) times per week. - Ayanna Hines

At least once a week, we don't get mail. And sometimes it seems to come at night. - Janet Fillion

Unreliable. We may not get a delivery for 3 or 4 days and end up with a single over-large delivery. Because the mail delivery is unpredictable, we've switched most of our transactions to online. - Joan Seamster

My mail comes after 6 p.m. almost daily. *New Yorkers* that used to arrive on Thursdays now come on Saturday or Monday. Etc. Etc. - Tatiana Golditch

The mail delivery to my address 02118 it is irregular to say the least. We had a wonderful mailman but he moved to another area. - Judith Wright

The mailing delivery on the South End for years has been a disaster. Daily deliveries don't happen. The branch on West Dedham is understaffed too. - Randi Lathrop

I am fortunate to have an amazing, super reliable mail carrier! - Katya Dreyer-Oren

While I am blessed to have the most amazing mail carrier Joe, the Roxbury branch needs to be revitalized. - Barbara Zack

Erratic--totally unpredictable--lots of very late in the day deliveries. - Barbara Sommerfeld

We actually have a great mail carrier (Martin) on this side of the hill. He's a sweet guy and has done a consistently good job for years - just want to be sure he doesn't get any blame for the mess that is the Roxbury post office. - Eunice Hurd