

POSTMASTER CAMBRIDGE



October 29, 2010

Robert W. Healy, City Manager
Cambridge City Hall
795 Massachusetts Avenue
Cambridge, MA 02139

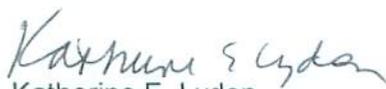
Dear Bob:

I wanted to provide a response to your recent correspondence relative to Council Order No 12, regarding mail delivery problems, reported to the City of Cambridge.

I want to assure you that I have met with the members of the Cambridge Postal Team to share this general concerns. We are working diligently to provide customers with the highest level of mail delivery service. As information, when we receive specific concerns, we investigate, review the issues, and respond to the customer. Towards that end, I would ask that if you, or any other City of Cambridge official, receive specific concerns from Cambridge residents, that you provide me with the specific information involved, or refer the customer to me. I will then take appropriate action to assist the customers and work to resolve service concerns.

I can be reached at 617/575-8720, or by email at kathrine.lydon@usps.gov. Cambridge residents may also contact our District Consumer Affairs Office at 617/654-5740, or by email at bostonconsumeraffairs@usps.gov as we work with the District Consumer Affairs staff to provide assistance to customers who may have postal-related inquiries, questions, or concerns. Thank you for bringing this matter to my attention.

Sincerely,


Katherine E. Lydon
Postmaster Cambridge

OCT 29 '10 AM 9:19 City Manager