

CONSUMER INDUSTRY CONTACT
GREATER BOSTON DISTRICT



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OFFICE OF THE CITY CLERK
CAMBRIDGE, MASSACHUSETTS

September 15, 2011

D. Margaret Drury, City Clerk
Office of the City Clerk
City Hall
Cambridge MA 02139

Dear Ms. Drury:

Thank you for your recent letter to the Postmaster, Cambridge MA regarding the proposed post office closings.

As you may be aware, the Postal Service has begun reviewing some of its brick-and-mortar Post Offices, Stations and Branches, under a centralized initiative. This review is necessary in order for the Postal Service to match today's activity and usage, as well as mail volume, workload and customer access to postal retail outlets.

The Postal Service receives no tax dollars for operating expenses and relies on the sale of postage, products and services to fund its operation. The Postal Service is in a dire financial situation. In the past 5 years:

- . Mail volume has declined by 43.1 billion pieces.
- . Customer visits have declined by 200 million.
- . Retail transactions have declined by \$2 billion.

Today, the Postal Service has expanded access to nearly 70,000 alternate locations – where our customers shop and do business - grocery stores, pharmacies, banks, Office Depot, Costco, (list all access points). Customers can access this information at uspseverywhere.com. By consolidating operations, expanding access to postal products and services, and creating community options, the Postal Service is adapting to meet the evolving needs of its customers during changing times.

Community meetings will be held in locations where studies are being conducted to give customers the opportunity to offer their input prior to a final decision and the Postal Service will make every possible attempt to minimize the impact for customers of changes to Post Office locations.

Thank you for the opportunity to address this matter with you.

Sincerely

A handwritten signature in cursive script that reads "Joanne Killackey-Hogan".

Joanne Killackey-Hogan
Manager, Consumer Industry Contact

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