



**Jared Golden**  
Congress of the United States  
2nd District of Maine

January 23, 2024

Mr. Louis DeJoy  
Postmaster General  
United States Postal Service 4  
75 L 'Enfant Plaza SW  
Washington, D.C. 20260-1000

Dear Postmaster General DeJoy:

I am writing to follow up on my December 20 letter to you and to again express my serious concerns about the U.S. Postal Service's (USPS) plans for the future of the Eastern Maine Processing and Distribution Center in Hampden, Maine. Maintaining the operations and staffing of this facility are essential both to my constituents in Maine's Second Congressional District and across our entire state.

While I understand that there are no imminent plans to close the facility, I remain skeptical — in large part due to the lack of communication and transparency from the USPS — that the final outcome of the Mail Processing Facility Review (MPFR) currently underway will not have a detrimental effect on Mainers. Timely delivery of mail is critical for the people and communities I represent, particularly for people who rely on the mail to receive needed medications and the entrepreneurs, farmers, and small businesses whose livelihoods are affected by the quality of service they receive from the USPS.

For months, I have been hearing from constituents and USPS workers that their concerns are falling on deaf ears. I am not surprised, given the unresponsiveness and lack of transparency your agency has shown my office.

I have yet to receive a response from you to my letter dated December 20, and your staff has deflected questions from my office about the MPFR process and the future of the Hampden facility. On a recent conference call, USPS told members of my staff that the MPFR would take another "several months." The very next day, your agency issued a press release indicating that the review had concluded and a public meeting would be held on February 2 to discuss the Hampden facility.

While I appreciate that the public will be given an opportunity to give input on the future of mail service in their communities, the consistent pattern of unresponsiveness to both constituent and congressional inquiries is beneath the standards of a federal agency. It is also part of a troubling pattern of behavior by your agency in Maine, such as the delayed reopening of the Etna Post Office despite the facility being ready for months, and the ongoing, unanswered questions about the timeline for reopening the Post Office in West Paris.

That is why, on behalf of my constituents, I am again asking for responses to the questions in my December 20 in addition to the following:

- How will you ensure the MPFR will not result in longer delivery times to the Eastern Maine P&DC service area; job losses or jobs being relocated to other facilities in Maine or elsewhere; and/or a decline in the customer service that Mainers expect from the USPS?
- What improvements and amenities for “modernization” are being proposed at the Eastern Maine facility, and how will it improve mail delivery to Maine’s 2nd Congressional District and benefit postal employees?
- How does the USPS measure customer service and satisfaction?
- What does it mean to reposition the Eastern Maine Facility as a Local Processing Center for “destinating mail processing?”
- How was the information used in the MPFR collected?

While delays, vagueness, or nonresponses have recently become the norm for the USPS, I will continue to seek transparency, honesty, and assurances from your office that ensure Mainers receive the service they expect and deserve from the USPS. Based on the minimal information I have been able to obtain so far, the only conclusion I can draw is that the USPS plan to consolidate and overhaul these services is exceptionally misguided, at best.

On behalf of my constituents and all communities that depend on reliable and timely mail service from the USPS, I request your attention to this critical matter and complete response to my questions.

Sincerely,



Jared F. Golden  
Member of Congress