



9/6/2023

The Honorable Louis DeJoy  
Postmaster General  
United States Postal Service  
475 L'Enfant Plaza, SW, Room 10300  
Washington, DC 20260-1000

Dear Postmaster General DeJoy:

We are writing to you today to express our concerns about the U.S. Post Office located at 65 TW Alexander Drive, Research Triangle, North Carolina 27709. We are also writing to express our strong support for the U.S. Postal Service to establish and provide carrier delivery service to locations in Research Triangle Park (RTP).

It is our understanding that the U.S. Postal Service is aware of the challenges at the RTP post office location through recent correspondence from members of Congress.<sup>1,2</sup> Since this correspondence, we have encountered new and more challenging problems associated with postal service in RTP.

We received notice on April 5, 2023, that changes were being made to services at the RTP post office, effective – just two days later – on April 7, 2023. These changes specifically added a new requirement that only mail addressed to PO Box numbers would be delivered – and even mail that included PO Box numbers following a street address would be returned to sender. Prior to this notice, RTP companies were able to use their street addresses and pick up mail at the RTP post office, as no delivery service is currently provided within RTP.

These service changes are a significant degradation to the already very limited postal service provided to RTP companies. Furthermore, these changes may also jeopardize multiple RTP companies' compliance with other federal and global regulatory bodies that require physical addresses to be used for filings and records. The lack of notice of the change has had significant negative impacts to RTP

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<sup>1</sup> Letter from Representative Deborah Ross and Representative David Price, to Postmaster General Louis DeJoy, United States Postal Service (Aug. 23, 2022).

<sup>2</sup> Letter from Representative Gerald E. Connolly, Chairman, U.S. House Subcommittee on Government Operations, to Postmaster General Louis DeJoy, United States Postal Service (Oct. 17, 2022).



companies. For example, critical correspondence from government entities that have physical addresses on file for RTP organizations, such as tax-related correspondence from the IRS, is at risk of being returned without notice due to this new requirement. Additionally, RTP organizations have confirmed that mail addressed to their street addresses has already been returned to some senders – and many, many more pieces of mail have likely also been returned to sender without their knowledge. We are all still working to understand the full impact of this abrupt change, what mail has not been delivered to organizations in RTP, what additional compliance issues we now face, and what additional workarounds (if any are feasible at all) will now be required of us – at our expense – as a result.

These changes are only the most recent example of severely limited and low-quality mail service provided to RTP. Current operations at the RTP post office require RTP organizations to either dedicate a staff person to retrieve mail daily or to retain a contracted courier to do so. These staff and couriers routinely encounter long lines when retrieving mail, requiring significant staff time to collect mail. Additionally, it is not uncommon for pieces of mail to be missing or delayed at pickup. Some days, only third-class mail will be provided. Other times, senders of mail will report that tracking data show mail as delivered, but those pieces will not be in that day's mail collection. This uncertainty, inconsistency, and low-quality service also costs RTP organizations approximately \$2,000 per year because, unlike postal customers who receive carrier delivery, RTP organizations must pay to have a PO Box and for caller service to receive any mail at all.

RTP is home to more than 375 companies and 60,000 jobs across 7,000 acres located in the heart of the Research Triangle region. Throughout its history, RTP has been an economic driver for not only our region, but for all of North Carolina. We are proud to call RTP home. And yet, despite RTP's critical role in maintaining and growing our state and region's strong economy, we continue to encounter numerous issues with essential postal services.

Reliable mail service is critical to the operation of our businesses and organizations. We strongly believe the best path forward to address the ongoing issues we face with mail service is to establish carrier delivery service for all of RTP. Companies and residential neighborhoods located immediately outside of the RTP boundary already receive carrier delivery service for their mail needs. Companies located in the many other business parks around the country likewise receive carrier delivery service for their mail needs. It is only those of us located within the RTP boundary who are denied this vital public service.

We appreciate your swift attention to this matter.



Sincerely,

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