

**March 10, 2016**

**My Friends and Neighbors:**

**On Tuesday, March 8, 2016, Congressman Rodney Frelinghuysen and his staff arranged a meeting in our Township with representatives of the Regional Office of the United States Postal Service (USPS) regarding Hanover's on-going issues with the unreliable mail service and the closure of the Whippany Post Office which affects the community at large.**

**The meeting was personally attended by Congressman Frelinghuysen, two of his staff members, the Deputy Township Clerk and myself.**

**Several issues were discussed. The most urgent issues are the lateness and inability of the USPS to deliver mail on a daily basis throughout the Township. With the closure of the Whippany Post Office, following Tropical Storm Irene in 2011, and the shifting of all mail deliveries to and from the Morristown Post Office, the Township has received many complaints concerning consistent undelivered mail and the arrival of time sensitive notifications after the fact.**

**Although the Whippany Post Office has been vacant since the end of August, 2011, the USPS still leases the facility and pays rent to the property owner as the building is not owned by the government. We were assured by the Regional representatives that a USPS crew would immediately be on-site to remove the tattered American Flag and retire it. The USPS lettering on the building will be removed and the grounds cleaned up. As of this writing, my inspection of the property indicated that work has begun. Due to funding constraints, the USPS will not reopen the Whippany Post Office.**

**The USPS Regional Director informed us that the USPS has now hired on additional mail carriers and that earlier deliveries should begin shortly. I might add that residents in some areas of Cedar Knolls are receiving mail as early as 2:00 p.m.**

**We also addressed poor customer service in the way residents are treated by USPS employees. There is no room for abrupt behavior, rudeness and hanging up the telephone when citizens call. It is our understanding that the Director will address this with the USPS employees located in Morristown and Morris Plains.**

**The Regional Director also promised that the Township will be provided with an e-mail address in which residents can file complaints dealing with lost mail, late mail and any other mail related issues. A tracking number will be assigned for each complaint. Once we have that e-mail address, we will post it on the Township's web page.**

**Please be assured that we will monitor proposed improvements and report any delays and issues to the Regional Director immediately.**

**I wish to personally thank the on-going efforts of Congressman Frelinghuysen and his staff to bring this matter to a satisfactory conclusion. He and his office have worked tirelessly over some three years to get Hanover's postal service matters remedied. To say it nearly took an act of Congress is not far from the truth. Hanover Township thanks and appreciates our Congressman's efforts and that of his staff in working on our behalf.**

**I will attempt to keep our community updated on the progress of these matters.**

**Ron Francioli, Mayor  
FOR THE TOWNSHIP COMMITTEE**