



October 6, 2026

The Honorable Christopher A. Coons
United States Senate
Washington, DC 20510-0805

The Honorable Lisa Blunt Rochester
United States Senate
Washington, DC 20510-0806

The Honorable Sarah McBride
House of Representatives
Washington, DC 20515-0800

Dear Senator Coons, Senator Blunt Rochester, and Congresswoman McBride:

This responds to your letter to Postmaster General David P. Steiner, regarding U.S. Postal Service operations in Ocean View.

Thank you for your letter. I understand your interest in assisting your constituents with their concerns about the status of the Ocean View Post Office, operations at which were necessarily suspended in October 2025 because of facility conditions that required immediate attention. Delaware-Pennsylvania 2 District postal officials seamlessly transferred retail and Post Office Box operations to the Bethany Beach Post Office, located at 14 North Pennsylvania Avenue, to provide an uninterrupted continuation of services. Carrier delivery service to the community has continued as normal from the Sussex County Carrier Annex in Frankford. The Bethany Beach Post Office, which is 2.7 miles away, is open on weekdays from 8 a.m. to 4:30 p.m., and Saturdays from 8 a.m. to noon. The lobby is accessible 24 hours a day, Monday through Saturday for customers to retrieve Post Office Box mail and to deposit outgoing mail.

The Ocean View Post Office, located at 35764 Atlantic Avenue, is among the 69 facilities that we operate in Delaware, most of which are leased, though the Postal Service owns the Ocean View facility. Whether we lease or own a facility, we generally remain in the same location for decades in most cases. Occasionally, we face a situation, like in Ocean View, where we are unable to continue operations because of problems with the facility structure. We must suspend operations when facilities become unserviceable, such as from a natural disaster or a loss of utilities, or when we lose the lease. Whenever we initiate a suspension, we provide service immediately via alternative facilities and develop a plan for permanent operations.

In this case, our initial plan for permanent operations was to repair the current facility, conducting mold abatement and addressing structural issues. However, architectural engineers developed additional concerns about the state of the facility upon further review, prompting a reconsideration of the value proposition of the planned repairs versus the replacement of structure entirely. We intended to begin construction of a new facility on the property next year; but subsequently, to fulfill due diligence, we decided to analyze whether it would be beneficial to lease an existing facility versus commencing new construction. Our Facilities team is currently conducting a search for suitable, available properties in the community. When the search is complete, we will choose the best option for the reopening of the Ocean View Post Office.

We recognize that you, local officials, and some community members are interested in the prompt reopening of Post Office. We are actively working toward that goal, but please understand that we must carefully evaluate decisions that result in long-term obligations because of our financial position, which is dire in the wake of 20 years of steady declines in mail volume. Regarding your request for a meeting to discuss the project, we are willing to meet, but the information in this letter is the most comprehensive update we can share at this time. We cannot discuss business-sensitive, proprietary information such as the locations and assessments of properties under consideration, summaries of discussions with property owners, pricing, and the Postal Service's budget for the project. It is our general practice not to divulge information that a similarly situated commercial enterprise would protect. Nevertheless, we will contact your staff when there is a substantive and appropriate update to share, and your staff should feel free to contact our office with any questions.

As far as mail collection in Ocean View, which you referenced in your letter, there are collection boxes located at 32782 Cedar Drive, 220 Atlantic Avenue, and 34960 Atlantic Avenue. Moreover, our carriers collect any stamped, outgoing mail from customers' mailboxes when they provide delivery. District postal officials are preparing to install a larger collection box to replace the current one at 220 Atlantic Avenue. This will alleviate the concern about the box becoming full. The new box will have the same 11 a.m. pick-up time. District officials regret the delay in the installation of this box but expect it to be in place soon.

While our facility search is under way in Ocean View, we are committed to serving the community through the Bethany Beach Post Office and Sussex County Carrier Annex. Additionally, it should be noted that the Postal Service has developed convenient offerings that can save customers a trip to the Post Office. For instance, customers can buy stamps online through our website at www.usps.com, by phone at 1-800-STAMP24, or by mail. Our Click-N-Ship service on usps.com enables customers to print shipping labels with postage for Priority Mail and Priority Mail Express and request that the items be picked up via our Package Pickup service. Customers also can place their mail on hold or request the redelivery of an item for which a notice was left by calling 1-800-ASK-USPS or visiting usps.com.

In closing, you can be assured that we are committed to providing the Ocean View community with regular and effective service far into the future. Please let me know if I can be of assistance with other postal matters.

Sincerely,

A handwritten signature in blue ink that reads "Scott R. Slusher". The signature is fluid and cursive, with the first name "Scott" being the most prominent.

Scott R. Slusher
Director, Government Liaison