

APR 25 REC'D



April 12, 2016

The Honorable Grace Meng
House of Representatives
Washington, DC 20515-3206

Dear Congresswoman Meng:

This is in response to your March 23 letter to Postmaster General Megan J. Brennan on behalf of your constituents and Assemblyman Michael Simanowitz, concerning mail delivery service at the Kew Gardens Hills Station.

I understand your interest in ensuring that your constituents receive quality mail service, and regret reading of the difficulties they report experiencing with their delivery. Please know we always attempt to deliver every piece of mail in a timely, accurate, and efficient manner. Moreover, we understand the extent to which our customers depend upon us for high-quality, reliable service.

We contacted Flushing Acting Customer Service Operations Manager Edward Choy, who is responsible for delivery operations in the area. He assures us that considerable attention is being devoted to ensure that the customers of Kew Gardens Hills receive the best possible service each day. At your request, a meeting was held on April 1 with representatives from your and Mr. Simanowitz's offices, as well as Mr. Choy, Customer Service Operations Manager Michael Manganiello, and Kew Gardens Hills Station Acting Customer Services Manager Aracely Green.

An overview of basic operational and delivery techniques were reviewed, including management's response to the January 23 blizzard that severely affected mail collection and delivery. Due to travel and safety concerns for our employees, delivery service was suspended district wide on January 23 beginning at 11 a.m. As you may recall, road conditions did not permit New York City officials to plow over 20 inches of snow in certain areas in a timely manner affecting our vehicles' ability to proceed to their collection and delivery points. Many residents were also unable to provide safe passage to their respective mailboxes. Unfortunately, this resulted in delayed or no mail delivery service which, in turn, caused a considerable backlog of undelivered mail and packages. Mr. Choy reported that the backlog was finally cleared at the beginning of February.

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Further, the office experienced a shortage of employees due to a combination of inclement weather days and employee absences that the Kew Gardens Hills Station could not adequately cover. In response to these operational needs, substitute carriers were reassigned in an effort to relieve the delivery backlog. These carriers were from other offices and not as familiar with the routes in Kew Gardens Hills and the individual situations of its customers, which led to sporadic delays in delivery service to some customers.

To address the delivery concerns, Mr. Choy advised that operational and management changes were instituted in February. This included the assignment of a new Customer Services Manager to the station, Ms. Green. He also permanently reassigned six new substitute carriers to address staffing needs. Ms. Green reported she addressed employee attendance, conducted accurate delivery observations, and was active in the retail lobby on a daily basis. As a result, we saw an improvement in overall delivery performance scores. Ms. Green stated that she has taken a proactive approach in actively addressing customer and local civic association concerns and has personally visited customers to ensure their satisfaction.

I understand that representatives from your staff and Mr. Simanowitz's office exchanged their contact information with Ms. Green and Mr. Choy in an effort to maintain continued communications. They also indicated to postal officials that they were satisfied with management's responses and believed they had sufficient positive feedback to share with their respective constituents. Nevertheless, if you have additional concerns, Mr. Choy or Ms. Green would be pleased to assist you and your staff.

Once again, thank you for the opportunity to discuss this matter with you. If I can be of assistance with any postal issues, please let me know.

Sincerely,

A handwritten signature in black ink, appearing to read 'Zahava Colicelli', written over a large, stylized circular scribble.

Zahava Colicelli
Government Relations Representative