

DISTRICT MANAGER, CUSTOMER SERVICE AND SALES
CINCINNATI DISTRICT



MAY 6 2008

February 06, 2008

Congresswoman Marcy Kaptur
One Maritime Plaza
Sixth Floor
Toledo OH 43604

Dear Congresswoman Kaptur

This is a response to your fax of January 30, 2008 from your constituents in the City of Maumee regarding the changes made in our afternoon mail collection at the Arrowhead Park Association.

This change was made in August 2007 due to operational needs. We are dealing with a large decrease in mail volume including the recent quarter showing us down 1.7 billion pieces. As with any business, a large drop in revenue results in major cost cutting. Our largest cost is in employee payroll. The afternoon Collection Run at Arrowhead Park Association was costing us two hours of penalty overtime daily. By eliminating the Dedicated Collection Mail run at this location, and having our letter carriers collect the boxes between 9AM and 1PM, we cut this cost. The Maumee Post Office is located in Arrowhead Park, so the elimination of this run and some of the mail boxes does not create an undue hardship for any of the businesses in the park.

To help our local business community, we extended our Retail hours from 17:00 to 18:30 Monday thru Friday. This allows them to drop off mail at our inside boxes as well as our outside collection boxes, and our dock until this later time. The Postmaster of Maumee has discussed this with many local business owners including the Arrowhead Park Association and has received positive feedback. He was surprised by the letter from the Mayor's office as he has had no communication from them regarding this issue. He is always available to discuss any Postal problems with all of his customers.

Thank you for bringing this matter to my attention. I apologize for any inconvenience this may have caused your constituent.

If you need further assistance, please contact Ron Woods, A/Manager Post Office Operations at 419-254-2376.

Sincerely,

Lori M Wigley
District Manager / Lead Executive
Cincinnati District

Cc: Ron Woods, A/Manager Post Office Operations
Postmaster, Maumee OH

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