

Cambridge Postal Customer Advisory Group

July 19, 1991



The Honorable Charles A. Hayes
U. S. House of Representatives
406 Cannon House Office Building
Washington, DC 20515-0001

Dear Congressman Hayes:

For over a year now the Cambridge Postal Advisory Group has been meeting monthly to discuss postal service policies and practices and to evaluate and investigate customer complaints. Postal Service changes have been implemented as a result of our initiatives.

Members of this Advisory Group were chosen from 200 volunteer applications of Cambridge residents to serve on this group. These eleven members represent a broad spectrum of neighborhood representation and interest groups such as senior citizens, students, the business community and the like. The members have been able to speak freely and frankly with postal officials on many levels and we believe that our thoughts and ideas are given careful and responsive consideration by the postal officials. We are impressed with the fact that senior staff from the Greater Boston Division are regular and active participants of the Advisory Group.

Examples of changes include but are not limited to the following:

- *A much improved complaint handling mechanism is now functioning so citizens are given proper and timely responses on the telephone or in writing.

- *Our request for longer hours in the main office in Central Square was quickly implemented. Noteable lobby service improvements have been made at Porter Square and Central Square.

- *A city wide mailing inviting customer feedback is in process.

The Advisory Group has now developed and instituted a set of operating by-laws that will not only firmly establish it as an ongoing working group but one that will function in a self-directed, democratic fashion. We believe that this Advisory Group is a sensible and practical way to work for the continued improvement of services to Cambridge residents because it is a vehicle to develop a communication mechanism between the local citizenry and a federal bureaucracy in an effective way. This is no easy task!

We have been afforded an opportunity to see in a very hands-on manner what goes on behind the counter window in a post office. We are able to better understand the vast complexity and difficulty of flawless mail delivery. This perception and understanding does not mean that we now advocate a tolerance for error or carelessness, though. Likewise, we believe that postal officials now have a better perception and understanding about the concerns and frustrations of the citizens of Cambridge. We continue to address issues of misdeliveries and the unreasonable delays in delivery of mail from one part of Cambridge to another.

The Cambridge Postal Consumer Advisory Group takes no position, nor does it wish to become involved in any labor management dispute. As to the conversion to an independent post office and the move to Waltham, we take no position on these issues at this time. Rather, we do want to convey to you our belief that the accurate and efficient delivery of mail in Cambridge should be the primary goal.

You have our commitment as the members of the Cambridge Postal Customer Advisory Group to objectively and forcefully work for continued improvements in Cambridge postal services and to help restore confidence in the citizenry about mail delivery.

Sincerely,

Russ Tessier

Russ Tessier for
The Cambridge Postal Customer Advisory Group

CC: Congressman Joseph P. Kennedy
Members of the Cambridge City Council
Members of the Cambridge Postal Advisory Group

CONSENT COMM.# 34S-915

Comm. from Russ Tessier for the Cambridge
Postal Advisory Group, regarding mail
delivery improvements.

In City Council,

August 7, 1991

Placed on file