

William D. Gibbs

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April 18, 2010

Scott Foster, Manager
Post Office Operations Area 4
520 Willamette Street
Eugene, Oregon 97401-9992

Re: Crescent Lake Oregon Post Office

Dear Mr. Foster:

Your March 23, 2010 letter to Carol Goevelinger, President, Crescent Lake Community Action Team (CLCAT) has come to our attention, and even though your letter is replete with a lack of knowledge about the Crescent Lake Post Office, we wish to respond to only a brief portion of your comments. Also, we must note that none of the current correspondents from the U. S. Postal Service were neither present at the 2006 initial town meeting (held in the middle of a snow storm) nor apparently are aware of the unique characteristics of this community.

Concern: Customers were concerned about obtaining accountable mail and large parcels.

Since Crescent Lake residents do not have street delivery, your description of accountable items and large parcel delivery does not apply and is simply a “post office manual description,” the inclusion of which is inappropriate and without merit.

Secondly, your comment “if street delivery is initiated in Crescent Lake . . .” is uninformed to say the least. With an average snow depth of several feet annually, the initiation of street delivery became a moot point since discussions began in 2006.

For a resident to obtain a large parcel, he or she would receive a notice of delivery in the mail box, wait at the Odell Sportsman Center from 1:00-1:40 p.m. the next day for the HCR driver to deliver the parcel there, or travel 34 miles round-trip to pick up the parcel on a subsequent day. This is post office service?

Concern: Customers were concerned about senior citizens.

Again, no understanding of the Crescent Lake topography, weather conditions and previous discussions with post office authorities is evident in this letter.

Your letter states that “customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs.” You then describe “hardship delivery (as) a unique service we provide to residents who have street delivery and are not able to physically get to their mailbox.” After a lengthy explanation of this special service, your final sentence states “this service is not available for PO Box service.” **That** is the only “service” we have at Crescent Lake! Clearly, there is absolutely no understanding of our situation.

As to “senior citizens,” the point has been made ad infinitum that a 34 mile round trip to obtain postal services in severe weather conditions is dangerous for senior citizens, and, in fact, for all citizens. As emergency medical technicians in this community who had responded to accidents in this seventeen mile stretch of road for over twenty years, we can assure you that ice and snow show no “driver favorites.”

Although your letter includes several other issues, our final response addresses your statement that “it is okay to use Crescent Lake (our underline) 97733 instead of Crescent 97733 as the city name in your address.”

Please, do try it! The 97733 zip code does NOT recognize Crescent Lake; it only shows Crescent. Despite repeated phone calls to numerous vendors/agencies and requests to “override your computer and type Crescent Lake,” our efforts have rarely been successful.

Enclosed is a copy of our February 27, 2010 letter to the Postal Regulatory Commission which states “with the combined zip code ‘97733’, mail comes addressed to Crescent, is misdirected to Crescent, is often ‘returned to sender’ if addressed to Crescent Lake; computer orders input only the town ‘Crescent’ . . . “

The need to restore our “97425” zip code is clear....or maybe “restoration” is a misnomer. The newest Central Oregon official phone directory, Edition 2010 - March 2011, indicates the postal zip code for Crescent Lake **is** 97425. And yet, we Crescent Lake Box Holders were cautioned by the Crescent Postmaster in a September 4, 2008 notice that any mail addressed to “your old . . . zip code will not be delivered. This mail will automatically be returned or nixed at the Plant. . . .”

Over four years of discourse have transpired on this matter, and while much confusion and many probable postal violations have occurred, it is our belief that acknowledgement

of Crescent Lake's unique 97425 zip code and restoration of some even limited on-site postal services will resolve the matter once and for all.

Sincerely,

Gloria Gibbs

Bill Gibbs

Enclosure: February 27, 2010 Gibbs letter

cc: Kim Anderson, District Manager, United States Postal Service
Carol Goevelinger, President, Crescent Lake Community Action Team
Postal Regulatory Commission, Docket A2010-4
U.S. Senator Ron Wyden
U.S. Senator Jeff Merkley
U.S. Representative Greg Walden
State Senator Doug Whitsett
State Representative George Gilman

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