Postal Regulatory Commission
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BLUE BIRD PARK ESTATES NEIGHBORHOOD ASSOCIATION
(BPENA)
(A great place to Live, Rest and Relax)
May 19, 2010

Ms. Ann Fisher
Director, Public Affairs and Government Relations
Postal Regulatory Commission
901 New York Avenue, NW, Suite 200
Washington, DC 20268-0001

Dear Ms. Fisher:

I would like to thank you and the Postal Commissioners for this opportunity to give comments regarding the proposed postal service new delivery system.

I am a member of the Blue Bird Park Estates Neighborhood Association located in Whitehaven. I am the past president of the association. The present president is Ms. Janice Shipp. She can be reached at 901-345-5728. This association has approximately 135 homes located on 5 streets, near Graceland, home of the Late Elvis Presley. Graceland is the most visited private home in the United States.

Please find attached a chart that shows the opinions of the neighbors who responded to the question. I am also including email comments that I received from some of the individuals who gave opinions regarding the elimination of Saturday service for the Post Office. The comment list not only includes some of my neighbors, but other Neighborhood Association Leaders, and Business owners in this area. Because I feel the Postal Service should benchmark with other countries, I have included comments from 3 Countries (China, Denmark & India).
Also included is Demographic information that was given by the census in 2000 to give you some information regarding the people who live in this area of Memphis called Whitehaven.

My personal thoughts:

First, let me make it clear that I feel our postal service is a necessary organization. It is just as important as the Banking and Car Industries. If the Postal Service is having financial difficulties and they see the elimination of Saturday delivery as a way, not to have to ask for a “Bail Out” or not to have to lay off or terminate employees, then I feel they should immediately eliminate Saturday services.

One major concern for the post office as I see it is, they have to realize that with new technology, a large percentage of people have direct deposit for their checks and they use online services to communicate, pay their bills and send cards for birthdays, sympathy, congratulations, etc.

Additionally, people now realize that using the mailboxes from their homes to pay bills could lead to identity theft. Our police department has warned associations that when you raise that red flag on your mail box to alert the mail person, you are also alerting the thieves and when they steal your bills, they have information to steal your identity and money from your checking account.

The majority of the mail that I now receive is primarily junk mail, advertisements/solicitations. I primarily pay my bills by phone, online or have them automatically deducted from my account.

When you consider my usage of the postal service you may conclude that I feel it should be totally eliminated. That is not the case. As I stated earlier, this is an organization that this country needs. My interview of others makes that perfectly clear. But we also know that with the decline in the usage of the postal service offerings and considering the present issues with our economy, they may have to take some actions.

MY SUGGESTIONS:

Hopefully, the Postal Service has ***developed a 5 to 10 year strategic plan*** and if so, I suggest they should consider looking at their organization and eliminate unnecessary services and consolidate certain job functions. Eliminating and consolidating will mean that they are able to concentrate on their primary goal and operate more efficiently. This does not always result in employees being laid off. Some items they should consider to reduce their operating cost is eliminating all overtime. If they have high turnover, absentee or injury rates, they should look at ways of reducing those areas

Additionally, I feel they should consider benchmarking with the postal services in other countries. This will give them an idea of what others are doing. Since we do business with a lot of countries, we need to know if this will affect them also. As a past volunteer with the Memphis International Visitors Council, I have met people from over 70 countries during the last few years. I decided to benchmark with a few of them, just to see how their postal services are handled. One thing that is clear, they pay more for their mail services. One country, Denmark is looking at going to a 5 day delivery service. They are considering eliminating Mondays, while China although open 7 days a week, takes days to get mail across a city. I have placed their email comments into this document.

Knowing this type of info from other countries can help them in several ways; the Postal Service may find that a rate increase may be needed. If other countries pay twice as much as we do, they can use that as one of their reasons for their rate increase justification. Additionally, a lot of companies conduct business with other countries. Will Saturday elimination create an undue hardship for the U.S. companies doing business outside of the United States? We do not want to cause undue hardship or the closing of any business in the US, by this elimination of a 1 day delivery service. In order to prevent this, they need to do an ***impact analysis***, if they have not already looked at this.

It is clear to me after interviewing others, that there is a definite need to maintain all of the postal services we now receive; however, if the Saturday delivery elimination is financially necessary they should not hesitate to take action.

If you have any questions or need clarification on any of this information I have shared, do not hesitate to contact me.

Be Well

Hazel Burks
Blue Bird Park Estates Neighborhood Association-Board Member
856 Tranquil Lane
Memphis, TN 38116
901-346-2875
ubewellnow@yahoo.com

BlueBird Estates Neighborhood Association Comments

Ms Burks,

Thank you for the opportunity to respond to that question from a business perspective.

In a business environment that turns on the speed of email, overnight delivery and instant voice and data communication, there is absolutely no way that businesses (particularly small businesses) won't be adversely affected by ending Saturday service. This change will give citizens and business totally inadequate service and further hamper our ability to compete in a global marketplace. The U.S. Postal Service is a government agency that will never close and should make decisions that enhance, not eliminate businesses' opportunity to succeed.

Thanks again for asking,

Howard L Robertson-President

TRUST Marketing, Inc.

(901) 521-1300

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Hello, Ms. Burks. good to hear from you. Mrs. Burks, my comment to the Postal Service is this: there are other private companies that are lurking in the background just waiting for the U.S. Postal Service to become insignificant to the point that the service can be contracted out. And the next thing the Postal Service will find themselves bidding for the service they already provide. Don't give yourself the chance to lose your service to someone else.

They have practically lost the small package business because of inefficiency and poor service and this did not just start. It has been going on for a while; it had to be twenty three years ago that I sent a resume to apply for a job. It was sent next day delivery, receipt return requested that I never got back, yet I paid for it. And I wouldn't have known the difference otherwise. However, my saving grace was that I failed to submit one part of the application form. Well, I did not send it the same way; I sent it regular mail. Two days later the prospective employer called me and asked me where was the rest of my application? That is when I knew they did not get it. It was delivered ten days later. However, the job was awarded to some one else.

You don't have time to hear all the stories about the Postal Service now being received.
Mark my Word: change for the better or go home!

Joe D. Bell
901-396-5610

Good morning Hazel,

Here are my personal comments regarding this subject. I am uncomfortable with the decline in the service level of the Postal Service. (the lost of Sat. service)

There are more and more health RX being delivered via the postal delivery and this could easily impact a person receiving vital medicines (needing a Sat. delivery) Additionally, many people count on getting documents sent to them over the weekend for a Monday business meeting. This decision would force the everyday person to select a more expensive service (all options should be available). I also want to mention that in a very mobile society – families are very spread out and for special days like Mother's Day, Father's Day, that Saturday delivery is so vital to ensure that America can support our family units and emotional survival.

Thanks for representing us in this endeavor.

Carolyn Bishop—901-396-3386

Thanks for the info. I don't have a problem with no mail on Saturdays. Thanks again and take care.....jwh

John W. Hunt—901-346-5691

Hello, and good to hear from you.....However as for me,it does not matter. Thanks

James Shipp, Jr.
901.345.5728

THE COMMENTS BELOW WERE RECEIVED FROM MS. LASHEA WEST

These comments are from other neighborhood leaders in the City

1. Keep it Real! People need their mail six days a week. I'm a former U.S. Postal worker. Mail gets lost, torn and thrown away; it even gets stolen. People need their jobs!!!" Francine Freeman—Census Tract 61 Neighborhood Council—744-3768
2. "Will many jobs at the Postal Service be eliminated? Will there be delayed mail delivery with five day delivery?" Name withheld—Harvest Knoll Neighborhood Association

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* ***COMMENTS FROM BUSINESSES***

Elvis Presley Enterprises, Jack Soden, CEO. jsoden@elvis.com (An email request for comment was sent to Jack and his Assistant. Below is the response received. Our Neighborhood Association is located near Elvis Presley Enterprises.

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Hi, Hazel. Nice to hear from you...hope you're doing well. To answer your question about mail delivery, since we take and pick up our mail Monday through Friday at the Whitehaven post office, not having delivery on Saturday would not affect our office. Any mail that is generated by our operations over the weekend is taken to the post office on Monday when we pick up any mail that would have arrived since our Friday pick up.

Fran

Fran Lamb
Executive Assistant
Elvis Presley Enterprises, Inc.
3734 Elvis Presley Boulevard
Memphis, TN 38116
Ph: (901) 344-3122 / (800) 238-2010
Fax: (901) 344-3124
flamb@elvis.com

Joyce and Jessie Turner—866 Tranquil Lane—901-398-2365 (CEO- Tri State Bank)

Joyce, I would like to thank you and your husband Jessie for taking time to give me your thoughts regarding the postal service's recommendation to eliminate postal deliveries on Saturdays.
Since your husband is the CEO of the first African American Bank in this city and since they are open on Saturdays, I felt his comments would be beneficial to the Postal Commissions inquiry.
I have placed you in the category that, "this elimination will not create an undue hardship for the bank".

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Evelyn and Dr. Richard Gibbs-886- Tranquil Lane-901-396-1863.

Evelyn, I would like to thank you and your husband, Richard for taking time to give me your thoughts regarding the postal service's recommendation to eliminate postal deliveries on Saturdays.
Since your husband is a physician and his office is open on Saturdays, I felt his comments would be beneficial to the Postal Commissions inquiry.
I have placed you in the category that, "this elimination will not create an undue hardship for your business and will not create an undue hardship for you personally.".

INTERNATIONAL COMMENTS

DENMARK

QUESTIONS:
1. If weekend mail delivery service is eliminated in the US, will it affect you and or your country in any way, to your knowledge?

I don't think it will affect Denmark very much

2. Do you have Saturday mail delivery service in your country?
(Please state your country)
Yes we do have that in Denmark. We are currently discussing the postal service. At one point, there was a discussion about postal service only 5 days a week. But I think, that it was Monday, that was mentioned as the 2nd day without postal service.
3.What is the cost of mailing a letter in your country. (put money in US figures)
1 USD
Also, how long does it take a letter to reach it's destination in your city?.
95 pct. of letters must be delivered the next day.

DENMARK-MEMBER OF PARLIAMENT
(If you would like his name and contact info, please let me know)

BEIJING CHINA

1. We have China Post who can offer mail, faster mail, express mail service and parcel service also.

2. The post office was the only mail/parcel service in China 2 decades ago, people do not have other choices back to that time

3. Currently, post office can offer almost all kinds of service and still keep in a dominate position in this field especially in
small/secondary cites.

4. The cheapest service is for mail only(use stamps, same city: 80cents, other city: 160cents) which can be delivered to home mail box(each building have mail box which has the room no. in it, and mails will be delivered to that small box, I can take a picture for you)
The time is usually 7 days from other city and 3 days in same city.

5. Another kind of service for mails is request to be send to the person and get signature of the consignee.

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4 and 5 are all only for mails

6. For parcels, post office also offer many kinds of service, the cheapest one is just send a notification letter to customer's
mail box, and consignee should go to the post office and pick up by themselves. The transit time is same as the mails.

7. Also, they can send parcel to the door, but need charge more.

Our Post office, offer regular service 7 days a week, but only send mail once a day to residence. But for some office building, they may not send mails on weekend.

For Express mails, they send mails/parcels twice a day.
About your question:

I only use post office for mails/bank statements and check my mail box about once a month. Many people order newspapers from post office, and those newspapers have to be send everyday, so I guess they will send mails everyday, because anyway,
the courier works.

I think in China, people's wages is not that high, and many people used to work overtime and do not mind to work in weekend no matter
if they can get double/triple paid.

As I just mentioned, I rarely use our post office to mail things, because in big cities such as Beijing, Shanghai, there are many many
small express companies who can offer quick and cheap express service. But in not such big city, people still use post office to
mail things and in China, China post office have the largest business network and no other company can compare with it.They even have their bank to transfer money for people but seems only people in rural area use that.

Hope you can get some understanding about China Post.

Employee of U.S. Fortune 500 company in Beijing China

((If you would like this person's name and contact info, please let me know)

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INDIA

Below are my responses in RED. **You are very welcome. …. And most certainly do not mind my name being mentioned.**

Sandeep Pednekar----TEL: (901) 849-DEEP—www.AdventEnterprise.com

QUESTIONS:

1. If weekend mail delivery service is eliminated in the US, please let me know how it will affect you. Do you think they should do this, yes or no.

Ans. Weekend delivery does not necessarily affect me here.

2. Do you feel that it will have any effect on deliveries to India to your knowledge.

Ans. No. It will not have any effect on deliveries in India at all. Their deliveries would be purely based on when they receive it in the General Post Office (GPO) and how it gets distributed from there and their logistics from there on.

2. Do you know if they have Saturday mail delivery service in India ?

Ans. All (almost all) offices in India are open 6 days of the week, of course except Sundays. That applies for the post office as well.

3.Do you know the cost of mailing a letter in India. (put money in US figures)

Ans. Local postage charge might be something close to….. oh…. I would say…. About a nickel to about a dime depending on weight.

4. Also, how long does it take a letter to reach it's destination in India?. (For example in the city of Memphis, if I mail a letter today, it will be delivered tomorrow and that goes for the entire state. If I mail a letter to another state, for example California or Texas, it may take 2 to 3 days for regular mail.

Of course as you know you can pay extra for overnight delivery.)

Ans. It varies depending on the distance, urban or rural routes … anywhere from three to seven days…… and may be more due to acts of God…. Extreme cases like rain, floods, etc…

Within the city it reaches usually in a couple of days. If it is at the extreme corner of the country it could take 7 days.

5. How does it work in India? Do they have door to door mail delivery similar to ours?.

Mail is transferred from one city to the other by trains, then trucks/vans and then to the post office of the destined address. The post man walks from the post office to his assigned area and hand delivers it to the people or drops it through the letter slot on the door. He does not put it in mail boxes outside the periphery of the house.

THE END