

I would like to talk about a few issues facing the United States Postal Service. I am an employee of USPS, so know first-hand how these issues are crippling the service.

- Stop delaying the mail! I live in Bend, Oregon. The mail from Bend is transported over a 2-lane mountain pass highway 130 miles away to be cancelled, then transported the same route back to process in Bend. The stamp-cancelling machine was dismantled in Bend, so there is no way to do the work locally anymore. If I mail a letter across town, it can take up to five days before it is delivered.
- Stop the consolidations of mail processing facilities and the consequent delay of mail! The reason the machines were taken out of Bend, OR was to close the entire plant where mail is processed. We were given a reprieve and only partially closed. Bend, OR is still on the closure list, so employees still have that hanging over their head. We were told recently that January 2017 is the new date for closure.
- Reduce long lines by properly staffing post office windows! One recent example is just yesterday. It was my day off, but I was required to work. At one point I was the only one staffing the window! I asked one customer how long their wait time was and she replied that it was up to 45 minutes! There have been two recent retirements and management has done nothing to replace these two positions. It is crippling our service to the public.
- Restore service hours! Our postmaster's response to the lack of staffing is to cut service hours. The business mail entry unit used to be open 9-5 years ago, but now it is 11:00-5:00. The most recent change made by the postmaster is to close from 2:00-4:00! Management says they are about customers and service, but they are doing their best to drive customers away! One of the retirees was in the information office handling passport applications. There is only one clerk there most of the day now and the Postmaster's idea to service is close from 1:30-3:30! He even mentioned contacting the State Department to see if he could offer less service to our customers!
- USPS could be one of the top providers of services to remote areas of the country such as internet service, secure postal email services and implement Postal Banking are just a few of the services that could be provided.

These are just a few of the comments I have at this time regarding the state of the USPS. I hope that you will take into consideration all of the comments here. If you require more information, please do not hesitate to contact me.

Sincerely,  
Linda O'Donnell