



April 28 2014

MARGOT SMITH
CITIZENS TO SAVE THE BERKELEY POST OFFICE
PO BOX 805
BERKELEY CA 94701-0805

Dear Ms. Smith:

This is in response to your inquiry concerning service changes in Berkeley, CA.

The Postal Service appreciates your interest in our products and services and welcomes the opportunity to address customer questions and complaints. Following are responses to the issues raised in your group's March 26, 2014, letter addressed to Tom Sarna, Vice President Facilities, Facilities Implementation – Pacific Area:

Poor Service

Issue: Saturday wait time in lines.

Response: We reviewed customer transactions and staffing at the Berkeley Main Post office for the last three months (Saturdays included). Our review indicates that Berkeley Main Post Office is staffed at more than two clerks every half hour, which exceeds the levels necessary to meet our wait time in line goals.

Wait Time

Issue: Long lines and long waits at the Post Office.

Response: A review of wait times in line for first three months of 2014 revealed a range of wait times, ranging from 1.59 minutes on February 28, 2014, to 6.48 minutes on January 8, 2014. The average wait time during that time period is under five minutes.

Services Moved

Issue: Customers had to pick up notified packages from Station A, which has an unlisted address and is not open on Saturdays.

Response: Station A's address is available on USPS.com (see below). This location is open on Saturdays from 9:00 AM to 3:00 PM.

Find Locations





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Location Types *City and State, or ZIP Code

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 DIST	LOCATION	 HOURS
 0.3 mi	A STATION BERKELEY  2111 SAN PABLO AVE BERKELEY, CA 94702-9991 800-ASK-USPS® (800-275-8777)	Mon-Fri 9:00am - 5:00pm Sat 9:00am - 3:00pm Sun Closed

Bulk Mail

Issue: Accessibility.

Response: Effective October 21, 2013, the Berkeley Bulk Mail Unit relocated to the Carrier Annex located at 1150 8th Street. It was remodeled at the time of the relocation and offers customers a safe, accessible working environment. Although customers must ring for access because the Bulk Mail Unit is in a secure area, there have been no reported accessibility issues.

Business Mail

Issue: No provision of mail being dropped at the counters by business mailers.

Response: Our policies and procedures for business mailers have not changed and there has not been a reduction in the number of staffed retail counters at the Berkeley Main Post Office. Thus, there should be no impact to business mailers dropping off mail at the Main Office retail counters.

United Parcel Service

Issue: UPS refusing to deliver to PO Boxes

Response: As it did before the Bulk Mail Unit relocated in October, United Parcel Service continues to drop packages at the Berkeley Main Office for PO Boxes maintained at that location.

Graffiti

Issue: Graffiti on the walls

Response: Graffiti on the Postal Service facility at Eighth and Gilman has been addressed. The building was painted and there are currently no signs of graffiti.

Sorting and Distribution

Issue: More time, delay and late carriers

Response: While sorting and distribution operations now start at the Post Office at Eighth and Gilman, a review of service performance shows that there has been no impact on carrier leave or return times.

Thank you for the opportunity to address your concerns.



Cynthia Larson