

## MAYOR'S COLUMN

Our local post office continues to be a focus on our quality of life initiative especially as we approach the Fall and holiday season.

Over the last several months, we have reached out to postal management to try and work with them to improve both the service and maintenance at the Bronxville branch. Village officials have met with Bronxville Station Manager, Ed DiPasquale, Yonkers Manager of Customer Service, Pat O'Connor, and Rita Cody, Manager for Consumer Affairs for Westchester County. I have also enlisted the assistance of Congresswoman Lowey to help improve on the present situation.

Of particular concern is the wait time in Bronxville. The Postal Service's stated goal is to render service to the customer at least 95% of the time within 5 minutes of arrival.

Unlike the post offices in neighboring Tuckahoe and Eastchester, the Bronxville station is also a regional passport center. While providing an undeniable benefit, the service also entails additional time and use of manpower.

We have advised the Westchester County District Retail Department of the excessive wait times and have received assurances they will review the retail operations of the Bronxville Post Office more closely to alleviate the problem.

In speaking with postal authorities, we were apprised of some helpful ways to increase both the experience and the efficiency of the service, both at the branch and from home. Our post office is busiest on Mondays, right at the 9AM window opening, lunch time and immediately prior to closing. Passports are processed from 10:30AM – 3PM Monday through Friday which can also increase the wait time.

The stamp machine has been permanently removed due to a policy change nationwide but stamps can be purchased at CVS and the A&P, by mail with a two to three day turn around, and Stamps by Phone (1-800-782-6724). By accessing [www.usps.com](http://www.usps.com), the computer can provide a complete menu of postal services including stamps and all shipping supplies including free priority and express mail boxes.

The on-line Check-n-Ship feature allows customers to pay for postage, print shipping labels and add insurance from a home or office computer. In addition, one can request a parcel pickup and your letter carrier will pick up the package at your home with next day service. Pre-paid Priority Mail flat rate envelopes are also available for purchase on-line. These envelopes ship any weight to any U.S. destination for \$3.85 and are eligible for home pick-up.

There is also a 24-hour Automated Postal Center at 915 Yonkers Avenue, Yonkers, approximately two miles away from our station. The 24-hour, seven day a week kiosk provides all levels of postal services including stamps, package mailing, insurance, delivery confirmation and certified mail.

Due to heightened security concerns, pre-paid packages of any kind cannot be left on the post office counter unaccompanied by the sender.

Though service is the paramount concern, we are also focusing on the general appearance and cleanliness of the facility as it holds a position of prominence in our streetscape and is a beautiful historic building requiring preservation. We have asked that money be made available to make needed physical improvements to the building both inside and out.

To register any problems or concern with the Bronxville Post Office, contact Station Manager, Ed DiPasquale at 779-7092 or Rita Cody, Westchester Manager for Consumer Affairs at 697-7002.

Also, concerns may be registered via e-mail at the [www.usps.com](http://www.usps.com) site or phoned in to 1-800-ASK-USPS. An operator will answer from 8AM to 8:30PM Monday through Friday and all calls are tabulated by the postal station and subsequently reviewed by management.

We are committed to working with both local and regional postal personnel to effect long term improvements to our facility.