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REFER TO: NAPOL-121684

December 6, 2023

VIA CERTIFIED AND REGULAR USPS MAIL

CONSUMER AFFAIRS
UNITED STATES POSTAL SERVICE
1001 CALIFORNIA AVE RM 2063
PITTSBURGH PA 15290-9631

and

United States Postal Service
Office of the Consumer Advocate
475 L' Enfant Plaza SW
Washington, D.C. 20260

Re: Failure of Mail Service – North Apollo Borough, PA

To Whom it May Concern:

This law firm acts as Solicitor for North Apollo Borough, Armstrong County, PA (the "Borough"). In October, 2022, residents of the Borough received an unsigned letter from the Postmaster notifying them that the USPS would not deliver mail in the Borough if the sender failed to identify the recipient's Post Office box number in addition to a street address. A copy of the letter is enclosed for reference. Following issuance of the letter, Borough Council has been made aware of numerous instances in which the North Apollo Post Office failed or refused to deliver mail pursuant to this policy, even where the recipients attempted to personally retrieve mail from the Post Office. Such instances continue to occur.

While the Borough understands that the USPS must implement policies to permit efficient mail delivery practices, this new policy has caused tremendous hardship for many Borough residents. For example, Borough Council has been notified of numerous instances in which bills and invoices were not delivered, causing residents and local businesses to become delinquent in payments and forcing them to address the matter with creditors, utility companies,

and others. The Post Office staff seems to be blindly following the policy without regard to its negative effects or how it is actually causing more problems for both the USPS and its customers. Borough residents cannot control how senders address correspondence in every instance and these recurrent delivery failures have become a serious problem. Residents are being forced to spend inordinate time and energy to simply get their mail delivered and to rectify the negative effects of failed deliveries. They are also having more and lengthier interactions with the Post Office than would otherwise be the case.

Numerous Borough residents and Borough Council members have attempted to address this issue with the local Post Office, but to no avail. They have been met with curt rebuffs and the Post Office staff has shown virtually no interest in rectifying the situation, or even recognizing that a problem exists. The Borough and its residents are at their wits' end and need a resolution. This situation is untenable and simply cannot be allowed to persist.

The Borough is hereby requesting that the U.S. Postal Service review and amend the North Apollo Borough Post Office delivery policy. The Borough does not believe that implementing an accommodation for mail sent to street addresses rather than Post Office Box numbers would be a significant burden on the North Apollo Borough Post Office. On the other hand, amending the policy would greatly benefit the residents of the Borough and ensure more consistent mail delivery. Amending the policy would also defuse the tension that has arisen between Borough residents and the Post Office staff due to this unfortunate scenario.

Thank you for your prompt attention to this matter. Please contact me if you require further information.

Regards,



Jason C. Kelly

JCK/bl

cc: North Apollo Borough



October 2022,

Dear Post Office Box Customer:

As a P.O. Box holder, it is your responsibility to correct your address with whomever you deal with through the mail. Please be advised that mail not addressed to the PO Box, can and may be returned.

An example of the complete and correct address for your Post Office Box is listed below. This is different from the address you may be accustomed to using. **Your street address is NOT your mailing address**; therefore, mail not correctly addressed to your PO Box may not be delivered. Postal Policy is to deliver mail as it is addressed or return the mail to sender if not properly addressed.

**EXAMPLE 1: MR. & MRS. JONES
 PO Box 555
 PGH, PA 12345-0555**

The United States Postal Service[®] handles and delivers 206 billion pieces of mail per year - over 560 million per day. In order to process such large volumes quickly and accurately, high-speed electronic scanning equipment is employed throughout our system. This technology is most effective when correct and complete addresses are used.

Please make sure all letters, magazines and packages sent to you, display the EXACT address as it appears above.

Two lines of addressing may be used in order to **facilitate package delivery**. In that case, use the following example:

**EXAMPLE 2: MR. & MRS. JONES
 105 OAK FOREST ROAD
 PO Box 555
 PGH, PA 12345-0555**

Use all elements - including the ZIP+4[®] code - every time you place your return address on an envelope or package.

The Postal Service[™] is committed to excellence in everything we do. Using all the correct elements in your address will help us continue to provide the outstanding service you rely on each day.

**Effective 30 days from this notice any mail not
addressed correctly WILL be returned to sender as insufficient address!**

If you have any questions concerning your address as shown above, please stop in the office and speak with the clerk, or feel free to contact me.

Thank you for your cooperation.

Postmaster