

A Message from the Chicago District Manager/Postmaster:

***We heard you! We're listening!
And we're working to make things right!***

Recently, members of my senior leadership team, representatives of the Fort Dearborn Post Office and I had the pleasure of attending town hall meetings convened by Alderman Burton F. Natarus (42nd Ward) to discuss mail delivery and window service problems at Sandberg Terrace, Marina Towers and elsewhere in ZIP Codes 60610 and 60611. We thank the Alderman and his staff for facilitating these meetings, and we greatly appreciate the candid feedback and suggestions our customers offered at the sessions.

We apologize for all the instances of misdelivered mail, late deliveries, delayed mail, unprofessional customer service, and other situations that were reported at the meetings. As valued customers, you deserve better. As postal professionals, we must do better.

We want you to know that we got the message loud and clear, and we're in the process of addressing those service shortfalls. Here's what we're doing to improve our service to you:

- ***We're restructuring and adjusting our routes*** to account for the many new developments and growth in the 42nd Ward. When this process is complete in the spring, your carriers will have more balanced, manageable volume loads, a key component in providing you consistent, reliable service.
- One area where mail volume exceeds current staffing is the Marina Towers development. Clearly, one carrier alone isn't enough to serve such a densely populated area. That's why ***we're adding a second carrier to serve Marina Towers***, one carrier for each building.
- ***We're refining our mail processing operations*** to make sure we get the greatest quality and efficiency possible from our automated sorting equipment and personnel.
- ***We're stressing to our employees the paramount importance of professional conduct at all times***, whether at the customer window, on the route, or over the phone.
- ***We're keeping the lines of communication open*** by continuing to work closely with Alderman Natarus, tenant and condominium associations, and other interested residents.

- We've designated ***one central person to receive your complaints, comments and suggestions:***

Carmen Santiago

Customer Relations Coordinator

(312) 983-8392

When can you expect to see improvement? I caution that it won't be overnight or immediately, especially as the process of right-sizing our routes is fairly extensive. But we look forward to reporting back to you this spring with the specific changes we've made, and to hearing back from you about how they've affected your service.

Our job, and our goal, is simple: to provide you consistent, reliable mail delivery and customer service, day in and day out, even during a cold and snowy Lake Michigan winter. We thank you for letting us know where we've failed to meet that mark. And we thank you for the opportunity to make things right.

Gloria E. Tyson
Chicago District Manager/Postmaster

Ask the Postmaster

Is there a way I can stop getting unwanted advertising mail?

Advertisers value direct mail because it cuts through the clutter of messages from broadcast, online and print media. And advertising mail is an important part of the Postal Service's revenue. But you don't have to get any if you don't want any. Write to:

**Mail Preference Service
Direct Marketing Association
PO Box 9008
Farmingdale NY 11735-9008**

Ask that your name be registered on their "name removal file". MPS assists only with mail to a specific name and address, not mail sent to "Resident" or "Occupant".

Did you know that they're building a new condominium development down the street? How will that affect mail delivery to the rest of us?

Often, the first word we get of a new development is when a carrier notices a sign on a construction site. Managing growth, especially in parts of town like River North, is an important part of maintaining consistent, reliable service.

We encourage all developers to contact the Postal Service immediately once occupancy certificates are issued, if not sooner. The advance notice will make it easier to integrate the new delivery points into our address management system, and iron out potential trouble spots before they happen.

Keep Your Mail Coming Correctly – Use Complete and Correct Addressing

With more than one million deliveries every day, Chicago Post Office letter carriers make a lot of stops. Many of those stops are at apartment buildings with multiple units, on streets known by more than one name, or streets with the same name in different parts of town. Having the complete and correct address on your mail helps eliminate confusion and speed delivery:

Always include directions (N, S, E, W) – for example, "123 N State" or "123 S State"
Always include the street suffix (St., Dr., Ave, Plaza, etc.) – "123 N State St."
Always include apartment numbers – "123 N State St Apt 456"

Here are two examples of correct and complete mailing addresses:

**JAMES DONALDSON
4747 SCENIC DR APT 325
CHICAGO IL 60618-1407**

**JOHNSON INC
234 W MADISON ST STE 25
CHICAGO IL 60661-4521**

Help keep your mail coming correctly by providing your correspondents with your complete and correct mailing address! Contact the Fort Dearborn Post Office at (312) 644-3929 for more addressing information.

