

MILLER CITIZENS CORPORATION

P. O. BOX 2645 - GARY, INDIANA 46403



"MILLER, THERE'S NO PLACE I'D RATHER LIVE"

March 22, 2011

Representative Peter Visclosky
7895 Broadway, Suite A
Merrillville, Indiana 46410

Joy Simmons
Consumer Affairs Manager
United States Postal Service
3939 Vincennes Road
Indianapolis, In 46298-9631

Greetings,

The purpose of my letter is two fold; the first purpose is to convey the disappointment concerning mail delivery in the 46403 zip code area after the Blizzard in February. Some residents reported not receiving mail for as many as ten days, many of them senior citizens that receive medicine and monies via mail.

Many citizens called the main post office only to receive a recorded message directing them to leave a message only to find that option was unavailable due to a full machine, or a busy signal that lasted several days. When citizens did reach someone they were told to clear their mailbox areas (which had been completed) or delivery was promised, but none materialized.

The most egregious excuse given by workers was that a carrier for the route called off and he/she was not replaced forcing some mail delivery in the area to be as late as 8pm or not at all as stated.

Most operations have been moved from our local post office to the main branch. A result of this move seems to have impacted service negatively. This leads to our second concern, which is the proposed move to consolidate operations to South Bend and further downsize the Regional Processing Center in Gary.

We oppose such a move, as service is poor at best now. At a time when the Postal Service is desperately trying to retain customers a cut/change in processing will further denigrate the service level we our forced to endure now.

We implore the United States Postal Service not to shift processing from Gary to South Bend and to vastly improve the current service level in the 46403 area code. We would like to invite a representative from the Post Office and the Representatives office to attend our monthly meeting. Please contact me in this regard.

Sincerely,

A handwritten signature in black ink, appearing to read "Eric E. Reaves", with a long horizontal flourish extending to the right.

Eric E. Reaves
President
Miller Citizens Corporation
219-951-9393 cell
219-938-8170 home