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Written Testimony on Postal Service
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I want to thank all the members of the committee for taking the time to investigate our postal problems which so need your help and attention. Thank you, also for hearing me.

If I seem somewhat unprepared it may be because this letter from Chairman Davis, dated May 17, 2007 found me on May 25, 2007, or eight days after it was sent.

Having worked and lived in Chicago since 1951 I was unaware that other cities had decent mail service. It never occurred to me that all postal employees were not like the rude, inefficient and lazy ones that we experienced each day.

When I recently read that Chicago's service was the worst I became excited. Excited that we could improve it. I was even more excited to learn that Congressman Davis was calling for these hearings. I am elated to think that change may come.

I have had my offices across the street for twenty-one years. For those of you who may be unaware, the Postal Service facility that handles our mail is also across the street from where we are now. Geographically it could not be easier to get my mail. But in practice getting my mail has been an adventure for two decades. I am now too old for adventure.

After years of trying to grow a business with only limited mail delivery, maybe three or four days a week – not six, I gave up and began paying the Postal Service for the privilege of doing their job and additionally I pay an employee to pick up my mail. Sounds simple...but it is not.

Most days my mail is not ready for pickup at the appointed time. Each time it's not ready I get the same refrain...It's not my job. Please, it must be someone's job.

One day, several weeks ago, my employee came back with three letter sized envelopes and these thirteen post cards paid for by we taxpayers, for a food drive sponsored by the letter carriers. A fine cause I'm sure, but one would have sufficed. By the way, I believe I should receive fifty or sixty pieces daily.

Weeks ago, I applied to be a part of a committee being formed to help address the delivery problem. I am still waiting for a meeting.

Let's examine the situation. Could our postal employee malaise be due to the Chicago/Cook County Bureaucrat Syndrome? For those of you who are not local residents, you may be unaware that our best local entertainment is watching and being amazed by the madness inflicted upon we taxpayers by our local government officials and pay rollers. If one does not need to earn their job daily, one may perform at a level below their capability. I believe our local postal workers have the ability to do their jobs, maybe just not the

willingness to do their jobs. We, the public, only see the face of the people we deal with, not the many “down there” who are always blamed for work not being done or done late or done poorly.

The postal employees we see are obviously suffering from low morale. Are the others suffering as well? Experience tells me that if we raise the morale of these workers everyone will win. The lives of the postal workers will improve and so will our service.

Let's help them help themselves and us.