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REPORT BY THE U.S.

# General Accounting Office

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## Mail Delivery Procedures In White Plains, New York

A White Plains firm complained that constantly late mail delivery was harming its competitive position. It believed, moreover, that delivery should occur by 9:30 a.m. The firm's mail is delivered by a U.S. Postal Service letter carrier who "walks" an established delivery route.

On this and many other White Plains routes, mail deliveries are occurring later than they should because carriers are not starting delivery on time. The delays result from a relatively recent and significant growth in the amount of mail they must sort and deliver. The White Plains Post Office has been trying to eliminate the delays and plans further action during fiscal year 1985. Even so, delivery to the firm by 9:30 a.m. is not possible on the established route.



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GAO/GGD-85-52  
MAY 15, 1985

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UNITED STATES GENERAL ACCOUNTING OFFICE  
WASHINGTON, D.C. 20548

GENERAL GOVERNMENT  
DIVISION

B-217917

The Honorable William D. Ford  
Chairman, Committee on Post Office  
and Civil Service  
House of Representatives

Dear Mr. Chairman:

On August 27, 1984, you and then Representative Richard L. Ottinger asked us to review the U.S. Postal Service's procedures for delivering mail in the White Plains, New York, area. You made the request after Shelby Resources, Inc., a financial services firm in White Plains, complained that constantly late mail deliveries were harming its ability to compete with other financial services firms. This firm's mail is delivered by letter carrier on an established delivery route. The August letter designated Representative Ottinger's office as the contact point for our work. With agreement from that office, we concentrated our efforts on the delivery route that serves Shelby Resources, Inc.

To evaluate how timely mail delivery is on that route, we obtained information from officials of Shelby Resources, Inc., several businesses located near the firm, and the Postal Service. The information obtained included data on the volume of mail delivered by the White Plains Post Office; the time of day White Plains letter carriers receive the mail they deliver; the time of day they leave the post office to make delivery; and the length of time the carrier takes to reach Shelby Resources, Inc. The Service officials were from the White Plains Post Office, the Westchester Management Sectional Center, and Postal Service Headquarters (Route Management Division). (Officials of the White Plains Post Office report to the sectional center). We reviewed applicable Service regulations, policies, and records. We observed the sorting of mail for the route and the delivery of mail to Shelby Resources, Inc. and surrounding businesses. We interviewed the carrier who sorted the mail and delivered it. We gathered data basically during November and December of 1984, and delivery operations statistics supplied by the White Plains Post Office covered part or all of fiscal years 1983, 1984, and 1985.

In summary, we found that the letter carrier who delivers Shelby Resources, Inc.'s mail is usually late leaving the post office to deliver mail. According to a local Service official, the carrier, like other White Plains carriers, is considered late leaving the office if he exceeds his scheduled departure time by more than 30 minutes. All White Plains carriers are scheduled to leave the post office between 9:00 a.m. and 9:30 a.m. each workday. However, the carrier usually does not leave the post office until 10:00 a.m. or later. This occurs because he must carry significantly more mail for delivery than he did before mid-1983, which was shortly after Shelby Resources, Inc. moved to White Plains. The time he is late leaving the post office is not "made up" during the course of delivering the mail. This is the same case for many other routes served by the White Plains Post Office, which delivered almost 23 percent more mail in fiscal year 1984 than it did in fiscal year 1983.

Because the carriers are leaving the post office later, delivery is later as well. Between the summers of 1983 and 1984, delivery to Shelby Resources, Inc. (and to all others on the route) usually occurred about 15 to 75 minutes after it would have had the carrier started mail delivery on time. In July 1984, the White Plains Post Office, to reduce late carrier departures, pushed back the workday starting time for all of its letter carriers by 30 to 60 minutes. Since August 1984, according to post office data, mail has usually arrived at Shelby Resources, Inc. and other delivery stops on the route about 15 to 60 minutes later than when it would have arrived had the carrier left the post office on schedule.

The White Plains Post Office plans to take further action during fiscal year 1985 to enable carriers to start mail delivery on time. However, even if the carrier leaves the post office on schedule, Shelby Resources, Inc. will not receive its mail at the time it wants it, by 9:30 a.m. each workday. The carrier takes at least 2 hours to reach the firm after he leaves the post office.

The remainder of this report discusses our findings in more detail.

SERVICE PROVIDES EXPECTATIONS OF  
WHEN DELIVERY SHOULD OCCUR

Except for Express Mail, the Service does not guarantee that a piece of mail will reach the addressee by or within a specified time.<sup>1</sup> However, the Service has national delivery or

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<sup>1</sup>Express Mail is the class of mail which receives the highest handling priority. For a premium price, delivery is promised on time or postage is refunded upon application by the mailer.

service standards that it strives to achieve for all classes of mail. These standards define the number of days in which delivery should--without guarantee--occur. For example, the Service's objective is to sort, transport, and deliver First-Class letters within 1 to 3 days after receiving them. The number of days depends on the distance between originating and destinating post offices. Through the operating plans<sup>2</sup> of local post offices, the Service attempts to provide mail delivery to individual businesses and households at approximately the same time each day. Although the Service has both national delivery standards and local operating plans, it does not have criteria for judging whether carrier delivery to individual businesses and households is late.

According to an official from the Service's national office, most post offices, for routes that contain both business and residential districts, will usually design the route's delivery sequence so that the businesses receive their mail first. The objective of this design is to deliver mail to businesses as early in the day as practical. However, although this is the objective of such a design, some households may receive mail before some businesses because a route's design must result in an efficient delivery sequence. Some businesses as well will receive mail earlier or later than other businesses.

Letter carrier's workday:  
office and delivery segments

In general, a letter carrier's workday is divided into office time and delivery time. During office time, a carrier spends time within a post office readying mail for delivery. This is done, in large part, by sorting or "casing" the mail to be delivered. To case mail, a carrier inserts mailpieces into the compartments (pigeonholes) of a casing box; each compartment identifies one or more delivery stops on the carrier's route. After casing is completed and the mail is removed from the compartments and bundled, the carrier can begin to deliver the mail (delivery time). According to the Service, a letter carrier's work assignment (in this case, readying mail for delivery and delivering it) should be as close to 8 hours a day as possible.

DELIVERY DELAYED BUT A RESOLUTION  
SATISFACTORY TO FIRM IS UNLIKELY

Shelby Resources, Inc. is a tenant in a new four-story multi-tenant office building in the downtown commercial area of

<sup>2</sup>An operating plan documents the processes to be performed, target times to be met, and supervisory responsibilities to be exercised for a post office to achieve its processing and service standards.

White Plains. According to an official of Shelby Resources, Inc., the firm, before moving to the building in April 1983, was located in Great Neck, New York, and served by the post office there.

The office building is on delivery route 110, which serves 324 delivery stops. Of these stops, about 66 percent are businesses and 34 percent are households. The street the building is on was part of route 110 before the building was constructed. The same carrier has delivered the route on a regular basis for about 11 years.

Route 110 is like most other routes in the White Plains area in the number of delivery stops it services. Fifty-two (including route 110) of the 72 carrier routes served by the White Plains Post Office contain more than 300 delivery stops.

Delivery sequence on route  
consistent with Service practice

We believe that the delivery sequence for route 110 and mail delivery to Shelby Resources, Inc. within that sequence are consistent with Service practice. The White Plains Post Office used the objective of early delivery to businesses (see p. 3) and the sequence of each address on the route to design route 110. Of the first 226 delivery stops on the route, 212 are businesses and 14 are residences. Of the last 98 stops, 2 are businesses and 96 are residences.

Shelby Resources, Inc. is about one-half--163 of the 324 delivery stops--of the way through the route. Before the firm receives delivery, 154 business stops (72 percent of all business stops) and 8 residential stops (7 percent of all residential stops) are served.

Increased casing time causing  
carrier to start delivery late

Because of a significant increase in mail volume, the carrier's workload on route 110 regularly requires more than 8 hours to complete. A local Service official said the route's mail volume grew almost 20 percent between two comparable periods ending in June 1983 and June 1984.<sup>3</sup> According to local Service officials, the growth began before June 1983 but became more pronounced beginning with the summer of 1983. Since that

<sup>3</sup>The official compared the volume of mail delivered during the periods October 2, 1982, to June 10, 1983, and October 1, 1983, to June 8, 1984. In other words, the official compared roughly the first 9 months of postal fiscal years 1983 and 1984. The official made the comparison in June 1984.

summer, the route 110 carrier has usually needed 9 or more hours a day to case and deliver the mail. Local Service officials said the additional time is used mostly to case mail.

In the White Plains Post Office, letter carriers are generally scheduled to leave the office between 9:00 a.m. and 9:30 a.m. each workday. According to a local Service official, the carriers are considered late leaving the office if they exceed their scheduled departure times by more than 30 minutes. To complete the route in 8 hours, the carrier on route 110 should leave at approximately 9:15 a.m. but generally is not leaving until approximately 10:00 a.m. to 10:45 a.m. because of the casing workload. (The range is due to the daily mail volume fluctuation.) Taking into account the 30-minute leeway, the carrier is late leaving the office by about 15 to 60 minutes. As a result, the start of delivery is delayed about 15 to 60 minutes.

Before August 1984, delivery on route 110 was later than it is now even though an attempt was made to reduce late departure times. From about August 1983 to July 1984, the route 110 carrier, like most carriers in his delivery unit, began his workday 30 minutes earlier than scheduled (6:00 a.m. compared to the 6:30 a.m. scheduled starting time). According to a local Service official, the earlier starting time was needed because increasing mail volume and casing time were forcing the carrier to leave the office later and later each day. The earlier starting time was authorized to help the carrier leave the post office at his scheduled time (approximately 9:15 a.m.) to deliver mail. The official also said the earlier starting time initially helped the carrier to leave the office sooner than he had been, but this improvement eroded as mail volume and casing time continued to increase. Time card data from late August to late October 1983 showed that the carrier generally left the post office between 10:00 a.m. and 11:00 a.m. and, on one occasion, at 11:40 a.m. The official said the carrier never left later than 11:45 a.m. Leaving at those times meant that delivery usually occurred 15 to 75 minutes and sometimes as much as 2 hours after it would have had the carrier left on schedule. In late July 1984, the White Plains Post Office changed the delivery unit's workday starting hour to 5:30 a.m. to reduce late departure times. However, as mentioned earlier, this time change, although reducing the late departure time slightly, did not completely eliminate it.

Late delivery start not "made up"  
as carrier "walks" route

The delay in leaving the post office is not made up in the course of delivering the mail. The amount of time the carrier takes to walk from each delivery stop to the next has remained

rather constant.<sup>4</sup> Because the delay is not made up, delivery to each stop on route 110 is usually about 15 to 60 minutes later than it would be if the carrier left the post office on schedule.

According to local Service officials, the increase in mail volume has affected casing time on route 110 but not delivery time. They believe that delivery time has remained substantially unchanged. During a May 1980 route inspection, a local Service official reported that the "regular" carrier, after he left the post office, took approximately 2 hours and 5 minutes to reach the intersection of East Post Road and Waller Avenue; Shelby Resources, Inc. is located very near that intersection.

Today, the carrier essentially follows the same delivery pattern that he did in 1980 to reach that intersection, and the first stop after the intersection is Shelby Resources, Inc.<sup>5</sup>

The Service's and our observations of mail delivery on route 110 indicate that delivery is not faster today than before mail volume increased and, therefore, the amount of time the carrier is late leaving the post office is not recovered. During May and June 1984, Service officials twice observed mail being delivered on route 110. They reported that the carrier, after he left the post office, reached Shelby Resources, Inc.'s office building in 2 hours and 35 minutes and 2 hours and 40 minutes, respectively. In October and November 1984, we also observed the regular carrier delivering mail to Shelby Resources, Inc. He took, on average, about 2 hours and 37 minutes to reach the firm's office building--2 hours and 20 minutes one day and 2 hours and 53 minutes the second day.

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<sup>4</sup>Although the amount of time it takes a carrier to go from one stop to the next has remained fairly constant, the time it takes a carrier to cover the entire route varies somewhat on a day-to-day basis. It depends, for example, on how many businesses and households receive mail on a given day and how many certified or registered letters are delivered that require the carrier to obtain the recipient's signature. If every business and household on a route receives mail on a given day, the carrier would take longer to deliver the route that day than on another day when fewer businesses and households received mail.

<sup>5</sup>In May 1980, the White Plains Post Office was located several blocks closer to where route 110 starts and, from the starting point to the intersection, there were 10 fewer delivery stops than there are today.



Firm wants carrier delivery  
by 9:30 a.m.

Shelby Resources, Inc. receives mail delivery about 1:30 p.m. when the carrier leaves the post office at 10:45 a.m. and arrives at the firm's office building in 2 hours and 35 minutes. If the carrier left at 9:15 a.m., he would arrive about 12:00 noon.

Even if delivery was made by 12:00 noon, Shelby Resources, Inc. would probably view this time as unsatisfactory. An official of the firm said mail arrived by 9:00 or 9:30 each morning in Great Neck and delivery in White Plains should be no later. The official believes the Service is not providing the adequate service the Postal Reorganization Act requires and is discriminating against some businesses by providing early delivery to other businesses.

Shelby Resources, Inc. does not want route 110 rearranged so it would be on the front portion of the route. Rather, the firm wants all businesses nationwide to receive mail delivery by 9:00 a.m. to 10:00 a.m. or whatever morning hours may be determined reasonable. Local Service officials said route 110's design adheres to Service criteria and that the firm's location on the route makes carrier delivery by 9:30 a.m. impossible.

For Shelby Resources, Inc. to receive carrier delivery on route 110 by 9:30 a.m., the carrier would have to leave the post office at least 2 hours sooner than he is now scheduled to, or around 7:00 a.m. However, based on information provided by White Plains Post Office documents, carriers do not receive all of the mail they must case until about 8:00 a.m. At approximately 6:15 a.m., the White Plains Post Office receives the remaining 26 to 30 percent of the total mail volume it must deliver that day. This mail must be sorted to the carrier routes served by the White Plains Post Office before casing can occur. The sorting is performed by the mail processing unit at the White Plains Post Office and is usually completed between 8:00 a.m. and 8:15 a.m. After mail is sorted to carrier routes, carriers can case and deliver it.

Firm refused alternatives to  
carrier delivery

To enable the firm to receive mail by 9:30 a.m., local Service officials offered Shelby Resources, Inc. alternative services such as a post office box.<sup>6</sup> According to local

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<sup>6</sup>With post office box service, rental boxes (with key or combination lock) are used to receive mail delivery in post office lobbies or other authorized places.

Service officials, box service provides mail by 8:30 a.m. most mornings and no later than 9:15 a.m. on days when problems such as an especially heavy mail volume occur. However, users of the box service must pick up their mail at the post office and pay a fee for the service. The semiannual fee varies by box size and ranges from \$14.50 to \$64.00. According to local officials, post office boxes are available at the post office in downtown White Plains.

Box service was refused. An official of Shelby Resources, Inc. said the service was rejected because, if it had been obtained, the firm would have to:

- send a staff member to pick up the mail which would disrupt the firm's operations, or join a commercial mail pickup service at an "exorbitant" fee;
- pick up the mail often twice in the same day; and
- pay the semiannual fee which would be an unnecessary cost to the firm since it is entitled to and already pays (in the price of a stamp) for "early" delivery.

According to local Service officials, "caller" service was also offered and refused. Users of the service "call" (pick up) for their mail at a "window" (service counter) in the post office lobby and pay a fee for the service. The basic semi-annual fee is \$130.00.

DELIVERY DELAYED ON MANY  
WHITE PLAINS ROUTES

The volume of mail the White Plains Post Office must deliver has grown significantly. During postal fiscal year 1984 (October 1983 to September 1984), mail volume grew almost 23 percent from the previous year. This rate was close to 3 times higher than local Service officials expected.

Because of the significant mail volume growth, carriers on many routes cannot case and deliver the mail in 8 hours. On the basis of data compiled during the last 6 months of fiscal year 1984, local Service officials judged that slightly more than 50 percent of the White Plains Post Office's 72 routes generally require 9 to 10 hours a day to case and deliver mail. The carriers on these routes (including route 110) need 1 to 2 hours of help to finish their work, according to the officials. Most of this additional help is needed to case mail. Each of the remaining routes needs either small amounts of additional time or none at all.

In late July 1984, the White Plains Post Office implemented a plan that was designed to enable all carriers to leave the

post office by 9:30 a.m. to deliver mail. The plan was implemented because many carriers were leaving 1 to 2 hours later than scheduled even though several earlier measures were taken to combat the increased workload.<sup>7</sup> A key feature of the plan required all carriers to begin their workday 30 minutes to an hour earlier. (The route 110 carrier began his route 30 minutes earlier, as did most carriers in his delivery unit.) This would give carriers more time to finish casing before their 9:30 a.m. departure goal.

Because the plan did not completely eliminate late departures and excessive overtime, the White Plains Post Office, in early fiscal year 1985, obtained permission to hire additional carriers to help case mail. These carriers, who will be hired during fiscal year 1985, will each learn how to case several different routes and move from route to route as needed. Local Service officials said this additional casing help should

--enable all carriers to regularly leave the post office by 9:30 a.m. (including the carrier on route 110) and

--bring overtime use within normal limits.

An official also said that, if the additional casing assistance does not bring delivery time for all routes back to normal, the White Plains Post Office will consider whether to adjust some routes (i.e., create new routes and/or make existing routes shorter or longer). Approval of the Westchester Management Sectional Center would be needed in such cases.

#### AGENCY COMMENTS

In commenting on a draft of this report, the Postmaster General said the report accurately reflects the delivery situation in White Plains for the period covered and correctly describes the reasons why the Service cannot provide carrier delivery to Shelby Resources, Inc. by 9:30 a.m. A copy of the Service's comments is contained in appendix I.

#### COMMENTS OF SHELBY RESOURCES, INC.

We provided Shelby Resources, Inc. sections of the report that contained information that it could directly verify. In

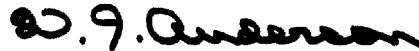
<sup>7</sup>Local Service officials said earlier actions included, for example, efforts to increase carrier productivity. According to White Plains Post Office data, carrier efficiency for fiscal year 1984 improved about 5 percent over the previous year. The officials said efforts were also made to increase staffing. Ten more carrier positions were added between fiscal years 1983 and 1984, according to post office data.

commenting on those sections, the corporate counsel for Shelby Resources, Inc. provided reasons why post office box (lockbox) and caller services were unacceptable alternatives to carrier delivery and asked that we respond to a number of questions that the Postal Service had not responded to concerning mail delivery operations in White Plains. (See app. II.) We have provided, after many of the questions, a cross reference to the pages in this report where information related to the questions is contained. (See app. II, pp. 17 and 18.)

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As arranged with your office, we are sending copies of this report to former Representative Ottinger, Representative DioGuardi (who now represents White Plains), the Postmaster General, the White Plains postmaster, and Shelby Resources, Inc. Copies will also be available to other interested parties upon request. We would be happy to meet with you or your staff to further discuss the matters contained in this report.

Sincerely yours,



William J. Anderson  
Director



THE POSTMASTER GENERAL  
Washington, DC 20260-0010

April 8, 1985

Dear Mr. Anderson:

This refers to your proposed report entitled, "Mail Delivery Procedures in White Plains, New York."

The report accurately reflects the delivery situation in White Plains for the period it covers. The local delivery service experienced a 23 percent increase in mail to be delivered. It was unclear how long or at what level this increase would continue. Faced with this uncertainty, local management prudently used interim measures to deal with what might be just a temporary situation. Many deliveries had to be made later in the day than previously scheduled.

As the report notes, management has a variety of additional measures underway to improve delivery service at White Plains, but even with all schedules operating as planned, it will not be possible to make the 9:30 a.m. delivery wanted by Shelby Resources, Inc. The report correctly describes the reasons why this is so.

As the report also notes, local management did offer alternative services, such as post office box or caller service, to Shelby Resources, Inc. that would have given them their mail by 9:30 a.m., but such services were refused.

Thank you for the opportunity to review your report.

Sincerely,

A handwritten signature in cursive script that reads "Paul N. Carlin".

Paul N. Carlin

Mr. William J. Anderson  
Director, General  
Government Division  
U.S. General Accounting Office  
Washington, D. C. 20548-0001

LAW OFFICE  
OF  
MYRON ENGELMAN

April 1, 1985

5 WALLER AVENUE  
WHITE PLAINS, NEW YORK 10601  
—  
(914) 694-0640

Mr. William J. Anderson  
U.S. General Accounting Office  
General Government Division  
Washington, D.C. 20548

Dear Mr. Anderson

Re: Mail Delivery White Plains  
GAO/GGD 85

Your letter of March 28, 1985 and enclosure received.

My review of proposed draft prompts following response:

Page 7: Mr. Amatulli swore on June 19, 1985 there was a 19.6% increase in volume on route 0110. Because of that, scheduled leaving time of 9:30 A.M. "can be as late as 10:45 A.M." Either 9:30 A.M. should more properly be used as the hypothesis for the last sentence or (for my complaint) more appropriately leaving time should be 7:00 A.M. and not 9:15 A.M. (See report pp. 5, 6, and 7.)

His affidavit also says that if the volume of mail persists he will adjust the routes. I doubt that mail flow has diminished. What action has management taken. (See report pp. 8 and 9.)

I also advised Mr. Barnes that Empire of America (Savings Bank) 75 feet north of us but on East Post Road gets delivery about 10:00 A.M. Why does it get preference? (See GAO note 1.)

Page 7: Currently, Lock Box service is no longer available at 8:30 A.M. but at 9:00 A.M. Enclosed is letter which I received detailing problems about Lock Box use which echos our reasons for not accepting the proffered substitute for carrier delivery on a timely basis- and without cash and personnel time cost. (See report p. 14.)

Caller Service is not available to us because we could not afford the time cost for multiple daily visits to pick up our mail.

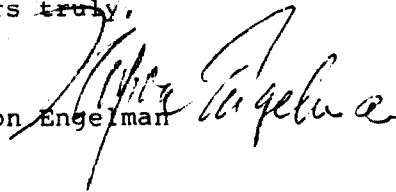
Our effort to get Central Building Delivery (which would create 9:00-9:30 A.M. delivery) was thwarted by lack of landlord co-operation. (letter enclosed). (See GAO note 2 and report p. 16.)

GAO note: Page references have been changed to correspond to the page numbers in the final report.

I trust your report will include responses to my request for information which Postal Service has not honored. (letter enclosed). (See report p. 17.)

Yours truly,

Myron Engelman



ME:mw  
Encl.  
cc: Gerald Barnes

GAO note 1:

The bank is on route 114 but received too much mail to be delivered by the carrier who walks that route. Instead, the mail is delivered by another carrier using a motor vehicle. Service procedures require the use of a motor vehicle to deliver a business' or household's mail when the volume will overburden the carrier who walks the route serving that business or household. According to a local Service official, the bank receives about 1,000 pieces of mail each day and that volume would overburden the carrier who walks the route. The "motorized" carrier, who has other mail pick up and drop off points, is scheduled to reach the bank around 10:15 a.m., which is about 60 minutes sooner than the "walking" carrier would make delivery. According to local Service officials, Shelby Resources, Inc. receives fewer than 50 pieces of mail a day, a volume too small to provide motorized delivery.

GAO note 2:

"Central Building Delivery" refers to the delivery of mail to one location within a building housing many tenants. For example, mail boxes for building tenants are installed in the building lobby and the letter carrier places the mail in these boxes rather than delivering throughout the building. With the offer of central delivery, we understand that the White Plains Post Office intended to use a "motorized" carrier to deliver the mail to Shelby Resources, Inc.'s office building. This would have provided delivery earlier than the route 110 carrier could have provided. We understand that motorized delivery was proposed even though the mail volume did not support its use. According to local Service officials, mail volume for the building is still not large enough to overburden the route 110 carrier and, therefore, motorized delivery would not be used today.

**L & H Abstract Corporation**

Agent for  
First American Title Insurance Company of New York

188 East Post Road - Room 302  
White Plains, New York 10601  
(914) 428-3433

**RECEIVED**

JUN 21 1984

SHELBY RESOURCES INC.

June 15, 1984

Mayor Alfred DelVecchio  
City Hall  
White Plains, New York 10601

Re: Postal Service

Dear Mayor DelVecchio;

I am writing you to urge your support of Mr. Myron Engelman of Shelby Resources in his law suit against the U.S. Postal Service.

Although Mr. Engelman is a newcomer to White Plains we have been here for years and have endured the same lack of service for a much longer time. I admire his tenacity when we have given up in frustration.

Our business depends on early mail service. We receive title searches, surveys, deeds and mortgages for recording by mail. Late delivery lowers our service capabilities and increases our risk as title insurers.

Up until about a year ago we picked up our mail at the caller window at the Post Office at 8:30. This wasn't to bad since someone could do it on the way to work. Then the Post Office changed the caller time to 9:00 A.M. This caused a problem since we are a small company and don't have a lot of people to wait around in the Post Office.

The next blow was that according to postal officials our volume was insufficient for the caller window and we would have to pay a charge. Imagine paying a charge to pick up your own mail!

A box would not solve the problem since all the mail is not sorted by the start of business. A box would be helpful if the Post Office were convenient to the business district, however, the planners in their infinite wisdom located the Post Office at the other end of town.



June 15, 1984

Mayor Alfred DelVecchio

I fully support Mr. Engelman in his battle with the Postal Service and I suspect many other businesses are being injured because they are not performing their duty. Again I urge you to support him on behalf of the businesses in White Plains.

Very truly yours,

Robert W. Solinski, Esq.

RWS/rs

cc: - Shelby Resources  
5 Waller Avenue  
White Plains, New York 10601

ATTN: Myron Engelman, Esq.



**Shelby  
Resources  
Inc.**

June 7, 1984

Mr. Edward Lashins  
5 Waller Avenue Co.  
2 Williams Street  
White Plains, N.Y. 10601

Dear Mr. Lashins:

We conferred on July 6, 1983 regarding our problem of late daily mail delivery (now no earlier than 1:00 p.m. and as late as 3:00 p.m.). At that time you were sympathetic and promised to review the material for central delivery in the building which I submitted, when the building filled up with new tenants.

I went to the trouble of contacting and conferring with Fire Department Officials. They reviewed the site in the enclosed stairwell and indicated (subject to submission of appropriate plans) no objection. The building is now full. The mail problem still needs solution. Other tenants have the same problem.

The enclosed news article and complaint shows we are pressing to get relief on behalf of ourself and all other tenants.

Since the Post Office will bear the cost burden of appropriate equipment, and installation costs are minimal, would you please reconsider the situation and approve the installation.

I would appreciate a reply as promptly as possible.

Very truly yours,

  
Corporate Counsel

ME:va

5 Waller Avenue  
White Plains, NY 10601  
914-684-0640

A Diversified Financial

See GAO note 1, appendix II, p. 18.

June 18, 1984

Mr. John J. Amatuli, Postmaster  
U.S. Post Office Building  
100 Fisher Avenue,  
White Plains, NY 10606

RE: Shelby Resources Inc.

Dear Mr. Amatuli:

In connection with the proceeding initiated on behalf of my client I require that you furnish me with certain necessary information. I have been advised my Ms. Kumke that certain of this information is possessed only by local postmasters.

1. What is the daily beginning time mail is actually delivered to business offices or commercial stores, factory etc, all in White Plains. (See report pp. 5 and 8.)
2. What is the actual time mailmen leave the Post Office buildings (including Gedney Station) for delivery of mail to commercial or business- (full description). (See report pp. 5 and 8.)
3. What is the earliest time mail is sorted and made ready for delivery to commercial business in White Plains. (See report pp. 5 and 7.)
4. How many routes are there for business areas-giving location of routes, number of mailmen assigned detail of route boxes and how routes are determined.
5. How many post men are currently employed and used for delivery of mail and the average number for the past 5 years.
6. What provision is being made or has been made for servicing the numerous new office buildings and hotel structures now under construction-routes, new mailmen employees - etc. (See report pp. 7 to 9.)
7. How many mail patrons are now served for delivery on the route which includes 5 Waller Avenue. (See report p. 4.)
8. What postal service restrictions, if any exist respecting establishment of routes for mail delivery.
9. Is there any fixed policy for daily time delivery of mail to commercial business area. (See report pp. 2 and 3.)

10. Is there any fixed policy for time delivery of mail to residential areas. (See report pp. 2 and 3.)

11. What is the current volume of mail delivered daily to commercial areas of White Plains and what was the volume for the last 5 years.

12. How many complaints have been received from mail patrons <sup>ABOUT</sup> mail after 10:00 a.m. in the past 5 years. (See GAO note 2.)

Thank you for your cooperation in obtaining this information.

Very truly yours

Myron Engelman  
Shelby Resources Inc.

ME:va

CORPORATE  
COUNSEL

GAO note 1:

Our report provides information for many of the questions Shelby Resources, Inc. asked the White Plains postmaster. The page numbers where the information is located are listed next to the related questions. We cannot respond specifically to all of the questions because the scope of our review was limited largely to route 110 and mail delivery to Shelby Resources, Inc., and the data we collected covers less than a 5-year period. Nevertheless, given the nature of the unanswered questions, we do not believe that the information they would have provided would affect the basic messages of our report.

GAO note 2:

We asked a similar question when we began our review. However, the White Plains Post Office did not maintain a file of past complaints.

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