



November 17, 2015

The Honorable Chris Van Hollen
Member of Congress
51 Monroe Street, Suite 507
Rockville, MD 20850-2406

Dear Congressman Van Hollen:

This responds to your November 9 correspondence on behalf of Village of Martin's Additions Council Chairman Richard W. Krajeck, regarding mail delivery service.

I appreciate your interest in assisting Mr. Krajeck, and I regret reading of the difficulties he reports community members of the Village of Martin's Additions in Chevy Chase are experiencing with their mail delivery. Please know that the U.S. Postal Service always attempts to deliver every piece of mail in a timely, accurate, and efficient manner. Moreover, we understand the extent to which our customers depend upon us for high-quality, reliable service.

To be of assistance, we contacted Westlake Branch Customer Services Manager Lennie Jones who oversees delivery to the Chevy Chase area. Mr. Jones advised us he was recently assigned to the Westlake Branch; however, he is aware of the concerns expressed by Mr. Krajeck in his correspondence. He explains that in order to improve delivery service, the Westlake Branch will begin conducting Route Inspections to determine the length of the carrier routes and will make adjustments as necessary in light of the increase in mail volume.

Mr. Jones further notes that the operational goal for his office is to have all mail delivered and the carriers returned to the station by 5:00 p.m. daily. He also reports the Postal Service has hired additional carriers to cover any remaining vacant route assignments; including seasonal personnel to assist with the increased mail delivery needs of the upcoming holiday season. In addition, the delivery fleet has been increased to ensure there are adequate vehicles to provide efficient and reliable service to the community.

With regard to Mr. Krajeck's request for a postal representative to attend the next Village Council meeting, Mr. Jones confirms that he is looking forward to speaking with community members on November 19 at 7:30 p.m. Should Mr. Krajeck have any other questions or concerns, Mr. Jones is in the best position to assist him and can be reached at (301) 767-1742.

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While local managers are expected to resolve service issues within their jurisdiction, should Mr. Krajeck believe that his concerns are not being sufficiently addressed locally, he may contact the Capitol District Consumer and Industry Contact office at (202) 636-1200. District officials have administrative responsibility over postal operations in the area and ensure that local Post Offices are meeting national standards.

Thank you for writing. If I can be of assistance with other postal issues, please let me know.

Sincerely,



Darrell Donnelly
Government Relations Representative

CHRIS VAN HOLLEN
8TH DISTRICT, MARYLAND

COMMITTEE ON THE BUDGET

Congress of the United States
House of Representatives
Washington, DC 20515

November 18, 2015

1707 LONGWORTH HOUSE OFFICE BUILDING
WASHINGTON, DC 20515
(202) 225-5341

DISTRICT OFFICES:
51 MONROE STREET, #507
ROCKVILLE, MD 20850
(301) 424-3501

205 CENTER STREET
SUITE 206
MOUNT AIRY, MD 21771
(301) 829-2181

www.vanhollen.house.gov

Mr. Richard Krajeck
3500 Bradley Lane
Chevy Chase, MD 20815-3260

Dear Mr. Krajeck:

I was glad to learn that the U.S Postal Service is taking action to improve the service in your community. I have attached a copy of the response that I received from USPS.

I am pleased to have been able to help you with this matter. Please let me know if you don't notice improvements in your service.

Sincerely,

A large, stylized handwritten signature in black ink, appearing to read "Chris Van Hollen".

Chris Van Hollen
Member of Congress