

# COMMUNITY LIFE

## Postal Service sticks with service

**F**acing pressure from package and overnight delivery companies, the U.S. Postal Service is fine-tuning its focus on customer service in a big way.

By RALPH R. ECHTENAW  
STAFF WRITER



Squeezed by competitors in package delivery and overnight delivery and wounded by the increasing popularity of electronic mail, the U.S. Postal Service is tuning into customer service with diligence.

"We're very much more tuned into customer service," said Jack Truesdell, supervisor of customer services in the Westland Post Office. "We're just better listeners now. It's been a complete change from 20 years ago."

For example, there are now three post offices in the Detroit area open 24 hours a day, seven days a week. This includes the U.S. Post Office, located on Beech Daly south of I-96 in Redford Township.

Many post offices are now taking stamp orders by fax machine and delivering them directly to the customer, sometimes the same day.

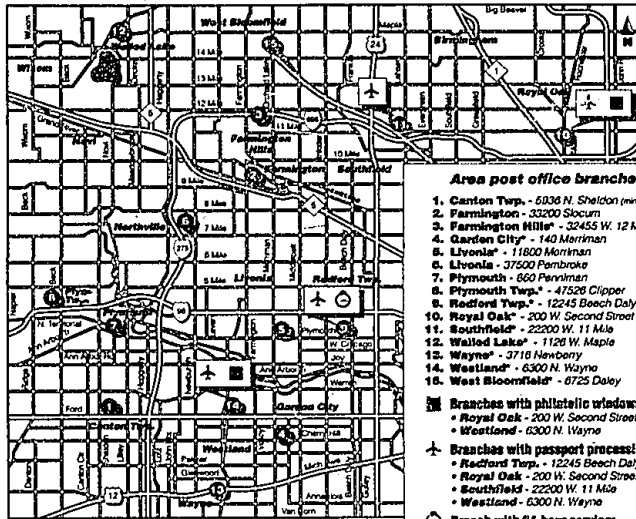
Plymouth Post Office manager Joe Bradley said he will begin taking fax orders by April 15. "If we get (the order) before 9 a.m., we will deliver those stamps the same day."

The Farmington Post Office is already taking fax stamp orders, but with the minimum order being \$22, most of the customers are businesses.

The program is popular, said manager John Suplak. "The more the word has spread, the more it's being used."

However, a recording played to callers on hold promises delivery only within the next five business days.

In Plymouth they're planning a post office open house for April 28,



INFORMATION COMPILED BY MARILENE YAGUTTO & RALPH ECHTENAW • MAP BY TANGOR CHARTS

### Area post office branches:

1. Canton Twp. - 6036 N. Sheldon (new station)
2. Farmington - 33200 Stockton
3. Farmington Hills - 32455 W. 12 Mile
4. Garden City\* - 140 Meridian
5. Livonia\* - 11800 Montclair
6. Livonia - 37500 Pembroke
7. Plymouth - 8600 Pennington
8. Plymouth Twp.\* - 41528 Clipper
9. Redford Twp.\* - 12245 Beech Daly
10. Royal Oak\* - 200 W. Second Street
11. Southfield\* - 22200 W. 11 Mile
12. Walled Lake\* - 1129 W. Maple
13. Wayne\* - 3710 Harbortown
14. Westland\* - 6300 N. Wayne
15. West Bloomfield\* - 6725 Daley

### Branches with philatelic windows:

- Royal Oak - 200 W. Second Street
- Westland - 6300 N. Wayne

### Branches with passport processing:

- Redford Twp. - 12245 Beech Daly
- Royal Oak - 200 W. Second Street
- Southfield - 22200 W. 11 Mile
- Westland - 6300 N. Wayne

### Branch with 24-hour service:

- Redford Twp. - 12245 Beech Daly

### Branches with bulk mail acceptance:

where visitors will be shown "the backroom operation," Bradley said. "They will get a true understanding of what goes on at the post office."

Also coming to post offices is the equipment necessary for customers to pay for purchases with credit cards.

"That's one of the ways the post office has to change to what the customer has asked for," Truesdell said.

And post offices are starting to go

where the people are, too.

The Westland Post Office is responsible for postal sites in Wayne, Canton Township and the Westland Mall. The Westland Post Office contracts with four area merchants to provide basic postal services. These "contract stations" are located in Farmer Jack stores at Middlebelt and Ann Arbor Trail and at Ford and Wildwood, and at Meijer stores at

Ford and Canton Center and Warren and Newburgh.

The Redford Post Office has contract stations in Township Hardware at Five Mile and Beech and in Farmer Jack at Plymouth and Inkster.

In Livonia a second full-service post office called Greenmead Station opened last September, and there is a

See POSTAL, 12A



Joe Deren

## Because of a Fox, birds nest in park

**A**s we walk along the daily trails of life on this earth, some of us have the good fortune of having our lives touched upon by great people. In knowing Jean Fox these past eight years, I truly have been among the fortunate. I know many people feel the same way.

We hear today about the lack of true heroes in our daily lives, but for us who reside in the Farmington area, one didn't have to travel very far to meet one. The moments shared with this lady, whether it be watching her fighting for a cause or doing her best to save what is left of our historic and/or natural world, are times in one's life that many people truly lack.

As many of us travel today, in the valley of the yuppie clones, meeting Jean was always a refreshing change. She carries herself with poise and class and always stressed the importance of acting the proper way at the proper time, a trait today that many people truly lack.

As many of you walk the trails of Heritage Park today and in the future and see a bluebird, always remember it is because of a Fox that these birds now nest in their former haunts. It was with the constant encouragement of this fine lady and the help of the Farmington Area Naturalists that these birds returned.

Maybe not a big accomplishment in some people's blinded eyes but nevertheless a shining tribute to the vision of one of the Farmington area's most caring conservationists. While some want to divide and destroy, Jean was always protecting and preserving.

See FOX, 12A

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