## 'Totally unacceptable'

## S'fld postmaster promises to deliver mail improvements

STATE WHITES
Southfield postmaster Michael
Moran this week called the U.S.
Postal Service's after-dark doorto-door mail deliveries "steally
unacceptable" and promised that
the situation would be eliminated
after new letter carriers are hired.
"We're short people, but we're
in the process of hiring 18 new letter carriers," he sald. "We hope to
have them all in place by the end
of the year."

And the second of the year."

Moran acknowledged that the post office has been received gromplaints on the late deliveries, in some cases as late as 8 p.m. Other residents have made their complaints to the city of Southfield, which, along with the Southfield Chamber of Commerce, has long pursued Improved postal service. Many improvements had been achieved after Moran became postmaster in January and a Post Office Customer Advisory Council was established.

Moran assumed the Southfield position during a period of tur-moil in the Postal Service

"The (advisory) council has been doing so many nice things, that's why we hated to see it slip like this," said Gerald Kuhn, co-chairman of the advisory council and executive administrative on-sistant to Southfield city administrator Robert Block.

istrator Robert Block.
"The city has received a number of complaints in regard to poor mail service which include everything from deliveries after 7 p.m. to wrong deliveries," Kuhn wrote to Moran early last month. At his own home, Kuhn seid, he 'had a wrong delivery dey for the last week..."

"Late deliveries also concern customers," Kuhn said Monday, "because they're afraid something will happen to the mail they've

throughout the country, a period marked by deteriorating service, internal antagonism between employees and supervisors and, in extreme cases, violence.

Some of those problems were reflected in Southfield, which hit all-time low in service to business and residential customers in 1991.

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The Southfield post office serves Southfield, Lathrup Village and the Southfield Township villages of Beverly Hills, Bingham Farms and Franklin — one of the highest-volume delivery areas in Michigan

Michigan.

Chamber of Commerce president Philip Meagher said businesses continue to report fate deliveries, but that the situation isn't as bad as it was in 1991-92. Businesses complain of it "on a hit-and-miss basis. When this happens to businesses, most of the time it means they can't get to the bank that day. We understand this occurs mostly when there's a substitute carrier.

"We've had the problem in this building (the Crosswinds building on Northland Drive)." Meagher continued. "We've gotten it as late as 3:30 p.m. "At my own home (in Southfield) the mail came sometime after 6 o'clock on the Friday after Thenkegiving. We didn't find it until the next morning so we don't know exactly what time it came."

John Reeves, past president of the Washington Heights neighborhood association, said his area was receiving its mail "at 7 and 8 o'clock, but it's improved some."

Lorraine McHugh, who lives on Spring River Drive, said her regular carrier "is always on time. But

lar carrier "is always on time. But

when there's a substitute, we've gotten it past 6 o'clock.

"My sister lives at 12 Mile and Greenfield and she gets it lete constantly," McHugh added.
The addition of the 18 carriers will bring the total number at the Southfield post office to 245. Moran said the hiring process is "very slow" because of the hiring requirements and extensive background checks initiated following incidents in Royal Oak, Dearborn and several cities around the country in which disgrunted employees attacked and killed or workers and/or supervisors.

Among the service improvements made since Moran became postmaster are extended office

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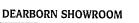
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