

**Minutes of the October 23, 2017 meeting**

Attendees: Ian Rothman, Josh Goodman, Arquilla Ridgell, Rich Burnes, Mike Gelman, Stu Carlow, Charlotte Crutchfield, Ira Unger, Dorinda Danneman, Eric Lenhard, Heidi Splane, Sheila Blackman, Marcus Clinkscale, Aspen Hill Post Office Manager and Gabriel Hamilton, Silver Spring Postmaster.

The Agenda was approved. The Minutes were approved.

Treasurer's Report: No activity since the last meeting.

Gabriel Hamilton has 30 years with the post office. He began in Wheaton, worked as Supervisor at Aspen Hill, Manager in Bethesda and Alexandria, then as Postmaster in Lexington Park before coming to Silver Spring as Postmaster. He is working to change the culture, show employees they are valued.

Marcus Clinkscale has 21 years with the post office. He has been at Aspen Hill as Manager for six months, he was moved from Colesville.

Marcus has made changes to address performance scores, change the attitudes of couriers, and show couriers that management is committed to improvement. Performance is measured by number of complaints, delivery performance, hours worked. Complaints at Aspen Hill have been reduced from 20 per day to less than 20 per week. Daily service talks are held each morning to review held mail and any problems. Safety talks are mandated daily. When couriers return to the post office, they leave the vehicle open. The Supervisor checks each vehicle and closes it.

Complaints are tracked by route and delivery person. Scanners are GPS enabled and couriers are mandated to scan each delivery at the address. Managers can check on stationary events (mail truck not moving) using the Delivery Management System (DMS). Some employees have been dismissed for not doing the job.

Use of cellphones, earbuds and texting is prohibited while delivering mail, either by truck or foot. Management is enforcing state laws and USPS rules. Management can contact couriers by text message or on their scanner.

Problems discussed:

If mail is misdelivered it can be put back in mailbox with a note requesting redelivery. Couriers are to look at each item when it is delivered to prevent errors.

Mail not forwarded, mail at new address being delivered to old address. Mail not being held, or all mail being sent back, staff not noticing redelivery dates. When held mail is delivered, sometimes it is crammed into mailbox, instead of delivering it in two batches.

Mail is being sorted at a ganged mailbox and mail tapes are left on the ground. Mail has been left on the ground, and the ganged mailbox left open. Packages have been put in the boxes from the back that cannot be removed from the front.

Carrier did not ring doorbell for certified mail delivery, just left card in mailbox when resident was home.

Not delivering large packages, saying large packages must be picked up at post office. Large packages are to be delivered. It's not acceptable to say they are too big to be delivered. Fragile packages should be handled with care. Packages should not be left at the door exposed to rain, they have plastic bags for packages or can leave redelivery card. Parcels will not be delivered if written request is made.

Sometimes no mail is delivered for a several day period. Some mailboxes are left open.

Outgoing mail should be left in mailbox, without the flag put up. This helps prevent thieves knowing there is mail in the box. All mailboxes are to be checked by the carrier.

Staffing: At the Aspen Hill Post Office there should be three counter clerks on Saturday and one Lobby assistant or Supervisor to assist customers in getting the correct forms to fill out. For passports, there are two passport trained clerks or ask for the Supervisor or Manager. Two Admins are being added to Aspen Hill and one at Colesville.

Aspen Hill and Colesville Post Offices have Automated Postal Machines. They provide 24 hour service. Mail will be postmarked today.

Please notify Marcus or Gabriel of problems as they occur, so they can address them immediately. Employees will see management is relentless in their quest to provide good service.

Marcus and Gabe would like to return in the future and hear if they have or have not improved service.

Contact information:

Marcus Clinkscale, Aspen Hill Post Office Manager [marcus.c.clinkscale@usps.gov](mailto:marcus.c.clinkscale@usps.gov) 301-871-4444

Miss Charon Bigelow, Wheaton Post Office Manager

Gabriel Hamilton, Silver Spring Postmaster [gabriel.hamilton@usps.gov](mailto:gabriel.hamilton@usps.gov)

Randolph Road and Georgia Avenue – after the most recent lane changes, signage and signal lighting are not in line with the new lanes. Timing of the lights has not been adjusted for the new lanes yet.

Wheaton Library – completion delayed to 2019.

Glenmont MetroCentre – minor change to plans, an e-mail was sent out about Phase 2.

There will be a meeting on Tuesday, October 24 at Glenallan Elementary School about Glenallan Stream Restoration. 7 p.m.

Charlotte Crutchfield announced she is running for the Maryland House of Delegates again.

The National Teal Pumpkin Project promotes awareness of food allergies. Displaying a teal pumpkin indicates both candy treats and non-candy treats are available. Poplar Run had their Fall Festival last weekend and painted some teal pumpkins for Halloween.

**The next Glenmont Exchange meeting will be held on Monday, November 27, 2017**

Minutes submitted by Dorinda Danneman, Secretary.