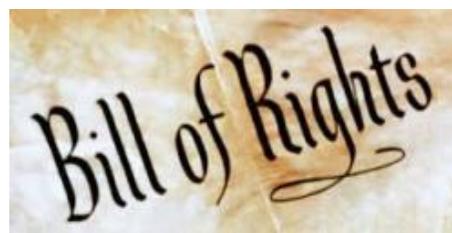


A new Bill of Rights for the Post Office

Perhaps it's time for a new Postal Bill of Rights similar to PMG O'Brien's 1967 list. But rather than addressing the kind of attitude and behavior customers should expect from postal employees, this one would be about what people should expect from the post office itself.



Here's a list of what this new Bill of Rights might contain:

1. Every community in the country has a right to a conveniently located post office. Post offices should not be closed just because they don't make enough money, and post offices should not be relocated to out-of-the-way areas of the community.
2. Post offices should have retail operating hours that "reflect time periods that most appropriately meet the needs of the majority of customers in the local area" (as stated in the [POM](#)). In most cases, that *should* mean the post office is open a full business day (as was traditional before POStPlan), and in some cases, evenings as well.
3. The post office lobby and counter areas should (as stated in the [POM](#)) be "clean, orderly, and attractive" – in other words, freshly painted, well lit, safe, neatly organized, and so on.
4. The post office should be sufficiently staffed so that the wait time is rarely more than five minutes.
5. The lobby of the post office should be equipped with a scale that can be used by customers, and the signage should provide clear, easy-to-understand information about classes, rates, and delivery standards so that customers are aware of less costly or faster classes of mail (and clerks should provide more information about this too).
6. The post office should have an adequate supply and variety of stamps, flat rate boxes and envelopes, and shipping and packing materials.
7. The post office should provide efficient retrieval of items such as packages, certified mail, and registered mail, and during hours that the window is closed, the post office should provide access to PO boxes and parcel lockers (especially offices that have limited window hours).
8. The post office should ensure that passport registration instructions are clear, and in communities with a large non-English speaking population, clerks and signage should be bilingual (which can also help minimize wait times in line).
9. Collection boxes outside the post office should have a final pickup at the end of the day, and the mail should not be picked up before the specified time.
10. Post offices should offer a wide range of products and services besides strictly "postal" products and services, such as copying machines and Wi-Fi access.

(via savethepostoffice.com)