



### President's Quips August 2020

The Post Office is once again in social media posts. The postal process for residents is very simple. Residents rent a postal box from the USPS, and mail is delivered to the box daily. Using their key each resident retrieves the posted mail from the box at their convenience. The USPS does not want any postal employee to hand the box renter their mail over the counter. That's precisely why residents have boxes, to retrieve their own mail.

Whenever a package arrives at **the Bay Point post office**, a yellow card is placed in the resident's postal box. **Only when there is a yellow card in their box**, is there a package ready for pick up. Residents may get an electronic notice that a package has arrived at the post office, but it is **NOT** yet at the Bay Point office. The Bay Point office is **NOT**, in their system. The package has only arrived at an official USPS destination, not necessarily the final destination. (Bay Point). Despite all of the screaming and cursing that some residents like to do to get their mail, use the key to your box. Don't ask for a package unless you have a yellow card.

The number of packages now coming through our operation has increased significantly. There are days where the count is more like Christmas time. Every day packages get sorted, a yellow card put in the PO box. If the package has no PO box number, every effort is made to find the owner and let them know there is a package. The system works very well. Our storage system now allows us to put away and retrieve packages must faster and more efficiently.

On many days over 2,000 letters are received without a PO box address, but only a physical address. The USPS has instructed us to return that mail to sender. We have told our local management that we would make at least one effort to match a physical address with a PO box. We have put into place a very comprehensive system that matches a physical address with a PO box that may even be shared by multiple individuals. We add to those lists every day and every day we attempt to match misaddressed mail with an owner. If we cannot, it gets returned. The same applies to packages.

Today CBS news ran a lengthy story about the USPS. They are and have been losing money. The new Postmaster General has decided to cut costs. The result is that mail delays have been occurring, mail left at main post offices for days. We have begun to feel the impact. There are days when the mail arrives late to us and not sorted by PO number. That takes forever to sort, as there is no logic and it forces employees to go all over the post office to distribute the mail.

The post office is a business. It is not a personality contest. Mail comes in, mail goes out. That's the job. We cannot go back. There were too many problems in the past. A change had to be made, and we did. We now get high marks and accolades from the current USPS management, not before. The books now balance, not before. The current manager is often



## Bay Point Community Association

---

in the PO until 7 pm or later ensuring things are ready for the next day, or ensuring that last package without a PO number gets delivered. Some residents have called the PO at 6 pm asking about a package. The PO officially closes at 4 pm but she answers the call anyhow. We are making good progress. The employees are cared for, as they should be, not as in the past. We have opened the PO on Saturdays from 9-11 am to better service the residents. The facility is clean, organized, efficient, and we actually follow the USPS regulations. The team is good, works hard, and is a credit to our community.

On other subjects:

We have a list of projects we are completing on the Legend Hills side of the community. More painting is scheduled. New roof and wall covers are coming. Signs are being replaced. We have kept the HOA management informed of the progress.

The golf course discussions are ongoing. We are working with land management consultants on how best to use existing space to further develop the desired amenities for our community.

The resident's main gate planning is concluding. We have made a number of changes, preparing for what Bay Point will look like in the future. Work will start soon.

The PanCare COVID-19 testing on Tuesdays and Thursdays has been a real benefit to the Bay Point community and our community in general.

We have developed a number of "sink holes" in our roads. Seems as though there was some questionable work done several years ago and we have begun paying the price. We are fixing them as quickly as we can, and fixing them correctly.

The concerts are enjoyable; the food trucks have been an added benefit. We are trying to get an ice cream truck for the balance of the concerts.

The material to provide 24-hour emergency vehicle access to our back gate has been ordered for some time. It is taking a longer time to get anything right now. The same applies to fixing the Reflections gate and the call box at the Legend Hills gate. But we keep pressing for delivery and installation.

Thanks, Have a great August!

Bill Wanner

President BPCA