

THE BEDFORD CITIZEN

LETTER TO THE EDITOR

JUNE 9, 2016

After almost a year of frustration and “no answers” to the question of when Bedford will ever get a decent post office, I did some digging for names of postal service officials to whom I could write letters of complaint. Amazingly enough, I received a phone call from the office of one official and a letter from the second, within two weeks of my letters. I identified myself as a resident of Bedford since 1954.

On June 6, David Letourneau called me in response to my letter to Edward F. Phelan, Vice-President, Area Operations, Northeast Region. Mr. Fahey’s office is in Windsor, CT and if anyone else would like to contact him, I can give you his full address. Letourneau said “we are very much aware of Bedford’s problems.” He said that he felt negotiations were in the last stages now for our P.O. to lease space in the new Marketplace building. As soon as a lease is signed, it could be anywhere from 90 to 120 days before the post office is finally relocated, he told me. I said, “I hope before winter,” and he concurred.

This wasn’t exactly earth-shattering news but coming from the Vice-President’s office, I took it as a positive sign that maybe, finally, our post office will have a home and we will no longer be “served” in a rinky-dink trailer, with impossible conditions for both patrons and postal employees.

The second response I received (I had sent my letter to an official in the Postal Regulatory Commission in Washington) was not quite so specific or helpful. It directed me to the U.S. Postal Service Office of Consumer and Industry Contact in Boston, an office that is said to “provide postal customers with a convenient mechanism to facilitate resolution of postal concerns.” The writer thanked me for sharing my experiences and provided a name and phone number for the Boston office.

Although it was not easy to locate officials’ names and addresses (the Postal Service is less than transparent) it was gratifying that I actually received responses to my litany of complaints.

Friends and neighbors, take heart. The end of our struggle may be in sight!

Dot Bergin