For many years, I served as an Operations Manager and later as General Manager for local newspapers and printers. One of my responsibilities was to oversee the mail of more than 100,000 pieces a week. I served on the Greater New Haven Postal Customer Council and even held the office of president for quite some time. The post office worked with the customers to create the best possible means of delivering the mail. The post office was also the place to work if you skipped college and went right into the work force. Good benefits and working conditions were two of the main positives.

Unfortunately, much of that has changed. Our Northford Post Office has become an embarrassment for serving the people of the community. I have spoken to clerks, acting postmasters, a permanent postmaster and even a representative in Bridgeport. Although all are quite pleasant, the problems still persist. Short staffs, new people and inner personnel problems are only a few of the reasons I have received for failed services.

No one has been able to give me a reason for people not receiving the mail. I am not only talking about the Totoket Times but first class mail as well. One of the “answers” was “perhaps your printer gives us the wrong counts” (a problem I have not encountered in 21 years). Another answer was that “they all get it, its just a matter of when.”

At one point it was very difficult to get your PO Box mail as they were often closed although I was told they were always open even though the door was locked and there was a sign telling me to go to another post office. That doesn’t work when your PO Box is in that Post Office.

I was given a number to call and speak with the Post Master but no one answers the phone. It just goes to a voice mail asking you to put in your code.

Today was the best. As I was walking in the PO to get my mail and purchase stamps, a lady came out in a very aggitated manner saying “These people are @@%&@@ morons. They can’t ven sell me stamps”

There were no hours posted on the door so I guess I should have known they cahnged the hours on saturday to 9:00AM. When I got in, I waited fifteen minutes as the “manager” was trying to get into the safe to get stamps. If they were opening at 9:00, perhaps they should have started that task at 8:30.

At the beginning of January, I was given a letter telling me the PO Box charge would be going up on January 23rd and I understood it to read, if I wanted to beat the increase I should pay the fee now. When I questioned the fact that I never got a bill I was told they weren’t out yet and they couldn’t take my payment without the bill. It is now mid February and I still never got that bill. Had they not put that letter in my box I would never have been alerted to the incompetency. I won’t even mention the drive up mailbox being moved to the front door(I guesss I just did). Several contradicting explanations just added to the confusion

I must admit and compliment North Branford as I have never heard of an issue or had delivery problems.

Please e-mail me if you are having problems getting the paper. Totokettimes@comcast.net. I have been assured that the delivery is improving and it’s just a temporary situation but if you aren’t getting the paper send me an e-mail and for that issue just read it online at www.totokettimes.com.

Well, brother not much time to talk with you. No worries, I’ll see you soon.