

Municipality	Q1. Does your community have home delivery through the USPS?	Q2. If not, are your residents required to pay for their post office boxes?	Q3. Have you noticed a marked increase in package volume/long lines at your post office over the past few Christmas holiday seasons?	Q4. Has the increased parcel volume at the Post Office been a cause for citizen concerns/complaints?
Crested Butte	No. PO boxes only. The post office has told us we can pay to install gang boxes. The Town would have to be responsible for maintenance/snow removal so not a realistic option.	Yes	Yes, very significant increase.	Yes, complaints and articles in the paper. People chose to drive to Gunnison rather than wait in the lines to send parcels this holiday season.
Snowmass Village	No, only PO boxes	Yes	Yes, the level of service we received has dropped tremendously. Packages are showing up weeks and months after they have been "delivered".	It is the number one complaint we receive
Mountain Village	No, boxes in communal post offices.	Yes, annual fee	Yes	Not really, it is expected
Winter Park	No	Yes	Yes	Only informal complaints. Nothing at Town Council meetings
Durango	yes	N/A	yes	Complaints have not been launched to the City regarding this issue.
Estes Park	It is mixed in the Estes Valley. There is some direct to the home, some cluster boxes and some folks have to use PO Boxes	Yes	Not just at Christmas, but all the time, We used to have 30 minute restricted parking in front of the post office, so residents could get their mail and not compete with visitors (Our post office is in the center of town) Because of complaints from citizens, we had to increase the time limit.... People couldn't get through the line in 30 minutes and didn't want to get a ticket.	Not sure it's just due to the parcel volume, but complaints have increased.

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Park City, UT	Yes, in most parts, but not in our Historic District.	On Paper, yes, which has been a recent switch as the Post Master has now declared Old Town “deliverable”. However the PM has an informal agreement with us that she will grandfather those in who haven’t paid and can document that they are primary residents. Any new box holders have to pay. To add a bit more detail, “deliverable” meant gang boxes due to our substandard streets, which we believe are inconsistent with design guidelines and aesthetic goals, and perhaps more importantly will be a snow removal and maint/upkeep nightmare.	As a resident and box holder yes, but hard to say if due to more volume in general (strong economy) or continued switch to shopping on the internet. We have an acute issue where someone like me just moved out of old town and now has a physical address and get’s UPS at the house, but I haven’t put in a mail box so at least 50% of my mail is a total crap shoot as to where it will actually be delivered/received – this has to be an efficiency nightmare for our local PO.	No, not as a municipality. As a resident and PO box holder, yes. It is obvious that the PO is trying to minimize staffing costs, the people you see there everyday remind us to update our contact info & paper work regularly so that they can help steward Amazon packages whether UPS or USPS to the right receiving place. With that said, the only way I see to minimize the issue is for me to put in a mail box at my house, and ditch the PO box.
Steamboat Springs	Yes	Yes	Yes	Yes, definitely
Blue River	No	Yes	Yes	Yes
Breckenridge	No. There are certain neighborhoods in the County that have the cluster boxes, but I would guess that’s maybe 2% or less of all the post office boxes in Summit County.	If you own your home, you may choose to have a free box, but it’s the smallest box size available. So most people, like myself, pay for their post office box to retain the same address I’ve had since I moved here and to keep with a normal sized post office box.	Yes, this was the most insane Holiday Season at the Post Office I’ve ever seen (lived here for 22 years) and maybe b/c I was there about every day to pick up packages. However, I will say that our Breckenridge Post Office totally stepped up to the task. They typically had 3 people running yellow slips (the slips that are put in your box when you have a package to pick-up), plus 3 to 4 people working the windows for those shipping out or other needs. I was told they all stayed there until all the packages that had arrived that day were accounted for and yellow slips were put in boxes, which meant some nights of them working until midnight or 2am.	Yes, we have a not so great Facebook page called One Man’s Junk Summit County and during the Holiday Season there were plenty of people posting and commenting on the Breckenridge Post Office and really all the Post Offices in the County concerning the crazy lines we all had to wait in for our packages, etc.
Frisco	No	One small box per Homeowner with proof. Some renters are allowed to get a box also, even if the homeowner has one. My conversations with Town employees that live in Frisco it seems that this renter rule is inconsistent. We have received complaints here about poor customer service through the process of getting a free box. They come here to get a water bill printed.	Yes	General complaining but nothing formal like letters.

Municipality	Q1. Does your community have home delivery through the USPS? For those that live in Town, a Box at the Post Office is your only option, there is no home delivery. For those that live further outside downtown, the post office has put up Cluster Boxes with 20 boxes on each stand, sometimes 6-8 cluster boxes are set in one area to serve a whole neighborhood.	Q2. If not, are your residents required to pay for their post office boxes? I know that if you don't have a cluster box in the neighborhood, then you do not have to pay for a Post office box. The Town of Pagosa Springs is in Town and does not have a cluster box and we have to pay annually for our Post office box.	Q3. Have you noticed a marked increase in package volume/long lines at your post office over the past few Christmas holiday seasons? I haven't noticed longer lines or more volume. The post office usually hires more helpers during the holidays.	Q4. Has the increased parcel volume at the Post Office been a cause for citizen concerns/complaints? I have not heard of any citizen concerns or complaints.
Pagosa Springs				
Grand Lake	No	We do not pay for our po boxes	While we do see an increase during the holidays, it has never been a big problem. This is probably due to our very small population.	No

Municipality	Q5. Have you tried to address the issues with your local postmaster or Amazon? Have you had any success?
Crested Butte	<p>Yes, we have met with the new postmaster as well as Jerry Martinez, Manager of Post Office Operations for our region. He is out of Denver. No solutions came from that meeting. The clear message was that they want as many parcels to go through the PO as possible so they get the revenue. I had some luck with contacting Amazon in Dec 2017 and they "deprioritized" Crested Butte for PO delivery so packages went UPS or FedEx. That was changed back at some point before last holiday season and I have not been able to get a solution out of them for the past few months despite countless emails. Try the boss: jeff@amazon.com.</p>
Snowmass Village	<p>Just the local post master and the director of operations out of GJ</p>
Mountain Village	<p>No, our community has not raised it as an issue.</p>
Winter Park	<p>We have not addressed the issue with either</p>
Durango	
Estes Park	<p>With our local postmaster and her supervisors. Not much success yet, but we are hopeful. We haven't dealt with Amazon</p>

Municipality	Q5. Have you tried to address the issues with your local postmaster or Amazon? Have you had any success?
Park City, UT	<p>Just that I continue to believe that as housing prices soar and our historic district and main street continue to lose full time folks, I see the PO as a community anchor and a place where locals still see each other. They operate out of the center block in town at the bottom of city hall, and it is important for them to continue to be a partner with us. We have had a strong relationship for a long time.</p>
Steamboat Springs	Yes / No
Blue River	<p>No we have not addressed the issue as the post office is in Breckenridge. We are unable to receive our own zip code or a post office here.</p>
Breckenridge	<p>The postmaster here in Breckenridge is fairly new and has really done a great job to help mitigate all the issues with the massive increase in packages now coming thru the Post Office. With the added Holiday staff, I think a couple were High School kids on break even, keeping everyone there until all hours of the night until the job was done, even did Holiday Hours where a side door was open as early as early as 5:45am for just package pick-up (see attached), the lines may have been long, but they moved quickly. As for Amazon, I've heard of people trying to call them on this issue as there are many more frustrated people than I am on this, and they do not get anywhere with Amazon. I don't know that Amazon understands this world we all live in up here with post office boxes and no home delivery. Took over 10 years for my own family to figure it out and they still sometimes send mail to my physical address.</p>
Frisco	We have not addressed any issues.

Municipality	Q5. Have you tried to address the issues with your local postmaster or Amazon? Have you had any success?
Pagosa Springs	No I haven't addressed an issues with the local postmaster or Amazon.
Grand Lake	No

Municipality

Q6. Anything else you would like to share?

Crested Butte

We have one small post office and an unstaffed annex to serve Crested Butte, Mt. Crested Butte and most of the northern part of Gunnison County. It is undersized, physically, for the volume of packages (nowhere to put them all) as well as understaffed for the volume. Hour-plus waits were the norm last holiday season.

Snowmass Village

Our lack of postal delivery has become our number one issue over the last several months. We have received over 6 feet of snow in the last two weeks and we still get more complaints about postal delivery than snow removal. People aren't getting bills, jury summons, medications, certified mail, etc. It has been really, really bad here. We have contacted Scott Tipton's office. I don't expect much from it, but I have a phone call with one of his legislative aides tomorrow morning. I have also been in contact with Mike King. I believe his title is the acting manager of Post Office Operations. His office is in Grand Junction, but he oversees 183 different offices from Durango to Craig (so I assume CB is in there). His direct number is 970-244-3415. He is coming up to Snowmass Village the week of 3/25 for a "hands on" assessment of what is going on. Hopefully that will help identify some problems and will produce some results.

Mountain Village

Winter Park

Our Post Office staff advises residents when ordering from Amazon to put their PO Box number as the second line below their street address, with the PO Box shown as a # at the end of the street address. This results in some packages being delivered to the person's door (via UPS or FedEx) while ensuring it gets to their PO Box if it is shipped via USPS. We've had some personal success this way – but it's a crap shoot how things get sent here.

Durango

Estes Park

I don't even know where to begin. The poor quality of service from our post office is a really hot issue in Estes Park. The Mayor has reached out to our congressional delegation and we have had meetings with the postal supervisors out of Denver. http://www.eptail.com/ci_31681774/petition-addresses-postal-problems. We have consistent problems with mis-delivered mail, lost mail, cluster boxes left unlocked, the list goes on. Just as an example, here's a liquor license letter we sent out November 14th, 2016. Note the stamp when it was returned to us from the post office, with no explanation. Feb 20th of this year!

Municipality

Q6. Anything else you would like to share?

Park City, UT

Steamboat Springs

Seems like a hopeless situation that will require an "Act of Congress"

Blue River

Breckenridge

The one thing that I do that has been a lifesaver with packages via Amazon or anywhere really, is the e-mailed notifications from usps.com - <https://informedelivery.usps.com/box/pages/intro/start.action>. I try to tell everyone to make sure they are signed up for these notifications, as I get e-mails when a package has been scanned at the Post Office and is ready for pick-up. During the Holiday's, I did give the Post Office 24 hrs after I knew it had arrived to the building to give them time to sort everything and put the yellow slip in my box, but otherwise, I can get my package within hours of when the e-mail was received. Lifesaver!! The e-mail also tells me I need to get my butt over to the Post Office before they send it back, which I think is 3 days or maybe 5 days, as that has definitely happened to me before I started getting the notifications.

Frisco

Municipality

Q6. Anything else you would like to share?

Pagosa Springs

Due to our proximity, we are glad when we get mail. It is not unusual for mail to not make it into town for a day or arrive late due to snow. All of our mail goes out to be processed, so even sending an item to a PO Box in Pagosa goes to Albuquerque and/or Denver and then back to Pagosa. UPS and FedEx pick up at 2-4 pm latest and will not guarantee next morning delivery like they will in bigger cities.

Grand Lake
