

CAST Survey-January 2021  
Post Office

Municipality	Q1. Has your post office instituted any special hours or other accommodations for individuals considered to be at-risk for COVID?	Q2. Did your post office take any steps to meet increased service demands during the holidays, i.e. expanded hours, bringing on seasonal help, etc?	Q3. Did you notice improvements in service this holiday season over last?	Q4. Have you tried to address the issues with your local or regional postmaster or Amazon? Have you had any success? Include contact info please.
AVON	No, same schedule. There are social distancing marks on the floor and other Covid-19 regulations signs.	No, same schedule.	Lines seemed to be longer, but with Covid-19 regulations in place, it is understandable. Waiting time was about the same.	No
BRECKENRIDGE	hrs extended 5 to 630 and open from 12 to 4 on Sunday	for package pick up and open from 12 to 4 on Sunday.	I don't believe so.	Yes, Met with Postmaster, who was receptive to placing Cluster Boxes in certain neighborhoods
CRESTED BUTTE	No	Not as far as we know	No	Yes, we met with local postmaster in late summer in anticipation of rough holiday season but we met with resistance/apathy to collaborating on solutions. We reached out to Amazon repeatedly in the spring. Thought we were making progress, but then they stopped all communication in May. Brian Palmer was the contact: <a href="mailto:bripalm@amazon.com">bripalm@amazon.com</a> .
FRISCO	No	yes, added some staff, but others were sick and delays were up to 5 to 7 days for mail getting from back of PO to the mailbox. Wait times were and hour to two hours.	Much much worse	Yes with Postmaster, yet with Amazon. Amazon not really. Postmaster no.
KETCHUM, ID	Only some hand sanitizer. Will not institute additional COVID accommodations like curbside service or mail delivery even after strong pressure from the public and in the media. Postmaster walks around without a mask in violation of the law and refuses to wear one.	Some Sunday package pickup. Employees work a lot of overtime over holidays.	No. Long waits for packages, mail not showing up, crowding inside, no mask enforcement	Yes - our city manage worked with the regional post master in Salt Lake City regarding concerns over blatant violations of the city's current Health Order, which resulted in small changes (e.g. they put mask required signs on the door) but no real impact on the stated concerns of large groups crowded to collect packages. Local postmaster John McDonald (208-726-5161) has been avidly opposed to complying with the city and state COVID ordinances, or to providing any additional services such as curbside pickup, mail delivery, etc. Ketchum city officials have discussed the matter with Bill Gridley at SLC regional office but they have not addressed delivery, service, or COVID issues significantly even after repeated requests.
MT. CRESTED BUTTE	No - Hours are set by the federal government	No - due to covid the postal workers were not immune and also missed days and had to cover other branches	Yes even though mail and packages were up 40% year over year	No - The post office is a federal agency they have very little input into their own branch
TELLURIDE	No special accommodations ... changes include spacing indicators, required masks, plexiglass shields at desk.	Hours are actually reduced since COVID hit, and holidays are always a mess since we don't have home delivery. One added staff person.	Nope ... if anything, we had lesser Post Office service than last year. Package delivery services (FedEx, UPS) definitely ramped up.	Local postmaster is new this year, and trying hard to do what he can within the restrictions imposed at the Federal level.
SNOWMASS VILLAGE	no	We are unsure.	yes, we received far fewer compliants	Yes, we have held discussions.

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**Municipality Q5. Anything else you would like to share?**

AVON	At least for our Offices, we did not have any packages, regular or certified mail delayed, missing or misplaced.
BRECKENRIDGE	Cluster boxes could help ease overcrowding at Post Office even post-pandemic
CRESTED BUTTE	The local postmaster seems unwilling/unable to be of much help. Currently trying to figure out who the new Manager for Post Office Operations is for the CO, WYO District as the last guy, David Trujillo, retired. Have had a few conversations about this with John Whitney in Sen Bennet's office and he is receptive to wanting to find a way to help if they can. With no home delivery and one post office for northern Gunnison County the service level is a growing problem in the community.
FRISCO	The system must change. Customers can check with Amazon before ordering and try and figure out if the product can be delivered to the house -- If the product is shipped direct from Amazon , they will deliver to the house. But that's not always easy to determine. Amazon could make it so that all packages are delivered to the house, that would relieve so much at the post office. UPS and Fedx use the last mile or "smartship" and the Post Master acknowledges those decisions, combined with COVID, exasperated the already over-taxed system. Home delivery is the solution , that will relive the post office problems, but require changes at the post office to allow for the home delivery.
KETCHUM, ID	Ketchum does not have the option for home delivery, so the post office is the only possible way to receive mail and USPS (and some FedEx and UPS) packages, making this an even more important issue in our community because people don't have the option to not visit the post office. This has been a long-running and seemingly unsolvable problem. The USPS has no interest in mail delivery here, preferring to force our residents to pay for PO boxes, even though it would decrease traffic, improve accurate delivery, and reduce pressure on the retail counter.
MT. CRESTED BUTTE	Amazon, FedEx and UPS using the Post office as the last mile of delivery has taxed the agency and many of the issues are out of local and reegional control. All decisions come from Washington DC
TELLURIDE	Telluride lives in fear that our Post Office will be closed ... but we're the only Post Office in a large physical area, so that's probably not very likely. Services are definitely being limited/reduced. One example: all local mail has to go to Grand Junction for sorting and back, instead of jus being put into a local box.
SNOWMASS VILLAGE	Anecdotally the service was much improved over last year.