

October 29, 2008

"The Postal Service shall have as its basic function the obligation to provide postal services ...prompt, reliable, and efficient services to patrons in all areas and shall render postal services to all communities."

"The Postal Service will comply with Section 508 of the Rehabilitation Act of 1973, not only because it is the law, but because it's the right thing to do!"

Postmaster
USPS

RE: US Post Office at 1854 Coley Ave, Escalon, CA 95320

Dear Postmaster,

Enclosed is a notice refusing to provide USPS Priority Mail pick up service. This is not an issue I can resolve with my local Post Office—I have no choice but to take this matter to the US Post Office at large.

Denial of service for personal reasons—not professional reasons

The Escalon Post Office provided pick up service of Priority Mail packages, from my home porch, for 2 years. They stopped providing service after a series of incidents separately documented (see attached).

I believe this cessation of service is simply because certain postal employees dislike me. This situation was not caused by putting up a carport that requires walking 25 additional feet to my porch.

Prior to the carport the USPS drove in to pick up, and then backed out. Now they have to stop 25 feet away and then back out exactly as before.



This minor change does not strike me, or others, as a legitimate reason to stop Priority Mail pick up service. I believe the true reason is that Ritchie, John, and Andy don't like me. Most likely they think I'm too fat and lazy to bring packages to the local PO myself.

There never was any way to visit my house without having to back up to the large "T" turn around. This is a farm house in a (no longer used) 20 acre horse pasture. They used to drive horse trailers in here, then back up to the "T" to go out. It's a cinch.

Daily pick ups from FedEx Ground are no problem for their driver, nor are there any complaints regarding frequent deliveries from UPS, Golden State Freight, and Ernest Packaging.

I live alone and am legally disabled. This is a fact that I should not have to argue with the Post Office. But I will provide proof of this because I think Andy, Ritchie and the Postmaster (John) think only that I am fat & lazy. Yes, I am obese. *But I am legally disabled.*

Proof of disability

Enclosed is a copy of my Disabled Placard. It has a unique number issued to me by the California Department of Motor Vehicles.

My physician, who authorized a permanent placard beginning in 2003—

D. Mary Kornei
2500 Hospital Drive #14
Mountain View, California 94040
(650) 965 7500



Disability is not always evident by looking at a person. I have degenerative disc disease which causes the lower spinal bones to press on the nerves to the legs. I also have problems with my feet caused by diabetes, and damaged ligaments to the right knee.

These injuries, coupled with my obesity, make it difficult for me to carry packages up the concrete stairs to the PO, or to carry them up the long wheel chair ramp because I must keep my hands free to use the handrail.

If you wish to investigate this matter with my doctor she can tell you the medications that I take and why it is not legal to drive a car (such as to take packages to the PO) during the day. It is vital to have USPS Priority Mail pick up service because I can no longer drive to the PO and carry packages up the ramp or stairs.

But I should not have to discuss these private medical matters to obtain a service the USPS offers to the general public. The USPS began advertising Priority Mail pick up service years ago—that was why I started scheduling online to have the packages picked up.

The Escalon PO treats pick up service as if it were a privilege that I am not eligible for—I believe they fail to see it as a required part of their professional duties.

Cannot leave packages anywhere else

The mail box is out on Brennan road—too far to walk carrying packages, and too small to contain any. It would not be safe to leave them out on the road exposed to the elements.

Driveway is passable

For the past 2-years (2006—2008) the Escalon PO would pick up packages when I scheduled online. The driver took them from my porch, and then reversed back to the "T" intersection turn around.

This is farm property

Everyone backs out to leave. FedEx Ground picks up packages 3-4 times a week as required. Their driver walks the 25 feet around the carport to my porch and often carries out about 50 pounds of packages. He easily reverses his truck to the "T" turn around area to leave.

UNITED STATES POSTAL SERVICE
Carrier Pickup Notification
Confirmation Number: 9832304726-0001

This Aug 25, 2008
VERNE ROBINSON
1912 BRENNAN RD
ESCALON, CA 95320
Date: 08/25/2008

Please call Office regarding pick-ups

Ritchie (Super)

Request Summary
Total Packages: 2 Total Weight: 838.2334
Package Location: Front Door
Special Instructions: SAME PICKUP -ONE NOT PICKED UP 9/25

Pickup Status

Number of Packages Picked Up: _____
Number of Packages Not Picked Up (include number per reason below):
 Packages Not Found
 Customer Inconvenient (Please an Order for Pickup cancellation required)
 International address requirements not met
 More than 10 lbs into mailbox
 No Package
 Package(s) Damaged
 Package(s) not in mailbox or parcel
 Road not passable
 Safety Concern
 Unacceptable Packaging
 Other explanation required

9/25

Not Allowed to Back-Up
will not be able to pick up pkgs
in future if driveway is
not cleared

United Parcel Service (UPS) delivers regularly because I shop online. They have not had any problem walking the extra 25 feet either,

and reversing to the large turn around area to go out.

My driveway is a dead straight section from a large "T" that branches out to the horse pasture. The "T" area is the size of a small parking lot. They used to bring in horse trailers, back them up, unload and drive out. Horses are no longer boarded on the farm—it is now deserted.

Wide, unobstructed road

The road has no obstructions, is short & straight, 3 times wider than a normal driveway. There are no trees, no vehicles, no rocks, no ditches, no dogs, and no children on the property! I'm in the middle of a 20 acre horse pasture. What could a USPS vehicle possibly back into? There is nothing to hit.

This must be the simplest, safest place in the world to back up. In fact, the Post Office used to drive in with a small vehicle and then back out to the "T" like everyone else does. *Only now there is 25 feet less to back up.*

I believe Ritchie has refused service simply because he doesn't like me; a purely unprofessional reason. This strikes me as a failure of the USPS to *"...have as its basic function the obligation to provide postal services ...prompt, reliable, and efficient services to patrons in all areas and shall render postal services to all communities."*

Another serious problem

Escalon PO will not deliver "Signature Confirmation" mail to me. I have provided them, in specific instances, with letters baring my signature requesting delivery—yet they insist I must come to them at the PO and sign only in their personal presence. This seems unnecessary when my signed letters grant legal authorization to deliver.

The covered porch, where items are delivered is entirely safe. Again, this is a rural area with no one around to steal anything. It is so safe and secure *that no delivery company has ever required me to sign in person.*

- UPS has left \$500 DELL computers, a \$600 digital camera from Amazon.com, etc.—*all without any signature.*
- UPS and FedEx know that I am inside the house, but not readily ambulatory to come out to sign. They have no issues regarding mandatory signing in their presence since they know I am a reliable and

honest person.

Only the Escalon PO insists I sign in their presence. They will not accept my signed letters requesting delivery. Thus item after item, including medicine ordered by my doctor, has been returned to the sender.

Personal dislike for me is unprofessional conduct

A professional provides service to a client *without regard for whether or not one likes that person.* What I expect from the local PO is to provide service in the professional spirit of the USPS.

FedEx, UPS and others have no issues with picking up packages from my porch, or delivering valuable items to me.

The Escalon PO provided Priority Mail pick up during 2006, 2007, and 2008 until the supervisor "Ritchie" ended the service.

It is vital to have this service restored to ship items for my small eBay business. As I lose mobility, while suffering more and more pain, I am only asking for Priority Mail packages be picked up from my porch.

The USPS picks up other people's packages, and I want mine picked up, too.

Thank you for your help in this matter.

Sincerely,

Verne Robinson