

## **Mail Theft**

### **Report re February 22, 2017 Meeting with USPS Castle Rock Postmaster Jon Gold and Directors Hampton and Hackard**

1. Directors Hackard and Hampton met with Castle Rock Postmaster Jon Gold and one of his Supervisors, Chad
2. Mr. Gold has been a Postmaster 3-4 times (including 1 in COS), lives in CV and will be in this job for 4 more years (daughter in high school). He boards a horse at Bell Mountain Ranch. He is a former US Marine.
3. He's been busy since becoming PM in Sept, 2016. Now has 3 Supervisors and is hiring more Carriers and Staff. Has authority to add more hires for Christmas rush period. He has formally justified the need for a new, larger facility to the USPS. It is not known when a new facility will be obtained/constructed.
4. He inherited an understaffed and overcapacity PO that had a series of short-time PM's (2 years, thus little continuity) and a Postal Service organization above him that was not functioning well (the CO-WY District is the worst performing postal district in the US). Castle Rock growth seems to have overwhelmed the USPS.
5. The Denver PO has had process problems that resulted in very late delivery of mail to the CR PO (p.m. delivery for local sorting instead of am delivery).
6. The CO-WY District has a new District Manager who is working to fix the Denver Distribution Center so that it delivers mail to CR (and elsewhere) between 0700 – 0800. This late delivery to CR was one of the main contributors to the late and unpredictable deliveries to Painters Ridge.
7. Painters Ridge is NOT a Rural Route. It is a Highway Contractor Route which indeed does have 800 or so boxes. Mr. Gold is working to add an additional contract carrier to our route.
8. Mr. Gold does NOT know the status of the US Postal Inspection Service's investigation into the Christmas Eve mail theft, but promised to inquire about when the mail confiscated for investigation will be returned to box holders.
9. Gold is attending 6 Sigma quality courses in Oklahoma as a part of the Postmaster General's long term program to improve the quality of the USPS's mail delivery. As 6 Sigma deals almost exclusively low-impact subject matter barriers, and not the more impactful process and/or cultural barriers, any expected improvements will be minimal and not long lasting.
10. Mr. Gold was open and attentive and seems committed to improving the CR Post Office. He will be constrained by the "tops down" culture of the USPS and limited in his ability to "push needs & ideas" "up the chain." But he seems genuinely determined to be successful so he can stay here at least the 4 years needed for his daughter to graduate from high school.

11. Believe we have established rapport with Mr. Gold and promised to keep him informed of service complaints from our owners' association members.

Respectfully  
Dan Hampton  
Vice President