

July 13, 2009

Honorable Henry A. Waxman  
Attn: Lisa Pinto  
8436 West Third Street, Suite 600  
Los Angeles, CA 90048-4186

Re: Collection Box Removal

Dear Congressman Waxman:

Thank you for contacting the United States Postal Service regarding the removal of collection boxes in the Los Angeles area.

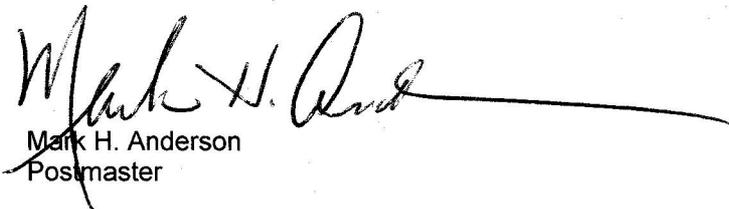
The decision to remove collection mailboxes is made based on mail volume received in those boxes. Routine density tests are conducted at local levels to determine if a mailbox is being utilized. Density tests are made on individual boxes to determine if they should be withdrawn from service or relocated to benefit more customers. When a box consistently generates less than 25 pieces of mail, a review must be made to determine if it should be retained at the location.

The Postal Service is being adversely affected by the current economic conditions. It has become a necessity to cut cost wherever possible and the removal of mail collection boxes that are underutilized is one way of accomplishing cost reduction. A review of all areas where collection boxes have been withdrawn will be conducted periodically; as local conditions change, the collection service may be modified and adapted accordingly.

Every effort is being made to provide all customers with convenient and affordable service. Please accept my personal apology regarding these necessary changes in our service. Unfortunately, they are needed to stabilize our company in the current economic downturn. Additional assistance can be obtained by calling the USPS Customer Service Call Center at 1-800-275-8777 or the Los Angeles Consumer Affairs Office at 323-586-1250.

Thank you for allowing me the opportunity to address this matter.

Sincerely,

  
Mark H. Anderson  
Postmaster

cc: B. Young, Manager, Consumer Affairs

**RECEIVED**

**JUL 15 2009**

**Henry A. Waxman, M.C.  
District Office**