

Community Focus Statement D: Attract new development to Helendale while maintaining the existing community character and rural desert lifestyle

Action Statement D.6: Collaborate with the U.S. Postal Service to improve service at the local post office.

D6

Benchmark: Improved postal service for the community.

Champion: Volunteer group or person or can be identified by the community

Estimated Cost: Volunteer time.



U.S. Post Office in Helendale. Photo source: Panoramio, Scott Vee

To improve service by the US Postal Service (USPS) in Helendale, the community can collaborate to create solutions at the local post office. The Helendale Community Services District (CSD) or the Silver Lakes Association could take the lead as a liaison between the community and the USPS, and request a formal meeting to discuss issues at hand in a constructive manner. It should be clear that the community wishes to support and improve the local USPS and assist in creating solutions where possible.

If necessary, the CSD or the association could forward feedback to other parts of the USPS (such as the Office of Inspector General or the Office of Consumer Affairs) for more serious issues such as crime, misconduct, or fraud. Anonymity is honored if requested, except when the feedback describes

conditions that warrant notifying other authorities.

Action	Action Leader	Timeline	Resources
1. Set up a comment/suggestion box for residents to provide feedback at the local Post Office.	Champion	Month 1	US Postal Service, Office of the Inspector General https://www.uspsoidg.gov/form/new-complaint-form/
2. Set up an email address for residents to provide feedback on local Post Office.	Champion and Community Services District	Month 1	
3. Gather feedback and respond appropriately. Some feedback may need to be forwarded to the appropriate division of USPS.	Champion and Community Services District	Ongoing	
4. Educate residents on where to contact the US Postal Service directly.	Champion and Community Services District	Month 2	