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Beverly Hills Councilmembers, Rep. Ted Lieu Meet with Post Office to Discuss Ways to Improve Service

Beverly Hills – Beverly Hills Mayor John Mirisch, City Councilmember Kathy Reims and Congressman Ted Lieu met Wednesday with representatives from the Beverly Hills Post Office, who promised to greatly improve mail service in the City. Councilmembers had requested a meeting with Congressman Lieu in response to numerous complaints about poor service.

“Congressman Ted Lieu and I were very encouraged by our meeting with Post Office staff and their apparent willingness to try to fix the problems in Beverly Hills,” said Mayor John Mirisch. “The City will be monitoring service levels over the coming months and will have follow-up meetings until we see real results. I want to thank Congressman Lieu for attending this meeting and taking the mail service problems in Beverly Hills seriously.”

“Yesterday’s meeting with USPS Los Angeles District Manager Al Santos, USPS Officer in Charge of Beverly Hills Elisa Jackson, Beverly Hills Mayor John Mirisch and Councilwoman Kathy Reims was a positive step towards improving postal service for residents and businesses in Beverly Hills,” said Congressman Lieu. “I requested this meeting to address problems of mistaken delivery and late delivery of mail as well as improving customer access to station managers. Going forward, I am hopeful that we will be seeing an improvement in mail service in Beverly Hills. I believe local USPS managers are sincere in their efforts to address these problems, and I am pleased that they have a specific plan of action. Of course my office will be watching, and is always available to take constituent USPS complaints.”

At the Wednesday meeting at City Hall, Al Santos, District Manager for the United States Post Office USPS promised to expand hours for a lobby host and staff a dedicated phone line for receiving comments and complaints from the public. Recently the USPS began holding “meet and greet” hours at the 3rd Street Post Office every Friday from 10 a.m. to 3 p.m. Residents are encouraged to drop by to discuss issues directly with Post Office managers or may leave a message at (310) 247-3404,

Among the problems experience by Beverly Hills customers are late mail, lost mail, mail delivered to the wrong address, long lines and wait times at the post offices and a high rate of return on bulk mailers.

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