

The Londonderry Street Naming System Task Force held its twelfth meeting on January 26th, 2010 in the Sunnycrest Room of Londonderry Town Hall. The Meeting began at 2:00 pm.

Present: Task Force Members: Jim Bilodeau, John Vogl and Karen Marchant.

Also present: Postmaster Jay Hooley (Londonderry), Postmaster Carol Hauser (Derry), John Cantwell (incoming Derry Postmaster), Manager of Consumer Affairs Mike Doyle, Debbie Ball, 2 Nashua Road, Marie Brownell, 5 Nashua Road

Meeting opened at 2:00 pm.

John Vogl introduced everyone and said the meeting was to get the right people talking together to resolve mail delivery issues on the corrected stretch of Nashua Road. Deb Ball described the issues she was having with deliveries and provided pieces of mail for the USPS reps to look at. She said that she had changed her address to the Town's recommendation on the advice of her lawyer and that corrected stationary was on order. She said the delivery problems are that deliveries are marked up or are being delayed. John Cantwell said the issue could be manual sorting, where people are trying to get the mail to the right location and are changing a ZIP code they mistakenly assume to be wrong. All agreed that 1st class mail appeared to be coming through correctly but that 3rd class mail was occasionally problematic. Jay Hooley said this could be due to outsourced mail houses using outdated databases that do not reflect the use of Londonderry with 03038. He said this would clear up over time as vendors are required to do updates every six months but most do monthly updates. Marie Brownell said that the mail has been slow (3 weeks for delivery) and several pieces have not arrived. She did not provide samples for review. Jay Hooley said he had correctly delivered a box of checks that were labeled with the wrong address but no one could not explain why mail would take 3 weeks. Carol Hauser said that every piece of mail that came to the Derry PO was delivered. Jay Hooley asked her to bring in suspect mail for review. Marie Brownell expressed frustration with the addressing process and said she had ordered letterhead using a Nashua Road, Derry address, contrary to the Town's recommendation. Marie Brownell expressed difficulties with licensing firms not recognizing the new ZIP code. John Cantwell said he and Jay Hooley could communicate with licensing firms to clear up the issues. Deb Ball said that it appeared that despite the changes, responders from both Derry and Londonderry were still responding to calls on Nashua Road. Jim Bilodeau will follow up with Derry. He said that part of the confusion was that signs in the area illustrate West Broadway addresses. He said that when 9-1-1 takes a call, they always assume the caller to have the right address, whether that caller is giving truly accurate information or not. Local responders then respond accordingly. That is why street names and numbers need to be correctly communicated to 9-1-1. Deb Ball mentioned that letters from the town cited potential liability on the part of business owners and asked for clarification. John Vogl told her that having been informed of a new address, if she did not use it, and instead continued to use an invalid address, she risked liability if that erroneous address resulted in service delays. Jim Bilodeau showed the group the Brownell Insurance sign which continues to display a West Broadway address and said this was sending mixed messages. He also said the use of office materials with incorrect addresses could cause delays as staff could give misleading information to 9-1-1. Marie Brownell said she was aware of the sign issue but that her company was unable to change the sign during the winter months. She expressed frustration with the process and said her address had changed three times in one year. She exhorted the town not to change the address again. Jay Hooley said that as more bulk mailing firms perform database updates over the coming months, the bar code changes should filter out and mail should flow correctly. No more questions were raised.

Meeting closed at 2:45 pm

Minutes recorded by John Vogl