

# COUNTY GOVERNMENT MAIL SERVICE

## “Operational Guidelines”

Revised 7.11.2022

The Department of Public Works & Transportation (DPW&T) Mail Room Division serves over forty (41) individual county offices, two (2) state offices, nine (9) state offices for metro mail only, and the St. Mary's County Metropolitan Commission facility. Services are provided by two dedicated county employees, who perform the sorting, delivering, postage billing and processing of regular and bulk mail - **over 20,000 pieces per month**. In order to better facilitate these services and provide an expectation for our users, the following guidelines have been prepared.

### Mail Delivery Schedule

The times indicated on the Metro Mail Service Delivery and Pick-up Schedule are approximate, and may vary based on the amount of mail generated each day, weather conditions, and the availability of staff. All mail should be in each department's assigned "outgoing mail" location / bin no later than the designated time on the Metro Mail Service Delivery and Pick-up Schedule. If employees have a deadline and missed the department's pick-up times, they can bring their outgoing mail directly to the Mail Room Office, located on the 1<sup>st</sup> floor in the Potomac Building (Leonardtown). The latest time that outgoing postal mail can be accepted at the mail room for delivery is 2:30 pm. There is a drop slot available for county mail in the hallway just outside of the Mail Room office.

### Large Quantities of Mail

If you have a large amount of mail please e-mail the mailroom at [MailRoom@stmarysmd.com](mailto:MailRoom@stmarysmd.com) as early as possible, so they can prepare accordingly. If you don't receive a response in a timely matter, then please contact the mailroom by phone 301-475-4200 ext. 2020.

### Metro Mail

All metro mail received in the morning will be delivered to the corresponding departments the same afternoon. Subsequently, metro mail which is received during the afternoon mail run will be delivered to the corresponding departments the following day.

### Personal Mail

Only pre-stamped personal letter mail will be accepted for outgoing mail delivery.

### New Employees

In an effort to keep up with changes and additions in personnel, and to keep mail runs as timely and efficient as possible, please email the mailroom with a listing of new employee name(s) and the location of the department(s) / division(s) as they are assigned.

### Delayed Deliveries

We will try to notify all our customers (via e-mail) if no service, or delays in service are anticipated, especially as a result of inclement weather. If you have any specific requests, please do not hesitate to contact the Mail Room Division at 301-475-4200 ext. 2020.

As a reminder, contact "911", immediately if you notice any suspicious packages.

*Thank You, James Gotsch, DPW&T Director*

