



Bob Emmons
PORA President



Howie Wilson
Chairman P.O. Committee



Congressman Bob Stump
Postmaster General Frank
Robert Hart



Howie Wilson, Chairman



Postmaster General Frank
PORA President Bob Emmons
Congresswoman Virginia Smith



Postmaster General Frank
S.C. Postmistress Helen Kennedy



PORA President Bob Emmons
Co-Chairman Wayne Titus
Chairman Howie Wilson
Video Cameraman Jack Lewis



Executive V.P. & Gen. Mgr.
Del Webb's Sun City West - Charles T. Roach
Congressman Bob Stump
Postmaster General Frank



Congresswoman Virginia Smith



Postmaster General Frank
Senator De Concini
Congressman Bob Stump



Exeutive V.P. & Gen. Mgr.
Del We're Sun Ctrical - Charles T. Ruch
Congressman Bob Stump

APR 28 1993

U.S. Postal Service Letter



United States
Postal Service

April 26, 1993

Mr. Ed King
Board of Supervisors
301 W. Jefferson St.
Phoenix, AZ 85003-2113

Subject: Community Contact Letter

Due to congressional action, governmental funds have been allocated to provide a Post Office facility for the residents of Sun City West, Arizona.

At this stage in planning, the Postal Service is reviewing growth factors, size requirements, potential locations, and environmental conditions which should be considered in our planning.

Our studies will include investigation of various alternatives that will meet the needs of the Community of Sun City West. At this time, we estimate our needs to be approximately 21,000 square feet of building space on a site of about 160,000 square feet.

We would appreciate receiving your concurrence and/or comments in writing concerning this proposed project by May 15, 1993. Your views concerning our facility planning are invited and, if you wish, my representative will meet with local officials to further review our preliminary planning.

Sincerely,

A handwritten signature in dark ink, appearing to read "David C. Bakke", is written over the typed name.

David C. Bakke
District Manager, Customer Services
4949 E. Van Buren
Phoenix, AZ 85026-9998

cc: Manager, Denver Facilities Service Office
Manager, Communications, Denver, CO
Administrative Support
Manager, Post Office Operations (B)
Postmaster, Sun City, AZ
PORA

Many contributed to getting post office

By HOWARD W. WILSON

Now that the plans for the new full-service post office for Sun City West have gone out to contractors for bids, I believe it is time to try to set the record straight and to give credit where credit is due, as best we can.

The effort to get our own post office goes back to the time in 1983 when Loise Copes was president of the Property Owners and Residents Association of Sun City West. And since that time each of the presidents of PORA made an effort to get the U.S. Postal Service to recognize our need and to install a new full service post office here in Sun City West. These various presidents have substantial correspondence in the files to attest to their valiant efforts. They are Bob Williams, Aubrey Johnson, Dr.

Ben Davis, Bill Thomas, Al Spanjer, Sandy Goldstein, Morey Jensen, Bob Emmons, Dick Egan and Bill Fry. In fact, when Bill Thomas was president back in 1985 he was promised in writing that we were to get our own post office and ads were run in the local papers requesting bids. Then, the action was summarily canceled.

But back in 1989 and 1990, several of us decided that the time had come to make an all-out effort. We decided that we would circulate a petition, prepare a professional video, develop a number of dramatic visuals and make a renewed letter-writing effort to get our elected representatives involved more deeply. Although Congressman Bob Stump and

Sens. Dennis DeConcini and John McCain had been somewhat involved before, we asked them for renewed effort and a big push to help achieve our goal.

At this point, we convinced the Sun City West Kiwanis Club along with PORA to take an active role in getting the job done. E. Wayne Titus (who became co-chairman of the Post Office Committee), Phil Mitchell and I led the drive. Spouses helped. Presidents of clubs and church groups helped. Dozens of volunteers sat at tables outside the stores and pitched in to get petition signatures. Joan Rentner and all the volunteers who worked at PORA as well as the entire PORA board provided great assistance. As the petition drive progressed we got busy making a professional video presentation. Jack Lewis manned the cameras while Morey Jensen and I did the visuals, scripting and narration. Dr. Phil Gelbach did a masterful job on the technical end in editing and finalizing the video presentation.

Then we had a lucky break. Virginia Smith, a congresswoman from Nebraska, moved to Sun City West. Knowing the ropes in Washington, she took the petitions with over 11,000 signatures along with the video to Washington. She held meetings with her congressional friends, with our representatives, and with the postmaster general. He promised to come visit us, which he later did. But the Sun City postmistress poisoned the well — and all we got was an expanded contract station.

It was then that Virginia Smith and several of us started another letter-writing campaign, with the help of

Judy Leiby from Sen. DeConcini's office. The senator used his position as chairman of the Senate Finance Committee to insert a line item in a general appropriations bill for \$1.1 million for a post office for Sun City West. The new postmaster general asked the Senator to increase the amount to a safe top of \$5 million. Under Virginia Smith's direction, we wrote letters to the members of Sen. DeConcini's committee and to the senators on both sides of the aisle. And again we solicited the help of Rep. Stump for his renewed efforts along with our letters to members of the House.

The bill passed both houses. The president signed it. And now with the full cooperation of our new Sun City postmaster, Mark Strong and PORA, we expect to have our new full-service post office in operation before Christmas. It will be state-of-the-art and will cost substantially less than \$5 million! Hurrah!

Some of the other dedicated helpers to whom we are all indebted include: B.J. Coulter, D.J. Horton, Henry Hanson, Bill Marsh, Dot Krueger, Ralph Hahn, Larry McIntyre, Marshall Garth, Ev Bey, Sheldon Levine, Glenn Weatherby, John Bergh, Connie Swan, Ernie Edison, Haven Smith and Bob Hart. And there are many more!

So, our hats are off to Virginia Smith and to all these helpers. It just shows what can be accomplished when we set our minds to it and work together!

The writer is former co-chairman of the PORA Post Office Committee.

**POST OFFICE DRIVE BY
OVER 225 VOLUNTEERS HAS
BROUGHT 11,207
SIGNATURES REQUESTING
A FULL SERVICE POST
OFFICE FOR SUN CITY WEST
AT PRESS TIME!**

PORA wants to express our gratitude for this tremendous ground swell of support. LETTERS FROM CHURCHES AND SYNAGOGUES, BUSINESSES AND PROFESSIONAL PEOPLE ARE BEGINNING TO COME INTO THE PORA OFFICES.

Now, in order to be sure that the Postmaster General of the United States understands that Sun City WEST DESERVES AND NEEDS ITS OWN FULL SERVICE POST OFFICE, we ask you to complete the enclosed questionnaire and return it to PORA in the next three days. We intend to deliver these along with a complete presentation and the 11,000 plus signatures to the Post Master General himself, in person.

SCW ready for

Postmaster General due to arrive Saturday

By MIKE GARRETT
Daily News-Sun staff

SUN CITY WEST — Postmaster General Anthony M. Frank will be arriving special delivery in Sun City West Saturday.

Frank will be greeted at 10 a.m. in the Sun City West Foundation office in the Community Services Building by some 60 Property Owners and Residents Association officials and residents active in PORA's and the community's post office campaign.

The community hopes to show Frank the needs of its growing population, especially its elderly and disabled, that would justify a full-service post office.

Sun City West is expected to have a population of 31,000 by the year 2000 when its proposed expansion area is completed.

The community is now served by a postal contract substation in a Mercado del Sol shopping center florist shop near R.H. Johnson Boulevard on Camino del Sol and two contract substations in the Crossroads Towne Center at R.H. Johnson and Bell Road.

Frank will be accompanied by Sen. Dennis DeConcini and Rep. Bob Stump, R-District 3, whose offices have lobbied for the post office in recent years.

Also expected is former Nebraska congresswoman and current SCW resident Virginia Smith, who made a special trip to Washington this year to confer with Frank and other postal

officials about the SCW post office issue.

"When I talked to Tony (Frank) about our post office needs, he said it was the first time he had ever heard about it," said Smith.

Sun City West General Manager Chuck Roach will represent Del Webb and Al Spanjer will represent the Recreation Centers of Sun City West Advisory Board. Also invited are past PORA presidents Bill Thomas, Sandy Goldstein, Loise Copes and Ben Davis.

Frank is responding to DeConcini, Stump and Smith's invitations to visit Sun City West and evaluate their efforts to establish a full-service post office.

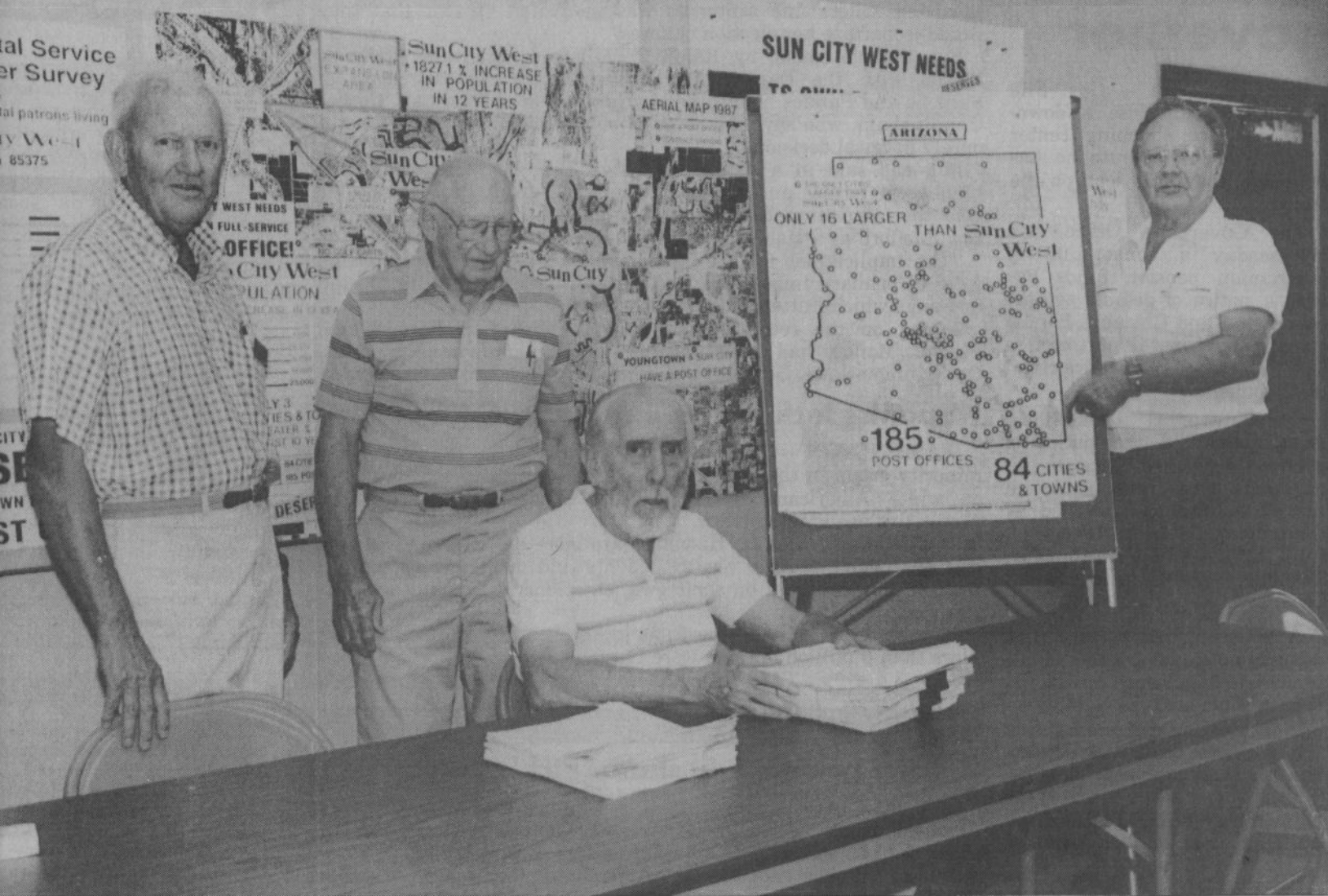
U.S. Postal Service spokeswoman Sharon Cornelius said Frank is strictly on a fact-finding tour of the area.

"His accepting the invitation by congressional officials does not imply that the Postal Service will establish a Sun City West post office," she said. "Sun City West residents should not expect a decision to be made on Saturday but can expect a fair and unbiased reception by Postmaster Frank."

PORA President Bob Emmons said the community isn't taking for granted it will get its post office until Frank actually announces it.

As part of his community orientation-indoctrination, Frank will visit with residents involved in the campaign and view a 20-minute videotape produced by

big push on post office



Mollie J. Hoppes/Daily News-Sun

When Postmaster General Anthony Frank visits Sun City West Saturday, he'll know where the community stands in support of a full-service post office. PORA Post Office

West residents Dr. Phil Gelbach, Jack Lewis and PORA First Vice President Morey Jensen.

Narrated by Jensen, the video contains a general community interview and SCW demographic

facts and figures supporting SCW's need for its own post office. It also shows several vacant bank buildings and lot sites where a post office could go.

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Committee members who spearheaded the year-long campaign include, from left, PORA President Bob Emmons, Wayne Titus, Howie Wilson and Jack Lewis.

take a 35-minute tour of those areas before returning to the Foundation building at R.H. Johnson and Stardust boulevards for a question-answer session. His visit is scheduled to

conclude at 11:30 a.m.

Emmons will serve as tour moderator. PORA Post Office Committee co-chairmen Howie Wilson and Wayne Titus will present all the facts and figures.

The Voice of

THE

"Every community,
no matter how large
or small, needs its
own voice." Anon.



WE

Vol. 7 No. 39

SUN CITY WEST, AR

Guarded Optimism Over Post



PM General Frank addresses meeting, surrounded by graphics and charts attesting to the need of a SCW Post Office.
(Photos by Ed Troch)

MASTER

ZONA Sept. 26-Oct. 2, 1991

Price 25¢

Postmaster General's Visit to SCW

by Ed Troch

The long-awaited visit of Postmaster General Anthony Frank became a reality on Saturday, September 21. He was greeted at the Community Services Building by PORA President Bob Emmons, Congresswoman, Virginia Smith (ret.'d), Senator Dennis DeConcini, Rep. Bob Stump, Dist. 3, and Del Webb SCW V.P. Chuck Roach, in addition to the entire PORA Board of Directors.

Accompanying him from Sun City, was Postmaster Kennedy. After brief remarks by several PORA Officers, including Past President Morey Jensen, the PM General was shown graphics pointing out communities much smaller than Sun City West which have their own postal facilities.

Following that, a video tape program was presented, which included some views of the crowded conditions at the present contract post office. Footage also showed the lack of parking at the Sun City Post Office, which many Sun City Westers must rely on under some conditions



Bob Emmons, president of PORA, welcomes the postmaster, as members of the board of directors look on.



Visit leaves hope

By MIKE GARRETT
Daily News-Sun staff

SUN CITY WEST — Residents who have pushed long and hard for a Sun City West post office are encouraged by Postmaster General Anthony Frank's commitment to improving the community's postal service by year's end.

They indicated after Frank's visit Saturday they will work with the U.S. Postal Service to get a full-service post office, whether it's in a vacant bank building or built on undeveloped land.

For the Property Owners and Residents Association, that means providing requested economic and demographic data and community support.

For Sen. Dennis DeConcini, D-Tucson, and Rep. Bob Stump, R-District 3, it means keeping congressional pressure on Frank and his staff to do something soon toward building a full-service post office.

For Del Webb Corp., it means continuing to promote SCW nationally to ensure future community growth and possibly to provide at least four acres of undeveloped land on which to build a full-service post office. That's a commitment Sun City West Executive Vice President Chuck Roach made to PORA President Bob Emmons last week.

Nobody expected Frank to say or do any more than he did in his Saturday visit to Sun City West during a one-hour, 15-minute PORA presentation in the SCW Foundation office.

"We didn't really know what would happen for sure," said PORA Post Office Committee co-chairman Howie Wilson. "I read the stories that he wasn't coming to say no or yes and would want to find out as much as he could about us."

Wilson said he didn't get to say everything he wanted to, particularly about the many resident comments about poor service at the Sun City West post office.



Property Owners and Residents Association members present service post office for Sun City West to from left, U.S. Post Sen. Dennis DeConcini and Rep. Bob Stump.

thing the postmaster had to say but I guess he had to say it," said co-chairman Wayne Titus. "I think he showed some deference to the (Sun City and Phoenix) postmasters and had a preliminary cue from them that maybe wasn't too helpful."

"I feel very good that we got a promise that we're going to have something," said former Nebraska congresswoman and Sun City West resident Virginia Smith. "If we're going to have equal service to Sun City, it's going to be a big improvement over what we've got in the flower shop."

"I think we took a step in the right direction and thought it was a good presentation and everybody did a good job," Smith said she hoped Frank's commitment for improved service doesn't mean another contract station for the community.

Smith and Stump said they should be able to keep Congressional pressure on the post office. Smith said she told DeConcini she had also enlisted Sen. Ted Stevens, R-Alaska, and Rep. John T. Myers, R-Indiana, for support.

"The one thing I think is very important is that we got a commitment from him (Frank) as to a date when he would get back to us," said Stump. "Otherwise, you're dealing with bureaucrats who would never get back to you."

any more. But they come to us for a lot of things, especially money at a time like this."

"Ted Stevens wrote me that if Dennis will put in a line item (on an appropriations bill) to try to push this, he would help push it," said Smith.

"Myers told me the same thing on my side," said Stump. "Both are top Republicans on those committees."

"They're not as immune as they would like everybody to believe," said Stump. "Not with these (postal) bonuses, pay increases and postage increases they want all the time. They're going to get a 30-cent stamp passed within the next 90 days."

DeConcini was more conciliatory in his appraisal. He said Congress hasn't controlled post office appropriations since the early 1970s when it became almost totally independent except for small charitable organization subsidies still funded by taxpayers.

"That's why I can't write into law and I and Congressman Stump can't tell Mr. Frank to do this because we in Congress want it," said DeConcini. "I can't even get a vote on the Senate floor to tell them that. Consequently, we rely on the post offices in our state and our communities and from the postmaster general's office to resolve issues like this."



Stephen Chernen/Daily News-Sun

present their case Saturday for a full-service post office. Postmaster General Anthony Frank,

Committee outlines SCW's postal needs

—From A1

have it and you deserve it.

"What you deserve is the highest level of service and I want to examine that to see if there is a difference between those two thoughts," Frank said. "To provide that service, do you need an enormous structure that maybe costs us several million dollars and increases our costs by \$250,000 a year?"

"The answer is, I don't know but we'll find out," said Frank. "You need something better than you have now and you need it quickly. We will make changes, we will accommodate you and we will work with you."

Frank said Sun City West is an unusual community and that makes it more difficult for the post office to serve.

He said because its population goes down by about a third in the summer, some unique post office manpower problems are presented, and that it has few shopping centers and only one supermarket. He said he wondered how quickly a community could grow under those circumstances.

"Yes, you've been growing rapidly but that growth has fallen off in the last year to

about 3 percent," said Frank. "You don't have a government here. That makes it very difficult for us to deal with the community."

While acknowledging the 11,416 petition signatures by residents requesting a full-service post office, Frank said PORA made a recommendation several years ago to the community to build a postal station next to PORA headquarters that residents voted down.

"Some of the words, expressions and ideas that have been promoted here today exactly exemplify the dilemma of the United States Postal Service," Frank said. "Words like 'need or deserve, it's a business, why don't you take care of your revenues, we're entitled to it' are all crosscurrents we deal with."

"We're not a business and are required by law to provide the same service at the same price to every American," Frank said. "We don't use taxes to deal with non-profit mail. By law we are required to break even."

"We're a businesslike public service that makes it very difficult for us to deal with all the pressures and demands upon us," said Frank.

better community identity by having its own post office.

"Certainly the issue is overwhelming that service is inadequate and not up to the standards that much of Arizona receives and we should receive here," said DeConcini. "In my judgment, a full-service post office building is justified and this is an appropriate time to build it here."

Stump said he thought the best short-term solution might be to do a comparison cost survey to see if a temporary post office could be located in a vacant RTC building rather than find another contract station.

Emmons said at least six vacant buildings in SCW could be converted to a post office and another six undeveloped land sites could also be used for a permanent post office building.

Sun City West Foundation President Sandy Goldstein clarified the previous community vote against building a post office next to the PORA Building. He said angry residents were against the community building it at that time and offering it to the post office rent-free just when postal rates had shot up.

Roach told Frank that Sun City West's growth has been a steady 600-700 homes a year and that translates to 1,200 to 1,400 residents a year even with the nationwide recession. Should the

Frank promises improve

Decision will be made by year's end

By **MIKE GARRETT**
Daily News-Sun staff

SUN CITY WEST — Postmaster General Anthony M. Frank promised Saturday to improve postal service for Sun City West residents.

Frank said he and his staff will decide before the end of 1991 whether that improved service will come from a full-service Sun City West post office.

That is where the post office issue stands after Property Owners and Residents Association officials, Sun City West post office committee officers, other community leaders, Sen. Dennis DeConcini, Rep. Bob

Stump and Sun Cities Postmaster Helen Kennedy attended an afternoon presentation in the Sun City West Foundation office on why Sun City West needs and deserves a full-service post office.

Theme of the presentation was best summed up by Virginia Smith of Sun City West, a former Nebraska congresswoman, who said, "We have a perfect community except for a full-service post office."

But in a five-minute assessment of that community, Frank was honest about his and the U.S. Postal Service's ability to build a full-service post office in Sun City West when other cities around the country have equal or greater postal needs.

California native Frank said he's not just a Washington bureaucrat who doesn't have the faintest idea what Sun City West people are talking about. Frank's son until recently was a Glendale resident and his

mother was a nationally known retirement community analyst.

He said he had made it a point to tour the community privately. Because of a tight schedule Saturday, Frank didn't tour the community with PORA officials.

Frank listened to supportive Sun City West facts and figures presented by PORA Post Office Committee co-chairmen Howie Wilson and Wayne Titus, by PORA First Vice President Morey Jensen in a 20-minute video of the community's amenities and post-office needs, and by PORA President Bob Emmons.

Then he summed up the U.S. Postal Service's obligations to a community.

"We have at least two obligations to you," he said. "No. 1, you're entitled to the highest level of service and I want to judge your situation on the basis of service."

"Clearly you're not getting

Serving the Sun Cities and the Northwest Valley

50 cents

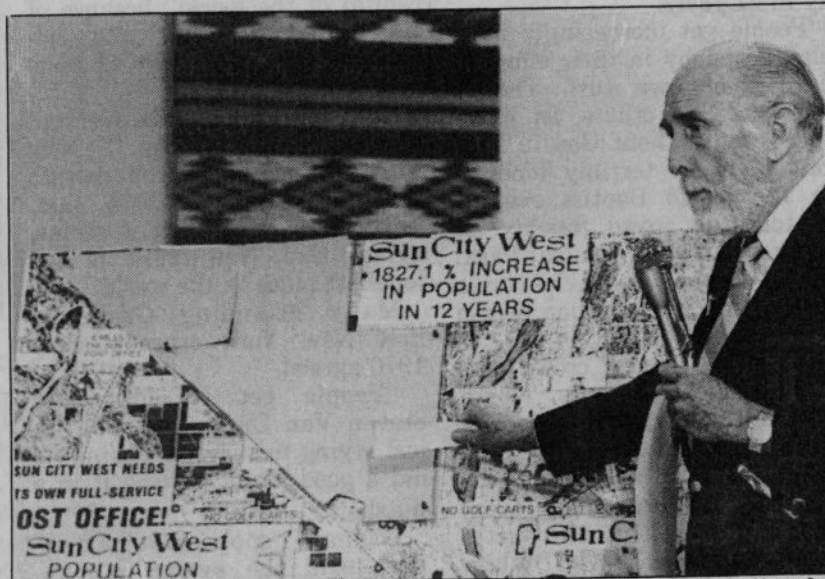
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service out of that florist shop (the small postal contract station at Mercado del Sol shopping center)," Frank said. "You're entitled to more service and we've got to figure out how to get you that service."

"I believe that one measurement of service should be that no resident of Sun City West should have to go to the Sun City post office," he said. "It's a beautiful office, well run and serves a burgeoning community. But the parking is inadequate at times, no question."

"I'm sure Sun City would like not to have to share those parking spaces with Sun City West people," Frank said. "We would make Sun City people happy if we provided a higher level of service in Sun City West."

The only exception, Frank said, was that the Sun City post office does have adequate space to hold mail for vacationing Sun City West residents.



Stephen Cherek/Daily News-Sun

Howie Wilson, Sun City West Property Owners and Residents Association Post Office Committee co-chairman, offered numerous facts and figures Saturday to support why the growing community of 20,000 needs its own full-service post office.

"But what I need to examine is whether we have an obligation to you to build a full-service post office for the purpose of

identifying your community. It's not in our charter to build you something because other people

See Committee, A5

Postmaster general's visit mapped out

Itinerary includes tour of SCW sites for post office

By MIKE GARRETT
Daily News-Sun staff

SUN CITY WEST — Postmaster General Anthony Frank's September visit to Sun City West heads the list of fall priorities for the Property Owners and Residents Association Board of Directors.

About 40 people, including PORA directors and post office committee members will be invited to greet Frank when he visits Sun City West from 10-11:30 a.m. Sept. 21.

At PORA's first monthly meeting Tuesday since June 4, PORA President Bob Emmons said a consensus among PORA officials was to invite only those people who were the most instrumental in pushing for a full service post office in Sun City West.

Emmons outlined the Sept. 21 itinerary as follows: Frank and various Washington D.C. dignitaries, including expected appearances by U.S. Sen. Dennis DeConcini and Rep. Bob Stump, will be greeted at the PORA

office, 13815 Camino del Sol.

They will then be shown a videotape highlighting the Sun City West area, produced by PORA First Vice President Morey Jensen. Emmons said that tape may later be used by SCW clubs or to show to visitors.

A short tour of possible post office locations will follow. Frank's entourage will then return to the PORA office for a final question-answer session.

Most observers close to the issue say they expect Frank to formally announce during his visit that Sun City West will get its long-sought post office, but at this point they are taking nothing for granted.

PORA officials are also moving ahead with building expansion plans after a 98 percent favorable response from PORA members to proceed with the estimated \$150,000 project.

Emmons said PORA board members decided not to delay the project any longer. He stated in his member cover letter that PORA can get the most competitive bids during the summer.

"We have had 2,254 members who returned their survey cards, many of them personally to the PORA office," said Emmons. "We received only 56 negative replies or less than 2 percent

who were against the expansion."

He said final architectural plans and wording of the contract will be drawn up before it's put out for bids and the proper county permits are obtained.

"We're looking at November before we can think about breaking ground," Emmons said.

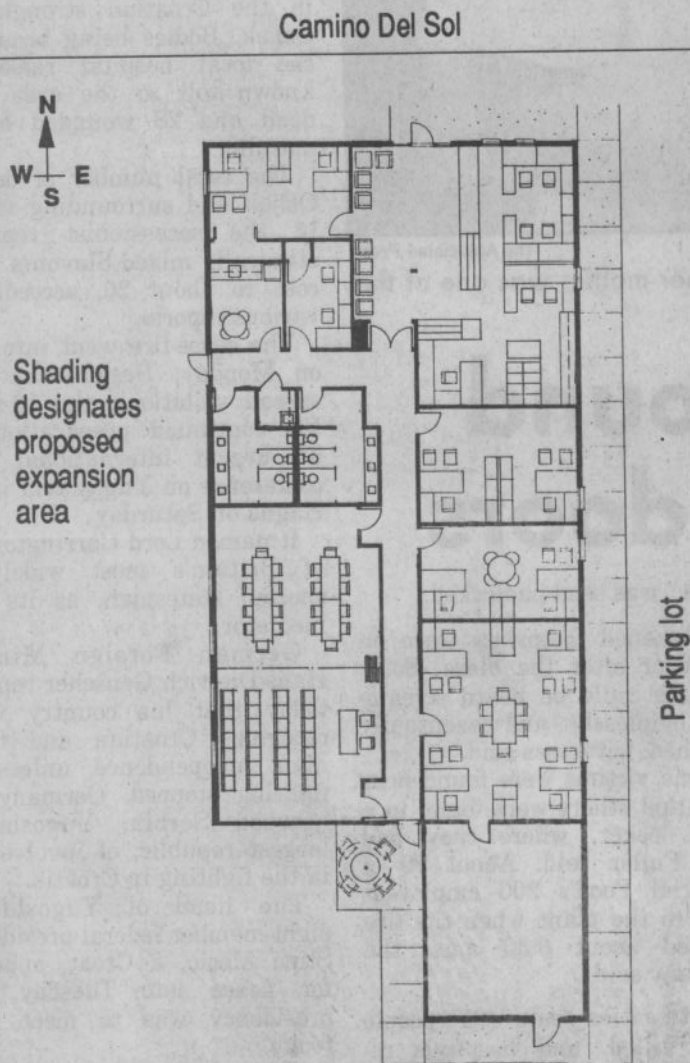
SCW consumer services and PORA's liability in giving out names of supposedly reputable vendors was also discussed at Tuesday's meeting.

PORA Consumer Services Director Dorothy Krueger said her office has been extremely busy this summer answering 638 resident inquiries about service vendors, most of them involving jobs under \$750.

Although her office doesn't officially recommend vendors' names, it does compile a list of reputable names of vendors who have done good jobs in the past for residents as well as of those who have done shoddy work.

"There is no foolproof method of recommending a vendor who will always give 100 percent consumer satisfaction," said Krueger, noting that one recent PORA recommendation on an antique dealer resulted in a small claims court filing by a

See PORA, A5



SCW ready for big p

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Push on post office



Mollie J. Hoppes/Daily News-Sun

Anthony Frank visits Sun City where the community stands in its post office. PORA Post Office

Committee members who spearheaded the year-long campaign include, from left, PORA President Bob Emmons, Wayne Titus, Howie Wilson and Jack Lewis.

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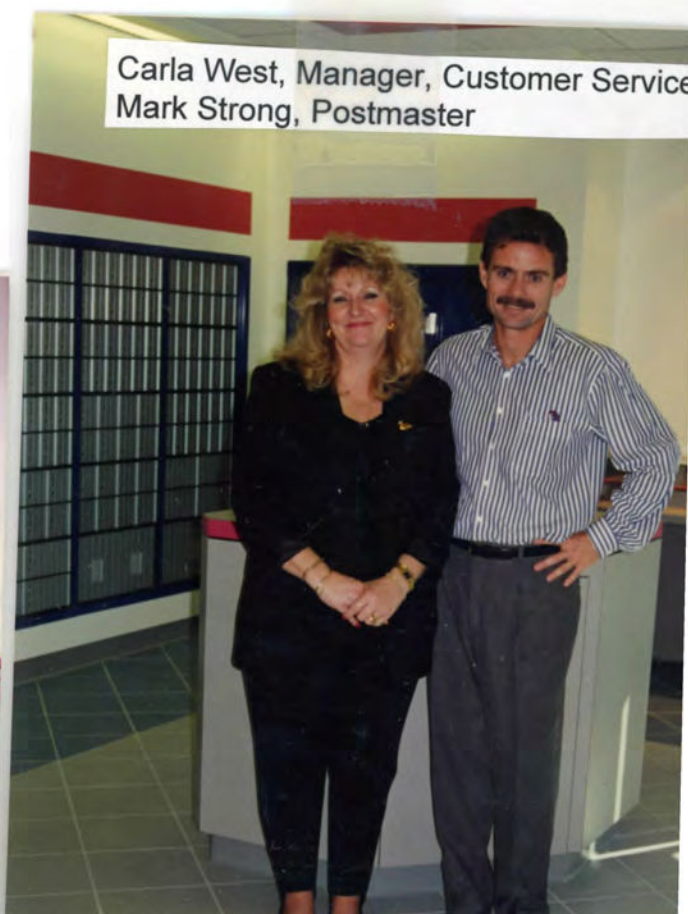
Ground Breaking



Ed Cirillo, PORA President
Mark Strong, Postmaster
Virginia Smith
Carla West, Manager, Customer Service



Carla West, Manager, Customer Service
Mark Strong, Postmaster



Tour of Post Office









Dedication Ceremony



WILSON WAY
in honor of Howie Wilson,
Chairman of the Post Office
Committee



Dedication Ceremony



WILSON WAY
in honor of Wilson
Chairman of the Board
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