

[The Arizona Republic](#)

There are some things - like the weather - that you just can't do anything about. Some folks put the U.S. Postal Service in that category.

Thankfully, U.S. Rep. Harry Mitchell, D-Ariz., who represents the Ahwatukee Foothills area, is not among them.

After we published several readers' complaints last week about long lines and frustrating waits at the Desert Foothills Parkway post office, and an editorial asking Mitchell to look into the situation, he wasted no time in rolling up his sleeves and going to work. Mitchell's press secretary, Seth Scott, called us on Friday and said the congressman would meet on Saturday with managers of the post office.

Scott told us earlier this week that the meeting went well and that Mitchell received a commitment from the post office's customer-service manager that more attention would be paid to the lines. Also on hand for that meeting was the Postal Service's Southeast Valley liaison to Congress, Scott said.

One concern shared by the postal officials was the increase in customers seeking passports, Scott said. It has been a problem throughout the Postal Service because Congress failed to provide any additional funding to handle the surge, which resulted from a federal requirement that citizens traveling outside the country carry passports when returning. But that surge is expected to subside, he said.

Scott pointed out that as a Mountain Pointe High School graduate whose parents still live in Ahwatukee, he has a personal interest in seeing that quality postal service be maintain in the community. He said complaints earlier this year about poor service at the community's other post office at 51st Street and Elliot Road resulted in the facility's customer-service manager being replaced.

Scott said he expects to see improvements at the Desert Foothills Parkway post office because the entire staff Mitchell met with on Saturday was receptive to his concerns and said they take pride in providing the best possible service to customers.

"We'll keep monitoring it," said Scott, inviting residents to share any additional concerns by e-mailing Mitchell at [Mitchell.house.gov](mailto:Mitchell.house.gov). Those without Internet access can call Mitchell's district office at (480) 946-2411.

Our hat's off to Rep. Mitchell for taking constructive action in this matter.

Please also send your comments to The Ahwatukee Republic at [ahwatukee@arizonarepublic](mailto:ahwatukee@arizonarepublic).

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We'll keep an eye on things, too.