

Policy ID: OIT-24-01

Title: County Mail Program

Affected Agencies: All County Agencies and Departments

Facilitating Department: Office of Information Technology

Chief Information Officer signature: 

Date signed and effective: 9/20/2024



1. General Information

The Business Office Mail Division of Office of Information Technology program has been established to provide guidance to all Galveston County departments and employees who use Official Mail Services. Office mail channels are reserved for official County business and may not be used for employees' personal correspondence.

2. Mail Facilities

Locations

The County provides two mail facilities to support users primarily on the island – the Galveston County Justice Center (600 59th St. Galveston) and the Galveston County Courthouse (722 Moody Ave. Galveston).

Other postage meter locations

Other areas throughout the county have direct services two and from USPS and also have postage meters for use in their own offices. They include:

- District Clerk, 600 59th St Galveston
- Sheriff's Office, 5700 Ave H Galveston
- JP Precinct 4, 174 Calder Dr League City
- JP Precinct 1, 2516 Texas Ave Galveston
- Extension Office, 41028 Main St La Marque
- Comm Pct 2, 11730 Hwy 6 Santa Fe
- JP Precinct 3, 946 Noble Carl Rd Crystal Beach
- JP Precinct 3, 203 Vauthier St La Marque
- Mid County Annex, 9850A Emmett F Lowry Exp Texas City
- Juvenile Justice, 6101 Attwater Ave Dickinson
- County Clerk, 10000 Emmet F Lowery Texas City
- JP Precinct 1, 4500 10th St Bacliff

3. Content Handling

Employees of the Business Office Mail Division cannot handle the following. It is the responsibility of the department to properly secure and ship or transport these items, if necessary:

- Firearms
- Ammunition
- Hazardous Materials
- Explosives
- Gasoline
- Perishable Items

4. Postage

The Business Office Mail Division provides postage through the County's leased or purchased postage meters only. If a department requires mailing and postage services outside of County-provided equipment, the department is responsible for scoping, procuring, and paying for those third-party services. These services may be subject to Commissioners Court approval.

Departments are required to provide the Business Office Mail Division with advanced notice of large quantity mailings. Because postage is procured monthly and on an as-estimated basis only, it is the responsibility of the department to provide as much notice as possible for large quantity mailings. There are two options for providing this information: send an email to tickets@galvestoncountytexas.gov (or IT Tickets in the Outlook address book) at the beginning of the fiscal year with the schedule of high-quantity mailings for the year or; provide a minimum of 45-day notice for an upcoming large quantity mailing. This allows enough time to schedule the transfer of funding for the additional postage costs. Please include the approximate number of mail items, date and cost in the information provided. Large quantity mailings that were not previously arranged may not be able to be postmarked until a later date.

5. Island Mail Facilities

The County's mail facility at the Galveston County Courthouse, 722 Moody provides the following:

- Swipe-badge access to mail room for County employees Monday-Friday, 8AM-5PM
- Department-specific mail slots with key access for private pickup
- Secure flat envelope drop-off boxes
- In-person package, mail, postage, weighing and shipping assistance during advertised hours
- USPS and UPS shipping services (FedEx and other carrier services are not supported).

The Business Office Mail Division does not provide mail pick-up or drop-off service to departments at the Galveston County Courthouse.

The County's mail facility at the Galveston County Justice Center, 600 59th St provides the following:

- Swipe-badge access they hallway for County employees Monday-Friday, 8AM-5PM
- In-person package, mail, postage, weighing and shipping assistance during advertised hours
- USPS and UPS shipping services (FedEx and other carrier services are not supported).

The Business Office Mail Division provides mail pick-up and drop-of services for departments only at the Galveston County Justice Center.

6. Incoming and Outgoing Mail

Galveston County Courthouse

For incoming mail, mail should be available for pick-up in mail slots by 12:00PM Monday-Friday.

In order for mail to leave the County grounds same day, mail must be received at the Galveston County Courthouse mail center no later than 1:00PM Monday-Friday. Mail received after that time may not leave until the next day. Please be aware that the mail team cannot guarantee when USPS will postmark outgoing mail. Every effort is made to be sure mail is postmarked the same day as long as mail is received in time.

Galveston County Justice Center

Incoming mail will be delivered to each department in the afternoons, Monday-Friday.

In order for mail to leave the County grounds same day, mail must be ready for pick-up in each department no later than 1:45PM Monday-Friday. Please be aware that the mail team cannot guarantee when USPS will postmark outgoing mail. Every effort is made to be sure mail is postmarked the same day as long as mail is received in time.

If there is outgoing mail after the 1:45PM pick-up cut-off time, departments are responsible for taking outgoing mail to the Justice Center Mail Center no later than 4:45PM. Otherwise, mail will be picked up in the department on the next business afternoon.

7. Mail Center Hours

Following are the hours we strive to achieve for staff availability. Please keep in mind that staffing levels due to sick, vacation and other situations outside our control may impact these hours.

Galveston County Courthouse

The mail room at the Galveston County Courthouse will be staffed 8:00-10:00AM Monday-Friday. There may be times throughout the day where the mail room will be staffed, but times are not guaranteed. Mail can be dropped off and picked up at any time, but this is when staff will be available to assist with any kind of mail, postage and shipping services.

Galveston County Justice Center

Due to pick-up and delivery schedules, the Justice Center mail center operates 3:45-4:45PM Monday-Friday. There may be times throughout the day where the mail room will be staffed, but times are not guaranteed.