

Cole County, Missouri Mailbox Policy

The following policies and procedures are a practical guide for installation and maintenance of mailboxes on Cole County right-of-way.

Mailbox Size and Construction Standards

All mailboxes located on the Cole County right of way should comply with the United States Post Office (USPS) guidelines. The property owner or resident is responsible for the construction of mailboxes that will break away or bend if a vehicle should hit them.

Purchased mailboxes that have the Postmaster General's seal of approval meet all USPS requirements. If you opt to construct your own mailbox, you should get approval of your plans from your local postmaster.

Mailbox posts mounted near the street should be secure and safe. The best supports are designed to break, bend or fall away if a vehicle hit them.

The Federal Highway Administration recommends:

- A 4"x4" wooden support or 2" diameter standard steel or aluminum pipe
- House or apartment number on the mailbox.
- Do not use potentially dangerous supports, such as:
 - Heavy metal pipes larger than 2" diameter
 - Concrete posts
 - Brick or concrete block
 - Farm equipment such as antique plows or milk cans filled with concrete

The below figures show standard measurements for height, depth and distance from the road for mailbox installation on roads with curb and gutter. On roads without curb and gutter, the mailbox shall be no closer than 6" from the edge of shoulder.

Figure 1

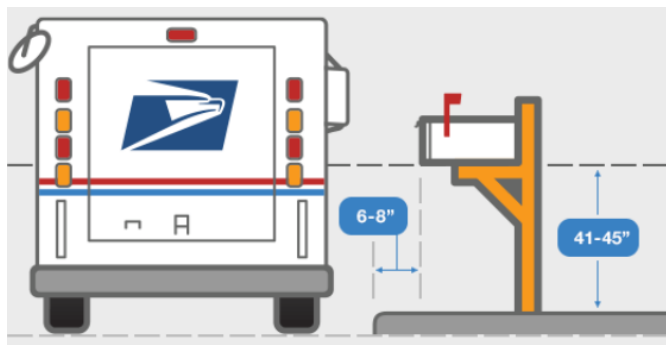
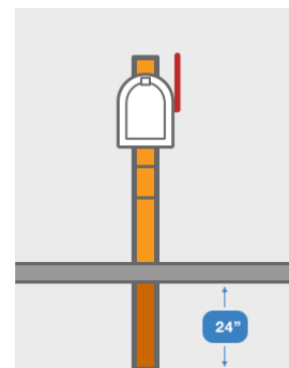


Figure 2



Cole County reserves the right to require a property owner or resident to remove a mailbox that does not follow the above recommendations and is determined to be a safety issue.

For more information on the proper installation and placement of mailboxes, please see the [USPS mailbox guidelines](#).

Snow and Ice Policy for Damaged Mailboxes

General Information

Mailboxes are allowed on county right-of-way to serve the individual owner or resident of the property and the county is not responsible for maintenance. Property owners and/or residents should maintain them in good condition to help prevent damage during snow plow operations and delays in mail service if damaged.

The county recommends mailbox posts with a semi-arch or extend arm type support such that snow plows can sweep under without knocking them down in the event that they come close to the box during clearing operations.

In some cases, the snow plow operator cannot see mailboxes especially in drift prone areas. Owners and residents should mark their mailboxes in these areas to assist the snow plow operators in avoiding them.

In the event that a mailbox is damaged during snow or ice removal operations, the county will consider mailbox replacement under the following categories:

Category 1 – Snow Plow comes in contact with a Mailbox

If a snow plow comes in direct contact with a mailbox or post, Public Works staff will try to repair or replace it or set up a temporary mailbox within 48 hours. All replacement mailboxes and posts will comply with the Federal Highway Administration recommendations of a standard metal mailbox of similar size on a 4"x4" wooden pressure treated post assembly.

The county will not replace a plastic or decorative mailbox with like materials. If the property owner wishes to have something installed that is different than what is described above, they will have to do that on their own and the county will reimburse an amount equal to the current value of the standard post and mailbox described above.

The county may choose NOT to repair or replace mailboxes which were:

- a. Installed incorrectly by United States Postal Service (USPS) standards for height and distance from edge of road,
- b. Previously damaged, or
- c. Poorly maintained (i.e., rotten or rusted supporting structures)

Category 2 – Snow being pushed off the road hits a mailbox

If the snow being pushed off the road damages a mailbox or post, the property owner will be responsible for repairing or replacing. A properly installed and maintained mailbox will withstand normal plowing operations. There are exceptions to this in rare circumstances and the county will review each situation on a case by case basis.

Cole County Public Works reserves the right to make a determination on a case by case basis concerning the replacement of mailboxes at county expense.

Mailbox Claims & Repair

Reporting of mailbox damage should be made within **5 business days of damage**. Reports will be sent to the road superintendent for verification of operations at the location. The county will make every effort to restore postal service within 48 hours of notification of damage if it is determined to be a county responsibility after reviewing the above requirements. Repair of the mailbox will meet USPS guidelines and standards.

Failing to report damage with 5 business days may result in the claim being denied.