



# BROOKLYN LOCAL AMERICAN POSTAL WORKERS UNION, AFL-CIO

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May 18, 2018

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Tom McMenemy  
President, Brooklyn Local 251  
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Assembled Neighbors of Empire West  
c/o Lefferts Community Food Cooperative  
324 Empire Boulevard  
Brooklyn N.Y. 11225

Dear, "ANEW"

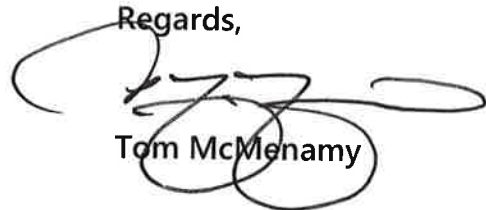
Thank you for your correspondence and opportunity to respond to retail conditions at James E. Davis station. I will address your concerns in the order in which you have written them.

- 1) ( Accessibility / Service for Seniors and those with limited mobility. ) As the local Union president I have been striving to increase the staffing of retail clerks at James E. Davis station. I have never understood why the postal service thinks it is acceptable to make our communities wait inordinate amounts of time for service. James E. Davis station should have a clerk working the lobby as a lobby director. I think it would be ideal to have our lobby director pay special attention to our senior and handicapped community members in order to facilitate their needs for faster service. This is something I will present to our members and the postal service for proper consideration.
- 2) ( Lighting. ) Shuttered, dark and dingy! Fed Ex and UPS facilities are bright, clean and fresh because they respect their customers patronage. James E. Davis is filthy and that is unacceptable! I would be more than happy to work with your group to clean up and freshen the station.

- 3) ( Cleanliness. ) The facility is supposed to be cleaned on a daily basis. I will personally speak with the USPS maintenance manager to see if we can effectuate the cleaning of the facility to the standards the community would accept.
- 4) ( Speed of Service. ) I believe if the station had adequate staffing and a full complement of retail clerks conducting retail transactions the long lines could be eradicated and the community would be satisfied with the results. Your group mentioned the installation of self service kiosks to reduce wait times in line. To be absolutely truthful, I am not a proponent of self service kiosks as they are used to by the postal service to reduce staffing, complicated to use, limited to credit card use only, limited in scope of services available. Friendly, knowledgably clerks are the way to go!
- 5) ( Customer Service / Accountability. ) As the president of the local union that represents the retail clerks at James E. Davis station there is no excuse for rude or discourteous service. Your group has mentioned that they have encountered this behavior and on behalf of the American Postal Workers Union I apologize for that transgression. I will make it a personal point of mine to visit James E. Davis station and engage my members in promotion of courteous service to the community.

In closing, the Empire West community deserves better and the American Postal Workers Union would like to assist you in your endeavor as we are aware that the communities' patronage of James E. Davis station pays our salary and our benefits. I will forward your letter to the Brooklyn Postmaster so we may sit down and figure out a strategy to improve service at James E. Davis station.

Regards,

A handwritten signature in black ink, appearing to read 'Tom McMenemy', with a large, looping flourish extending to the left and right.

Tom McMenemy