

**Assembled Neighbors of Empire West  
% Lefferts Community Food Cooperative  
324 Empire Boulevard  
Brooklyn, NY 11225**

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May 11, 2018

Subject: James E. Davis Post Office - Crown Heights, Brooklyn

Dear Manager of James E. Davis Post Office,

On the morning of Saturday, May 5, 2018, our newly-formed volunteer neighborhood group, Assembled Neighbors of Empire West (ANEW), went out to connect with members of the community around longstanding-- yet no less urgent -- matters regarding the condition of the post office and postal service.

We spent two hours in front of the office talking with our neighbors over coffee and donuts and collecting feedback about the situation.

Here, we outline our community members' most pressing concerns:

**1. Accessibility/service for seniors and those with limited mobility**

Our seniors and handicapped neighbors rely on the post office to receive important benefits documents as well as to buy stamps, mail packages, send money orders, and more. However, waiting on the long lines can be difficult on those with limited mobility and other special needs.

*What can be done to ensure speedier service and accommodations for our elderly and those with limited mobility?*

In addition, when package delivery requires elderly people to rush downstairs or hurry out of bed when packages arrive late night, they often miss their delivery or have packages disappear.

We believe this is an opportunity to do some community education, and we would love to receive information from/about the postal service (particularly around how parcel delivery works) that we could disseminate to the community.

*Can we get this information? If so, when and how?*

**2. Lighting**

The roll gates on the post office windows stay down whether the post office is open or closed. We can only imagine the positive effect daylight would have on both workers and customers.

Instead of being a blight on the community, the facility could look more pleasant and inviting from the street.

*Can the roll gates be pulled up? If so, how soon?*

### **3. Cleanliness**

Customers noted that the inside and outside of the post office are consistently dirty and cluttered with debris from discarded letters and packages. See images attached to attest to this fact.

*Can the post office be cleaned on a daily basis? Can the front of the post office be cleaned on a regular basis? If so, how and when will this start?*

### **4. Speed of Service**

People reported long waits for routine requests like stamps and money orders. Many felt a queue system where different lines offered different services would help. Is there an opportunity to create shorter lines?

Many also wondered and asked why some of the new self-service kiosks could not be installed.

*Could they be installed? If so, when and how quickly?*

### **5. Customer service/Accountability**

We understand that postal workers operate as separate units, but the postal window workers must be prepared to receive and triage requests for all postal services.

People encountered rude and discourteous service at times, and we would like to ensure that all are treated with respect and dignity. Many small business owners also noted that they had experienced missed or lost packages and others stated that they had to go off to other post offices to have their needs met.

Our neighbors want to know how you will ensure that our concerns are addressed and resolved. We would like you to advise us of opportunities to join together to improve this situation.

Please also inform us of any known challenges to addressing these concerns.

While we encountered a lot of strong feelings in our discussions with the community, we also encountered a lot of positivity and hope for the future. We stand with union workers and are all eager to find out how we can work together to have a cleaner, brighter, faster, and more pleasant experience with our post office.

Sincerely,  
Assembled Neighbors of Empire West (ANEW)  
[neighbors@anewbrooklyn.org](mailto:neighbors@anewbrooklyn.org)

Ccs:

John P. Venable, Community Relations Coordinator - Office of the Brooklyn Postmaster  
Representative of the American Postal Workers Union  
Representative of the National Postal Mail Handlers Union - Local 300  
Representative of the National Association of Letter Carriers - Branch 41  
National Alliance of Postal and Federal Employees - Local 813  
Bill DeBlasio, Mayor of New York City  
Nan Blackshear, Director of Community Affairs for Brooklyn Borough President Eric L. Adams  
Letitia James, Public Advocate of New York City  
Laurie Cumbo, City Council Member District 35  
Mathieu Eugene, City Council Member District 40  
Congresswoman Yvette D. Clarke  
District Leader Geoffrey A. Davis  
Benjamin Azinge, The Office of State Senator Jesse Hamilton  
State Assemblywoman Diana Richardson  
Senator Chuck Schumer  
Senator Kristin Gillibrand  
Musa Moore, Chairperson of Community Board 9  
Ms. Francisca Leopold, CB9 Health and Social Services Committee Chair  
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