



July 27, 2017

Honorable David P. Joyce
Member of Congress
1 Victoria Place, Room 320
Painesville OH 44077

Dear Congressman Joyce:

This is in response to your June 28 letter regarding Chagrin Falls Post Office operations.

Thank you for your interest in this matter. Please be assured that the customer service and delivery concerns raised by Auburn and Bainbridge Township trustees have been receiving priority attention through both supplementary employee training and intense review. Further, construction on the pedestrian ramp leading from the overflow customer parking area is now complete, which should significantly alleviate congestion issues at the Chagrin Falls Post Office.

A customer appreciation day was held on July 26 to highlight recent upgrades to the facility and to thank customers for their patience while the improvements were underway. Feedback received from customers in the lobby that day was positive and encouraging.

To reiterate one thing mentioned during our recent meeting, customers are encouraged to call the U.S. Postal Service's customer care center at 1-800-275-8777 to report service concerns. This will enable us to systematically track and resolve any customer service or delivery issue in a timely fashion. Retail customers may also provide feedback and comments by accessing the online retail survey link printed on the bottom of their transaction receipts.

Regarding the possibility of reopening the Chagrin Falls Annex, please know that the Postal Service closely monitors community growth to ensure the level of service is sufficient to meet customer demand. We expand service when we cannot satisfactorily meet service needs through existing facilities or by adding capacity to existing facilities. While this is not the exclusive reason for adding Postal Service facilities in a community, it is an important consideration. Currently, the Chagrin Falls Post Office meets our present and projected operational needs. Therefore, we have no plans to reopen the Chagrin Falls Annex at this time.

Should you have any further questions concerning this issue, please contact Marketing Manager Harry Myers at (216) 443-4111.

Sincerely,

A handwritten signature in blue ink that reads "Sharon Young".

Sharon Young
Acting District Manager