

Wednesday, June 7,

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The Bainbridge Township Board of Trustees and Auburn Township Trustees met in a special public forum and work session at the Bainbridge Town Hall on June 7, 2017. Those present were the Trustees from Bainbridge Township, Mrs. Kristina O'Brien, Mrs. Lorrie Benza, Mr. Jeffrey Markley, and minute recorder Karoline Eutsey. Auburn Township Trustees present included Mr. Michael Troyan and Mr. John Eberly. Mrs. O'Brien presided and called the meeting to order at 6:00 P.M. Auburn Trustee Mr. Patrick Cavanagh arrived at 6:15 P.M.

Mr. Nick Ciofani represented Congressman Dave Joyce's office.

A public forum and work session was held to provide community members the platform to provide comments and suggestions regarding the state of the delivery service and customer service provided by the Chagrin Falls post office since the closing of the Bainbridge Post Office Annex. The meeting was in response to numerous letters of complaints and concerns from residents of Auburn and Bainbridge Townships about the lack of parking, long lines with waits for window service, poor delivery service, and rude employees. This meeting provided an opportunity for discussion on how to move forward with the residents' requests for an additional post office or annex building and on what improvements can be made. Thirty residents attended the meeting.

Mr. Markley stated that he is working on a meeting with Congressman Joyce's office. Mr. Ciofani attended on Congressman Joyce's behalf and plans to provide a report to him.

Mrs. Benza said that the Chagrin Falls Post Office has had an increased workload with no one to handle it. Ideally we should have another branch, but we were told, "Don't hold your breath". Mr. Troyan said he discussed the issue with Congressman Joyce and he is aware of the problem and agrees with us, but the US Postal Service has been downsizing facilities to cut costs and consolidating the sorting process in Cleveland.

Mrs. Carol Consolo of 589 Mock Orange Circle questioned how the postal carriers are delivering mail on time on Sundays for Amazon Prime customers, but they are not delivering daily mail in a timely fashion.

Mr. Eberly stated that it took five years to consolidate from five zip codes to one in Auburn Township.

Mr. Eberly stated that Mayor William Tomko of Chagrin Falls Village likes having a post office in his town. When the annex closed in Bainbridge Township, the Chagrin Falls location, which at the time only served 4,000 people, took on an additional 20,000 residents from Bainbridge Township and Auburn Township. Over the years, the facility, parking, and management have become an issue affecting outgoing and incoming mail.

Mrs. Sylvia Mustonen of 577 Mock Orange Circle asked the trustees what they thought the residents should do. Mr. Eberly responded that he feels we need to pressure Congressman Joyce for a change.

Mrs. Mustonen is concerned about getting her mail in at a timely fashion and correctly delivered to her address.

Mr. Troyan explained that the Auburn residents now have a longer commute when driving to the Chagrin Falls location.

Mrs. Carol Eastburn of 627 Blue Spruce Trail collected her neighbor's mail because he has multiple sclerosis and it was difficult to walk to his mailbox. After explaining his situation to the post office, they assured him they would deliver his mail to the door. This worked for a while, but then it stopped and he did not receive his mail for six weeks. When he called the post office, he did not receive a response. When he finally did receive his mail, he had past due utility bills.

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Mr. Duane Frederic of 8908 East Pilgrim Drive stated that he sent an email with his postal concerns to Congressman Joyce's office and received a call from his office stating that this was a federal issue. He mentioned that Steve LaTourette was able to correct the zip code issue for Auburn Township and that Congressman Joyce should be able to help with this issue. Mr. Frederic also mentioned that his mail is delivered at different times every day, sometimes at noon and other times at 6:00 P.M.

Mrs. O'Brien shared an email that she received from Mr. Ciofani on the process for obtaining a new post office or postal zip code, including the zip code boundary review process. Mrs. O'Brien added that based on the email outlining the process to have a new post office branch, a group should be created to follow the process. Further, residents should submit complaints, and take screen shots of those complaints to show proof of the submission. If a new post office branch is denied, then the information can be compiled for an appeal.

Mr. Dennis Patton of 617 Magnolia Lane asked why we needed to do this process again. Mr. Eberly responded that it took Auburn Township five years jumping through hoops to go from five zip codes to one zip code.

Mr. William Murphy of 612 Magnolia Lane stated that he travels to Chagrin Falls Post Office three or four times a week. Mr. Murphy commented that there is a lack of parking and that travel time to the post office has doubled. The population will continue to grow in Auburn and Bainbridge Townships, whereas Chagrin Falls is out of room for population growth.

Mr. Markley suggested calling the United States Postal Service complaint line and telling them the date, time, specific problem, persons involved and any other related details, as well as passing along the same information to Joyce's office.

Mr. Henry Milnark of 11024 Wingate Drive had his Maple Leaf paper delivered five days late. He contacted Chagrin Falls Post Office and responded that they did not know what had happened, but that the Cleveland Post Office had his paper. He was unable to get ahold of a person after trying to contact the Cleveland facility. Mr. Milnark also mentioned that his mail is delivered at different times each day. He feels that we need a new building to meet the number of additional people that the post office is servicing.

Mr. Ron Duncan of 15988 Johnson Street, a former Postmaster, explained that the complaint line is a contracted service that only takes down your complaints. As a former Postmaster, he understands that the post office does not like negative publicity and that the squeaky wheel gets the grease. His wife, Mrs. Laura Duncan, encouraged residents to continue calling the hotline (800-275-8777) with their complaints or go online to USPS.com.

The Auburn and Bainbridge trustees agreed that their goals are as follows: schedule a meeting with Congressman Joyce, establish a post office to service Auburn and Bainbridge Townships, and improve the service and management of the existing post office in Chagrin Falls.

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Since there was no further business to come before this special meeting of the Bainbridge Township Board of Trustees, the meeting adjourned at 7:30 P.M.

Respectfully Submitted,

Janice S. Sugarman,
Fiscal Officer, Bainbridge Township

Date

Date

Date

Minutes Read: _____

Minutes Approved: _____