

Cradock Civic League

September 25, 2009

Joanna Hall, President

Cradock Civic League
92 Nicholson Street
Portsmouth, Virginia 23702
337-8764(Home) 515-3739(Cell)
Joanna@historiccradock.org



Attention:

Robert L. Shaw, Postmaster

Postmaster
933 Broad Street
Portsmouth, VA 23707

Dear Mr. Robert Shaw, Postmaster,

The Cradock Civic League voted Tuesday, September 1, 2009 unanimously to oppose the reduction of the Cradock Post Office hours which is currently 10:00 a.m. to 2:00 p.m. and to write a letter to the Postmaster and the Postmaster's superior requesting that the Cradock Post Office return to the normal operating hours of 9:00 a.m. to 5:00 p.m. Cradock Station Portsmouth Post Office serves not only the Cradock community but the southeastern community of Portsmouth ranging from the Navy Housing Residents, Shipyard workers, the Scotts Creek Annex residents and workers, and St. Julian's Annex workers. This small two person station has a constant stream of patrons. It is currently manned by one postal worker. The lines can stretch from the counter to the entrance door at any given time. The daily revenue stream at normal operational hours is \$800 (per day). With the reduced hours, the average daily revenue has fallen to \$600.00. At normal operation the revenue stream is more than enough to support two full time postal workers or an additional part time postal worker.

The reduced hours of 10:00 a.m. to 2:00 p.m. have created a hardship on working patrons, senior patrons and patrons without transportation. Residents within the community have contacted the Cradock Civic League for assistance. In review of the August 2009 Proposed U.S. Post Office Closures, the Cradock Station Post office is not listed. There is not a list for Post Offices that will have their hours reduced.

No explanation has been presented to the community for the Cradock Station Post Office reduced hours by the Postmaster. Cradock Resident's were informed by a sign posted on the door -"Summer Hours 10:00 a.m. to 2:00 p.m." This is unacceptable and unprofessional. The Patron's were further mislead because the hours have not been changed back to regular operating hours now that the summer is over. They were informed by the postal worker on duty that the 10 to 2 hours are now permanent operating hours. I cannot reiterate how important it is for the Cradock Station Post Office to resume normal operating hours (9:00 a.m. to 5:00 p.m.). The limited operating hours have placed an undue hardship upon the all patrons. With the holiday season quickly approaching, the limited hours and single postal worker will exacerbate the situation further.

The Cradock Station Post Office is a vital component to the uniqueness of the history of Historic Cradock. While standing in the Cradock's post office today observing the activity a Cavalier Manor resident who came to use the Cradock Post office remarked on how interesting and quaint the Cradock Post office was because it was located within the heart of Cradock on Afton Square.

We are all in this together and the Cradock Civic League needs the support of the Postal Service to provide the very best service to all patrons. Every effort made by the entire Cradock community and that includes the Cradock Station Post Office, is rewarded with a better, safer and more beautiful community and greater customer satisfaction. Thank you for your time and attention.

Sincerely,

Joanna Hall, President

JH/jh

CC: Mr. Jerry Lane, Manager Capital Metro Area
U.S. Congressman Bobby Scott
Jacob L. Cheeks