

	Agenda Title:	Agenda Date:
	USPS Collection Box Resolution	November 20, 2025
	Subject/Proposal/Request:	
	Request for Town Council approval of a Resolution formally requesting the U.S. Postal Service to inspect, repair, refinish or replace deteriorated blue collection boxes located throughout the Town	
Town of Cape Charles	Attachments:	For Council:
	Resolution 20251120 & Photographs and Assessment previously submitted to USPS	Action: X Information:
	Staff Contact(s):	Reviewed by:
	Libby Hume, Town Clerk	Rick Keuroglan, Town Manager

Background:

Town staff recently conducted a visual assessment of the USPS blue collection boxes located throughout Cape Charles. This assessment identified multiple collection boxes in deteriorating condition, including chipping paint, peeling decals, and severely faded or illegible collection schedule stickers. The affected boxes are located in highly visible areas within both the downtown commercial district and nearby residential neighborhoods.

Item Specifics:

The following collection box locations were identified as requiring attention:

- Fig Street & Monroe Avenue
- Nectarine Street & Monroe Avenue
- Monroe Avenue & Harbor Avenue
- Mason Avenue & Pine Street
- Randolph Avenue & Strawberry Street
- Tazewell Avenue & Plum Street

These conditions negatively affect the appearance of the Town and diminish the visibility and professionalism of USPS assets situated in key public corridors. Because blue collection boxes are critical for residents, particularly seniors, individuals with mobility limitations, and those lacking personal transportation, they must remain well-maintained, clearly marked, and secure.

The Town has made multiple good-faith efforts over the past two months to work collaboratively with USPS to address the deteriorating collection boxes:

1. **October 1, 2025** – The Assistant to the Town Manager, Pam Endlein, notified the counter clerk at the Cape Charles Post Office that several collection boxes required repainting or replacement. The clerk indicated that the Post Office had no budget available to address these concerns but stated she would relay the information to the Postmaster.

2. **October 16, 2025** – The Town Manager personally delivered a written assessment, photographs, and a formal request for repair, repainting, or replacement of the affected boxes. The counter clerk contacted the Postmaster, who expressed frustration at receiving the complaint. The Postmaster stated she would not have the collection boxes repainted or replaced but might consider new labels.

Despite these communications and the detailed documentation provided, there has been no willingness on the part of the Postmaster to take corrective action. The boxes continue to deteriorate, and the Town has received additional comments from residents concerned about their appearance and condition.

To support the Town's ongoing efforts and ensure a timely response from USPS, staff recommends that the Town Council adopt a formal Resolution urging USPS to inspect, repair, refinish, or replace the collection boxes identified above and to provide a written response outlining next steps.

Recommendation:

Staff recommends that Town Council adopt Resolution 20251120 requesting the United States Postal Service to repair or replace the deteriorated blue collection boxes located throughout the Town and authorize the Town Manager to transmit the Resolution and supporting documentation to the proper USPS officials and elected representatives.