

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

Intake Date	From	City	State	Service	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date	Returning customer
10/1/10	Consumer				R2010-4	Rates		Comment on Commission decision in exigent rate case	Acknowledged comments	10/1/10	
10/1/10	Postal Employee				R2010-4	Rates		Comment on Commission decision in exigent rate case	Acknowledged comments	10/1/10	
10/1/10	Consumer				R2010-4	Rates		Comment on Commission decision in exigent rate case	Acknowledged comments	10/1/10	
10/1/10	Consumer				N2010-1		3 Days	Comment on USPS proposal to eliminate Saturday delivery	Placed copy in commenter file	10/1/10	
10/1/10	Consumer				N2010-1		3 Days	Comment on USPS proposal to eliminate Saturday delivery	Placed copy in commenter file	10/1/10	
10/1/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Placed copy in commenter file	10/1/10	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/1/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Placed copy in commenter file	10/1/10	
10/1/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/1/10	
10/1/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/1/10	
10/1/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/1/10	
10/1/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/1/10	
10/1/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/1/10	

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PAGR Public Inquiry Log FY 2011*
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10/1/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/1/10	
10/1/10	Media				R2010-4	Information		Question on Commission's exigent decision	Answered by PAGR	10/1/10	
10/1/10	Media				R2010-4	Information		Question on Commission's exigent decision	Answered by PAGR	10/1/10	
10/1/10	Media				R2010-4	Information		Question on Commission's exigent decision	Answered by PAGR	10/1/10	
10/1/10	Media				R2010-4	Information		Question on Commission's exigent decision	Answered by PAGR	10/1/10	
10/1/10	Media				R2010-4	Information		Question on Commission's exigent decision	Answered by PAGR	10/1/10	
10/1/10	Media				R2010-4	Information		Question on Commission's exigent decision	Answered by PAGR	10/1/10	
10/1/10	Media				R2010-4	Information		Question on Commission's exigent decision	Answered by PAGR	10/1/10	
10/1/10	Media				R2010-4	Information		Question on Commission's exigent decision	Answered by PAGR	10/1/10	
10/1/10	Media				R2010-4	Information		Question on Commission's exigent decision	Answered by PAGR	10/1/10	

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(Includes Rate and Service Inquiries)

10/1/10	Mailer	Kansas City	MO		Rates	RFI		Question on timeline for filing of another rate request	Answered by PAGR	10/1/10	
10/1/10	Consumer	Ogdensburg	NY		Service	Fraud		Alleged fraud through the mail - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	10/1/10	
10/1/10	Consumer	El Paso	TX		Service	Delivery	Other	Copy of email sent to USPS regarding tracking numbers for packages	No action necessary	10/1/10	
10/1/10	Mailer				Service	Delivery	Claim	Attempting to recover cost of damaged item by filing claim form with Postal Service - follow-up	Sent to USPS to assist & respond to PRC & customer - comments relayed to USPS CA	10/1/10	
10/1/10	Consumer	Meadow Lands	PA		Service	Retail	Lobby hours	Post office closing too early for customers to pick-up mail, they have no residential delivery	Sent to USPS to assist & respond to PRC & customer	10/1/10	

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10/1/10	Consumer				Rates	RFI		Question on timeline for filing of another rate request	Answered by PAGR	10/1/10	
10/1/10	Consumer	Mount Vernon	IN		Service	Retail	Other	Question on leasing as opposed to owning postal facilities	Answered by PAGR	10/1/10	
10/1/10	Postal Employee				USPS financial situation			Comment on pre-funding of retirement of postal employees	Referred to reports on website addressing the CSRS retirement issue	10/1/10	
10/1/10	Consumer	Belmont	NY		Service	Delivery	Undelivered Mail	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC & customer	10/1/10	
10/1/10	Postal Employee				USPS financial situation			Comment on USPS financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	10/1/10	

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10/1/10	Postal Employee	Ft Worth	TX		Other			General comment on postal service operations	No reply necessary	10/1/10	
10/1/10	Mailer				Rates			Comment on tiered rate system in China	Thanked for comments	10/1/10	
10/1/10	Postal Employee	Odessa	TX		Other			General comment on postal service operations	No reply necessary	10/1/10	
10/1/10	Postal Employee				Personnel			Comment by former employee on handling of workmen's comp. claim	No action necessary	10/1/10	
10/1/10	Consumer				RFI			Customer trying to reach USPS CA	Transferred call	10/1/10	
10/1/10	Consumer	Daytona Beach	FL		Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/1/10	

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10/1/10	Consumer	Port Orange	FL		Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/1/10	
10/1/10	Consumer	Hastings	PA		Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/1/10	
10/1/10	Consumer				Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/1/10	
10/1/10	Media				RFI	Information	PO closing	Question on Commission's role in post office closings	Answered by PAGR	10/1/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/1/10	Consumer				Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/4/10	
10/2/10	Postal Employee				R2010-4	Rates		Comment on Commission decision in exigent rate case	Acknowledged comments	10/4/10	
10/2/10	Consumer	Myers	FL		R2010-4	Rates		Comment on Commission decision in exigent rate case	Acknowledged comments	10/4/10	
10/2/10	Consumer	Asheville	NC		R2010-4	Rates		Comment on Commission decision in exigent rate case	Acknowledged comments	10/4/10	
10/2/10	Postal Employee				R2010-4	Rates		Comment on Commission decision in exigent rate case	Acknowledged comments	10/4/10	
10/2/10	Consumer	Minneapolis	MN		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/4/10	

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(Includes Rate and Service Inquiries)

10/2/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/4/10	
10/2/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/4/10	
10/2/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/4/10	
10/2/10	Consumer	Gaston	SC		USPS financial situation			Comment on USPS financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	10/4/10	
10/2/10	Consumer	Gaston	SC		USPS financial situation			Comment on USPS financial situation - further comments and suggestions	Referred to USPS CA for any action appropriate	10/4/10	

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10/2/10	Consumer				RFI	Information	Other	Question on USPS advertising products on television	Answered by PAGR	10/4/10	
10/2/10	Consumer	Palm Coast	FL		Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/4/10	
10/2/10	Consumer	South Daytona	FL		Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/4/10	
10/3/10	Consumer				R2010-4	Rates		Comment on Commission decision in exigent rate case	Acknowledged comments	10/4/10	
10/3/10	Consumer	Perry	KS		R2010-4	Rates		Comment on Commission decision in exigent rate case	Acknowledged comments	10/4/10	

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(Includes Rate and Service Inquiries)

10/3/10	Postal Employee				N2010-1		7 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/4/10	
10/3/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/4/10	
10/3/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/4/10	
10/3/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/4/10	
10/3/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/4/10	
10/3/10	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/4/10	

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(Includes Rate and Service Inquiries)

10/3/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/4/10	
10/3/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/4/10	
10/3/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/4/10	
10/3/10	Consumer		AZ		Service	Fraud		Questionable proof of mailing provided by USPS authorized mailing center	Sent to USPS to assist & respond to PRC & customer	10/4/10	
10/3/10	Consumer				USPS financial situation			Comment on USPS financial situation	Referred to USPS CA for any action appropriate	10/4/10	
10/3/10	Consumer				USPS financial situation			Comment on USPS financial situation	Referred to USPS CA for any action appropriate	10/4/10	

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10/3/10	Consumer	Camarillo	CA		USPS financial situation			Comment on USPS financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	10/4/10	
10/3/10	Postal Organization	Louisville	OH		PI2010-1	Retail	PO closing	Courtesy copy of letter to Ohio District Manager on emergency suspensions of post offices	No action necessary	10/20/10	
10/4/10	Postal Organization	Schenectady	NY		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/4/10	
10/4/10	Postal Organization	West Roxbury	MA		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/4/10	

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10/4/10	Postal Organization	Hot Springs	AR		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/4/10	
10/4/10	Postal Organization	Sulfolk	VA		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/4/10	
10/4/10	Postal Organization	Garden Grove	CA		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/4/10	
10/4/10	Postal Organization	Philadelphia	PA		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/4/10	
10/4/10	Postal Organization	Vancouver	WA		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/4/10	

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10/4/10	Postal Organization	Springfield	IL		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/4/10	
10/4/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Placed copy in commenter file	10/4/10	
10/4/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Placed copy in commenter file	10/4/10	
10/4/10	Media	Richmond	VA		Rates	RFI		Question on timeline for filing of another rate request	Answered by PAGR	10/4/10	
10/4/10	Consumer	Crescent Lake	OR		A2010-4	Delivery	Other	Request for status update on ZIP Code request	Contacted by PAGR with status update	10/4/10	
10/4/10	Consumer				R2010-4	Information		Request for status of docket and possible rate increase	Answered by PAGR	10/4/10	

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10/4/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/4/10	
10/4/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/4/10	
10/4/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/4/10	
10/4/10	Consumer				Service	Delivery	Other	Forwarded links to articles on Postal Service	No action necessary	10/4/10	Returning customer
10/4/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/4/10	
10/4/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/4/10	

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10/4/10	Consumer		ID		Other			Customer left message concerning USPS waste	No action requested	10/4/10	
10/4/10	Consumer	Ogdensburg	NY		Service	Fraud		Alleged fraud through the mail - further comments on OIG investigation progress	Sent to USPS to assist & respond to PRC & customer - forwarded to USPS CA	10/4/10	Returning customer
10/4/10	Business Owners	Eugene	OR		Other			Contractor not paid for renovation work at post office	Contractor subsequently paid - no action necessary	10/4/10	
10/4/10	Consumer				Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/4/10	
10/4/10	Postal Employee				USPS financial situation			Questions on over-funding of CSRS and recently issued reports by OPM and the Commission	Answered by PAGR Media Specialist	10/5/10	

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10/4/10	Business Owners				N2010-1		6 Days	NALC forwarded 26 comment forms from Consumers on USPS proposal to eliminate Saturday delivery	Placed copy in commenter file	10/5/10	
10/4/10	Consumer	Idaho Falls	ID		Service	Fraud		Allegation of possible mail fraud - further comment	Sent to USPS to assist & respond to PRC & customer - forwarded to OGC for review	10/6/10	
10/5/10	Postal Organization	Philadelphia	PA		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/5/10	
10/5/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/5/10	
10/5/10	Consumer				Website			Difficulty in filling out hold mail form on USPS website	Sent to USPS to assist & respond to PRC & customer	10/5/10	

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10/5/10	Mailer	Grand Island	NY	Priority Mail	Rates			Comment on Priority Mail flat rate doubling	Sent to USPS to assist & respond to PRC & customer	10/5/10	
10/5/10	Consumer	Dale City	CA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/5/10	
10/5/10	Consumer	New York	NY		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/5/10	
10/5/10	Postal Employee	Columbia	MO		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/5/10	
10/5/10	Consumer	Dale City	CA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/5/10	
10/5/10	Postal Employee	Shrewsbury	MA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/5/10	

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10/5/10	Consumer	Buffalo	NY		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/5/10	
10/5/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 125 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/5/10	
10/5/10	Consumer	San Antonio	TX		R2010-4	Rates		Comment on Commission decision in exigent rate case	Acknowledged comments	10/5/10	
10/5/10	Consumer	Andover	KS		N2010-1		3 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/5/10	
10/5/10	Consumer	Elkton	MN		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery - eliminate Wednesday instead	Acknowledged comments and placed copy in commenter file	10/5/10	

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10/5/10	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/5/10	
10/5/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/5/10	
10/5/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/5/10	
10/5/10	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/5/10	
10/5/10	Consumer	Blasdell	NY		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/5/10	
10/5/10	Consumer	Iselin	NJ		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/5/10	

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10/5/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/5/10	
10/5/10	Consumer	North Platte	NE		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/5/10	
10/5/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/5/10	
10/5/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/5/10	
10/5/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/5/10	
10/5/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/5/10	

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10/5/10	Consumer	Minneapolis	MN		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/5/10	
10/5/10	Consumer	Woodbury	MN		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/5/10	
10/5/10	Consumer				Service	Delivery	Other	Forwarded links to articles on Postal Service	No action necessary	10/5/10	Returning customer
10/5/10	Consumer				Other			Question on Postal Innovations meeting on 10/13	Referred to USPS CA	10/5/10	
10/5/10	Consumer				USPS financial situation			Comment on USPS financial situation	Acknowledged comments	10/5/10	
10/5/10	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection box schedules at post office in Crown Point, IN	Sent to USPS to assist & respond to PRC & customer	10/5/10	Returning customer

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10/5/10	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection box schedules at Bloomington, IN P&DC	Sent to USPS to assist & respond to PRC & customer	10/5/10	Returning customer
10/5/10	Consumer	Brooklyn	NY		Service	Delivery	Missing mail	Check missing in mail customer has filed claim with USPS	No action necessary	10/5/10	
10/5/10	Consumer	Valley Lee	MD		Service	Delivery	Delayed Mail	Delivery service performance for packages not as expected	Original contact - subsequently sent to USPS CA for resolution	10/5/10	
10/5/10	Consumer	Rector	PA		Other			Comment on Public Meeting on 10/6 at the Commission	No action necessary	10/5/10	
10/5/10	Consumer		ID		Other			Customer left additional message concerning USPS waste	No action necessary	10/5/10	
10/5/10	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	10/6/10	

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10/5/10	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	10/6/10	
10/5/10	Consumer	Dunedin	FL		RFI	Information	Other	Contractor wishing to do business with the Postal Service	Provided link on USPS website to submit unsolicited proposals	10/6/10	
10/5/10	Mailer			Priority Mail	Rates	Information		Question on flat rate small Priority Mail box versus non-flat rate small Priority Mail box	Sent to USPS to assist & respond to PRC & customer	10/6/10	
10/5/10	Consumer	Fultonham	NY	Certified Mail	Service	Delivery	Missing mail	Certified letter lost	Sent to USPS to assist & respond to PRC & customer	10/8/10	
10/6/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/6/10	
10/6/10	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/6/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/6/10	Consumer	North Platte	NE		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/6/10	
10/6/10	Postal Organization	Ft Lauderdale	FL		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/6/10	
10/6/10	Postal Organization	Meridianville	AL		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/6/10	
10/6/10	Postal Organization	Sterling Heights	MI		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/6/10	
10/6/10	Postal Organization	Philadelphia	PA		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/6/10	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/6/10	Postal Organization	Ft Lauderdale	FL		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/6/10	
10/6/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 474 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/6/10	
10/6/10	Postal Employee	Berne	IN		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/6/10	
10/6/10	Postal Employee	Fay	PA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/6/10	
10/6/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/6/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/6/10	Mailer	Grand Island	NY	Priority Mail	Rates			Comment on Priority Mail flat rate doubling - further comments	Sent to USPS to assist & respond to PRC & customer - forwarded comments	10/6/10	
10/6/10	Consumer	Grandview	MO		RFI	Information	Other	Contractor wishing to do business with the Postal Service	Provided link on USPS website to submit unsolicited proposals	10/6/10	
10/6/10	Postal Employee				Personnel			Employee with retirement issue - further questions	Referred to USPS HR	10/6/10	
10/6/10	Consumer	Coalton	WV		Service	Employee behavior	Rudeness	Postmaster rude to customer	Sent to USPS to assist & respond to PRC & customer	10/6/10	
10/6/10	Consumer	Southaven	MS		Service	Delivery	RTS	Card returned to sender as undeliverable as addressed	Sent to USPS to assist & respond to PRC & customer	10/6/10	
10/6/10	Consumer	Plymouth	MA		Service	Employee behavior	Rudeness	Call center rep. rude and unhelpful to customer	Sent to USPS to assist & respond to PRC & customer	10/6/10	
10/6/10	Consumer	Cookeville	TN		Service	Delivery	Other	Carrier left package on top of mailbox	Sent to USPS to assist & respond to PRC & customer	10/6/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/6/10	Postal Employee				Personnel			Employee with retirement issue - further questions	Referred to USPS HR	10/6/10	
10/6/10	Consumer	Denton			Other			Customer left message	No action necessary	10/6/10	
10/6/10	Consumer				Service	Delivery	Claim	Customer left message	Returned call	10/6/10	
10/6/10	Consumer				Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/6/10	
10/6/10	Consumer				Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	No contact information provided to respond	10/6/10	
10/6/10	Media				RFI	Information	PO closing	Questions on p o closing process	Answered by PAGR	10/6/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/6/10	Consumer	Westport	CT		Service	Delivery	Other	Question on market dominant products which are subject to regulation by the Commission	Answered by PAGR and OAC	10/12/10	
10/7/10	Postal Employee	Erie	PA		N2010-1			Question on comment period in docket	Answered by PAGR	10/6/10	
10/7/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/7/10	
10/7/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/7/10	
10/7/10	Consumer	Lusby	MD		USPS financial situation	Suggestion		Copy of letter to PMG with suggestion to increase revenue	No action necessary	10/7/10	
10/7/10	Media				Rates	RFI		Question on timeline for filing of another rate request	Answered by PAGR	10/7/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/7/10	Consumer	Appmore	AL		Service	Delivery	Undelivered Mail	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC & customer	10/7/10	
10/7/10	Consumer	Parma	OH		Service	Delivery	RTS	Customer concerned that all their mail is not being delivered - follow-up comments	Sent to USPS to assist & respond to PRC & customer - forwarded to USPS CA	10/7/10	
10/7/10	Postal Employee	Little Rock	AR		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/7/10	
10/7/10	Postal Employee	Knoxville	IA		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/7/10	
10/7/10	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/7/10	
10/7/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/7/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/7/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/7/10	
10/7/10	Consumer	Northport	AL		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/7/10	
10/7/10	Consumer	Daytona Beach	FL		Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	No contact information provided to respond	10/7/10	
10/7/10	Consumer	Parma	OH		Service	Delivery	RTS	Customer concerned that all their mail is not being delivered - further information	Sent to USPS to assist & respond to PRC & customer - forwarded to USPS CA	10/7/10	
10/7/10	Consumer	Decatur	GA		Service	Delivery	Other	Initial contact concerning delivery problem	No action required at this time; letter will be sent to the Commission	10/7/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/7/10	Mailer				Service	Delivery	Claim	Attempting to recover cost of damaged item by filing claim form with Postal Service - customer wanted information on appeal process	Answered by PAGR with information on process	10/7/10	
10/7/10	Business Owners							No message left	No action necessary	10/7/10	
10/7/10	Consumer	Edgewater	FL		Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/7/10	
10/7/10	Consumer	NSB	FL		Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/7/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/7/10	Consumer	Orange Park	FL		Service	Retail	PO closing	Cecil Field post office in Jacksonville, FL under review to be closed	Placed in PAGR file	10/7/10	
10/7/10	Consumer	Ormond Beach	FL		Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/15/10	
10/8/10	Consumer				Service	Delivery	Other	Forwarded links to articles on Postal Service	No action necessary	10/7/10	Returning customer
10/8/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 210 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/8/10	
10/8/10	Postal Employee	Shelbiana	KY		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/8/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/8/10	Postal Organization	Meridianville	AL		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/8/10	
10/8/10	Consumer	Arlington	VA	Certified Mail	Service	Delivery	Missing mail	Certified letter to customer missing in mail	Sent to USPS to assist & respond to PRC & customer	10/8/10	
10/8/10	Consumer	Washington	DC		Service	Delivery	Missing mail	Missing mail and misdeliveries by substitute carrier	Sent to USPS to assist & respond to PRC & customer	10/8/10	
10/8/10	Postal Employee	Attalia	AL		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/8/10	
10/8/10	Postal Employee	Rockford	IL		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/8/10	
10/8/10	Postal Employee	Kutztown	PA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/8/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/8/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/8/10	
10/8/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/8/10	
10/8/10	Consumer				Service	Delivery	Prison Mail	Discussed prison mail regulations	No action necessary	10/8/10	
10/8/10	Consumer				Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	No contact information provided to respond	10/8/10	
10/8/10	Consumer	Elmont	NY		Service	Delivery	Misdelivery	Mail being delivered to nearby address problem re-occurring	Sent to USPS to assist & respond to PRC & customer	10/12/10	
10/8/10	Consumer	Mt Airy	NC	International surface mail	Service	Delivery	Undelivered Mail	Package to UK not delivered in timeframe quoted - follow-up comments	Sent to USPS to assist & respond to PRC & customer - forwarded to USPS CA	10/12/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/8/10	Consumer	Orange Park	FL		Service	Retail	PO closing	Cecil Field post office in Jacksonville, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/12/10	
10/8/10	Postal Employee				R2010-4			Comment on Commission decision in exigent rate case	Acknowledged comments	10/13/10	
10/8/10	Postal Employee				USPS financial situation	Suggestion		Offer early out monetary incentives to Postal CSRS employees	Responded that this falls under USPS,OPM & unions	10/14/10	
10/8/10	Consumer	Valley Lee	MD		Service	Delivery	Delayed Mail	Delivery service performance not as expected	Sent to USPS to assist & respond to PRC & customer	10/14/10	
10/9/10	Consumer	Daytona Beach	FL		Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	No contact information provided to respond	10/9/10	
10/9/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/11/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/9/10	Consumer	Randolph	WI		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/11/10	
10/9/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/11/10	
10/9/10	Consumer	Mission Viejo	CA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/11/10	
10/9/10	Postal Employee	Longview	TX		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/11/10	
10/9/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/11/10	
10/9/10	Consumer	Round Rock	TX	Priority Mail	Service	Delivery	Missing mail	Package sent overseas missing and not traceable	Sent to USPS to assist & respond to PRC & customer	10/14/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/9/10	Consumer	Edgewater	FL		Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/15/10	
10/10/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/11/10	
10/10/10	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/11/10	
10/10/10	Postal Employee		PA		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/11/10	
10/10/10	Postal Employee	North Platte	NE		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/11/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/10/10	Mailer				Rates	Information		Question on whether rates will increase in January 2011 regardless of decision in exigent rate case	Answered by PAGR	10/12/10	
10/10/10	Consumer	Oakland Gardens	NY		Service	Delivery	Missing mail	Numerous items not being delivered to residence	Sent to USPS to assist & respond to PRC & customer	11/10/10	
10/11/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/11/10	
10/11/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/11/10	
10/11/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/11/10	
10/11/10	Postal Employee		PR		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/11/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/11/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/11/10	
10/11/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/11/10	
10/11/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/11/10	
10/11/10	Postal Employee	Webster	MA		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/11/10	
10/11/10	Consumer	Crescent Lake	OR		Service	Retail	Other	Forwarded copy of Cascade News	No reply necessary	10/11/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/11/10	Postal Employee				Rates			Comment on raising rates for direct mail advertising	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	10/11/10	
10/11/10	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	10/13/10	
10/11/10	Consumer	Dunedin	FL		RFI	Information	Other	Contractor wishing to do business with the Postal Service - follow-up comments	Sent to USPS to assist & respond to PRC & customer	10/15/10	
10/11/10	Consumer	Palm Coast	FL		Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/15/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/11/10	Consumer	Port Orange	FL		Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/15/10	
10/12/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 477 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/12/10	
10/12/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 17 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/12/10	
10/12/10	Consumer	Garland	TX		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/12/10	
10/12/10	Postal Employee	Philadelphia	PA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/12/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/12/10	Consumer	Wetumka	OK		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/12/10	
10/12/10	Consumer	Manitowoc	WI		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/12/10	
10/12/10	Postal Employee	Rockford	IL		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/12/10	
10/12/10	Consumer	St Charles	KY		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/12/10	
10/12/10	Consumer	South San Francisco	CA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/12/10	
10/12/10	Postal Organization	Philadelphia	PA		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/12/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/12/10	Postal Organization	St Louis	MO		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/12/10	
10/12/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/12/10	
10/12/10	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/12/10	
10/12/10	Consumer	Arlington	VA	Certified Mail	Service	Delivery	Missing mail	Certified letter to customer missing in mail	Sent to USPS to assist & respond to PRC & customer - additional information on status	10/12/10	
10/12/10	Postal Employee	Marion	IA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/12/10	
10/12/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/12/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/12/10	Consumer	Albany	NY		Service	Retail	PO closing	Albany, NY post office under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/12/10	
10/12/10	Postal Employee				Service	Retail	PO closing	Northeast post office consolidating with another post office	No contact information provided to respond	10/12/10	
10/12/10	Consumer				Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	No contact information provided to respond	10/12/10	
10/12/10	Consumer				Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	No contact information provided to respond	10/12/10	
10/12/10	Consumer	Somerville	NJ	Certified Mail	Service	Delivery	Undelivered Mail	Requested assistance in determining whether 3 certified letters were delivered	Answered by PAGR with status of letters based on scanned information	10/14/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/12/10	Postal Employee	Ferdinand	IN		Personnel			Employee with health care coverage issue	Referred to USPS HR	10/14/10	
10/12/10	Consumer	Chicago	IL		Service	Retail	Lobby hours	Reference to lobby access to Old Washington post office in Ohio	Sent to USPS to assist & respond to PRC & customer	10/14/10	Returning customer
10/12/10	Consumer	Port Orange	FL		Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/15/10	
10/12/10	Consumer	Port Orange	FL		Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/15/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/12/10	Consumer				Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/15/10	
10/13/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 242 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/13/10	
10/13/10	Postal Organization	Philadelphia	PA		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/13/10	
10/13/10	Postal Organization	Philadelphia	PA		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/13/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/13/10	Postal Employee	Dearborn Heights	MI		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/13/10	
10/13/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/13/10	
10/13/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/13/10	
10/13/10	Consumer	Deer Park	TX		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/13/10	
10/13/10	Media				R2010-4	Information		Question on Commission's exigent decision	Answered by PAGR	10/13/10	
10/13/10	Media				R2010-4	Information		Question on Commission's exigent decision and price cap	Answered by PAGR	10/13/10	
10/13/10	Consumer				RFI	Information	Other	Questions on PMG appointment and oversight of the Postal Service	Answered by PAGR	10/13/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/13/10	Consumer	Bellevue	NE		USPS financial situation	Suggestion		Columbus Day should be designated work day	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	10/14/10	
10/14/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/14/10	
10/14/10	Consumer	San Antonio	TX		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/14/10	
10/14/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/14/10	
10/14/10	Consumer	Oklahoma City	OK		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/14/10	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/14/10	Consumer	Dagsboro	DE		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/14/10	
10/14/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/14/10	
10/14/10	Postal Employee	Dalzell	SC		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/14/10	
10/14/10	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/14/10	
10/14/10	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/14/10	
10/14/10	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/14/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/14/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/14/10	
10/14/10	Consumer		WA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/14/10	
10/14/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 4 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/14/10	
10/14/10	Postal Organization	St Louis	MO		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/14/10	
10/14/10	Consumer	Westport	CT		Service	Delivery	Other	Question on market dominant products which are subject to regulation by the Commission - additional questions	Answered by PAGR and OAC	10/14/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/14/10	Consumer				Service	Delivery	Misdelive ry	Mail being delivered to nearby address	Asked for contact information to refer to USPS CA	10/14/10	
10/14/10	Consumer	Williams ville	NY		Other			CPA firm soliciting business	Referred to Administrative Office	10/14/10	
10/14/10	Consumer	Tucson	AZ		Service	Delivery	Undelive red Mail	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC & customer	10/14/10	
10/14/10	Consumer	Ventura	CA		Service	Delivery	Other	CBU being vandalized	Sent to USPS to assist & respond to PRC & customer	10/14/10	
10/14/10	Consumer	El Dorado Hills	CA		Service	Delivery	Undelive red Mail	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC & customer	10/14/10	
10/14/10	Postal Employee	Portland	OR		N2010-1			Question on comment period in docket	Answered by PAGR	10/14/10	
10/14/10	Consumer	Daytona Beach	FL		Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/15/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/14/10	Consumer	The Villages	FL		Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/15/10	
10/14/10	Consumer				Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/15/10	
10/15/10	Postal Employee	Holly Hill	FL		Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/15/10	
10/15/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 43 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/15/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/15/10	Consumer	Daytona Beach	FL		Service	Delivery	PO Box	Status of P O Box if post office is closed	Sent to USPS to assist & respond to PRC & customer	10/15/10	
10/15/10	Postal Employee				Personnel			Employee with question on RIF rules	Referred to USPS HR	10/15/10	
10/15/10	Postal Employee				Personnel	Fraud		Whistleblower complaint	Referred to USPS OIG	10/15/10	
10/15/10	Media				R2010-4	Information		Question on Commission's exigent decision	Answered by PAGR	10/15/10	
10/15/10	Postal Employee	Chattanooga	TN		Personnel			Employee with question on survivor benefits	Referred to OPM	10/15/10	
10/15/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/15/10	
10/15/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/15/10	
10/15/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/15/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/15/10	Consumer	Decatur	GA		Service	Delivery	Other	Call to confirm receipt of letter sent to the Commission	Answered by PAGR	10/15/10	
10/15/10	Consumer			Claims	Service	Delivery	Claim	Claim for reimbursement for ring which was misdelivered - further comments	Acknowledged by PAGR and forwarded to USPS CA	10/15/10	
10/15/10	Consumer	Dallas	TX		RFI	Information	PO closing	Request for current list of stations and branches under consideration for closure	Mailed January list to customer	10/19/10	
10/16/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/16/10	
10/16/10	Consumer				Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/18/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/17/10	Postal Employee	Cleveland	OH		Personnel			Comment on postal unions and management	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	10/17/10	
10/17/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/17/10	
10/17/10	Consumer				N2010-1			Question on issuing of Commission decision in Docket	Answered by PAGR	10/18/10	
10/18/10	Consumer	Bunnell	FL		Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/18/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/18/10	Consumer	Bunnell	FL		Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	No contact information provided to respond	10/18/10	
10/18/10	Consumer	Silver Spring	MD		Service	Delivery	Misdelivery	Mail being delivered to neighbor's residence - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	10/18/10	
10/18/10	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	10/18/10	
10/18/10	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	No contact information provided to respond	10/18/10	
10/18/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/18/10	
10/18/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/18/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/18/10	Consumer	DeWitt	AR		Service	Retail	Lobby hours	Retail closing in the middle of the day inconvenient for customers	Sent to USPS to assist & respond to PRC & customer	10/19/10	
10/19/10	Consumer	Chicago	IL		Service	Retail	Lobby hours	Reference to lobby access to Oak Forest post office in Illinois	Sent to USPS to assist & respond to PRC & customer	10/19/10	Returning customer
10/19/10	Consumer	Fairfax	VA		Service	Delivery	Missing mail	Lost package in mail and requesting refund for postage	Sent to USPS to assist & respond to PRC & customer	10/19/10	
10/19/10	Consumer	Washington	DC		Service	Delivery	Mail damage	Envelopes being returned from overseas opened	Sent to USPS to assist & respond to PRC & customer	10/19/10	
10/19/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 748 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/19/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/19/10	Postal Organization	Washington	DC		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/19/10	
10/19/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/19/10	
10/19/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/19/10	
10/19/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/19/10	
10/19/10	Consumer	Anaheim	CA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/19/10	
10/19/10	Consumer	Country Club Hills	IL		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/19/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/19/10	Postal Employee	Sartell	MN		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/19/10	
10/19/10	Consumer	West Babylon	NY		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/19/10	
10/19/10	Consumer	Valley City	OH		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/19/10	
10/19/10	Consumer	Lorain	OH		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/19/10	
10/19/10	Postal Employee	Oxford	NC		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/19/10	
10/19/10	Consumer	Roosevelt	NJ		Service	Delivery	RTS	Mail not properly addressed to P O Box being returned to sender by postmaster - follow-up call	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	10/19/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/19/10	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	No contact information provided to respond	10/19/10	
10/19/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/19/10	
10/19/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/19/10	
10/19/10	Consumer				Service	Delivery	Unsolicited mail	Complaint regarding credit card solicitations	Referred to USPS IS	10/19/10	
10/19/10	Consumer	Brownfield	ME	International surface mail	Service	Retail	Other	International packages not being scanned at post office - customer will speak to local postmaster	No action necessary	10/19/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/19/10	Consumer				Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/19/10	
10/19/10	Consumer	Sonoma	CA		Service	Delivery	Undelivered Mail	Registered mail not being delivered	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	10/20/10	
10/19/10	Consumer	Basking Ridge	NJ		Service	Delivery	Change of address	Problem with change of address system and question on system performance monitoring	Sent to USPS to assist & respond to PRC & customer	10/21/10	
10/20/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 169 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/20/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/20/10	Business Owners				Service	Delivery	Delayed Mail	Business receiving mail too late in the day to deposit enclosed checks before bank closes	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	10/20/10	
10/20/10	Postal Organization	Washington	DC		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/20/10	
10/20/10	Consumer	Cleveland	OH		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/20/10	
10/20/10	Consumer	Greensboro	NC		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/20/10	
10/20/10	Consumer	Gwynedd Valley	PA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/20/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/20/10	Consumer	Leominster	MA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/20/10	
10/20/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/20/10	
10/20/10	Postal Employee	Las Vegas	NV		Personnel			Whistleblower complaint	Referred to USPS OIG	10/20/10	
10/20/10	Consumer				RFI	Information	PO closing	Request for current list of stations and branches under consideration for closure	Provided link to latest list on website	10/20/10	
10/20/10	Consumer				Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/20/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/20/10	Consumer				Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/20/10	
10/20/10	Consumer				Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	No contact information provided to respond	10/20/10	
10/20/10	Consumer				Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	No contact information provided to respond	10/20/10	
10/21/10	Postal Organization	Washington	DC		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/21/10	
10/21/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 236 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/21/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/21/10	Postal Employee	Verona	VA		USPS financial situation	Suggestion		Implement premium delivery service to increase revenue	Answered by Chairman's Office	10/21/10	
10/21/10	Consumer	Van Nuys	CA		USPS financial situation	Suggestion		Views on postage rates and ways that the Postal Service might better control costs	Answered by Chairman's Office	10/21/10	
10/21/10	Consumer	Locust Grove	GA		USPS financial situation	Suggestion		Limit second trips to deliver minimal amount of First-Class mail	Answered by Chairman's Office	10/21/10	
10/21/10	Consumer	Crescent Lake	OR		A2010-4	Delivery	Other	Request for status update on ZIP Code request	Contacted by PAGR with status update	10/21/10	Returning customer
10/21/10	Consumer	Washington	DC		Service	Retail	Other	Customer not given clear information on services and prices of postal products - customer requested callback from USPS CA	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	10/21/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/21/10	Consumer				N2010-1		3 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/21/10	
10/21/10	Consumer	Los Angeles	CA		Service	Retail	Other	Dogs should be allowed in post offices if in an approved crate	Provided PMG/USPS CA contact info.	10/21/10	
10/21/10	Consumer				Service	Delivery	Missing mail	Customer needs to locate mail	Transferred directly to USPS CA	10/21/10	
10/21/10	Consumer	Albany	NY		A2011-1	Retail	PO closing	Albany, NY post office under review to be closed - follow-up questions	Explained role of Public Rep. and appeals process	10/21/10	
10/21/10	Consumer	Bethesda	MD		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/21/10	
10/21/10	Consumer	Ventura	CA		Service	Delivery	Other	CBU being vandalized - customer asked for follow-up	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	10/22/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/22/10	Postal Organization	Philadelphia	PA		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/22/10	
10/22/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 11 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/22/10	
10/22/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/22/10	
10/22/10	Consumer	Crescent Lake	OR		A2010-4	Delivery	Other	Courtesy copy of letter to USPS concerning returned mail-in ballots	Forwarded to USPS CA	10/22/10	
10/22/10	Business Owners	Omaha	NE		R2010-4			Comment on Commission decision in exigent rate case	No action necessary	10/22/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/22/10	Consumer	Whidbey Island	WA		R2010-4			Comment on Commission decision in exigent rate case	No action necessary	10/22/10	
10/22/10	Media				RFI	Other		Request for photo of Chairman to accompany interview in magazine	Provided photo	10/22/10	
10/22/10	Media				R2010-4	Information		Question on Commission's exigent decision and appeal	Answered by PAGR	10/22/10	
10/22/10	Media				R2010-4	Information		Question on Commission's exigent decision and appeal	Answered by PAGR Director	10/22/10	
10/22/10	Consumer				USPS financial situation	Suggestion		Comment on financial situation and revenue generating programs	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	10/22/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/22/10	Consumer				R2010-4			Comment on Commission's exigent decision and appeal	Answered by PAGR	10/22/10	
10/22/10	Consumer	Albany	NY		A2011-1	Retail	PO closing	Albany, NY post office under review to be closed - follow-up	Sent link to Daily Listing to follow progress of Docket on website	10/22/10	
10/22/10	Consumer	Washington	DC		Service	Delivery	Delayed Mail	Mail being delivered late in the day	Sent to USPS to assist & respond to PRC & customer	10/22/10	
10/22/10	Consumer			Claims	Service	Delivery	Claim	Claim for reimbursement for ring which was misdelivered - further comments	No action necessary	10/22/10	
10/22/10	Consumer				R2010-4			Comment on Commission's exigent decision and appeal	No contact information provided to respond	10/22/10	
10/22/10	Consumer				R2010-4	Rates		Comment on Commission decision in exigent rate case	Acknowledged comments	10/22/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/22/10	Postal Organization	Costa Mesa	CA		USPS financial situation			Courtesy copy of letter to the Chairman regarding meeting on 11/4/10 to discuss POST Act of 2010	Filed copy no action necessary	10/22/10	
10/22/10	Consumer			Express Mail	Service	Delivery	Missing mail	Express Mail package missing	Sent to USPS to assist & respond to PRC & customer	10/25/10	
10/22/10	Consumer				USPS financial situation	Suggestion		Comment on financial situation and revenue generating programs	Sent to USPS to assist & respond to PRC & customer	10/26/10	
10/22/10	Consumer	Decatur	GA		Service	Employee behavior		Customer not satisfied with response to complaints which were addressed by USPS management	Acknowledged comments	10/28/10	
10/22/10	Postal Employee	Franklin	WI		Personnel			Whistleblower complaint	Referred to USPS OIG	10/28/10	
10/23/10	Consumer				R2010-4	Rates		Comment on Commission decision in exigent rate case	Acknowledged comments	10/23/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/23/10	Consumer		CO		R2010-4	Rates		Comment on Commission decision in exigent rate case	Acknowledged comments	10/23/10	
10/23/10	Consumer	Carson	CA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/25/10	
10/23/10	Business Owners	Chandler	AZ		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/25/10	
10/23/10	Consumer				USPS financial situation	Suggestion		Comment on mail volumes and revenue	Acknowledged comments	10/27/10	
10/24/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	No contact information provided to respond	10/24/10	
10/24/10	Consumer	Moultrie	GA		RFI	Information	Other	Contractor wishing to do business with the Postal Service	Sent to USPS to assist & respond to PRC & customer	10/25/10	
10/24/10	Consumer				Philatelic	Rates		Question on value of non-denominated stamps	Answered by PAGR	10/25/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/24/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/25/10	
10/24/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/25/10	
10/24/10	Consumer	Bottineau	ND		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/25/10	
10/24/10	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/25/10	
10/24/10	Consumer	Amherst	NY		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/25/10	
10/24/10	Consumer	Crescent Lake	OR		Service	Delivery	Undelivered Mail	Mail-in ballot not delivered	Sent to USPS to assist & respond to PRC & customer	10/25/10	
10/24/10	Consumer	Alpine	NJ		Service	Delivery	Mode of delivery	Customer not receiving residential delivery	Sent to USPS to assist & respond to PRC & customer	10/26/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/24/10	Consumer	Paradise	CA		RFI	Information	Other	Questions on USPS and outsourcing	Answered by PAGR	10/28/10	
10/25/10	Postal Organization	Washington	DC		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/25/10	
10/25/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 187 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/25/10	
10/25/10	Consumer	Erie	PA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/25/10	
10/25/10	Consumer	Corning	AR		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/25/10	
10/25/10	Postal Employee	Webster	TX		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/25/10	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/25/10	Consumer	Edinboro	PA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/25/10	
10/25/10	Postal Employee	Stillwater	OK		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/25/10	
10/25/10	Consumer	Erie	PA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/25/10	
10/25/10	Consumer	Erie	PA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/25/10	
10/25/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/25/10	
10/25/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/25/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/25/10	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/25/10	
10/25/10	Consumer				Other			Question on Federal Register notice posted by OPM	Answered by OGC	10/25/10	
10/25/10	Consumer	Washington	DC		Website	Information		Question receiving updates from the Daily Listing	Answered by PAGR	10/25/10	
10/25/10	Consumer				Rates	Information		Question on sending comments on proposed rate adjustments	Answered by PAGR	10/25/10	
10/25/10	Consumer	Moultrie	GA		RFI	Information	Other	Contractor wishing to do business with the Postal Service - question on his proposal	Answered by PAGR	10/25/10	
10/25/10	Postal Organization	Louisville	OH		PI2010-1	Retail	PO closing	Courtesy copy of letter to Ohio District Manager on emergency suspensions of post offices	No action necessary	10/25/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/25/10	Business Owners				Service	Delivery	Other	Small business owner having problem sending direct mail through local post office asked for complaint rules	Provided link to Commission website with complaint process Guide	10/26/10	
10/25/10	Consumer	Washington	DC		Service	Delivery	Hold mail	Mail being held was not forwarded to customer	Sent to USPS to assist & respond to PRC & customer	10/28/10	
10/25/10	Consumer	Chicago	IL		Service	Delivery	Delayed Mail	Package and letters not meeting service standards for delivery	Sent to USPS to assist & respond to PRC & customer	10/28/10	Returning customer
10/26/10	Consumer			Certified Mail	Service	Delivery	Missing mail	Certified letters not being delivered - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	10/26/10	
10/26/10	Postal Organization	Washington	DC		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/26/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/26/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 372 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/26/10	
10/26/10	Consumer	Fairfax	VA		Service	Delivery	Missing mail	Lost package in mail and requesting refund for postage - update on refund request	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	10/26/10	
10/26/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	No contact information provided to respond	10/26/10	
10/26/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/26/10	
10/26/10	Postal Employee				Personnel			Whistleblower complaint	No contact information provided to respond	10/26/10	
10/26/10	Consumer	Erlanger	KY		Service	Delivery	Missing mail	Customer missing mail and other delivery issues	Sent to USPS to assist & respond to PRC & customer	10/26/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/26/10	Consumer			International surface mail	Service	Delivery	Undelivered Mail	Two International Express Mail packages not delivered in guaranteed time	Sent to USPS to assist & respond to PRC & customer	10/26/10	
10/26/10	Consumer	Decatur	GA		Service	Employee behavior		Customer not satisfied with response to complaints which were addressed by USPS management - further comments	Acknowledged comments	10/26/10	
10/26/10	Consumer	Tonawanda	NY		USPS financial situation	Suggestion		USPS should be able to assess an internet postal fee on business transmissions and financial transactions	Sent to USPS to assist & respond to PRC & customer	10/27/10	
10/27/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 9 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/27/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/27/10	Postal Organization	Philadelphia	PA		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/27/10	
10/27/10	Business Owners	Wilmington	DE		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/27/10	
10/27/10	Consumer	Rusk	TX		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/27/10	
10/27/10	Consumer	Seabrook	TX		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/27/10	
10/27/10	Postal Employee	Laporte	TX		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/27/10	
10/27/10	Postal Employee	Big Bend	TX		R2010-4	Rates		Comment on Commission decision in exigent rate case	Acknowledged comments	10/27/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/27/10	Consumer				RFI	Information	Other	Question on bargaining unit employees	Answered by PAGR	10/27/10	
10/27/10	Postal Employee	Libby	MT		R2010-4	Rates		Comment on Commission decision in exigent rate case	Acknowledged comments	10/27/10	
10/27/10	Consumer	Washington	DC	Certified Mail	Service	Delivery	Undelivered Mail	Dispute whether certified letter was delivered to recipient - customer did not receive return receipt back	Sent to USPS to assist & respond to PRC & customer	10/27/10	
10/27/10	Consumer	Washington	DC		Service	Delivery	Delayed Mail	Mail being delivered late in the day	Sent to USPS to assist & respond to PRC & customer	10/27/10	
10/27/10	Consumer	Portland	OR		USPS financial situation	Suggestion		Comment on mail volumes and revenue	Acknowledged comments	10/27/10	
10/27/10	Consumer				R2010-4			Comment on Commission's exigent decision and appeal	Acknowledged comments	10/27/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/27/10	Consumer				Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	No contact information provided to respond	10/27/10	
10/27/10	Business Owners				Rates	Information		Questions of possibility of rate increase in 2011	Explained CPI cap and rate setting process	10/27/10	
10/27/10	Business Owners	wilmington	DE		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/28/10	
10/27/10	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection box schedules at Bloomington, IN P&DC	Sent to USPS to assist & respond to PRC & customer	10/28/10	Returning customer
10/28/10	Postal Employee	Cobleskill	NY		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/28/10	
10/28/10	Consumer				R2010-4	Rates		Comment on Commission decision in exigent rate case	Acknowledged comments	10/28/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/28/10	Consumer	Washington	DC	Certified Mail	Service	Delivery	Undelivered Mail	Dispute whether certified letter was delivered to recipient - customer did not receive return receipt back - follow-up questions	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	10/28/10	
10/28/10	Consumer	Las Vegas	NV		RFI	Information	Other	Contractor wishing to do business with the Postal Service	Sent to USPS to assist & respond to PRC & customer also provided link on USPS website to submit unsolicited proposals	10/28/10	
10/28/10	Consumer	Lancaster	CA		Service	Delivery	Claim	Customer filing claim over missing contents of package	Sent to USPS to assist & respond to PRC & customer	10/28/10	
10/28/10	Postal Employee				RFI	Delivery		Employee question on delayed mail	Sent to USPS to assist & respond to employee inquiry	10/28/10	
10/28/10	Consumer				Other			Inquiry for USPS	Sent to USPS to assist & respond to PRC & customer	10/28/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/28/10	Postal Employee	Libby	MT		R2010-4	Rates		Comment on Commission decision in exigent rate case - further comments and question	Answered by PAGR	10/28/10	
10/28/10	Consumer	Paradise	CA		RFI	Information	Other	Questions on USPS and outsourcing - further comments and questions	Answered by PAGR	10/28/10	
10/28/10	Consumer	Haymarket	VA		Service	Delivery	Misdelivery	Mail being delivered to other addresses - problem ongoing	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	10/28/10	
10/28/10	Postal Employee	Yukon	OK		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/28/10	
10/28/10	Consumer				Other			Violations in screening of temporary employees	Referred to USPS OIG	10/28/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/28/10	Consumer	Pennsville	NJ		Other			Courtesy copy of letter to USPS concerning business proposal to generate revenue	No action necessary	10/29/10	
10/28/10	Consumer				USPS financial situation	Suggestion		Make USPS part of DOD	Acknowledged comments	10/29/10	
10/28/10	Consumer	West Carrollton	OH		Service	Retail	Rudeness	Carrier and postmaster not responsive to customer delivery issues	Sent to USPS to assist & respond to PRC & customer	11/5/10	
10/29/10	Postal Organization	Washington	DC		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/29/10	
10/29/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 553 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	10/29/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/29/10	Consumer	Wilton	CT		Service	Retail	Other	Courtesy copy of letter to USPS concerning clocks in post office lobbies	No action necessary	10/29/10	
10/29/10	Media				N2010-1	Information		Question on N2010-1 proceedings	Answered by PAGR	10/29/10	
10/29/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/29/10	
10/29/10	Consumer	Tampa	FL		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/29/10	
10/29/10	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/29/10	
10/29/10	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/29/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/29/10	Business Owners				Service	Delivery	Other	Small business owner having problem sending direct mail through local post office asked for complaint rules - follow-up comments	Provided link to Commission website with complaint process Guide	11/2/10	
10/30/10	Consumer				Service	Delivery	Other	Forwarded links to articles on Postal Service	No action necessary	10/30/10	Returning customer
10/30/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/30/10	
10/31/10	Postal Employee	Waterville	ME		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/31/10	
10/31/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/31/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

10/31/10	Postal Employee	Rochester	NH		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/31/10	
10/31/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/31/10	
10/31/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	10/31/10	
10/31/10	Consumer	Mountain Hope	AR		R2010-4	Rates		Comment on Commission decision in exigent rate case	Acknowledged comments	10/31/10	
11/1/10	Postal Organization	Washington	DC		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	11/1/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/1/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 141 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	11/1/10	
11/1/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 4 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	11/1/10	
11/1/10	Postal Organization	Philadelphia	PA		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	11/1/10	
11/1/10	Consumer	Lakewood	WA		R2010-4	Rates		Comment on Commission decision in exigent rate case	Acknowledged comments	11/1/10	
11/1/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	No contact information provided to respond	11/1/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/1/10	Consumer				N2010-1		3 Days	Comment on USPS proposal to eliminate Saturday delivery	No contact information provided to respond	11/1/10	
11/1/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/1/10	
11/1/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/1/10	
11/1/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/1/10	
11/1/10	Consumer	Tukwilla	WA		Service	Retail	Other	Difficulties in presenting mail at local post office that is addressed to APOs	Sent to USPS to assist & respond to PRC & customer	11/2/10	
11/1/10	Consumer	Chicago	IL		Service	Retail	Lobby hours	Lobby access issues to post office boxes in Dixon and Sterling, IL post offices	Sent to USPS to assist & respond to PRC & customer	11/3/10	Returning customer

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/1/10	Consumer	Chicago	IL		Service	Delivery	Delayed Mail	Wrong barcodes and delayed mail from Dike, IA to Chicago, IL	Sent to USPS to assist & respond to PRC & customer	11/3/10	Returning customer
11/1/10	Consumer	Camarillo	CA	International surface mail	Service	Delivery	Delayed Mail	Delays in international mail service	Sent to USPS to assist & respond to PRC & customer	11/3/10	
11/1/10	Consumer	Valley Lee	MD		Service	Delivery	Delayed Mail	Delivery service performance not as expected	Sent to USPS to assist & respond to PRC & customer	11/3/10	
11/1/10	Consumer	Dunedin	FL		RFI	Information	Other	Contractor wishing to do business with the Postal Service - follow-up comments	Previously sent to USPS CA for response	11/3/10	
11/1/10	Consumer	Day	FL		Service	Retail	PO closing	Day, FL post office under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	11/9/10	
11/2/10	Postal Employee	Dallas	TX		Other			Allegations of waste at mail processing plant	Customer will send letter to forward to USPS OIG	11/2/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/2/10	Consumer	Las Vegas	NV		RFI	Information	Other	Contractor wishing to do business with the Postal Service - follow-up comments	Sent to USPS to assist & respond to PRC & customer also provided link on USPS website to submit unsolicited proposals - relayed to USPS CA	11/2/10	
11/2/10	Consumer			International surface mail	Service	Delivery	Missing mail	Package sent to Europe missing not scanned	Sent to USPS to assist & respond to PRC & customer	11/2/10	
11/2/10	Consumer	Washington	DC		Service	Delivery	Delayed Mail	Mail being delivered late in the day	Sent to USPS to assist & respond to PRC & customer	11/2/10	
11/2/10	Business Owners	Stuart	FL		Service	Delivery	Undelivered Mail	Mail not being delivered to business due to name change	Sent to USPS to assist & respond to PRC & customer	11/2/10	
11/2/10	Consumer	Chicago	IL		Other			Remarks on service issues that were mailed to PAGR	Acknowledged comments	11/2/10	Returning customer

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/2/10	Postal Organization	Washington	DC		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	11/2/10	
11/2/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 15 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	11/2/10	
11/2/10	Postal Employee	Winston Salem	NC		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/2/10	
11/2/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/2/10	
11/2/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/2/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/2/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/2/10	
11/2/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/2/10	
11/2/10	Consumer				Service	Delivery	Other	Forwarded links to articles on Postal Service	No action necessary	11/2/10	Returning customer
11/2/10	Federal, State & local govt	Burlington	VT		Service	Delivery	PO closing	Questions on post office closing procedures	Answered by PAGR Director	11/2/10	
11/2/10	Consumer				Service	Delivery	Mail theft	Contents of package missing when opened by customer	Sent to USPS to assist & respond to PRC & customer	11/3/10	
11/2/10	Postal Employee	Lake Charles	LA		Personnel			Consolidation of post offices in Lake Charles and Lafayette	Responded to customer	11/3/10	
11/2/10	Postal Employee	Winston Salem	NC		USPS financial situation	Suggestion		Suggestions to generate revenue	Thanked for suggestions	11/3/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/2/10	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection schedules at Gary, IN Merrillville station - follow-up to previous correspondence	Sent to USPS to assist & respond to PRC & customer	11/3/10	Returning customer
11/2/10	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection schedules at Macomb, IL - follow-up to previous correspondence	Sent to USPS to assist & respond to PRC & customer	11/3/10	Returning customer
11/2/10	Consumer	Arizona City	AZ		Service	Delivery	Missing mail	Customer not receiving mail and other delivery issues - ongoing problem	Sent to USPS to assist & respond to PRC & customer	11/3/10	
11/3/10	Consumer	Chicago	IL		Other			Remarks on service issues that were mailed to PAGR	Acknowledged comments	10/3/10	Returning customer

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/3/10	Consumer	Day	FL		Service	Retail	PO closing	Day, FL post office under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	11/3/10	
11/3/10	Consumer	Portland	ME		Service	Delivery	Undelivered Mail	Mail not delivered to customer since 10/20/10	Sent to USPS to assist & respond to PRC & customer	11/3/10	
11/3/10	Consumer	Arizona City	AZ		Service	Delivery	Delayed Mail	Mail arriving late also mail is missing at times	Sent to USPS to assist & respond to PRC & customer	11/3/10	
11/3/10	Consumer				RFI	Information	Other	Question on expiration date for money orders	Transferred directly to USPS CA	11/3/10	
11/3/10	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/3/10	
11/3/10	Postal Employee	Altus	OK		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/3/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/3/10	Business Owners				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/3/10	
11/3/10	Postal Employee	Chicopee	MA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/3/10	
11/3/10	Consumer	Chicago	IL		RFI	Information		Question on writing to the Chairman	Answered by PAGR	11/3/10	Returning customer
11/3/10	Mailer	Porterfield	WI	Delivery confirmation	Service	Delivery	Other	Small business owner having problem with packages being scanned for delivery confirmation	Sent to USPS to assist & respond to PRC & customer	11/4/10	
11/3/10	Consumer	Day	FL		Service	Retail	PO closing	Day, FL post office under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	11/9/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/3/10	Consumer	Day	FL		Service	Retail	PO closing	Day, FL post office under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	11/9/10	
11/3/10	Consumer	Tonwanda	NY		RFI	Information	Other	Contractor wishing to do business with the Postal Service	Sent to USPS to assist & respond to PRC & customer	11/9/10	
11/4/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/4/10	
11/4/10	Consumer	Gold Canyon	AZ		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/4/10	
11/4/10	Business Owners	Huntington Beach	CA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/4/10	
11/4/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/4/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/4/10	Postal Employee	Hollywood	FL		Personnel			Mandatory overtime required of all employees	Employee issue referred to USPS CA	11/4/10	
11/4/10	Consumer	Haymarket	VA		Service	Delivery	Misdelivery	Mail being delivered to other addresses - problem ongoing	No action necessary	11/4/10	
11/4/10	Consumer				Service	Delivery	Delayed Mail	Disability check not being received by the 3rd day of each month	Sent to USPS to assist & respond to PRC & customer	11/4/10	
11/4/10	Consumer				RFI	Information		Contact information for USPS	Answered by PAGR	11/4/10	
11/4/10	Consumer				RFI	Rates		Rate information for large envelopes	Referred to USPS help line	11/4/10	
11/4/10	Consumer	Decatur	GA		Service	Employee behavior		Customer not satisfied with response to complaints which were addressed by USPS management - further comments	Acknowledged comments	11/4/10	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/4/10	Consumer	Danbridge	PA		Service	Delivery	RTS	Mail addressed to residence being returned to sender if p o box is not used instead	Sent to USPS to assist & respond to PRC & customer	11/8/10	
11/5/10	Consumer	Albany	NY		A2011-1	Retail	PO closing	Albany, NY post office under review to be closed	Explained role of Public Rep. and appeals process	11/5/10	
11/5/10	Consumer	Albany	NY		A2011-1	Retail	PO closing	Albany, NY post office under review to be closed	Explained role of Public Rep. and appeals process	11/5/10	
11/5/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 150 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	11/5/10	
11/5/10	Postal Organization	Washington	DC		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	11/5/10	
11/5/10	Consumer				Service	Delivery	Missing mail	Package sent to Florida missing possibly stolen	Sent to USPS to assist & respond to PRC & customer	11/5/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/5/10	Consumer	Byron	GA		Other				Post office giving out personal business information to customer's client	Referred to USPS CA	11/5/10	
11/5/10	Postal Employee				N2010-1		5 Days		Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/5/10	
11/5/10	Consumer				N2010-1		6 Days		Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/5/10	
11/5/10	Mailer				Service	Delivery	Claim		Attempting to recover cost of damaged item by filing claim form with Postal Service - claim paid	No response necessary	11/5/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/5/10	Consumer	Rector	PA		PI2010-1	Retail	PO closing	Courtesy copy of reply letter from USPS Operations Manager to customer regarding emergency suspension of Rector, PA post office	No action necessary	11/5/10	
11/5/10	Consumer	Miami	FL		Service	Retail	Rudeness	Clerk rude to customers	Waiting for email from customer to send to USPS CA	11/5/10	
11/5/10	Consumer	Los Angeles	CA		Service	Delivery	Other	Boxes at complex being vandalized	Attempted to contact customer by phone	11/8/10	
11/5/10	Consumer				Service	Delivery	RTS	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC & customer	11/8/10	
11/5/10	Consumer	Day	FL		Service	Retail	PO closing	Day, FL post office under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	11/22/10	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/5/10	Consumer	Day	FL		Service	Retail	PO closing	Day, FL post office under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	11/22/10	
11/5/10	Consumer	Day	FL		Service	Retail	PO closing	Day, FL post office under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	11/22/10	
11/6/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/8/10	
11/6/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/8/10	
11/6/10	Consumer				USPS financial situation	Suggestion		Check on employees work hours	No contact information provided to respond	11/8/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/6/10	Consumer	Sioux Falls	SD		R2010-4	Rates		Comment on Commission decision in exigent rate case	Acknowledged comments	11/8/10	
11/6/10	Consumer	Midlothian	VA	Periodicals	Service	Delivery	Delayed Mail	Magazines consistently arriving 2-3 weeks late	Sent to USPS to assist & respond to PRC & customer	11/8/10	
11/7/10	Postal Employee	White Oak	TX		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/8/10	
11/7/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/8/10	
11/7/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/8/10	
11/7/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/8/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/8/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 153 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	11/8/10	
11/8/10	Postal Organization	Washington	DC		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	11/8/10	
11/8/10	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	11/8/10	
11/8/10	Consumer	Plymouth	MI		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/8/10	
11/8/10	Consumer			International surface mail	Service	Delivery	Delayed Mail	Package delivered later than expected	No action necessary	11/8/10	
11/8/10	Postal Employee				Personnel			Employee with question on survivor benefits	Referred to OPM	11/8/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/8/10	Postal Employee	Houston	TX		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/9/10	
11/8/10	Consumer	Lansing	MI		Service	Delivery	Claim	Claims filed against the Postal Service	Sent to USPS to assist & respond to PRC & customer	11/9/10	
11/8/10	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection box schedules in Central Illinois District	Sent to USPS to assist & respond to PRC & customer	11/9/10	Returning customer
11/8/10	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection box schedules in Greater Indiana District	Sent to USPS to assist & respond to PRC & customer	11/9/10	Returning customer
11/8/10	Consumer	Otisville	NY		Service	Delivery	Prison mail	Issues with prison mail administration	Wrote letter regarding prison administration policy	11/9/10	
11/8/10	Federal, State & local govt			Priority Mail	CP2011-26	Suggestion		Letter on behalf of constituent who recommends different sizes for flat rate boxes	Previously answered customer on 6/15/10 put copy of comments in commenter file	11/10/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/8/10	Consumer	Auburn	NY		Service	Delivery	Prison mail	Issues with prison mail administration	Wrote letter regarding prison administration policy	11/23/10	
11/9/10	Consumer	Reseda	CA		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery - eliminate Monday instead	Acknowledged comments and placed copy in commenter file	11/8/10	
11/9/10	Consumer	Homosassa	FL		Service	Retail	PO closing	Homosassa post office consolidating with Homosassa Springs post office	Provided info & sent to USPS to assist & respond to PRC & customer	11/9/10	
11/9/10	Consumer	Albany	NY		A2011-1	Retail	PO closing	Albany, NY post office under review to be closed - question on waiver	Referred to Public Rep.	11/9/10	
11/9/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 82 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	11/9/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/9/10	Postal Organization	Washington	DC		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	11/9/10	
11/9/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/9/10	
11/9/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/9/10	
11/9/10	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/9/10	
11/9/10	Federal, State & local govt	Washington	DC		RFI	Information	Other	Contact information for the Chairman	Answered by PAGR	11/9/10	
11/9/10	Consumer	Washington	DC		Service	Delivery	Misdelivery	Customer receiving mail addressed to other businesses in office building	Sent to USPS to assist & respond to PRC & customer	11/9/10	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/9/10	Consumer	Los Angeles	CA		Service	Delivery	Other	Boxes at complex being vandalized	Sent to USPS to assist & respond to PRC & customer	11/9/10	
11/9/10	Consumer	Cressona	PA		Service	Delivery	RTS	Mail being returned after customer moved to new address	Sent to USPS to assist & respond to PRC & customer	11/9/10	
11/9/10	Consumer		MD		Service	Employee behavior		Allegations of misconduct at post office	No action necessary being handled by USPS OIG	11/9/10	
11/9/10	Consumer	Chicago	IL		Other			Customer wanted service issue that was mailed 10/30/10 returned without action	Item returned	11/9/10	Returning customer
11/9/10	Consumer				R2011-1	RFI		Questions on filing process and procedures	Answered by PAGR and provided contact info for Public Representative	11/9/10	
11/9/10	Consumer				Service	Retail	PO closing	Day, FL post office under review to be closed - request by PAGR for status report	Office under study no final decision	11/9/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/9/10	Consumer	Graves Mill	VA		Service	Retail	PO closing	Request to appeal closing of suspended Graves Mill, VA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	11/10/10	
11/9/10	Consumer	Day	FL		Service	Retail	PO closing	Day, FL post office under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	11/22/10	
11/9/10	Consumer	Day	FL		Service	Retail	PO closing	Day, FL post office under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	11/22/10	
11/9/10	Consumer	Day	FL		Service	Retail	PO closing	Day, FL post office under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	11/22/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/9/10	Consumer	Day	FL		Service	Retail	PO closing	Day, FL post office under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	11/22/10	
11/10/10	Consumer	Eugene	OR		Service	Retail	PO closing	Request to appeal closing of University of Oregon post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	11/10/10	
11/10/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/10/10	
11/10/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/10/10	
11/10/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/10/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/10/10	Media				R2010-4	Information		Question on Commission's exigent decision and appeal	Answered by PAGR	11/10/10	
11/10/10	Consumer	New York	NY		Service	Delivery	RTS	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC & customer	11/10/10	
11/10/10	Consumer	Chino	CA		Service	Delivery	Misdelivery	Mail being misdelivered also carrier rude to customer	Sent to USPS to assist & respond to PRC & customer	11/10/10	
11/10/10	Postal Employee	Keller	TX		Personnel	Employee behavior		Allegation of sexual harassment cover-up - resubmitted complaint	Referred to USPS OIG again	11/10/10	
11/10/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/10/10	
11/10/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/10/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/10/10	Consumer	Graves Mill	VA		Service	Retail	PO closing	Request to appeal closing of suspended Graves Mill, VA post office - questions on filing appeal	Answered by PAGR and OGC	11/10/10	
11/10/10	Consumer	Elk River	MN		Service	Delivery	Unsolicited mail	Customer received unwanted mail	Sent to USPS to assist & respond to PRC & customer	11/12/10	
11/10/10	Consumer	Mayo	FL		Service	Retail	PO closing	Day, FL post office under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	11/22/10	
11/10/10	Consumer	Mayo	FL		Service	Retail	PO closing	Day, FL post office under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	11/22/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/10/10	Consumer	Mayo	FL		Service	Retail	PO closing	Day, FL post office under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	11/22/10	
11/11/10	Consumer		MO		Service	Delivery	Mail damage	Customer receiving mail that has been opened - further comments	No action necessary being handled by USPS CA	11/11/10	
		St Louis									
11/11/10	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/12/10	
11/11/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/12/10	
11/11/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/12/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/11/10	Postal Employee	Long Beach	CA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/12/10	
11/11/10	Media				MT2011-1	RFI		Questions on docket Alternate Postage Payment Method for Greeting Cards	Answered by PAGR and Public Representative	11/12/10	
11/11/10	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	11/12/10	
11/11/10	Consumer				USPS financial situation	Suggestion		Postal executives should pay for their medical insurance	No contact information provided to respond	11/12/10	
11/11/10	Federal, State & local govt	Washington	DC		Service	Delivery		Questions from Congress regarding missing postmarks from absentee ballots	Referred to USPS Government Relations	11/12/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/12/10	Consumer	Port Carbon	PA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/12/10	
11/12/10	Consumer	Minneapolis	MN		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/12/10	
11/12/10	Consumer		MD		Service	Other		Question on Santa mail and a private charitable organization collecting this mail	Sent to USPS to assist & respond to PRC & customer	11/12/10	
11/12/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/12/10	
11/12/10	Consumer				Personnel			Video of postal worker being accosted by customer	Sent to USPS to assist & respond to PRC & customer and to USPS OIG	11/12/10	
11/12/10	Consumer				Personnel			Video of postal worker being accosted by customer	Sent to USPS to assist & respond to PRC & customer and to USPS OIG	11/12/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/12/10	Business Owners				MT2011-1	RFI		Questions on docket Alternate Postage Payment Method for Greeting Cards	Sent to USPS to assist & respond to PRC & customer	11/12/10	
11/12/10	Consumer	Lotus	CA		Service	Delivery	PO Box	Question on post office box fees and redrawn boundaries of postal jurisdiction	Sent to USPS to assist & respond to PRC & customer	11/12/10	
11/12/10	Consumer	Danbridge	PA		Service	Delivery	RTS	Mail addressed to residence being returned to sender if p o box is not used instead - additional comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	11/12/10	
11/12/10	Postal Employee				Philatelic	Other	Stamps	Suggestion for commemorative stamp	Answered by PAGR	11/15/10	
11/12/10	Postal Employee	Bonner Springs	KS		RFI	Information	Other	Question on USPS selling internet services	Answered by PAGR and OAC	11/17/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/12/10	Consumer	Day	FL		Service	Retail	PO closing	Day, FL post office under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	11/22/10	
11/12/10	Consumer	Day	FL		Service	Retail	PO closing	Day, FL post office under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	11/22/10	
11/12/10	Postal Employee	Bonner Springs	KS		RFI	Information	Other	Question on USPS selling computers to its employees	Answered by PAGR and OGC	11/22/10	
11/13/10	Consumer	New York	NY		Service	Delivery	RTS	Mail not being forwarded to new address - faxes of mail received that day	Sent to USPS to assist & respond to PRC & customer	11/13/10	
11/13/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/15/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/13/10	Consumer	Branch	NY		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/15/10	
11/13/10	Consumer				Service	Delivery	Misdelivery	Customer's mail may be going to husband's new address	Asked for contact information to refer to USPS CA	11/15/10	
11/13/10	Consumer				USPS financial situation	Suggestion		Cap managers salaries	Acknowledged comments	11/15/10	
11/13/10	Consumer	Del Valle	TX		Service	Delivery	Undelivered Mail	Mail not being delivered due to mailbox lock being jammed	Sent to USPS to assist & respond to PRC & customer	11/15/10	
11/13/10	Consumer	Mayo	FL		Service	Retail	PO closing	Day, FL post office under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	11/22/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/13/10	Consumer	Mayo	FL		Service	Retail	PO closing	Day, FL post office under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	11/22/10	
11/13/10	Consumer	Mayo	FL		Service	Retail	PO closing	Day, FL post office under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	11/22/10	
11/13/10	Consumer	Mayo	FL		Service	Retail	PO closing	Day, FL post office under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	11/22/10	
11/13/10	Consumer	Mayo	FL		Service	Retail	PO closing	Day, FL post office under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	11/22/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/13/10	Consumer	Mayo	FL		Service	Retail	PO closing	Day, FL post office under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	11/22/10	
11/14/10	Consumer	Eugene	OR		Service	Retail	PO closing	Request to appeal closing of University of Oregon post office - further questions on process	Answered by PAGR	11/15/10	
11/14/10	Postal Employee	Lakota	IA		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/15/10	
11/14/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/15/10	
11/14/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/15/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/14/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/15/10	
11/14/10	Consumer	Wellington	OH		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/15/10	
11/14/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/15/10	
11/14/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/15/10	
11/15/10	Postal Employee		TX		Service	Retail	PO closing	Request for list of post offices that are under consideration for closing in Texas	Sent to USPS to assist & respond to PRC & customer	11/15/10	
11/15/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 11 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	11/15/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/15/10	Postal Organization	Washington	DC		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	11/15/10	
11/15/10	Postal Employee	Livonia	MI		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/15/10	
11/15/10	Federal, State & local govt				USPS financial situation			Letter on behalf of constituent who is concerned about USPS financial situation and request for exigent rate increase	Answered by PAGR Director	11/17/10	
11/15/10	Consumer				N2010-1	Information		Question on timeline for issuing Commission Decision	Answered by PAGR	11/17/10	
11/15/10	Consumer	Oakland	CA	International surface mail	Service	Delivery	Claim	Claim for contents missing from package sent international surface mail	Sent to USPS to assist & respond to PRC & customer	11/17/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/15/10	Consumer	Horace	ND		USPS financial situation	Suggestion		Switch to CBU's	Thanked for suggestions	11/18/10	
11/15/10	Consumer	Bel Air	MD		USPS financial situation	Suggestion		Suggestion to improve management performance	Thanked for suggestions	11/18/10	
11/15/10	Consumer	San Francisco	CA		Service	Retail	Coll box	Service inquiry on collection schedules in Kensington, MD	Sent to USPS to assist & respond to PRC & customer	11/23/10	Returning customer
11/15/10	Consumer	Dearborn Heights	MI		USPS financial situation	Suggestion		Suggestion to change retirement age and length of service	Thanked for suggestions	11/23/10	
11/15/10	Mailer	Essex	CT		Rates			Question on planned adjustments to flat mail flexible requirements	Answered by PAGR and OAC	11/30/10	
11/15/10	Consumer	Mount Shasta	CA		Other			Complaint on international banking exchange	Replied that issue is not within Commission jurisdiction	12/7/10	
11/16/10	Consumer	Long Lake	SD		PI2010-1	Retail	PO closing	Courtesy copy of letter to District Manager of Postal Operations	No action necessary	11/16/10	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/16/10	Consumer	Graves Mill	VA		Service	Retail	PO closing	Request to appeal closing of suspended Graves Mill, VA post office - further comments	Waiting for appeal to be sent by petitioner	11/16/10	
11/16/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/16/10	
11/16/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/16/10	
11/16/10	Consumer				Service			Emailing letter with service issue	No action necessary at this time	11/16/10	
11/16/10	Consumer		VA		Service			Customer with service issue	Handled by USPS CA	11/16/10	
11/16/10	Consumer	Arlington	VA		USPS financial situation	Suggestion		Pay more for stamps	Thanked for suggestions	11/16/10	
11/16/10	Consumer	Albany	NY		A2011-1	Retail	PO closing	Albany, NY post office under review to be closed - comments	Acknowledged comments and placed copy in commenter file	11/17/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/16/10	Federal, State & local govt	Syracuse	NY		Service	Retail	PO closing	Question on behalf of constituent on status of North Syracuse Finance Station	Answered by PAGR Director	11/17/10	
11/16/10	Consumer				Service	Delivery	Misdelivery	Customer's mail may be going to husband's new address - customer provided complete contact information to refer to USPS CA	Sent to USPS to assist & respond to PRC & customer	11/17/10	
11/16/10	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	11/17/10	
11/16/10	Consumer	Crescent Lake	OR		Service	Retail	Other	Forwarded copy of Cascade News	Thanked for update	11/17/10	
11/16/10	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection box schedules at post office in Parkersburg, WV	Sent to USPS to assist & respond to PRC & customer	11/23/10	Returning customer

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/16/10	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection box schedules at post office in Aurora, IL	Sent to USPS to assist & respond to PRC & customer	11/23/10	Returning customer
11/16/10	Consumer	Chicago	IL		Service	Retail	Lobby hours	Reference to lobby access to post offices in four towns in the Northern Illinois District	Sent to USPS to assist & respond to PRC & customer	11/23/10	Returning customer
11/16/10	Consumer	Baldwinsville	NY		USPS financial situation	Suggestion		Suggestion to close smallest post offices to save revenue	Thanked for suggestions	11/23/10	
11/16/10	Consumer	Flushing	OH		PI2010-1	Retail	PO closing	Courtesy copy of letter to PMG regarding emergency suspension of Flushing, OH post office	Acknowledged letter	11/24/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/16/10	Consumer	Detroit	MI		Service	Retail	PO closing	Courtesy copy of letter to Senator regarding possible closing of Penobscot Finance Station in Detroit, MI	Acknowledged letter	11/24/10	
11/16/10	Consumer	Chicago	IL		Other			Customer sent copy of PMCC's Directory of Post Offices	Thanked for copy of Directory	12/7/10	Returning customer
11/17/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/17/10	
11/17/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/17/10	
11/17/10	Postal Employee				Personnel			Comment on USPS hiring and personnel practices	No contact information provided to respond	11/17/10	
11/17/10	Postal Employee				Personnel			Comment on USPS hiring and personnel practices	No contact information provided to respond	11/17/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/17/10	Consumer	Erie	PA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/17/10	
11/17/10	Consumer	Cressona	PA		Service	Delivery	RTS	Mail being returned after customer moved to new address - further issues	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	11/17/10	
11/17/10	Consumer	New York	NY		Service	Delivery	RTS	Mail not being forwarded to new address - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	11/17/10	
11/17/10	Consumer				Service	Delivery	RTS	Mail not being forwarded to new address - further issues	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	11/17/10	
11/17/10	Consumer	Vernon	CA	Priority Mail	Service	Delivery	Missing mail	Priority Mail not delivered to NY destination	Sent to USPS to assist & respond to PRC & customer	11/17/10	
11/17/10	Consumer	Nashville	TN	International surface mail	Service	Delivery	Missing mail	Package sent overseas missing and not traceable	Sent to USPS to assist & respond to PRC & customer	11/17/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/17/10	Consumer	Crescent Lake	OR		A2010-4	Delivery	Other	Request for status update on ZIP Code request	Contacted by PAGR with status update	11/17/10	
11/17/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/17/10	
11/17/10	Federal, State & local govt	Nashville	TN		A2011-2	Retail	PO closing	Comment on Lancaster, TN post office closing	Acknowledged comments and placed copy in commenter file	11/18/10	
11/18/10	Consumer	Madison	WI		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/18/10	
11/18/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/18/10	
11/18/10	Consumer				USPS financial situation	Suggestion		Eliminate bonuses and high salaries for management	No contact information provided to respond	11/18/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/18/10	Consumer	Haymarket	VA		Service	Delivery	Misdelivery	Mail being delivered to other addresses - courtesy copy of email sent to Senator	No action necessary	11/18/10	
11/18/10	Consumer	Haymarket	VA		Service	Delivery	Misdelivery	Mail being delivered to other addresses - left additional comments	No action necessary at this time	11/18/10	
11/18/10	Consumer				MT2011-1	RFI		Questions on how to file comments and participate in docket	Answered by PAGR and provided contact info for Public Representative	11/22/10	
11/19/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 119 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	11/19/10	
11/19/10	Postal Organization	Washington	DC		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	11/19/10	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/19/10	Consumer	Erie	PA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/19/10	
11/19/10	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/19/10	
11/19/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/19/10	
11/19/10	Consumer	Ft Lauderdale	FL		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/19/10	
11/19/10	Consumer	Passaic	NJ		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/19/10	
11/19/10	Postal Employee				Service	Delivery	Delayed Mail	Management unconcerned about timely delivery of mail	No contact information provided to respond	11/19/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/19/10	Consumer				Service	Delivery	Other	Question on addressee waiving signature for delivery	No contact information provided to respond	11/19/10	
11/19/10	Consumer	Ogdensburg	NY		Service	Fraud		Alleged fraud through the mail - copy of email sent to USPS CA	No action necessary	11/19/10	Returning customer
11/19/10	Consumer				CP2011-26			Comment on competitive products price changes rates of general applicability	Acknowledged comments and placed copy in commenter file	11/22/10	
11/19/10	Consumer				Rates			Question on possible future rate increase	Answered by PAGR	11/22/10	
11/19/10	Consumer				Service	Delivery	Misdelivery	Customer's mail may be going to husband's new address - customer provided complete contact information to refer to USPS CA customer lives in UK	Sent to USPS to assist & respond to PRC & customer - service issue not within jurisdiction of USPS	11/22/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/19/10	Consumer	Hartford	CT		Service	Delivery	Mail damage	Mail being damaged by carrier when placed in mail box - recurring issue	Sent to USPS to assist & respond to PRC & customer	11/23/10	
11/19/10	Consumer	Passaic	NJ		CP2011-26			Comment on competitive products price changes rates of general applicability	Acknowledged comments and placed copy in commenter file	11/22/10	
11/21/10	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/22/10	
11/21/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/22/10	
11/21/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/22/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/21/10	Mailer	Grand Island	NY	Priority Mail	Rates			Comment on Priority Mail flat rate doubling - requested contact information	Answered by PAGR	11/22/10	
11/21/10	Consumer	Arizona City	AZ		Service	Delivery		Courtesy copy of email from customer requesting contact information to resolve delivery issue in community	No action necessary	11/22/10	
11/21/10	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	11/22/10	
11/21/10	Consumer	Crescent Lake	OR		A2010-4	Delivery	Other	Courtesy copy of letter from USPS DM denying request for unique Zip Code	Thanked for comments	11/23/10	
11/22/10	Consumer				Service	Delivery	Missing mail	Online order missing	Transferred directly to USPS CA	11/22/10	
11/22/10	Consumer				Service	Delivery	Other	Mailbox lock key missing	Transferred directly to USPS CA	11/22/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/22/10	Consumer				Other			Erroneously received e-mail intended for another website - further comments	Answered by PAGR	11/23/10	
11/22/10	Consumer	Homosassa	FL		Service	Retail	PO closing	Request to appeal possible consolidation of Homosassa post office with Homosassa Springs post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	11/29/10	
11/22/10	Consumer	Decatur	GA		Service	Employee behavior		Customer not satisfied with response to complaints which were addressed by USPS management - further comments	Referred to USPS OIG	11/24/10	
11/23/10	Consumer	Haines Falls	NY		RFI	Information	Other	Question on placement of cell towers on postal property	Sent to USPS to assist & respond to PRC & customer	11/23/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/23/10	Consumer				Service	Delivery	Undelivered Mail	Mail not being delivered including certified letter	Sent to USPS to assist & respond to PRC & customer	11/23/10	
11/23/10	Consumer				Service	Delivery	RTS	Mail being returned due to lack of curbside mailbox	Sent to USPS to assist & respond to PRC & customer	11/23/10	
11/23/10	Consumer	Mendota	VA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/23/10	
11/23/10	Consumer	Alden	NY		Rates	Information		Request for international rate schedule	Sent schedules	11/23/10	
11/23/10	Postal Employee	Axson	GA		RFI	Information	PO closing	Question on decision on post office closings	Answered by PAGR	11/23/10	
11/23/10	Consumer	Arlington	VA		Service	Delivery	Missing mail	Mail missing, returned to sender and other delivery issues	Sent to USPS to assist & respond to PRC & customer	11/29/10	
11/24/10	Media				R2010-4	Information		Question on appeal of exigency rate decision	Answered by PAGR Director	11/24/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/24/10	Consumer	Ponca	NE		Service	Suggestion		Suggestion to improve tracking updates on packages	Sent to USPS to assist & respond to PRC & customer	11/24/10	
11/24/10	Consumer	Lakeland	FL		Service	Retail	Lobby hours	Question on post office closing on day after holiday	Answered by PAGR	11/24/10	
11/24/10	Consumer	Canyon Country	CA		Service	Delivery	Undelivered Mail	Mail not being delivered due to dangerous dog issue	Sent to USPS to assist & respond to PRC & customer	11/24/10	
11/24/10	Business Owners	Wilmington	MA		Service	Employee behavior	Rudeness	Postmaster rude to customer	Sent to USPS to assist & respond to PRC & customer	11/29/10	
11/24/10	Mailer	Grand Island	NY	Priority Mail	Rates			Comment on Priority Mail flat rate doubling - customer not contacted yet	No action necessary at this time	11/24/10	
11/25/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/25/10	
11/25/10	Consumer	Albany	NY		A2011-1	Retail	PO closing	Albany, NY post office under review to be closed	Explained role of Public Rep. and appeals process	11/29/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/26/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/26/10	
11/26/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/26/10	
11/26/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/26/10	
11/26/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/26/10	
11/26/10	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	11/29/10	
11/27/10	Consumer	Hyde Park	NY		N2010-1		3 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/27/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/27/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/29/10	
11/27/10	Business Owners				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/29/10	
11/27/10	Postal Employee	Sacramento	CA		Other			Unknown service issue	No action necessary at this time	11/27/10	
11/28/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/29/10	
11/28/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/29/10	
11/28/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/29/10	
11/28/10	Consumer	Albany	NY		A2011-1	Retail	PO closing	Albany, NY post office under review to be closed	Explained role of Public Rep. and appeals process	11/29/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/28/10	Consumer	New York	NY		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/29/10	
11/29/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/29/10	
11/29/10	Postal Employee	Elyria	OH		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/29/10	
11/29/10	Consumer	Camarillo	CA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/29/10	
11/29/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 2 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	11/29/10	
11/29/10	Postal Organization	Ft Lauderdale	FL		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	11/29/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/29/10	Consumer	San Francisco	CA		Service	Retail	Coll box	Service inquiry on collection schedules in Milwaukee, WI PDC	Sent to USPS to assist & respond to PRC & customer	11/29/10	Returning customer
11/29/10	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on Saturday collection box schedules at Itasca, IL post office	Sent to USPS to assist & respond to PRC & customer	11/29/10	Returning customer
11/29/10	Federal, State & local govt	Washington	DC		Service	Delivery		Questions from Congress regarding missing postmarks from absentee ballots - customer not contacted yet	Referred to USPS CA to follow-up	11/29/10	
11/29/10	Consumer	Pendleton	OR		Philatelic	Suggestion		Suggestion for stamp design	Referred to Citizen Stamp Advisory Committee	11/30/10	
11/29/10	Consumer	Dannemora	NY		Service	Delivery	Prison mail	Issues with prison mail administration	Wrote letter regarding prison administration policy	11/30/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/29/10	Consumer	Dannemora	NY		Service	Delivery	Prison mail	Issues with prison mail administration	Wrote letter regarding prison administration policy	11/30/10	
11/29/10	Postal Employee				Service	Fraud		Allegations of tampering with mail sorting machines to get volume count	No contact information provided to respond	11/29/10	
11/29/10	Postal Employee				Service	Fraud		Allegations of tampering with mail sorting machines to get volume count	No contact information provided to respond	11/29/10	
11/29/10	Consumer				Service	Delivery	Missing mail	Package missing in mail	Customer contacted by USPS on status of package	11/29/10	
11/29/10	Consumer	Detroit	MI		Service	Retail	PO closing	Requested copy letter of letter she sent to Senator Levin	Faxed copy of letter back to customer	11/29/10	
11/29/10	Consumer	Atlanta	GA		Service	Delivery	Other	Question on obtaining CBU key customer contacted local postmaster	No action necessary at this time	11/29/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/29/10	Consumer	South Lyon	MI		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/29/10	
11/29/10	Consumer	South Lyon	MI		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/29/10	
11/29/10	Consumer	San Francisco	CA	Express Mail	Service	Delivery		Service inquiry on Express Mail cut-off times	Sent to USPS to assist & respond to PRC & customer	12/3/10	Returning customer
11/29/10	Consumer	Chicago	IL		Service	Employee behavior	Rudeness	Postmaster rude to customer	Sent to USPS to assist & respond to PRC & customer	12/3/10	Returning customer
11/29/10	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on new lobby hours at Milton, IA post office	Sent to USPS to assist & respond to PRC & customer	12/3/10	Returning customer
11/30/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/30/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/30/10	Consumer				Service	Delivery	Undelivered Mail	Mail not being delivered including certified letter - follow-up comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	11/30/10	
11/30/10	Consumer	Idaho Falls	ID		RFI	Information	Other	Questions on reporting by USPS under Sarbanes-Oxley	Answered by PAGR	11/30/10	
11/30/10	Consumer	Detroit	MI		Service	Retail	PO closing	Working on appeal regarding possible closing of Penobscot Finance Station in Detroit, MI	Explained role of Public Rep. and appeals process	11/30/10	
11/30/10	Consumer				RFI	Information	Other	Contractor wishing to do business with the Postal Service	Provided link on USPS website to submit unsolicited proposals	11/30/10	
11/30/10	Consumer	Hartford	CT		Service	Delivery	Mail damage	Mail being damaged by carrier when placed in mail box - recurring issue received letter # 3 and # 4 from customer	Sent to USPS to assist & respond to PRC & customer	11/30/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

11/30/10	Consumer	Portland	OR		Service	Retail	PO closing	Solomon Station post office in Portland, OR under review to be closed	Explained role of Public Rep. and appeals process	11/30/10	
11/30/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	11/30/10	
11/30/10	Consumer				USPS financial situation	Suggestion		Offer early out monetary incentives to Postal CSRS employees	No contact information provided to respond	11/30/10	
11/30/10	Postal Organization	Huntington	WV		Service	Delivery	AMP	Question on consolidation of Huntington, Ashland & Charlestown, WV AMPs	Appeal of AMP consolidations not within Commission's jurisdiction	11/30/10	
11/30/10	Postal Employee				RFI	Information	Other	Question on obtaining billing determinant information	Proprietary information only available from Postal Service	11/30/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/1/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 64 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	12/1/10	
12/1/10	Postal Organization	Washington	DC		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	12/1/10	
12/1/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/1/10	
12/1/10	Postal Organization	Washington	DC		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	12/2/10	
12/1/10	Consumer				CP2011-26			Comment on competitive products price changes rates of general applicability	Acknowledged comments and placed copy in commenter file	12/1/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/1/10	Postal Employee	Brick	NJ		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/1/10	
12/1/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/1/10	
12/1/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/1/10	
12/1/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/1/10	
12/1/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/1/10	
12/1/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/1/10	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/1/10	Consumer	Belmont	NH		Service	Delivery	Undelivered Mail	Mailbox not accessible to carrier	Sent to USPS to assist & respond to PRC & customer	12/1/10	
12/1/10	Consumer	Lakewood	NJ		Service	Delivery	Undelivered Mail	Customer concerned that letters are not being received by addressees	Sent to USPS to assist & respond to PRC & customer	12/1/10	
12/1/10	Consumer	Escondido	CA		Service	Delivery	Delayed Mail	Management unconcerned about timely delivery of mail	Sent to USPS to assist & respond to PRC & customer	12/1/10	
12/1/10	Consumer	Southport	NC		Service	Delivery	Other	Contract carrier will possibly be terminated at end of calendar year	Sent to USPS to assist & respond to PRC & customer	12/1/10	
12/1/10	Consumer	Ogdensburg	NY		Service	Fraud		Alleged fraud through the mail - copy of email sent to USPS CA	No action necessary	12/1/10	Returning customer

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/1/10	Mailer	Milldale	CT		Rates			Question on planned adjustments to flat mail flexible requirements - follow-up question	Answered by PAGR and OGC	12/3/10	
12/2/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/2/10	
12/2/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 65 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	12/2/10	
12/2/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/2/10	
12/2/10	Consumer	Tigard	OR		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/2/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/2/10	Consumer	Studio City	CA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/2/10	
12/2/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/2/10	
12/2/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/2/10	
12/2/10	Consumer	Waupun	WI		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/2/10	
12/2/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/2/10	
12/2/10	Consumer				Service	Employee behavior	Rudeness	Employee rude to customer when asked question on general delivery	Sent to USPS to assist & respond to PRC & customer	12/2/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/2/10	Consumer	Ogdensburg	NY		Service	Fraud		Alleged fraud through the mail - copy of email sent to USPS CA	No action necessary	12/2/10	Returning customer
12/2/10	Consumer				Service	Delivery	Misdelivery	Package delivered to wrong address	Issue resolved by customer	12/2/10	
12/2/10	Consumer				Service	Delivery	Missing mail	Three packages not delivered	Number not in service	12/2/10	
12/2/10	Consumer				RFI	Information	Other	Question on USPS expenditures	Answered by PAGR	12/2/10	
12/2/10	Postal Employee	Detroit	MI		Service	Retail	PO closing	Working on appeal regarding possible closing of Penobscot Finance Station in Detroit, MI	Explained role of Public Rep. and appeals process	12/2/10	
12/3/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/3/10	
12/3/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/3/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/3/10	Postal Employee				Personnel			Whistleblower complaint	Referred to USPS OIG	12/6/10	
12/3/10	Consumer	Oakland	CA	International surface mail	Service	Delivery	Claim	Claim for contents missing from package sent international surface mail - follow-up comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	12/3/10	
12/3/10	Media				Rates	RFI		Requested information on competitive rate approval	Answered by PAGR	12/3/10	
12/3/10	Consumer	Athens	GA		Service	Delivery	Missing mail	Check missing in mail	Transferred directly to USPS CA	12/3/10	
12/3/10	Consumer		VA		Service	Delivery	Misdelivery	Customer receiving other people's mail	Problem resolved by USPS	12/6/10	
12/4/10	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/6/10	
12/4/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/6/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/4/10	Consumer		HI		Service	Rates		Comment on rate information given at local post office	No contact information provided to respond	12/4/10	
12/4/10	Consumer				USPS financial situation	Suggestion		Offer early out monetary incentives to Postal CSRS employees	Thanked for comments	12/4/10	
12/4/10	Mailer	Milford	CT		Rates			Question on planned adjustments to flat mail flexible requirements - follow-up question on filing formal complaint with the Commission	Answered by PAGR with information on process	12/6/10	
12/5/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/6/10	
12/5/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/6/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/5/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/6/10	
12/5/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/6/10	
12/5/10	Consumer	Crescent Lake	OR		A2010-4	Delivery	Other	Question on who to direct appeal of denial of Zip Code request	Answered by PAGR	12/6/10	
12/6/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/6/10	
12/6/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/6/10	
12/6/10	Postal Employee				USPS financial situation			Comment on USPS financial situation	No contact information provided to respond	12/6/10	
12/6/10	Postal Employee				USPS financial situation			Comment on USPS financial situation	No contact information provided to respond	12/6/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/6/10	Consumer	Glenside	PA		Service	Delivery	PO Box	Customer locked out of P O Box	Sent to USPS to assist & respond to PRC & customer	12/6/10	
12/6/10	Consumer	Hurst	TX		Service	Delivery	Undelivered Mail	Mail not being delivered due to alleged dangerous dog issue	Sent to USPS to assist & respond to PRC & customer	12/6/10	
12/6/10	Consumer	Hurst	TX		Service	Delivery	Undelivered Mail	Mail not being delivered due to alleged dangerous dog issue - follow-up comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	12/7/10	
12/6/10	Consumer	Detroit	MI		Service	Retail	PO closing	Working on appeal regarding possible closing of Penobscot Finance Station in Detroit, MI - follow-up comments	Thanked for comments and referred to OGC	12/7/10	
12/6/10	Consumer	Alden	NY		RFI	Information	Other	Requested regulations for free mailing for the blind in the IMM	Sent regulations	12/7/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/6/10	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection box schedules at post office in Calumet and Lansing, IL	Sent to USPS to assist & respond to PRC & customer	12/7/10	Returning customer
12/6/10	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Plano, IL post office	Sent to USPS to assist & respond to PRC & customer	12/7/10	Returning customer
12/6/10	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Malta, IL post office	Sent to USPS to assist & respond to PRC & customer	12/7/10	Returning customer
12/6/10	Mailer				Service	Delivery	Other	Problems with mail preparation requirements and the FAST system	Sent to USPS to assist & respond to PRC & customer	12/8/10	
12/7/10	Consumer	Slidell	LA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/7/10	
12/7/10	Consumer	Winchester	VA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/7/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/7/10	Consumer	Pittsburgh	PA	International surface mail	Service	Delivery	Missing mail	Packages not delivered that were sent from overseas	Sent to USPS to assist & respond to PRC & customer	12/7/10	
12/7/10	Consumer	Hockessin	DE	Priority Mail	Rates			Additional service needed to be purchased to guarantee timely delivery and question on setting of rates for Priority Mail service	Sent to USPS to assist & respond to PRC & customer	12/9/10	
12/7/10	Consumer	San Diego	CA		Service	Delivery	Undelivered Mail	Carrier not delivering mail to business	Sent to USPS to assist & respond to PRC & customer	12/8/10	
12/7/10	Consumer				R2011-1	RFI		Question on timeframe for decision in docket	Answered by PAGR	12/7/10	
12/8/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 22 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	12/8/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/8/10	Postal Organization	Washington	DC		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	12/8/10	
12/8/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/8/10	
12/8/10	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Agawam, MA post office	Sent to USPS to assist & respond to PRC & customer	12/8/10	Returning customer
12/8/10	Consumer	Eugene	OR		A2011-4	Retail	PO closing	Comment to appeal closing of University of Oregon post office	Acknowledged comments and placed copy in commenter file	12/9/10	
12/8/10	Consumer	Eugene	OR		A2011-4	Retail	PO closing	Comment to appeal closing of University of Oregon post office	Acknowledged comments and placed copy in commenter file	12/9/10	
12/8/10	Consumer	Eugene	OR		A2011-4	Retail	PO closing	Comment to appeal closing of University of Oregon post office	Acknowledged comments and placed copy in commenter file	12/9/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/8/10	Consumer	Elkhart	IN		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/8/10	
12/8/10	Consumer	Boneville	GA		Service	Retail	Other	Confusion with listing of post office address in telephone book	Sent to USPS to assist & respond to PRC & customer	12/8/10	
12/8/10	Consumer		NV		Service	Delivery	ID requirements	Concern by customer with ID requirements needed to file change of address	Sent to USPS to assist & respond to PRC & customer	12/9/10	
12/8/10	Consumer	Washington	DC		RFI	Information		Question on money order amounts	Transferred directly to USPS CA	12/8/10	
12/8/10	Consumer	Brighton	CO	Express Mail	Service	Delivery	Missing mail	Mail sent overnight registered receipt not delivered in guaranteed time	Sent to USPS to assist & respond to PRC & customer	12/9/10	
12/9/10	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 3 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	12/9/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/9/10	Postal Organization	Washington	DC		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	12/9/10	
12/9/10	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	12/9/10	
12/9/10	Consumer	Washington	DC		Other			Comment on holiday card left in customer's mailbox by carrier	Referred to USPS CA	12/9/10	
12/9/10	Consumer	Washington	DC		Other			Customer left message	No action necessary	12/9/10	
12/9/10	Consumer				Rates	RFI		Question on rate to mail letter to Canada	Answered by PAGR	12/9/10	
12/9/10	Consumer	John	IN		Service	Retail	Other	Clerk did not scan prepaid package labels	Sent to USPS to assist & respond to PRC & customer	12/9/10	
12/9/10	Postal Employee				USPS financial situation			Comment on USPS financial situation	No contact information provided to respond	12/9/10	
12/9/10	Postal Employee				USPS financial situation			Comment on USPS financial situation	No contact information provided to respond	12/9/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/9/10	Consumer				A2011-4	RFI		Question on appeal of closing of University of Oregon post office	Explained role of Public Rep. and appeals process	12/9/10	
12/10/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/14/10	
12/10/10	Consumer	Payette	ID		Service	Delivery	Undelivered Mail	Mailbox inaccessible due to snow accumulation	Sent to USPS to assist & respond to PRC & customer	12/10/10	
12/10/10	Federal, State & local govt	Cleveland	OH		PI2010-1	Retail	PO closing	Comment from Senator's office on behalf of constituent regarding emergency suspension of Flushing, OH post office	Answered by Chairman's Office	12/15/10	
12/11/10	Consumer				Philatelic	Suggestion		Suggestion for stamp design	Referred to Citizen Stamp Advisory Committee	12/13/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/11/10	Postal Organization	Dunkirk	MD		Other			Invitation to the Chairman's Office to speak at PMCC national convention	Forwarded to Chairman's Office	12/13/10	
12/12/10	Consumer	Fay	PA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/13/10	
12/12/10	Consumer	San Simon			Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	12/13/10	
12/13/10	Consumer	Washington	DC		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/14/10	
12/13/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/14/10	
12/13/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/14/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/13/10	Consumer	Lawrenceville	IL		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/14/10	
12/13/10	Consumer				N2010-1		3 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/13/10	
12/13/10	Consumer	Eugene	OR		A2011-4	Retail	PO closing	Comment to appeal closing of University of Oregon post office	Acknowledged comments and placed copy in commenter file	12/14/10	
12/13/10	Consumer	Eugene	OR		A2011-4	Retail	PO closing	Comment to appeal closing of University of Oregon post office	Acknowledged comments and placed copy in commenter file	12/14/10	
12/13/10	Consumer	Eugene	OR		A2011-4	Retail	PO closing	Comment to appeal closing of University of Oregon post office	Acknowledged comments and placed copy in commenter file	12/14/10	
12/13/10	Consumer	Eugene	OR		A2011-4	Retail	PO closing	Comment to appeal closing of University of Oregon post office	Acknowledged comments and placed copy in commenter file	12/14/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/13/10	Consumer	Bronx	NY	Certified Mail	Service	Delivery	Other	Customer unable to obtain address to send Certified letter	Sent to USPS to assist & respond to PRC & customer	12/13/10	
12/13/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/13/10	
12/13/10	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/13/10	
12/13/10	Consumer	Alden	NY		RFI	Information	Other	Question on role and authority of the Commission	Sent information from the applicable CFR sections	12/13/10	
12/13/10	Consumer	Columbus	GA		Service	Delivery	Other	Carrier driving across lawn when delivering mail	Sent to USPS to assist & respond to PRC & customer	12/14/10	
12/13/10	Consumer				RFI	Information	Other	How to order stamps by phone	Provided phone number	12/13/10	
12/13/10	Consumer	Danville	PA		RFI	Information	Other	Question on mailbox regs.	Provided applicable regulations	12/13/10	
12/13/10	Consumer	Holmes Mill			A2011-6	Information		Question on appeal process	Answered by PAGR	12/13/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/13/10	Mailer				R2011-1	Information		Question on Ruling in Docket	Answered by PAGR	12/13/10	
12/13/10	Mailer				CP2011-26	Information		Question on status of Docket	Answered by PAGR	12/13/10	
12/13/10	Postal Employee				N2010-1	Delivery	5 Days	Sending letter	No action necessary	12/13/10	
12/14/10	Postal Employee				Personnel	Fraud		Whistleblower complaint	Referred to USPS OIG	12/14/10	
12/14/10	Consumer	Hurst	TX		Service	Delivery	Undelivered Mail	Mail not being delivered due to alleged dangerous dog issue - follow-up comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	12/14/10	
12/14/10	Postal Employee				RFI	Information	Other	Question on audit of covering carrier compensation	Answered by PAGR and OAC	12/14/10	
12/14/10	Consumer				Service	Retail	Other	New prices and wanted posters are not being posted in the post office lobby	Sent to USPS to assist & respond to PRC & customer	12/14/10	
12/14/10	Consumer				RFI	Information	Other	Question on customers approaching carriers	Sent to USPS to assist & respond to PRC & customer	12/14/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/14/10	Consumer		CO	Express Mail	Service	Delivery	Misdelive ry	Medications sent in error to another city	Sent to USPS to assist & respond to PRC & customer	12/14/10	
12/14/10	Federal, State & local govt		OR		A2011-4	Informatio n		Question from congressiona l office on behalf of constituent regarding post office closing procedures	Answered by PAGR Director	12/14/10	
12/14/10	Media				RFI	Informatio n	PO closing	Question on Commission' s role in post office closings	Answered by PAGR	12/14/10	
12/14/10	Media		AL		RFI	Informatio n	PO closing	Question on Commission' s role in post office closings	Answered by PAGR	12/14/10	
12/14/10	Media				USPS financial situation	Informatio n		Questions on the Postal Service's financial situation	Answered by PAGR	12/14/10	
12/14/10	Consumer	Philadelp hia	PA		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	12/14/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/14/10	Postal Employee				USPS financial situation			Comment on USPS financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	12/15/10	
12/14/10	Consumer	Brent	AL		Service	Delivery	Prison mail	Issues with prison mail administration	Wrote letter regarding prison administration policy	12/16/10	
12/14/10	Consumer				Service	Delivery	Claim	Insurance claim denied will send email	No action necessary	12/14/10	
12/15/10	Postal Employee	Tampa	FL		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/15/10	
12/15/10	Consumer	Orange City	FL		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/16/10	
12/15/10	Consumer	Washington	DC		Service	Delivery	Misdelivery	Mail being misdelivered and late in the day	Sent to USPS to assist & respond to PRC & customer	12/15/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/15/10	Postal Employee	Glendale	NY		RFI	Information	Other	Employee with suggestion to improve USPS financial situation	Provided link on USPS website to submit unsolicited proposals	12/15/10	
12/15/10	Consumer	Ogdensburg	NY		Service	Fraud		Alleged fraud through the mail - copy of email sent to USPS CA	No action necessary	12/15/10	Returning customer
12/15/10	Consumer		CO	Express Mail	Service	Delivery	Misdelivery	Medications sent in error to another city - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	12/15/10	
12/15/10	Consumer				RFI	Information	Other	Question on Public Forum being held at the Commission on 1/11/11	Answered by PAGR Director	12/16/10	
12/16/10	Consumer	Hurst	TX		Service	Delivery	Undelivered Mail	Mail not being delivered due to alleged dangerous dog issue - follow-up comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	12/16/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/16/10	Consumer	Decatur	GA		Service	Employee behavior		Customer not satisfied with response to complaints which were addressed by USPS management - further comments	Referred to USPS OIG - relayed comments to USPS OIG	12/16/10	
12/16/10	Consumer			Priority Mail	Service	Delivery	Delayed Mail	Package not delivered in timeframe quoted	Sent to USPS to assist & respond to PRC & customer	12/16/10	
12/16/10	Consumer	Charleroi	PA		Service	Delivery	Missing mail	Mail including cashiers check missing	Sent to USPS to assist & respond to PRC & customer	12/16/10	
12/16/10	Postal Employee	Northport	NY		USPS financial situation			Comment on USPS financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	12/17/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/16/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/16/10	
12/16/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/16/10	
12/16/10	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/16/10	
12/17/10	Consumer			International surface mail	Service	Delivery	Missing mail	Package to South America not delivered	Sent to USPS to assist & respond to PRC & customer	12/17/10	
12/17/10	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/17/10	
12/17/10	Consumer				Other			Copy of email sent to various federal agency OIGs	No action necessary	12/17/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/17/10	Consumer		CO	Express Mail	Service	Delivery	Misdelive ry	Medications sent in error to another city - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	12/17/10	
12/17/10	Consumer			International surface mail	Service	Delivery	Missing mail	Package to South America not delivered - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	12/17/10	
12/17/10	Consumer	Los Angeles	CA	Delivery confirmation	Service	Delivery	Missing mail	Package sent to Maryland not received by addressee	Sent to USPS to assist & respond to PRC & customer	12/17/10	
12/17/10	Consumer	Brooklyn	NY		Service	Delivery	Change of address	Mail not being delivered to new address	Sent to USPS to assist & respond to PRC & customer	12/17/10	
12/17/10	Postal Employee				USPS financial situation			Comment on USPS financial situation	No contact information provided to respond	12/17/10	
12/17/10	Postal Employee				USPS financial situation			Comment on USPS financial situation	No contact information provided to respond	12/17/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/17/10	Postal Employee	Plano	TX		USPS financial situation			Comment on USPS financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	12/20/10	
12/17/10	Consumer	Soledad	CA		RFI	Information	Other	Request for information on Bulk Mailing permits and regulations	Sent information	12/20/10	
12/17/10	Consumer	Alden	NY		Service	Delivery	Prison mail	Issues with prison mail administration	Wrote letter regarding prison administration policy	12/20/10	
12/17/10	Consumer	Fernandina Beach	FL		Personnel			Various complaints against postal personnel	Sent to USPS to assist & respond to PRC & customer	12/20/10	
12/17/10	Consumer	Bradenton	FL		Service	Delivery	Undelivered Mail	Mail not being delivered to second residence	Sent to USPS to assist & respond to PRC & customer	12/20/10	
12/17/10	Consumer	Eugene	OR		A2011-4	Retail	PO closing	Question on intervention in post office closing appeal	Answered by PAGR	12/17/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/17/10	Consumer				Service	Delivery	PO closing	Post office in Indianapolis being closed	Customer did not want information on PO closing appeals	12/17/10	
12/17/10	Consumer				RFI	Information	Other	Needs new mailing address	Will contact person directly	12/17/10	
12/18/10	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	12/20/10	
12/18/10	Consumer				RFI	Information	Other	Customer unable to contact PMG	Forwarded to USPS CA	12/20/10	
12/19/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/20/10	
12/19/10	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/20/10	
12/19/10	Postal Employee	Northport	NY		USPS financial situation			Comment on USPS financial situation - further comments	No action necessary	12/19/10	
12/19/10	Consumer	Seagoville	TX		Service	Retail		Question on consolidating postal facilities	Answered by PAGR	12/20/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/20/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/20/10	
12/20/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/20/10	
12/20/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/20/10	
12/20/10	Postal Organization	Chicago	IL		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/20/10	
12/20/10	Postal Employee	Aurora	IL		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/20/10	
12/20/10	Consumer	Comstock	NY	Priority Mail	RFI	Information	Other	Question on Priority flat rate envelopes	Answered by PAGR	12/21/10	
12/20/10	Consumer			Certified Mail	Service	Delivery	RTS	Certified letter returned to sender	Transferred directly to USPS CA	12/20/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/20/10	Consumer	Washington	DC		Service	Delivery	Other	Problem with local address	Transferred directly to USPS CA	12/20/10	
12/21/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/21/10	
12/21/10	Consumer	Cherry Valley	CA		Rates	Information		Question on possible rate increase in January 2011	Answered by PAGR	12/21/10	
12/21/10	Media				PI2010-1	Information	PO closing	Questions on lease expirations and emergency suspensions	Answered by PAGR	12/21/10	
12/21/10	Media				A2011-1	Information	PO closing	Questions on Delaware Station, Albany, NY and the p o closing process	Answered by PAGR	12/21/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/21/10	Consumer	Rochester	NY		USPS financial situation			Comment on USPS financial situation raise First-Class rate to 50 cents and additional ounce to 25 cents	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	12/21/10	
12/21/10	Consumer	Eugene	OR		A2011-4	Retail	PO closing	Comment to appeal closing of University of Oregon post office	Acknowledged comments and placed copy in commenter file	12/21/10	
12/21/10	Consumer	Pittsburgh	PA	International surface mail	Service	Delivery	Missing mail	Packages not delivered that were sent from overseas - update that contents of packages had been confiscated by customs	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	12/21/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/21/10	Consumer	Oshkosh	WI		Service	Delivery	AMP	Concerns over possible consolidation of Oshkosh and Green Bay mail processing facilities	Sent to USPS to assist & respond to PRC & customer	12/21/10	
12/21/10	Consumer	New York	NY		Service	Delivery	Other	Comment on auctioning of postal vehicles and possible security issues	Sent to USPS to assist & respond to PRC & customer	12/22/10	
12/21/10	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection box schedules at post office in Parkersburg, WV - follow-up questions	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	12/22/10	Returning customer
12/21/10	Consumer	Chicago	IL		Service	Retail	Lobby hours	Reference to lobby access to post offices in four towns in the Northern Illinois District - follow-up comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	12/22/10	Returning customer

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/21/10	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection box schedules in Central Illinois District - follow-up questions	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	12/22/10	Returning customer
12/21/10	Consumer	Hartford	CT		Service	Delivery	Mail damage	Mail being damaged by carrier when placed in mail box - recurring issue	Sent to USPS to assist & respond to PRC & customer	12/22/10	
12/21/10	Consumer				Service	Delivery	Misdelivery	Misdelivered mail and opened mail	Transferred directly to USPS CA	12/21/10	
12/21/10	Consumer	Decatur	GA		Service	Employee behavior		Customer not satisfied with response to complaints which were addressed by USPS management - further comments	Referred to USPS OIG again	12/21/10	
12/21/10	Consumer	Adelanto	CA	Certified Mail	Service	Delivery	Missing mail	Customer not receiving certified receipts	Sent to USPS to assist & respond to PRC & customer	12/23/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/22/10	Postal Employee	St Maries	ID		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/21/10	
12/22/10	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection box schedules in Greater Indiana District - follow-up questions	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	12/22/10	Returning customer
12/22/10	Consumer	Davenport	FL		Service	Delivery	Delayed Mail	Package not delivered in timeframe quoted	Sent to USPS to assist & respond to PRC & customer	12/22/10	
12/22/10	Consumer	Bronx	NY		Service	Delivery	Mode of delivery	Sensitive mail being left on customer's porch	Sent to USPS to assist & respond to PRC & customer	12/22/10	
12/22/10	Postal Organization	Atlanta	GA		Service	Retail	PO closing	Closing procedures not followed with respect to Hartsfield-Jackson Airport post office	Answered by PAGR with information on post office closing procedures	12/22/10	
12/22/10	Consumer	Eugene	OR		A2011-4	Retail	PO closing	Comment to appeal closing of University of Oregon post office	Acknowledged comments and placed copy in commenter file	12/22/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/22/10	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/22/10	
12/23/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/23/10	
12/23/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/23/10	
12/23/10	Consumer				N2010-1	Information		Comment on release of Commission advisory opinion	No contact information provided to respond	12/23/10	
12/23/10	Consumer				RFI	Information	Other	Question on library reference filed by the Commission	Answered by PAGR and OAC	12/27/10	
12/24/10	Consumer				Website			Customer having difficulty using USPS website to purchase stamps	Sent to USPS to assist & respond to PRC & customer	1/3/11	
12/24/10	Consumer	Campbell sport	WI	Priority Mail	Service	Delivery	Delayed Mail	Package not delivered in timeframe quoted	Packages subsequently delivered	1/3/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/24/10	Consumer	Parker	CO	Media Mail	Service	Delivery	Delayed Mail	Package delayed in mail	Requested contact information to forward to USPS CA	1/3/11	
12/26/10	Consumer				Service	Delivery	Undelivered Mail	Mail not being delivered to room	Transferred directly to USPS CA	12/26/10	
12/26/10	Consumer	Elk City	OK		Service	Delivery	Unsolicited mail	Customer received unwanted mail	Provided customer with information on how to register on Do Not Mail lists	1/3/11	
12/26/10	Postal Employee				Personnel	Fraud		Whistleblower complaint	No contact information provided to respond	12/27/10	
12/27/10	Business Owners				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/27/10	
12/27/10	Postal Organization	Atlanta	GA		Service	Retail	PO closing	Comment on closing procedures not followed with respect to Hartsfield-Jackson Airport post office	Answered by PAGR	12/27/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/27/10	Consumer			Parcel Post	Service	Delivery	Delayed Mail	Package mailed from CA to MD taking longer than anticipated to be delivered	Transferred directly to USPS CA	12/27/10	
12/27/10	Consumer	Crescent Lake	OR		A2010-4	Delivery	Other	Inquiry on receipt of appeal to Postal Service concerning unique Zip Code	Appeal received	12/27/10	
12/27/10	Postal Employee				USPS financial situation			Comment on USPS financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	1/3/11	
12/27/10	Consumer	Millville	WV		PI2010-1	Retail	PO closing	Comment on emergency suspension of Millville, WV post office	Sent to USPS to assist & respond to PRC & customer	1/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/27/10	Consumer	San Francisco	CA		Service	Retail	Coll box	Service inquiry on collection schedules in Seaside, CA post office	Sent to USPS to assist & respond to PRC & customer	1/6/11	Returning customer
12/28/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/28/10	
12/28/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/28/10	
12/28/10	Consumer	Detroit	MI		Service	Retail	PO closing	Working on appeal regarding possible closing of Penobscot Finance Station in Detroit, MI - question on filings by Postal Service	Referred to Public Rep.	12/30/10	
12/28/10	Consumer	Plano	TX	Express Mail	Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	1/3/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/28/10	Consumer	Santa Clara	CA		Service	Delivery	Delayed Mail	Package delayed in mail	Sent to USPS to assist & respond to PRC & customer	1/3/11	
12/29/10	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/29/10	
12/29/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/29/10	
12/29/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/29/10	
12/29/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/29/10	
12/29/10	Postal Employee				USPS financial situation			Comment on USPS financial situation	No contact information provided to respond	12/29/10	
12/29/10	Consumer	Humboldt	NE		USPS financial situation	Suggestion		Stamp designs should be made into postcards	Sent to USPS to assist & respond to PRC & customer	1/3/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/29/10	Consumer				USPS financial situation	Suggestion		Consolidate postmasters in small offices	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	1/3/11	
12/29/10	Consumer	Collegeville	PA		Service	Delivery	Undelivered Mail	Mail not being delivered to customer	Sent to USPS to assist & respond to PRC & customer	1/3/11	
12/30/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/30/10	
12/30/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	12/30/10	
12/30/10	Media				N2010-1	Information		Request for status of advisory opinion	Answered by PAGR	12/30/10	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/30/10	Consumer				RFI	Information	Other	Customer unable to contact PMG - further comments	Requested contact information to forward to USPS CA	1/3/11	
12/30/10	Consumer	Cincinnati	OH	International surface mail	Service	Delivery	Missing mail	Package missing in mail sent to UK	Sent to USPS to assist & respond to PRC & customer	1/3/11	
12/30/10	Consumer	Mount Shasta	CA		Other			Complaint on international banking exchange - follow-up comments	Referred customer to USPS Inspection Service	1/6/11	
12/31/10	Consumer	Lynchburg	VA		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/3/11	
12/31/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/3/11	
12/31/10	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/3/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

12/31/10	Consumer	Idaho Falls	ID		Other				Copy of email sent to USPS regarding Paperwork Reduction Act	No response necessary; previously referred to USPS	12/31/10	
12/31/10	Consumer	Marshall	TX		Service	Delivery	RTS		Mail addressed to residence being returned to sender	Sent to USPS to assist & respond to PRC & customer	1/3/11	
1/1/11	Consumer				N2010-1	Information			Request for status of advisory opinion	No contact information provided to respond	1/1/11	
1/2/11	Consumer				N2010-1	Information			Request for status of advisory opinion	Answered by PAGR	1/3/11	
1/3/11	Postal Employee	Fairland	IN		N2010-1		6 Days		Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/3/11	
1/3/11	Postal Employee	Indianapolis	IN		N2010-1		6 Days		Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/3/11	
1/3/11	Consumer	Truckee	CA		Service	Delivery	Undelivered Mail		Mail not being delivered to room	Sent to USPS to assist & respond to PRC & customer	1/3/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/3/11	Consumer	Washington	DC		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	1/3/11	
1/3/11	Consumer		NE		MC2011-13			Comment on docket	Acknowledged comments and placed copy in commenter file	1/3/11	
1/3/11	Consumer		NE		CP2011-49			Comment on docket	Acknowledged comments and placed copy in commenter file	1/3/11	
1/3/11	Consumer	Los Angeles	CA	Delivery confirmation	Service	Delivery	Missing mail	Package sent to Maryland not received by addressee - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	1/3/11	
1/3/11	Consumer	Springfield	OR		A2011-4	Retail	PO closing	Comment to appeal closing of University of Oregon post office	Acknowledged comments and placed copy in commenter file	1/4/11	
1/3/11	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/3/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/3/11	Consumer				Service	Delivery	Unsolicited mail	Question on returning package received 20 years ago	Issue for professional legal advice	1/4/11	
1/3/11	Consumer	Wheeling	WV		RFI	Information		Question on delivery estimates based on meter stamp on envelope	Answered by USPS	1/5/11	
1/3/11	Consumer	Auburn	IN		Service	Fraud		Possible mail fraud concerning disbursement of unclaimed funds	Referred customer to USPS Inspection Service	1/5/11	
1/3/11	Consumer	Indianapolis	IN		Service	Retail	PO closing	Comment on possible closing of West Indianapolis Finance Unit	Sent to USPS to assist & respond to PRC & customer	1/5/11	
1/3/11	Consumer	San Francisco	CA		Service	Retail	Coll box	Service inquiry on collection schedules in Salinas, CA post office	Sent to USPS to assist & respond to PRC & customer	1/6/11	Returning customer
1/3/11	Consumer	San Francisco	CA		Service	Retail	Coll box	Service inquiry on collection schedules in Castroville, CA post office	Sent to USPS to assist & respond to PRC & customer	1/6/11	Returning customer

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/3/11	Consumer	Chicago	IL		Service	Delivery	Delayed Mail	Comment on length of time to receive letter	Sent to USPS to assist & respond to PRC & customer	1/6/11	Returning customer
1/3/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Oak Forest, IL post office	Sent to USPS to assist & respond to PRC & customer	1/6/11	Returning customer
1/3/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Malta, IL post office	Sent to USPS to assist & respond to PRC & customer	1/6/11	Returning customer
1/3/11	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection box schedules at post office in Lansing, IL	Sent to USPS to assist & respond to PRC & customer	1/6/11	Returning customer
1/3/11	Consumer	Ogdensburg	NY		Service	Fraud		Alleged fraud through the mail - copy of email sent to USPS CA	No action necessary	1/31/11	Returning customer
1/3/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Kiel, WI post office	Sent to USPS to assist & respond to PRC & customer	6/1/11	Returning customer

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/4/11	Consumer	Waterford	VA		Service	Retail	PO closing	Requested that post office be closed due to traffic problems it creates in small town	Referred to USPS CA	1/4/11	
1/4/11	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/4/11	
1/4/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/4/11	
1/4/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/4/11	
1/4/11	Consumer				Service	Fraud		Comment on Code Red Mail	Referred to USPS OIG	1/4/11	
1/4/11	Consumer	Midlothian	VA		Service	Delivery	Delayed Mail	Magazines consistently arriving 2-3 weeks late	Sent to USPS to assist & respond to PRC & customer	1/4/11	
1/4/11	Consumer	Gaithersburg	MD		Service	Delivery	Claim	Request review of insurance claim	Sent to USPS to assist & respond to PRC & customer	1/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/4/11	Consumer				RFI	Information	Other	Question on how the PMG is selected	Answered by PAGR	1/5/11	
1/4/11	Consumer			Periodicals	Service	Delivery	Other	Statement of ownership not published in magazine in order to claim periodicals rates	Sent to USPS to assist & respond to PRC & customer	1/5/11	
1/4/11	Business Owners	Miami	FL	International surface mail	Service	Rates	Other	Comment on increase in international mail rates and impact on business	Sent to USPS to assist & respond to PRC & customer	1/5/11	
1/4/11	Consumer				RFI	Rates		Request for information on First Class rates	Answered by PAGR	1/4/11	
1/4/11	Consumer			International surface mail	RFI	Rates		Question on sending international mail under legally blind rates schedule	Transferred directly to USPS CA	1/4/11	
1/5/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/5/11	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/5/11	
1/5/11	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/5/11	
1/5/11	Postal Employee				USPS financial situation			Comment on USPS financial situation	No contact information provided to respond	1/5/11	
1/5/11	Postal Employee				USPS financial situation			Comment on USPS financial situation	No contact information provided to respond	1/5/11	
1/5/11	Postal Employee	Carl Junction	MO		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/5/11	
1/5/11	Consumer	Houston	TX	Certified Mail	Service	Delivery	Missing mail	Certified letter missing in mail	Sent to USPS to assist & respond to PRC & customer	1/5/11	
1/5/11	Consumer				N2010-1	Information		Request for status of advisory opinion	Answered by PAGR	1/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/5/11	Consumer	Hollywood	FL		Service	Delivery	Unsolicited mail	Customer received unwanted mail	Provided customer with information on how to register on Do Not Mail lists	1/5/11	
1/5/11	Consumer		IL		Service	Delivery	Other	Mail addressing issue	Sent to USPS to assist & respond to PRC & customer	1/5/11	
1/5/11	Consumer				Service	Delivery	Mode of delivery	Question on obtaining curbside delivery as opposed to a CBU	Provided information on contacting District Consumer Affairs and USPS headquarters CA	1/6/11	
1/5/11	Consumer		CA		RFI	Information	Other	Question on next Commission public meeting	Answered by PAGR	1/5/11	
1/5/11	Postal Employee	Edgewater	CO		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/5/11	
1/5/11	Consumer	Ft Worth	TX		N2010-1	Information		Request for status of advisory opinion	Answered by PAGR	1/6/11	
1/6/11	Consumer				RFI	Information	Other	Question how to sign up for postal exam	Transferred directly to USPS CA	1/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/6/11	Consumer	Manhattan	KS		Other			Comment on USPS use of computer messaging for business correspondence	Sent to USPS to assist & respond to PRC & customer	1/6/11	
1/6/11	Consumer				RFI	Information	Other	Zip Code information	Answered by PAGR	1/6/11	
1/6/11	Postal Organization	Minneapolis	MN		PAEA			Comment solicited on improving postal laws	Acknowledged comments and placed on file	1/6/11	
1/6/11	Consumer	Los Angeles	CA		PAEA			Comment solicited on improving postal laws	Acknowledged comments and placed on file	1/6/11	
1/6/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/6/11	
1/6/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/6/11	
1/6/11	Media				MT2011-2	Information		Question on market test of experimental product - gift cards	Answered by PAGR	1/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/6/11	Consumer	Harrisburg	PA		RFI	Information		Question on contact information for District Manager in central PA	Answered by PAGR	1/6/11	
1/6/11	Consumer				Service	Delivery	Delayed Mail	Comment on receiving mail late in the day	No contact information provided to respond	1/6/11	
1/6/11	Consumer	Bay City	MI		Service	Retail	Rudeness	Postmaster rude to customer	Sent to USPS to assist & respond to PRC & customer	1/7/11	
1/7/11	Consumer	Los Angeles	CA		Service	Delivery	Missing mail	Package missing when sent out for delivery	Sent to USPS to assist & respond to PRC & customer	1/7/11	
1/7/11	Consumer	Oakland	CA	International surface mail	Service	Delivery	Claim	Claim for contents missing from package sent international surface mail - follow-up comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	1/10/11	
1/7/11	Postal Employee		ME		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/7/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/7/11	Consumer	Houston	TX		Service	Delivery	Misdelive ry	Customer receiving other people's mail	Sent to USPS to assist & respond to PRC & customer	1/7/11	
1/7/11	Consumer				RFI	Informatio n	Other	Zip Code information	Answered by PAGR	1/7/11	
1/8/11	Consumer	Adrian	MI		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/10/11	
1/8/11	Postal Employee				Service	Delivery	AMP	Concerns over possible consolidation of Monroe, LA mail processing facilities	Replied that issue is not within Commission jurisdiction	1/10/11	
1/8/11	Consumer	Crescent Lake	OR		PAEA			Comment solicited on improving postal laws	Acknowledged comments and placed on file	1/10/11	
1/9/11	Consumer				N2010-1	Informatio n		Request for status of advisory opinion	Answered by PAGR	1/10/11	
1/9/11	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/10/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/9/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/10/11	
1/9/11	Consumer	Scotts	MI		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/10/11	
1/9/11	Postal Employee				USPS financial situation	Suggestion		Offer early out monetary incentives to Postal CSRS employees	No contact information provided to respond	1/9/11	
1/10/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/10/11	
1/10/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/10/11	
1/10/11	Consumer	Washington	DC		Service	Delivery	Missing mail	Customer not receiving mail	Sent to USPS to assist & respond to PRC & customer	1/10/11	
1/10/11	Consumer	Hacker Valley	WV		PAEA			Comment solicited on improving postal laws	Acknowledged comments and placed on file	1/10/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/10/11	Mailer				Rates	Information		Question on timeframe for implementation of rates approved for market dominant products	Answered by PAGR and OGC	1/10/11	
1/10/11	Mailer				PAEA			Comment solicited on improving postal laws	Acknowledged comments and placed on file	1/10/11	
1/10/11	Consumer				N2010-1	Information		Request for status of advisory opinion	Answered by PAGR	1/10/11	
1/10/11	Consumer				PAEA			Comment solicited on improving postal laws	Acknowledged comments and placed on file	1/10/11	
1/10/11	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on lack of collection box at Lake Park Station post office in Chicago, IL	Sent to USPS to assist & respond to PRC & customer	1/10/11	Returning customer
1/11/11	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	1/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/11/11	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/11/11	
1/11/11	Postal Employee				USPS financial situation			Comment on management wages	No contact information provided to respond	1/11/11	
1/11/11	Consumer	San Francisco	CA		Service	Retail	Coll box	Service inquiry on collection schedules in Golden Gate Station post office, San Francisco, CA	Sent to USPS to assist & respond to PRC & customer	1/6/11	Returning customer
1/11/11	Consumer	Danielson	CT		Personnel	Employee behavior	Rudeness	Carrier rude to customer	Sent to USPS to assist & respond to PRC & customer	1/12/11	
1/11/11	Postal Employee				PAEA			Comment solicited on improving postal laws	Acknowledged comments and placed on file	1/12/11	
1/12/11	Postal Employee	Alden	NY		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/12/11	
1/12/11	Consumer	Pottsville	VA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/12/11	Business Owners	Miami	FL	International surface mail	Service	Rates	Other	Comment on increase in international mail rates and impact on business - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	1/12/11	
1/12/11	Consumer	Ocala	FL		Service	Fraud		Allegations of fraud and mail tampering	Sent to USPS to assist & respond to PRC & customer	1/12/11	
1/12/11	Consumer				Philatelic			Comment on proposed stamp release honoring 100th anniversary of President Reagan's birth	No contact information provided to respond	1/12/11	
1/12/11	Consumer	Chicago	IL		Other			Request for interview with the Chairman	Forwarded to Chairman's Office - interview arranged	1/12/11	
1/12/11	Postal Organization				PAEA			Comment solicited on improving postal laws	Acknowledged comments and placed on file	1/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/12/11	Consumer	Indianapolis	IN		Service	Retail	PO closing	Comment on possible closing of West Indianapolis Finance Unit	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	1/12/11	
1/12/11	Business Owners	Herndon	VA		RFI	Information	Other	Question on fee structure for using Secure Destruction of UAA Mail provided by the Postal Service	Answered by PAGR	1/13/11	
1/12/11	Consumer	Alpine	NJ		Service	Delivery	Mode of delivery	Customer not receiving residential delivery - further comments and questions	Provided link to Commission website with complaint process Guide	1/13/11	
1/12/11	Postal Employee				Personnel	Fraud		Whistleblower complaint	Referred to USPS OIG	1/13/11	
1/12/11	Consumer	Chicago	IL		RFI	Other		Wanted to know if Commission had received CD he had sent	Answered by PAGR	1/12/11	Returning customer

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/12/11	Consumer	Los Angeles	CA		Service	Delivery	Other	Problems with mailing registered letters on behalf of Indian tribe	Sent to USPS to assist & respond to PRC & customer	1/18/11	
1/12/11	Postal Employee				USPS financial situation	Suggestion		Consolidate postmasters in small offices	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	1/12/11	
1/13/11	Consumer	La Mesa	CA		Service	Delivery	Unsolicited mail	Customer received unwanted mail	Provided customer with information on how to register on Do Not Mail lists	1/13/11	
1/13/11	Consumer				Service	Delivery	Missing mail	Package missing in mail sent to CA	Sent to USPS to assist & respond to PRC & customer	1/13/11	
1/13/11	Consumer	Boise	ID		Other			Customer concerned about USPS waste	Sent to USPS to assist & respond to PRC & customer	1/13/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/13/11	Consumer		CO		Service	Delivery	Change of address	Problem with change of address system and question on system performance monitoring	Sent to USPS to assist & respond to PRC & customer	1/14/11	
1/13/11	Consumer	Poplar	CA		Service	Retail	Other	Customer's personal information given out by post office personnel	Sent to USPS to assist & respond to PRC & customer	1/14/11	
1/13/11	Postal Employee	Sylva	NC		PAEA			Comment solicited on improving postal laws	Acknowledged comments and placed on file	1/14/11	
1/13/11	Postal Employee	Chapmansboro	TN		N2010-1	Information		Request for status of advisory opinion	Answered by PAGR	1/14/11	
1/13/11	Postal Employee				Service	Delivery	AMP	Concerns over possible consolidation of Monroe, LA mail processing facilities	Replied that issue is not within Commission jurisdiction	1/14/11	
1/13/11	Postal Employee	Fall River	MA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/13/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/13/11	Postal Employee	Pompano Beach	FL		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/13/11	
1/13/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/13/11	
1/14/11	Consumer	Helvetia	WV		Service	Delivery	Undelivered Mail	Mail not being delivered to customer	Sent to USPS to assist & respond to PRC & customer	1/14/11	
1/14/11	Consumer	Port Byron	NY		Service	Delivery	Missing mail	Workmen's comp. check missing in mail	Sent to USPS to assist & respond to PRC & customer	1/14/11	
1/14/11	Postal Employee				Personnel	Fraud		Whistleblower complaint	Referred to USPS OIG	1/14/11	
1/14/11	Consumer	Vequita	NM		Rates			Rate increases since the 37th Congress illegal	Sent to USPS to assist & respond to PRC & customer	1/21/11	
1/15/11	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/18/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/15/11	Consumer	San Antonio	TX		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/18/11	
1/15/11	Consumer	Ann Arbor	MI	International surface mail	Service	Delivery	Missing mail	Package missing in mail sent to India	Sent to USPS to assist & respond to PRC & customer	1/18/11	
1/16/11	Postal Employee	Jacksonville	AR		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/18/11	
1/16/11	Consumer	Lakeland	FL		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/18/11	
1/16/11	Consumer				N2010-1	Information		Request for status of advisory opinion	Answered by PAGR	1/16/11	
1/17/11	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/18/11	
1/17/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/18/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/17/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/18/11	
1/17/11	Postal Employee	Helper	UT		PAEA			Comment solicited on improving postal laws	Acknowledged comments and placed on file	1/18/11	
1/18/11	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/18/11	
1/18/11	Consumer	West Chester	PA		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/18/11	
1/18/11	Consumer				Service	Retail	PO closing	Comment on possible closing of West Indianapolis Finance Unit	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	1/18/11	
1/18/11	Consumer	Syracuse	NY	International surface mail	Service	Delivery	Missing mail	Package missing in mail sent from Germany	Sent to USPS to assist & respond to PRC & customer	1/18/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/18/11	Federal, State & local govt		GA		Service	Delivery	PO closing	Left message regarding possible post office closing	Placed on file	1/18/11	
1/19/11	Consumer	San Francisco	CA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/19/11	
1/19/11	Postal Employee				R2010-4			Comment on exigent rate decision	No contact information provided to respond	1/19/11	
1/19/11	Media				RFI	Information		Request for interview with the Chairman on USPS proposal to eliminate 7500 jobs	Arranged interview	1/19/11	
1/19/11	Postal Employee				Personnel			Comment on duty injuries	No contact information provided to respond	1/19/11	
1/19/11	Consumer	Eastford	CT		Service	Delivery	Mode of delivery	Mail not being delivered to customer's home	Sent to USPS to assist & respond to PRC & customer	1/20/11	
1/19/11	Consumer				C2011-1			Question on docket	Answered by PAGR	1/21/11	
1/19/11	Consumer	Chicago	IL		Service	Delivery	Delayed Mail	Magazines consistently arriving 2-3 weeks late	Sent to USPS to assist & respond to PRC & customer	1/20/11	Returning customer

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/20/11	Consumer	Troy	MO		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/20/11	
1/20/11	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 12 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	1/20/11	
1/20/11	Postal Organization	Meridianville	AL		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	1/20/11	
1/20/11	Consumer				RFI	Information	Other	Question on terms and appointments of Commissioners	Answered by PAGR	1/20/11	
1/20/11	Postal Employee	Sylva	NC		PAEA			Comment solicited on improving postal laws - further comments/questions	Answered by PAGR	1/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/20/11	Consumer	Jacksonville	FL		Service	Delivery	Mode of delivery	Request to have deteriorating CBU replaced	Sent to USPS to assist & respond to PRC & customer	1/20/11	
1/20/11	Mailer				Service	Suggestion		Comment on manual and automated ACS updates duplication	Sent to USPS to assist & respond to PRC & customer	1/20/11	
1/20/11	Consumer	Cornelius	OR	Express Mail	Service	Delivery	Other	Comment on mailing regulations with regard to birds	Sent to USPS to assist & respond to PRC & customer	1/21/11	
1/20/11	Consumer				N2010-1	Information		Request for status of advisory opinion	Answered by PAGR	1/21/11	
1/20/11	Business Owners	St Louis	MO		R2011-2			Comment on USPS planned adjustments for market dominant postal products including First-Class Mail	Acknowledged comments and placed copy in commenter file	1/21/11	
1/21/11	Consumer	Atlantic City	NJ		Service	Delivery	Mail damage	Mail damaged/opened	No response necessary	1/21/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/21/11	Consumer	Oakland	CA	International surface mail	Service	Delivery	Claim	Claim for contents missing from package sent international surface mail - follow-up comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	1/21/11	
1/21/11	Consumer	Jacksonville	FL		Service	Delivery	Mode of delivery	Request to have deteriorating CBU replaced - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	1/21/11	
1/21/11	Consumer	Loretto	PA		Other			Question on PL 80-772 giving District Court jurisdiction over all Federal offenses	Replied that issue is not within Commission jurisdiction	1/21/11	
1/21/11	Consumer	South Orange	NJ		RFI	Information		Request for information on Commission's role	Sent information	1/21/11	
1/21/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/21/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/21/11	Consumer	Hunt Valley	MD		ACR2010			Comment on postal pricing policies	Acknowledged comments and placed copy in commenter file	1/24/11	
1/21/11	Consumer	Ft Worth	TX		N2010-1	Information		Request for status of advisory opinion	Answered by PAGR	1/21/11	
1/21/11	Consumer				R2011-2			Comment on USPS planned adjustments for market dominant postal products including First-Class Mail	Acknowledged comments and placed copy in commenter file	1/24/11	
1/21/11	Consumer				RFI	Information	Other	Question on terms and appointments of Commissioners - further questions	Answered by PAGR	1/24/11	
1/21/11	Consumer				Rates	Information		Question on historical rates	Referred to link on website with requested information	1/21/11	
1/21/11	Consumer	Ellensburg	WA		ACR2010			Comment on postal pricing policies	Acknowledged comments and placed copy in commenter file	2/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/21/11	Media				RFI	Information		Question on announcement of election class mail	Answered by PAGR	1/21/11	
1/21/11	Media				RFI	Information		Question on announcement of election class mail - follow-up questions	Answered by PAGR	2/14/11	
1/22/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/24/11	
1/22/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/24/11	
1/22/11	Consumer	St Louis	MO		Service	Employee behavior		Carrier talks to customers too long	Sent to USPS to assist & respond to PRC & customer	1/22/11	
1/23/11	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/24/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/23/11	Consumer	Lawrenceville	GA		N2010-1		2 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/24/11	
1/23/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/24/11	
1/23/11	Consumer				R2011-2			Comment on USPS planned adjustments for market dominant postal products including First-Class Mail	Acknowledged comments and placed copy in commenter file	1/24/11	
1/23/11	Consumer				ACR2010			Comment on postal pricing policies	Acknowledged comments and placed copy in commenter file	1/24/11	
1/23/11	Consumer	Rancho Cordova	CA		Service	Delivery	Change of address	Mail not being forwarded	Sent to USPS to assist & respond to PRC & customer	1/24/11	
1/23/11	Consumer	Midway	GA		Service	Delivery	RTS	Mail not being forwarded to new address forwarding time expired	Sent to USPS to assist & respond to PRC & customer	1/24/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/23/11	Consumer	Rancho Cordova	CA		Service	Delivery	Change of address	Mail not being forwarded - further questions on regulations	Answered by PAGR	1/24/11	
1/24/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/24/11	
1/24/11	Consumer	Ballwin	MO		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/24/11	
1/24/11	Consumer	Colbert	OK		Service	Delivery	Prison mail	Issues with prison mail administration	Informed customer of prison mail administration policy	1/24/11	
1/24/11	Consumer	Medina	TX		R2011-2			Comment on USPS planned adjustments for market dominant postal products including First-Class Mail	Acknowledged comments and placed copy in commenter file	1/24/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/24/11	Consumer	Tuscaloosa	AL		Service	Retail	PO closing	Question on appeal process - Eastside Station post office, Tuscaloosa, AL	Information provided to customer	1/24/11	
1/24/11	Postal Employee	Twentynine Palms	CA		USPS financial situation	Suggestion		Postal Service should become an ISP	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	1/24/11	
1/24/11	Media				RFI	Retail	PO closing	Question on USPS considering closing 2000 plus post offices	Answered by PAGR	1/24/11	
1/24/11	Media				RFI	Retail	PO closing	Question on USPS considering closing 2000 plus post offices	Answered by PAGR	1/24/11	
1/24/11	Federal, State & local govt				Service	Retail	PO closing	Question on possible post office closing in Dalton	Referred to USPS Government Relations	1/24/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/24/11	Postal Employee				N2010-1	Information		Request for status of advisory opinion	Answered by PAGR	1/24/11	
1/24/11	Consumer			Priority Mail	Service	Rates		Customer charged more than the published price for Priority Mail package	Sent to USPS to assist & respond to PRC & customer	1/24/11	
1/24/11	Postal Employee				USPS financial situation	Suggestion		Reduce middle management	No contact information provided to respond	1/24/11	
1/24/11	Mailer	Alexandria	VA		PAEA			Comment solicited on improving postal laws	Acknowledged comments and placed on file	1/25/11	
1/24/11	Consumer	San Francisco	CA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/25/11	
1/24/11	Consumer	Lakeland	FL		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/25/11	
1/24/11	Consumer	Coxsackie	NY		Service	Fraud		Allegations of fraud through the mail	Referred customer to USPS Inspection Service	1/25/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/24/11	Consumer	New Milford	NJ		USPS financial situation	Suggestion		Postal Service should utilize retail space with outside vendors	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	1/25/11	
1/24/11	Consumer				N2010-1		3 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/24/11	
1/24/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/24/11	
1/24/11	Consumer	Janesville	WI		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/24/11	
1/24/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/24/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/24/11	Consumer	Columbus	GA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/24/11	
1/24/11	Postal Employee				Personnel	Fraud		Whistleblower complaint	No contact information provided to respond	1/24/11	
1/24/11	Consumer				Rates			Question on discount applied to First-Class Mail with lmb	Sent to USPS to assist & respond to PRC & customer	1/26/11	
1/24/11	Consumer	Newcomb	NY		USPS financial situation	Suggestion		Suggestion on consolidation of municipal post offices	Sent to USPS to assist & respond to PRC & customer	1/26/11	
1/24/11	Consumer				Service	Retail	PO closing	Solomon Station post office in Portland, OR under review to be closed	Referred anonymous comment to USPS-CA	1/28/11	
1/24/11	Consumer				RFI	Retail	PO closing	Request for list of post offices that are under consideration for closing	Sent to USPS to assist & respond to PRC & customer	2/2/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/24/11	Consumer	Mystic	CT		RFI	Retail	PO closing	Request for list of post offices that are under consideration for closing	Sent to USPS to assist & respond to PRC & customer	2/2/11	
1/24/11	Consumer				RFI	Retail	PO closing	Request for list of post offices that are under consideration for closing	Sent to USPS to assist & respond to PRC & customer	2/2/11	
1/24/11	Consumer				RFI	Retail	PO closing	Request for list of post offices that are under consideration for closing	Sent to USPS to assist & respond to PRC & customer	2/2/11	
1/24/11	Consumer				RFI	Retail	PO closing	Request for list of post offices that are under consideration for closing	Sent to USPS to assist & respond to PRC & customer	2/2/11	
1/24/11	Consumer				RFI	Retail	PO closing	Request for list of post offices that are under consideration for closing	Sent to USPS to assist & respond to PRC & customer	2/2/11	
1/24/11	Consumer				RFI	Retail	PO closing	Request for list of post offices that are under consideration for closing	Sent to USPS to assist & respond to PRC & customer	2/2/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/24/11	Consumer	Gibbon	MN		RFI	Retail	PO closing	Request for list of post offices that are under consideration for closing	Sent to USPS to assist & respond to PRC & customer	2/2/11	
1/24/11	Consumer				RFI	Retail	PO closing	Request for list of post offices that are under consideration for closing	Sent to USPS to assist & respond to PRC & customer	2/2/11	
1/24/11	Consumer				RFI	Retail	PO closing	Request for list of post offices that are under consideration for closing	Sent to USPS to assist & respond to PRC & customer	2/2/11	
1/24/11	Consumer	Hamden	CT		RFI	Retail	PO closing	Request for list of post offices that are under consideration for closing	Sent to USPS to assist & respond to PRC & customer	2/2/11	
1/24/11	Consumer	Cowan	TN		RFI	Retail	PO closing	Request for list of post offices that are under consideration for closing	Sent to USPS to assist & respond to PRC & customer	2/2/11	
1/24/11	Consumer				RFI	Retail	PO closing	Request for list of post offices that are under consideration for closing	Sent to USPS to assist & respond to PRC & customer	2/2/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/25/11	Media				RFI	Retail	PO closing	Request for interview with Chairman on USPS considering closing 2000 plus post offices	Referred to Chairman's Office	1/25/11	
1/25/11	Media				RFI	Retail	PO closing	Question on USPS considering closing 2000 plus post offices	Answered by PAGR	1/25/11	
1/25/11	Federal, State & local govt		TN		RFI	Retail	PO closing	Question on USPS considering closing 2000 plus post offices	Answered by PAGR	1/25/11	
1/25/11	Consumer	Chicago	IL		N2010-1		3 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/25/11	
1/25/11	Consumer	Montpelier	OH		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/25/11	
1/25/11	Consumer				Service	Delivery	Misdelivery	Mail being delivered to nearby address	Sent to USPS to assist & respond to PRC & customer	1/25/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/25/11	Business Owners				Other			Unsolicited business offer	Offer declined	1/25/11	
1/25/11	Federal, State & local govt	Washington	DC		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery - comments from constituents	Acknowledged comments and placed copy in commenter file	1/25/11	
1/25/11	Consumer		FL		Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Sent to USPS to assist & respond to PRC & customer	1/26/11	
1/25/11	Consumer				Service	Delivery	Undelivered Mail	Mail not being delivered to residence due to broken mailbox	Sent to USPS to assist & respond to PRC & customer	1/26/11	
1/25/11	Federal, State & local govt	Caledonia	NY		PI2010-1	Retail	PO closing	Comment on emergency suspension of Caledonia, NY post office	Sent to USPS to assist & respond to PRC & customer	1/26/11	
1/25/11	Mailer	Arlington	VA		PAEA			Comment solicited on improving postal laws	Acknowledged comments and placed on file	1/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/25/11	Business Owners	Romulis	MI		PAEA			Comment solicited on improving postal laws	Acknowledged comments and placed on file	2/1/11	
1/26/11	Media		KY		RFI	Retail	PO closing	Question on USPS considering closing 2000 plus post offices	Answered by PAGR	1/26/11	
1/26/11	Media		DC		RFI	Retail	PO closing	Question on USPS considering closing 2000 plus post offices	Answered by PAGR	1/26/11	
1/26/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/26/11	
1/26/11	Consumer				Personnel			Question on post office income and expenses for specific post offices	Referred to USPS website	1/26/11	
1/26/11	Media	Redding	CA		RFI	Retail	PO closing	Question on USPS considering closing 2000 plus post offices	Answered by PAGR	1/26/11	
1/26/11	Media				RFI	Retail	PO closing	Question on USPS considering closing 2000 plus post offices	Answered by PAGR	1/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/26/11	Media				RFI	Retail	PO closing	Question on USPS considering closing 2000 plus post offices	Answered by PAGR	1/26/11	
1/26/11	Consumer	Atlanta	GA		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	1/26/11	
1/26/11	Consumer	Florence	AZ		Service	Delivery	Accessibility	Mailbox kiosk too high for customers to reach	Sent to USPS to assist & respond to PRC & customer	1/27/11	
1/26/11	Consumer				USPS financial situation	Suggestion	Other	Recommends different sizes for flat rate boxes - further comments	Sent to USPS to assist & respond to PRC & customer	1/28/11	
1/26/11	Consumer	Washington	DC		Service	Retail		Issue with local post office	Transferred directly to USPS CA	1/26/11	
1/27/11	Mailer	La Habra	CA		Service	Delivery	Mail damage	Packages sent to customers being delivered with damage	Sent to USPS to assist & respond to PRC & customer	1/27/11	
1/27/11	Consumer	Bogota	TX		Service	Delivery	RTS	Mail addressed to residence being returned to sender	Sent to USPS to assist & respond to PRC & customer	1/27/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/27/11	Consumer	Colbert	OK		Service	Delivery	Prison mail	Issues with prison mail administration - further comments	Informed customer of prison mail administration policy again	1/27/11	
1/27/11	Consumer				RFI	Retail	PO closing	Request for list of post offices that are under consideration for closing	Transferred directly to USPS CA	1/27/11	
1/28/11	Consumer	Tuscaloosa	AL		Service	Retail	PO closing	Question on appeal process - Eastside Station post office, Tuscaloosa, AL	Information provided to customer - further contact with customer	1/28/11	
1/28/11	Consumer				PAEA			Comment solicited on improving postal laws	Acknowledged comments and placed on file	1/31/11	
1/28/11	Consumer	Spirit Lake	ID		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/28/11	
1/28/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/28/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/26/11	
1/28/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/26/11	
1/28/11	Consumer	Stone Mountain	GA		Service	Delivery	Delayed Mail	Magazines consistently arriving 2-3 weeks late	Sent to USPS to assist & respond to PRC & customer	1/28/11	
1/28/11	Consumer	Westerly	RI		Service	Retail	Coll box	Customer wants collection box installed near his residence	Sent to USPS to assist & respond to PRC & customer	1/28/11	
1/28/11	Federal, State & local govt	Washington	DC		PAEA			Comment solicited on improving postal laws	Acknowledged comments and placed on file	2/2/11	
1/28/11	Postal Employee	Oxnard	CA		Service	Delivery	AMP	Concerns over possible closure of Oxnard, CA mail processing facilities	Replied that issue is not within Commission jurisdiction	1/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/28/11	Consumer				USPS financial situation	Suggestion		Customers should be able to track insured mail online	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	1/31/11	
1/28/11	Consumer				N2010-1	Information		Request for status of advisory opinion	Answered by PAGR	1/31/11	
1/28/11	Consumer				N2010-1	Information		Request for status of advisory opinion - further comment	No response necessary	1/31/11	
1/28/11	Consumer				Service	Retail	PO closing	Question on appeal process - Pleasant Ridge Station, Little Rock, AR	Information provided to customer	1/28/11	
1/28/11	Mailer				PAEA			Comment solicited on improving postal laws	Acknowledged comments and placed on file	1/28/11	
1/29/11	Postal Employee				PAEA			Comment solicited on improving postal laws	Acknowledged comments and placed on file	1/31/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/29/11	Consumer				PI2010-1	Information		Question on document filed in docket	Answered by PAGR	1/31/11	
1/29/11	Consumer				N2010-1	Information		Request for status of advisory opinion	Answered by PAGR	1/31/11	
1/29/11	Consumer				N2010-1	Information		Request for status of advisory opinion	Answered by PAGR	1/31/11	
1/30/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/31/11	
1/30/11	Consumer				USPS financial situation	Suggestion		Reduce middle management	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	1/31/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/31/11	Consumer	Boonville	MO		R2011-2			Comment on USPS planned adjustments for market dominant postal products including First-Class Mail	Acknowledged comments and placed copy in commenter file	1/31/11	
1/31/11	Consumer	Grangeville	ID		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/31/11	
1/31/11	Consumer	Cottonwood	ID		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/31/11	
1/31/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/31/11	
1/31/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	1/31/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/31/11	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 2 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	1/31/11	
1/31/11	Postal Organization	Hot Springs	AR		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	1/31/11	
1/31/11	Consumer	Everett	WA	International surface mail	Service	Delivery	Missing mail	Packages missing in mail sent from UK and Belgium	Sent to USPS to assist & respond to PRC & customer	1/31/11	
1/31/11	Consumer	St Louis	MO		Service	Delivery	Misdelivery	Mail being delivered to nearby address and for previous occupants	Sent to USPS to assist & respond to PRC & customer	1/31/11	
1/31/11	Consumer				Service	Retail	Rudeness	Clerk rude to customers	Sent to USPS to assist & respond to PRC & customer	1/31/11	
1/31/11	Consumer	Innis	LA		Service	Retail	PO closing	Innis, LA post office in Innis, LA under review to be closed	Information provided to customer - public meeting will be held 2/16/11	2/2/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/31/11	Consumer	San Leandro	CA		Service	Delivery	Undelivered Mail	Mail not being delivered to post office box	Sent to USPS to assist & respond to PRC & customer	1/31/11	
1/31/11	Consumer	Aurora	CO		Service	Delivery	Delayed Mail	Mail being delivered late in the day	Sent to USPS to assist & respond to PRC & customer	1/31/11	
1/31/11	Consumer	Phoenix	AZ		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	1/31/11	
1/31/11	Consumer	El Segundo	CA		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	1/31/11	
1/31/11	Consumer				USPS financial situation	Suggestion		Add stamp vending machines and weigh stations at post offices	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	1/31/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/31/11	Consumer	El Segundo	CA		Service	Delivery	Missing mail	Package missing in mail - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	2/1/11	
1/31/11	Consumer	Richmond	VA		Service	Delivery	Mail damage	Mail being damaged by carrier	Sent to USPS to assist & respond to PRC & customer	1/31/11	
1/31/11	Consumer	St Charles	MO		Service	Delivery	Mode of delivery	Mail in new subdivision being delivered to model home	Sent to USPS to assist & respond to PRC & customer	1/31/11	
1/31/11	Consumer				Website			Link to PRC complaint form should be on USPS website	Sent to USPS to assist & respond to PRC & customer	2/1/11	
1/31/11	Consumer	Lakeland	FL		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	1/31/11	
1/31/11	Consumer	Bethesda	MD		Service	Delivery	Delayed Mail	Mail being delivered late in the day	Sent to USPS to assist & respond to PRC & customer	1/31/11	
1/31/11	Consumer	Allen	TX	Certified Mail	Service	Delivery	RTS	Registered letter returned to sender	Sent to USPS to assist & respond to PRC & customer	1/31/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/31/11	Consumer	Pasadena	CA		Service	Delivery	Other	Compliment for delivering package with wrong street number and postal code to customer	Sent to USPS to assist & respond to PRC & customer	2/1/11	
1/31/11	Consumer				Service	Delivery	Misdelivery	Mail being delivered to nearby addresses	Sent to USPS to assist & respond to PRC & customer	2/1/11	
1/31/11	Consumer				Service	Delivery	Undelivered Mail	Mail not being delivered to box that does not meet height regulations	Sent to USPS to assist & respond to PRC & customer	2/1/11	
1/31/11	Consumer				Service	Employee behavior		Allegations of improper conduct by mail carrier	Sent to USPS to assist & respond to PRC & customer	2/1/11	
1/31/11	Consumer	Atlanta	GA		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses	Sent to USPS to assist & respond to PRC & customer	2/1/11	
1/31/11	Consumer	Chicago	IL		Service	Delivery	Delayed Mail	Mail consistently arriving 2-3 weeks late	Sent to USPS to assist & respond to PRC & customer	2/1/11	
1/31/11	Consumer	Venice	CA		Service	Delivery	Other	Customer receiving threatening mail	Sent to USPS to assist & respond to PRC & customer	2/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/31/11	Consumer	Vista	CA		Service	Delivery	Missing mail	Package missing in mail due to addressing problems	Sent to USPS to assist & respond to PRC & customer	2/1/11	
1/31/11	Consumer	Vista	CA		Service	Delivery	RTS	Mail being returned to sender while customer is on vacation	Sent to USPS to assist & respond to PRC & customer	2/1/11	
1/31/11	Consumer	Elkridge	MD		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	2/1/11	
1/31/11	Consumer	Braymer	MO		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/2/11	
1/31/11	Postal Employee				Personnel	Fraud		Whistleblower complaint	Referred to USPS OIG	2/3/11	
1/31/11	Consumer	Colbert	OK		Service	Delivery	Prison mail	Issues with prison mail administration - further comments	Answered by PAGR	2/4/11	
1/31/11	Consumer	Concord	NH	Certified Mail	Service	Fraud		Certified mail receipts not properly recorded by post office	Sent to USPS to assist & respond to PRC & customer	2/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

1/31/11	Postal Employee	Durham	NC		Service	Delivery	Other	Comment on implementation of Flat Sequencing System at AMP	Replied that issue is not within Commission jurisdiction	2/4/11	
1/31/11	Consumer	Amarillo	TX		Service	Delivery	Prison mail	Issues with prison mail administration	Informed customer of prison mail administration policy	2/4/11	
1/31/11	Consumer	San Juan	PR		RFI	Information		Question on definition of "Domestic"	Answered by PAGR	2/8/11	
2/1/11	Consumer	Cary	NC		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses also receiving other customer's mail	Sent to USPS to assist & respond to PRC & customer	2/1/11	
2/1/11	Consumer	Park Slope			Service	Retail	Other	Post office piling snow on public sidewalk creating hazardous walking conditions	Sent to USPS to assist & respond to PRC & customer	2/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/1/11	Consumer	Washington	DC		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses also receiving other customer's mail	Sent to USPS to assist & respond to PRC & customer	2/1/11	
2/1/11	Consumer				Service	Delivery	Missing mail	Packages missing in mail	Sent to USPS to assist & respond to PRC & customer	2/1/11	
2/1/11	Consumer	Stevens Point	WI		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	2/1/11	
2/1/11	Consumer	Houston	TX		Service	Delivery	Other	Key stuck in parcel delivery locker	Sent to USPS to assist & respond to PRC & customer	2/1/11	
2/1/11	Consumer	Waretown	NJ		Service	Delivery	Undelivered Mail	Mail not being delivered to customer's box	Sent to USPS to assist & respond to PRC & customer	2/1/11	
2/1/11	Consumer				Other			Comment on USPS's National Reassessment Process	Answered by PAGR	2/1/11	
2/1/11	Federal, State & local govt	Mansfield	OH		RFI	Information		Question on who to direct appeal of post office closing to	Answered by PAGR	2/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/1/11	Mailer	Washington	DC		PAEA			Comment solicited on improving postal laws	Acknowledged comments and placed on file	2/1/11	
2/1/11	Mailer	Washington	DC		PAEA			Comment solicited on improving postal laws	Acknowledged comments and placed on file	2/1/11	
2/1/11	Postal Organization	Washington	DC		PAEA			Comment solicited on improving postal laws	Acknowledged comments and placed on file	2/1/11	
2/1/11	Postal Organization	Washington	DC		PAEA			Comment solicited on improving postal laws	Acknowledged comments and placed on file	2/2/11	
2/1/11	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/1/11	
2/1/11	Postal Employee				Service	Suggestion		Eliminate walking routes	No contact information provided to respond	2/1/11	
2/1/11	Postal Employee				Service	Suggestion		Temporary employees should have the same benefits as permanent employees	No contact information provided to respond	2/1/11	
2/1/11	Postal Employee				Service	Suggestion		Long time carriers should not be replaced by new hires	No contact information provided to respond	2/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/1/11	Consumer	Houston	TX		Service	Delivery	Undelivered Mail	Mail not being delivered to customer's residence	Sent to USPS to assist & respond to PRC & customer	2/2/11	
2/1/11	Consumer				Service	Retail	PO Box	Difficulty with paying P O Box rental fee	Sent to USPS to assist & respond to PRC & customer	2/2/11	
2/1/11	Consumer	Torrance	CA		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses also receiving other customer's mail	Sent to USPS to assist & respond to PRC & customer	2/2/11	
2/1/11	Consumer	North Brunswick	NJ		Service	Delivery	Other	Street address misspelled on mail and packages	Sent to USPS to assist & respond to PRC & customer	2/2/11	
2/1/11	Postal Employee				RFI	Retail	PO closing	Status of plan to close and consolidate post offices	Sent to USPS to assist & respond to PRC & customer	2/3/11	
2/1/11	Consumer	New York	NY		Service	Delivery	Delayed Mail	Magazines consistently arriving 2-3 weeks late	Sent to USPS to assist & respond to PRC & customer	2/3/11	
2/1/11	Consumer	New Brunswick	NJ		Service	Delivery	Mode of delivery	Mail not being placed in boxes but being placed on nearby table	Sent to USPS to assist & respond to PRC & customer	2/3/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/1/11	Consumer	Birmingham	AL		Service	Delivery	Mail damage	Mail being stuffed in box with outgoing mail	Sent to USPS to assist & respond to PRC & customer	2/3/11	
2/1/11	Postal Employee	Jacksonville	FL		USPS financial situation	Suggestion		Eliminate bonuses and high salaries for management	Referred to USPS CA	2/3/11	
2/1/11	Postal Organization	Adair	IA		PI2010-1	Retail	PO closing	Courtesy copy of letter to District Manager of Postal Operations and Review Investigator	No action necessary	2/5/11	
2/1/11	Postal Employee	Carrboro	NC		Service	Delivery	Other	Comment on implementation of Flat Sequencing System at AMP	Replied that issue is not within Commission jurisdiction	2/4/11	
2/2/11	Postal Employee	Rockford	MI		PAEA			Comment solicited on improving postal laws	Acknowledged comments and placed on file	2/2/11	
2/2/11	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/2/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/2/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/2/11	
2/2/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/2/11	
2/2/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/2/11	
2/2/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/2/11	
2/2/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/2/11	
2/2/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/2/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/2/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/2/11	
2/2/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/2/11	
2/2/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/2/11	
2/2/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/2/11	
2/2/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/2/11	
2/2/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/2/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/2/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/2/11	
2/2/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/2/11	
2/2/11	Consumer				Service	Delivery	Missing mail	Packages missing in mail - additional comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	2/2/11	
2/2/11	Consumer	Innis	LA		Service	Retail	PO closing	Innis, LA post office in Innis, LA under review to be closed	Information provided to customer - public meeting will be held 2/16/11	2/2/11	
2/2/11	Consumer				N2010-1	Information		Request for status of advisory opinion	Answered by PAGR	2/2/11	
2/2/11	Postal Employee				Other			Copy of email sent to Washington Post regarding interview with new PMG	No response necessary	2/2/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/2/11	Postal Employee				USPS financial situation			Comment on USPS financial situation	No contact information provided to respond	2/2/11	
2/2/11	Consumer	Vista	CA		Service	Delivery	Missing mail	Package missing in mail due to addressing problems - additional comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	2/2/11	
2/2/11	Consumer	Lakeland	FL		Service	Delivery	Missing mail	Package missing in mail - requested status update	Answered by PAGR	2/2/11	
2/2/11	Consumer	Boca Raton	FL		Service	Delivery	Undelivered Mail	Mail not being delivered to customer's new address	Sent to USPS to assist & respond to PRC & customer	2/2/11	
2/2/11	Consumer	Torrance	CA		Service	Delivery	Misdelivered	Mail being delivered to nearby addresses also receiving other customer's mail - additional comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	2/2/11	
2/2/11	Mailer	Folsom	LA		Service	Delivery	PO closing	Folsom, LA post office in Folsom, LA under review to be closed	Sent to USPS to assist & respond to PRC & customer	2/2/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/2/11	Consumer	Ruther Glen	VA		Service	Delivery	Missing mail	Mail that is expected by customer missing in mail	Sent to USPS to assist & respond to PRC & customer	2/3/11	
2/2/11	Consumer	Brooklyn	NY		Service	Delivery	Mode of delivery	Mail being placed outside boxes on the floor	Sent to USPS to assist & respond to PRC & customer	2/3/11	
2/2/11	Consumer				Other			Comment on USPS's National Reassessment Process - follow-up comments	Answered by PAGR	2/2/11	
2/3/11	Postal Employee	Sylva	NC		PAEA			Comment solicited on improving postal laws	Acknowledged comments and placed on file	2/3/11	
2/3/11	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	2/3/11	
2/3/11	Consumer				Other			Erroneously received e-mail intended for another website	No contact information provided to respond	2/3/11	
2/3/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/3/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/3/11	Federal, State & local govt	Mansfield	OH		RFI	Information		Question on who to direct appeal of post office closing to - further questions	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	2/3/11	
2/3/11	Mailer	Folsom	LA		Service	Delivery	PO closing	Folsom, LA post office in Folsom, LA under review to be closed - further comments	Answered by PAGR	2/3/11	
2/3/11	Consumer	Washington	DC		Service	Employee behavior	Rudeness	Carrier rude to customer	Sent to USPS to assist & respond to PRC & customer	2/3/11	
2/3/11	Consumer	Washington	DC		Service	Delivery	Undelivered Mail	Scholarship applications not being delivered to customer	Sent to USPS to assist & respond to PRC & customer	2/3/11	
2/3/11	Postal Employee				USPS financial situation			Comment on temporary employees and benefits	No contact information provided to respond	2/3/11	
2/3/11	Consumer	Washington	DC		Service	Delivery	Misdelivery	Mail still being delivered for previous occupant after 5 years	Sent to USPS to assist & respond to PRC & customer	2/3/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/3/11	Consumer	LaGrange	KY		Service	Delivery	Prison mail	Issues with prison mail administration	Informed customer of prison mail administration policy	2/4/11	
2/3/11	Consumer	St Petersburg	FL		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/4/11	
2/3/11	Consumer				N2010-1	Information		Request for status of advisory opinion	Answered by PAGR	2/4/11	
2/3/11	Consumer	Avondale	AZ		Service	Delivery	Other	No slot to put outgoing mail into cluster boxes	Sent to USPS to assist & respond to PRC & customer	2/4/11	
2/3/11	Consumer	Seattle	WA		Service	Delivery	Undelivered Mail	Redelivery of packages not being attempted by carrier	Sent to USPS to assist & respond to PRC & customer	2/4/11	
2/3/11	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection box schedules at post office in Chicago area	Sent to USPS to assist & respond to PRC & customer	2/4/11	Returning customer

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/3/11	Consumer	Chicago	IL		Website				Comment on accuracy and completeness of "Find a Post Office" information on USPS website	Sent to USPS to assist & respond to PRC & customer	2/4/11	Returning customer
2/3/11	Consumer	Chicago	IL		Service	Facility	Other		Various service issues at post office facility with locks and flagpole	Sent to USPS to assist & respond to PRC & customer	2/4/11	Returning customer
2/3/11	Consumer	Salt Lake City	UT		N2010-1		6 Days		Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/9/11	
2/3/11	Postal Employee	Aurora	CO		Personnel				Employee with management complaint	Referred to USPS CA	2/9/11	
2/3/11	Consumer	Homosassa	FL		Service	Retail	PO closing		Request to appeal possible consolidation of Homosassa post office with Homosassa Springs post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	2/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/4/11	Consumer				RFI	Retail	PO closing	Request for list of post offices that are under consideration for closing - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	2/4/11	
2/4/11	Consumer	Philadelp hia	PA	Delivery confirmation	Service	Delivery	Undelivered Mail	Overnight letter not delivered and signed for by the customer	Sent to USPS to assist & respond to PRC & customer	2/4/11	
2/4/11	Consumer				Service	Delivery	Mail damage	Envelope returned to customer with contents missing	Sent to USPS to assist & respond to PRC & customer	2/4/11	
2/4/11	Consumer	Washingt on	DC		Service	Retail	Coll box	Collection box removed from neighborhood	Sent to USPS to assist & respond to PRC & customer	2/4/11	
2/4/11	Consumer	Geneseo	IL		Service	Delivery	Missing mail	Check missing in mail	Sent to USPS to assist & respond to PRC & customer	2/4/11	
2/4/11	Consumer	Greeley	PA		Service	Delivery	Undelivered Mail	Carrier not delivering packages to residence	Sent to USPS to assist & respond to PRC & customer	2/4/11	
2/4/11	Postal Employee				USPS financial situation			Comment on moving carriers to other post offices	No contact information provided to respond	2/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/4/11	Consumer	Baltimore	MD		Service	Delivery	Mode of delivery	Mail being placed outside boxes	No action necessary at this time	2/4/11	
2/5/11	Consumer				Other			Erroneously received e-mail intended for another website	No contact information provided to respond	2/7/11	
2/5/11	Consumer	Florence	AZ		Service	Delivery	Mode of delivery	CBU mailbox too high for customer to reach	Sent to USPS to assist & respond to PRC & customer	2/7/11	
2/6/11	Consumer	Toms River	NJ		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/7/11	
2/6/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/7/11	
2/6/11	Consumer				N2010-1	Information		Request for status of advisory opinion	Answered by PAGR	2/7/11	
2/6/11	Postal Employee				N2010-1	Information		Request for status of advisory opinion	Answered by PAGR	2/7/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/6/11	Consumer				RFI	Retail	PO closing	Request for list of post offices that are under consideration for closing	Sent to USPS to assist & respond to PRC & customer	2/7/11	
2/6/11	Consumer				RFI	Retail	PO closing	Request for list of post offices that are under consideration for closing	Sent to USPS to assist & respond to PRC & customer	2/7/11	
2/7/11	Consumer	New York	NY		Service	Delivery	Missing mail	Tax forms missing in mail	Sent to USPS to assist & respond to PRC & customer	2/7/11	
2/7/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/7/11	
2/7/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/7/11	
2/7/11	Mailer	Utica	NY		MT2011-3			Comment on Marketing Mail Made Easy	Acknowledged comments and placed copy in commenter file	2/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/7/11	Consumer	Mentor	OH		RFI	Information	Other	Questions on PMG appointment and oversight of the Postal Service	Answered by PAGR	2/7/11	
2/7/11	Consumer	Albany	NY	Priority Mail	Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	2/8/11	
2/7/11	Consumer	Manito	IL		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	2/8/11	
2/7/11	Consumer	Manito	IL		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer - status update	2/8/11	
2/7/11	Federal, State & local govt	Washington	DC		RFI	Retail	PO closing	Request for list of post offices that are under consideration for closing	Referred to USPS Government Relations	2/8/11	
2/7/11	Consumer				Website	Information		Question on RSS feed	Answered by PAGR	2/9/11	
2/8/11	Consumer	Rizal			Other			Erroneously received e-mail intended for another website	No contact information provided to respond	2/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/8/11	Consumer	Fremont	IN		N2010-1	Information		Request for status of advisory opinion	Answered by PAGR	2/8/11	
2/8/11	Consumer	Oklahoma City	OK	Express Mail	Service	Delivery	Missing mail	Letter missing in mail	Sent to USPS to assist & respond to PRC & customer - status update	2/8/11	
2/8/11	Consumer	Harvey	IL		Service	Delivery	Delayed Mail	Mail being delivered late in the day	Sent to USPS to assist & respond to PRC & customer	2/8/11	
2/8/11	Consumer				RFI	Retail	PO closing	Request for list of post offices that are under consideration for closing	Sent to USPS to assist & respond to PRC & customer	2/8/11	
2/8/11	Federal, State & local govt	Binghamton	NY		Personnel			Constituent workplace issue	Referred to USPS Government Relations	2/8/11	
2/8/11	Consumer	Little Rock	AR		RFI	Information		Definition of "served by"	Answered by PAGR	2/8/11	
2/8/11	Consumer				RFI	Information		Information on how to serve legal notice on USPS	Transferred directly to USPS CA	2/8/11	
2/8/11	Consumer	Laplace	LA		N2010-1	Information		Question on filings of NRLCA in Docket	Answered by PAGR	2/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/9/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/9/11	
2/9/11	Consumer	Cabuyao			Other			Erroneously received e-mail intended for another website	No contact information provided to respond	2/9/11	
2/9/11	Federal, State & local govt	Mansfield	OH		A2011-7	Retail	PO closing	Formal filing to appeal closing of Lincoln Branch post office, Mansfield, OH	Referred to Docket Section	2/9/11	
2/9/11	Postal Organization				Other			Invitation to the Chairman's Office to speak at ANACOM Portuguese Regulator	Forwarded to Chairman's Office	2/9/11	
2/9/11	Consumer	Philadelphia	PA	Delivery confirmation	Service	Delivery	Undelivered Mail	Overnight letter not delivered and signed for by the customer - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	2/9/11	
2/9/11	Media				N2010-1	Information		Request for status of advisory opinion	Answered by PAGR	2/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/9/11	Federal, State & local govt	Aiken	SC		Service	Delivery	Change of address	Referral on behalf of constituent with mail forwarding issue	Referred to USPS Government Relations	2/9/11	
2/9/11	Consumer				USPS financial situation	Suggestion		Reduce benefits to postal employees	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	2/9/11	
2/9/11	Consumer	Val Verde	TX		Service	Delivery	Undelivered Mail	Mail not being delivered due to two mailboxes with same address at residence	Sent to USPS to assist & respond to PRC & customer	2/10/11	
2/9/11	Consumer	Alexandria	VA		Service	Delivery	Hold mail	Mail not held during absence of customer from 1/22 through 2/5	Sent to USPS to assist & respond to PRC & customer	2/10/11	
2/9/11	Consumer	Aguada	PR		Service	Delivery	Mode of delivery	Customer wants more secure CBU delivery	Sent to USPS to assist & respond to PRC & customer	2/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/9/11	Consumer				Philatelic	Information		Question on Reagan centennial stamp	Answered by PAGR	2/9/11	
2/10/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/10/11	
2/10/11	Consumer	Indianapolis	IN		N2010-1		3 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/10/11	
2/10/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/10/11	
2/10/11	Consumer	Wiergate	TX	Priority Mail	Service	Delivery	Missing mail	Letter missing in mail	Sent to USPS to assist & respond to PRC & customer	2/10/11	
2/10/11	Consumer				N2010-1		3 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/10/11	
2/10/11	Federal, State & local govt		SC		RFI	Retail	PO closing	Request for list of post offices that are under consideration for closing	Referred to USPS Government Relations	2/10/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/10/11	Postal Employee	Vickery	OH		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/10/11	
2/10/11	Consumer	Staten Island	NY	Delivery confirmation	Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	2/11/11	
2/10/11	Postal Employee				Personnel			Whistleblower complaint	Referred to USPS OIG	2/11/11	
2/10/11	Postal Employee	Ankeny	IA		USPS financial situation			Comment on management wages	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	2/16/11	
2/10/11	Consumer	Stateline	NV		Service	Retail		Copy of letter to Operations Manager regarding possible consolidation to two post offices	Answered by PAGR	2/15/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/11/11	Consumer	Boonville	MO		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/11/11	
2/11/11	Consumer	Kahului	HI		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/11/11	
2/11/11	Consumer	Martinsburg	WV		Service	Delivery	Misdelivery	Mail being delivered to nearby address	Sent to USPS to assist & respond to PRC & customer	2/11/11	
2/11/11	Consumer	Staten Island	NY	Delivery confirmation	Service	Delivery	Missing mail	Package missing in mail - follow-up comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	2/11/11	
2/11/11	Consumer	Colonial Beach	VA		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	2/11/11	
2/11/11	Consumer				Service	Delivery	Mode of delivery	Mailboxes being moved	Transferred directly to USPS CA	2/11/11	
2/11/11	Postal Employee	Naples	FL		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/12/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/14/11	
2/12/11	Postal Employee				Personnel			Employee with management complaint	No contact information provided to respond	2/12/11	
2/12/11	Postal Employee				Personnel			Employee with management complaint	No contact information provided to respond	2/12/11	
2/12/11	Consumer	California City	CA		Service	Delivery	Hold mail	Mail not held during absence of customer	Sent to USPS to assist & respond to PRC & customer	2/14/11	
2/12/11	Consumer				RFI	Information		Requested information on USPS financial statements and annual report	Answered by PAGR with link to USPS website	2/14/11	
2/13/11	Consumer	Arecibo	PR		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/14/11	
2/13/11	Consumer	Crescent Lake	OR		Service	Retail	Other	Forwarded copy of Cascade News	Thanked for update on efforts to obtain Zip Code for community	2/16/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/14/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/14/11	
2/14/11	Consumer	Boca Raton	FL		Service	Delivery	Undelivered Mail	Mail not being delivered to customer's new address - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	2/14/11	
2/14/11	Postal Employee	Valparaiso	IN		USPS financial situation	Suggestion		Multiple suggestions for monetary savings to improve financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	2/15/11	
2/14/11	Postal Employee				PAEA			Question on filing comments after formal deadline	Answered by PAGR	2/15/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/14/11	Consumer	Chicago	IL		Service	Retail	Coll box	Copy of letter to Manager, City Deliver regarding collection box schedules at post office in Chicago area	No response necessary	2/14/11	Returning customer
2/14/11	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection box schedules at post office in Gary, IN	Sent to USPS to assist & respond to PRC & customer	2/15/11	Returning customer
2/14/11	Consumer	Chicago	IL		Service	Delivery	Delayed Mail	Magazines consistently arriving 2-3 weeks late	Sent to USPS to assist & respond to PRC & customer	2/15/11	Returning customer
2/14/11	Consumer	Chicago	IL	Priority Mail	Service	Delivery	Delayed Mail	Comment on length of time to receive letter	Sent to USPS to assist & respond to PRC & customer	2/15/11	Returning customer
2/14/11	Consumer	San Francisco	CA		Service	Retail	Coll box	Service inquiry on collection schedules in Salinas, Seaside, and Castroville, CA post office	Sent to USPS to assist & respond to PRC & customer	2/15/11	Returning customer

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/14/11	Federal, State & local govt	Washington	DC		PI2010-1	Retail	PO closing	Comment from Senator's office on behalf of constituent regarding emergency suspension of Millville, WV post office	Acknowledged comments and referred to USPS GR	2/23/11	
2/15/11	Consumer	Campbell	WI		R2011-2			Comment on USPS planned adjustments for market dominant postal products including First-Class Mail	Acknowledged comments and placed copy in commenter file	2/15/11	
2/15/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/15/11	
2/15/11	Consumer				N2010-1	Information		Request for status of advisory opinion	Answered by PAGR	2/16/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/15/11	Federal, State & local govt	Caledonia	NY		PI2010-1	Retail	PO closing	Comment on emergency suspension of Caledonia, NY post office	Sent to USPS to assist & respond to PRC & customer	2/23/11	
2/16/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/16/11	
2/16/11	Consumer				Service	Delivery	AMP	Concerns over possible consolidation of Daytona Beach, FL mail processing facilities	No contact information provided to respond	2/16/11	
2/16/11	Consumer	Daytona Beach	FL		Service	Delivery	AMP	Concerns over possible consolidation of Daytona Beach, FL mail processing facilities	Transferred directly to USPS CA	2/16/11	
2/16/11	Consumer	Alden	NY		Service	Delivery	Prison mail	Issues with prison mail administration - further comments	Sent to USPS to assist & respond to PRC & customer	2/16/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/16/11	Consumer	St Marys	WV		RFI	Delivery		Question on obtaining statistics for First-Class delivery standards	Referred to USPS CA	2/16/11	
2/16/11	Consumer	Port Washington	OH		Service	Delivery	Other	Question concerning changes in service to a specific town	Sent to USPS to assist & respond to PRC & customer	2/16/11	
2/16/11	Consumer	Sandy	UT	Priority Mail	Service	Delivery	Other	Priority Mail envelope charged extra for bulky contents	Sent to USPS to assist & respond to PRC & customer	2/17/11	
2/16/11	Federal, State & local govt	Caledonia	NY		PI2010-1	Retail	PO closing	Comment on emergency suspension of Caledonia, NY post office - further comments	Explained complaint process	2/22/11	
2/16/11	Consumer		FL		Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Status update post office and bulk mail services will not be impacted by operational changes	2/23/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/17/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/17/11	
2/17/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/17/11	
2/17/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/17/11	
2/17/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/17/11	
2/17/11	Postal Employee				PAEA			Question on filing comments after formal deadline - additional questions	Answered by PAGR	2/17/11	
2/17/11	Consumer	Cebu			Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	2/17/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/17/11	Consumer				N2010-1	Information		Request for status of advisory opinion	Answered by PAGR	2/17/11	
2/17/11	Consumer	San Bernadino	CA		Service	Delivery	Mail damage	Mail torn on corners and opened	Sent to USPS to assist & respond to PRC & customer	2/17/11	
2/17/11	Consumer	Tuscaloosa	AL		Service	Retail	PO closing	Question on appeal process - Eastside Station post office, Tuscaloosa, AL	Information provided to customer	2/17/11	
2/18/11	Consumer	Laplace	LA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/22/11	
2/18/11	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/18/11	
2/18/11	Consumer				Philatelic	Rates		Question on value of non-denominated stamps	Answered by OSA	2/22/11	
2/18/11	Consumer	Kansas City	MO		Service	Delivery	Missing mail	Letters, checks and packages missing in mail	Sent to USPS to assist & respond to PRC & customer	2/22/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/19/11	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/22/11	
2/19/11	Postal Employee	Beaufort	SC		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/22/11	
2/19/11	Consumer	Iowa City	IA		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	2/22/11	
2/19/11	Consumer	Brooklyn	NY		Service	Delivery	Missing mail	Packages missing in mail	Sent to USPS to assist & respond to PRC & customer	2/22/11	
2/20/11	Postal Employee				USPS financial situation	Suggestion		Install more curbside mailboxes	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	2/23/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/20/11	Consumer	Chicago	IL		Service	Delivery	Undelivered Mail	Magazine not being delivered	Sent to USPS to assist & respond to PRC & customer	2/23/11	
2/20/11	Consumer				RFI	Information		Question on bulk mail regulations	Sent to USPS to assist & respond to PRC & customer	2/23/11	
2/21/11	Consumer	Boca Raton	FL		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/21/11	
2/21/11	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/21/11	
2/21/11	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/22/11	
2/21/11	Consumer	Grove City	OH		Service	Retail	PO Box	Mail not being accepted due to late payment of PO Box fee	Sent to USPS to assist & respond to PRC & customer	2/23/11	
2/22/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/22/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/22/11	Postal Employee				C2009-1			Comment on handling of video CDs	Placed copy in commenter file	2/23/11	
2/22/11	Consumer	Los Angeles	CA		RFI	Information		Request for copy of R90-1 Opinion and Recommended Decision	Provided information	2/22/11	
2/22/11	Consumer				N2010-1	Information		Request for status of advisory opinion	Answered by PAGR	2/22/11	
2/22/11	Postal Employee	Vancouver	WA		Service	Facility		Comment on closing of Sunset DDC	No action necessary	2/22/11	
2/22/11	Postal Employee	El Paso	TX		Personnel			Whistleblower complaint	Referred to USPS OIG	2/22/11	
2/22/11	Consumer	Del Mar	CA		Service	Delivery	Claim	Claims filed against the Postal Service	Sent to USPS to assist & respond to PRC & customer	2/22/11	
2/22/11	Consumer	Centreville	VA		Service	Delivery	RTS	Copy of letter to PMG regarding letter that was returned to sender	No action necessary	2/22/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/22/11	Consumer	Star tannery	VA		Service	Retail	PO closing	Comment on possible closing of Star Tannery, VA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	2/23/11	
2/22/11	Consumer				RFI	Information	PO closing	Request for list of post offices to be closed in the next 5 years	Sent to USPS to assist & respond to PRC & customer	2/23/11	
2/22/11	Consumer		FL		Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Status update post office and bulk mail services will not be impacted by operational changes	2/23/11	
2/22/11	Consumer				RFI	Rates		Postcard rate	Answered by PAGR	2/22/11	
2/22/11	Consumer	San Francisco	CA		Service	Retail	Coll box	Service inquiry on collection schedules in Golden Gate Station post office, San Francisco, CA	Sent to USPS to assist & respond to PRC & customer	2/22/11	Returning customer
2/22/11	Consumer	Highland Springs	VA		Service	Retail	PO closing	Request for status of Highland Springs, VA post office	Sent to USPS to assist & respond to PRC & customer	2/25/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/23/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/23/11	
2/23/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/23/11	
2/23/11	Consumer	Surrey	BC		Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	2/23/11	
2/23/11	Consumer	Oregonia	OH		Service	Delivery	Undelivered Mail	Mail not being delivered due to unstable mailbox	Sent to USPS to assist & respond to PRC & customer	2/23/11	
2/23/11	Consumer				N2010-1	Information		Request for status of advisory opinion	Answered by PAGR	2/23/11	
2/23/11	Consumer	Coleman	FL		Service	Delivery	Undelivered Mail	Mail not being delivered to residence requested complaint form	Referred to USPS CA to follow-up	2/25/11	
2/23/11	Consumer	Hoodspurt	WA		Service	Delivery		Question on rural home delivery regulations	Answered by PAGR	2/24/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/23/11	Consumer	Hoodsp ort	WA		Service	Delivery	Undelive red Mail	Mail not being delivered to rural residence	Sent to USPS to assist & respond to PRC & customer	2/24/11	
2/23/11	Consumer				RFI	Informatio n	Other	Contractor wishing to do business with the Postal Service	Sent to USPS to assist & respond to PRC & customer	2/24/11	
2/23/11	Postal Employee	Miami	FL		USPS financial situation			Comment on PMG and management compensatio n	Answered by PAGR with applicable section of PAEA concerning management compensation	2/25/11	
2/23/11	Mailer	Lexingto n	KY		Rates			Mailer rejected for "Summer Sale" rates	Referred to USPS CA	2/23/11	
2/23/11	Federal, State & local govt	Washingt on	DC		Service	Retail	PO closing	Comment on closing of N. Mentor Ave., Washington Station post office in Pasadena, CA	Answered by Chairman's Office	4/22/11	
2/24/11	Postal Employee	Pukalani	HI		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/25/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/24/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/24/11	
2/24/11	Consumer				R2011-2	RFI		Question on implementation date for new rates for market dominant products	Answered by PAGR	2/24/11	
2/24/11	Consumer				Service	Delivery	Delayed Mail	Mail being delivered late in the day	Sent to USPS to assist & respond to PRC & customer	2/24/11	
2/24/11	Consumer	Albany	NY	Priority Mail	Service	Delivery	Missing mail	Package missing in mail - follow-up comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	2/24/11	
2/24/11	Consumer	North Rose	NY		Service	Delivery	Change of address	Mail not being delivered to new address	Sent to USPS to assist & respond to PRC & customer	2/24/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/24/11	Postal Employee	Cornelius	OR		USPS financial situation	Suggestion		Cross train craft employees and change wage structure	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	2/25/11	
2/25/11	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/25/11	
2/25/11	Consumer			Priority Mail	Service	Delivery	Delayed Mail	Package not delivered in timeframe quoted	Sent to USPS to assist & respond to PRC & customer	2/25/11	
2/25/11	Consumer	Camden	OH		Service	Retail	PO closing	Comment on possible closing of Camden, OH post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	2/25/11	
2/25/11	Consumer	Henrico	VA		Service	Delivery	Change of address	Mail not being delivered to new address	Sent to USPS to assist & respond to PRC & customer	2/25/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/25/11	Consumer	Pollock	TX		Service	Delivery		Problem with restricted delivery	Sent to USPS to assist & respond to PRC & customer	2/28/11	
2/25/11	Consumer	Idaho Falls	ID		Other			Question on Quality of Information Act as it relates to USPS	Answered by PAGR	2/25/11	
2/25/11	Federal, State & local govt	Washington	DC		Service			Referral of letters from constituents with various problems/concerns	Referred to USPS Government Relations	2/25/11	
2/26/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/28/11	
2/26/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/28/11	
2/26/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/26/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/28/11	
2/26/11	Consumer	Park Ridge	IL		Service	Retail	ID requirements	Problem with using ID to pay for P O Box	Sent to USPS to assist & respond to PRC & customer	2/28/11	
2/26/11	Consumer	San Antonio	TX		Service	Delivery	Missing mail	Letters lost/missing in mail	Sent to USPS to assist & respond to PRC & customer	2/28/11	
2/26/11	Consumer				Service	Delivery		Comment on mail delivery and fuel costs	Acknowledged comments	2/28/11	
2/27/11	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/28/11	
2/28/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/28/11	
2/28/11	Consumer	Martinsburg	WV		Service	Delivery	Misdelivery	Mail being delivered to nearby address - request status update	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	2/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/28/11	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	2/28/11	
2/28/11	Consumer	Boca Raton	FL		Service	Delivery	Undelivered Mail	Mail not being delivered to customer's new address - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	2/28/11	
2/28/11	Consumer	Merrill	OR		RFI	Retail	PO closing	Request for list of post offices that are under consideration for closing	Sent to USPS to assist & respond to PRC & customer	2/28/11	
2/28/11	Consumer		MS		Service	Delivery	Other	Question on mail in dispute regulations	Sent to USPS to assist & respond to PRC & customer	2/28/11	
2/28/11	Consumer	Sidney	IA		USPS financial situation			Consolidate more small post offices	Acknowledged comments	2/28/11	
2/28/11	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 19 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	2/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/28/11	Consumer	Boca Raton	FL		Service	Delivery	Undelivered Mail	Mail not being delivered to customer's new address - further comments 2nd call	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	2/28/11	
2/28/11	Consumer	Crescent Lake	OR		A2010-4	Delivery	Other	Courtesy copy of letter from USPS DOM denying request for unique Zip Code	No response necessary	2/28/11	
2/28/11	Consumer	Rancho Cordova	CA		Service	Delivery	Change of address	Mail not being forwarded - reply of CA Manager, Sacramento District resolving problem	Acknowledged by PAGR and forwarded to USPS CA	2/28/11	
2/28/11	Consumer	Chicago	IL		Service	Retail	Coll box	Copy of letter to District Manager Greater Indiana District regarding Crown Point, IN post office	No action necessary	2/28/11	Returning customer

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

2/28/11	Consumer	Chicago	IL		Service	Retail	Coll box	Copy of letter to Manager, City Deliver regarding collection box schedules at post office in Greater Indiana District	No action necessary	2/28/11	Returning customer
2/28/11	Consumer	Snow Camp	NC		Website			Comment on character limit on online contact form	Referred to technical staff	2/28/11	
2/28/11	Consumer	Snow Camp	NC		Service	Delivery	Missing mail	Inbound international registered mail missing	Sent to USPS to assist & respond to PRC & customer	3/9/11	
3/1/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/1/11	
3/1/11	Postal Organization	Thurman	IA		Service	Retail	PO closing	Request to open docket to review post office closings	Answered by Chairman's Office	3/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/1/11	Consumer	Chicago	IL		Service	Delivery	Undelivered Mail	Magazine not being delivered - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	3/2/11	
3/1/11	Consumer	Manito	IL		Service	Delivery	Missing mail	Package missing in mail - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	3/2/11	
3/1/11	Consumer	Martinsburg	WV		Service	Delivery	Misdelivery	Mail being delivered to nearby address - request status update again	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	3/1/11	
3/1/11	Consumer				RFI	Information		Incomplete fax received from customer	Requested resend of fax	3/1/11	
3/2/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/2/11	
3/2/11	Consumer	Friedens	PA		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/2/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/2/11	Consumer	Kansas City	MO		Service	Delivery	Missing mail	Letters, checks and packages missing in mail - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	3/2/11	
3/2/11	Postal Employee				USPS financial situation			Hire all employees as temporary employees	No contact information provided to respond	3/2/11	
3/2/11	Postal Employee				USPS financial situation			Fire more "bad" employees	No contact information provided to respond	3/2/11	
3/2/11	Consumer	Wolcott	CT		USPS financial situation			Privatize Postal Service	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	3/2/11	
3/2/11	Consumer	Bloomfield	CO		Service	Delivery	Delayed Mail	Mail being delivered late in the day	Sent to USPS to assist & respond to PRC & customer	3/2/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/2/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/2/11	
3/2/11	Media				ACR2010	Information		Question on USPS response to CHIR	Answered by PAGR	3/2/11	
3/2/11	Postal Employee				USPS financial situation			Ideas that involve mutual cooperation among different branches	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	3/3/11	
3/2/11	Consumer	Los Angeles	CA	Priority Mail	Service	Delivery	Other	Policy on use of Priority Mail packaging tape	Sent to USPS to assist & respond to PRC & customer	3/3/11	
3/2/11	Postal Employee	Aurora	CO		Personnel			Employee with management complaint - further comments	No action necessary	3/2/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/2/11	Consumer	Ft Smith	AR		Service	Retail	AMP	Comment on possible closing of Rogers Ave. Station post office in Ft Smith, AR	Provided regs & sent to USPS to assist & respond to PRC & customer	3/4/11	
3/2/11	Consumer	Ft Smith	AR		Service	Retail	AMP	Comment on possible closing of Rogers Ave. Station post office in Ft Smith, AR	Provided regs & sent to USPS to assist & respond to PRC & customer	3/4/11	
3/2/11	Consumer	Ft Smith	AR		Service	Retail	AMP	Comment on possible closing of Rogers Ave. Station post office in Ft Smith, AR	Provided regs & sent to USPS to assist & respond to PRC & customer	3/4/11	
3/2/11	Consumer	Ft Smith	AR		Service	Retail	AMP	Comment on possible closing of Rogers Ave. Station post office in Ft Smith, AR	Provided regs & sent to USPS to assist & respond to PRC & customer	3/4/11	
3/2/11	Consumer	Ft Smith	AR		Service	Retail	AMP	Comment on possible closing of Rogers Ave. Station post office in Ft Smith, AR	Provided regs & sent to USPS to assist & respond to PRC & customer	3/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/2/11	Consumer	Ft Smith	AR		Service	Retail	AMP	Comment on possible closing of Rogers Ave. Station post office in Ft Smith, AR	Provided regs & sent to USPS to assist & respond to PRC & customer	3/4/11	
3/2/11	Consumer	Ft Smith	AR		Service	Retail	AMP	Comment on possible closing of Rogers Ave. Station post office in Ft Smith, AR	Provided regs & sent to USPS to assist & respond to PRC & customer	3/4/11	
3/2/11	Consumer	Ft Smith	AR		Service	Retail	AMP	Comment on possible closing of Rogers Ave. Station post office in Ft Smith, AR	Provided regs & sent to USPS to assist & respond to PRC & customer	3/4/11	
3/2/11	Consumer	Ft Smith	AR		Service	Retail	AMP	Comment on possible closing of Rogers Ave. Station post office in Ft Smith, AR	Provided regs & sent to USPS to assist & respond to PRC & customer	3/4/11	
3/2/11	Consumer				Other			Comment on Subcommittee hearing	No response necessary	3/2/11	
3/3/11	Postal Employee				RFI	Information		Question docketed case	Answered by PAGR	3/3/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/3/11	Postal Employee	Mill City	OR		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/3/11	
3/3/11	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/3/11	
3/3/11	Media				RFI			Follow-up on request for Chairman to appear on roundtable segment	Answered by PAGR	3/3/11	
3/3/11	Media				MC2010-36			Questions on USPS request to transfer Commercial Standard Mail parcels to the Competitive Products list	Answered by PAGR	3/3/11	
3/3/11	Consumer	Oregonia	OH		Service	Delivery	Undelivered Mail	Mail not being delivered due to unstable mailbox - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	3/3/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/3/11	Consumer			Priority Mail	Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	3/3/11	
3/3/11	Consumer	Wolcott	CT		USPS financial situation			Comment on Commission's authority and union contracting	Answered by PAGR	3/4/11	
3/3/11	Federal, State & local govt	Natrona Heights	PA		Service	Retail	PO closing	Questions on post office suspensions and status of capital freeze	Answered by PAGR Director	4/4/11	
3/4/11	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/4/11	
3/4/11	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/4/11	
3/4/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/4/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/4/11	
3/4/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/4/11	
3/4/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/4/11	
3/4/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/4/11	
3/4/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/4/11	
3/4/11	Consumer	Kansas City	MO		Service	Delivery	Missing mail	Letters, checks and packages missing in mail - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	3/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/4/11	Consumer				Other			Customer wishing to do business with the Postal Service - further comment	Acknowledged by PAGR; provided contact info for USPS and OIG	3/4/11	
3/4/11	Consumer	Las Vegas	NV		USPS financial situation			Comment on CSRS overfunding	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	3/7/11	
3/4/11	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection box schedules at post office in Chicago area - additional comments	Sent to USPS to assist & respond to PRC & customer	3/4/11	Returning customer
3/4/11	Consumer				Philatelic			Comment on EID stamp	Sent to USPS to assist & respond to PRC & customer	3/7/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/4/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Reference to lobby access to post offices in four towns in the Northern Illinois District - request for USPS and PRC responses	Sent to customer	3/4/11	Returning customer
3/4/11	Federal, State & local govt	Washington	DC		Service			Referral of letters from constituents with various problems/concerns	Referred to USPS Government Relations	3/8/11	
3/5/11	Consumer	Martinsburg	WV		Service	Delivery	Misdelivery	Mail being delivered to nearby address - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	3/7/11	
3/5/11	Consumer	Kansas City	MO		Service	Delivery	Missing mail	Letters, checks and packages missing in mail - further comments	No action necessary	3/5/11	
3/5/11	Consumer	Kansas City	MO		Service	Delivery	Missing mail	Letters, checks and packages missing in mail - further comments	No action necessary	3/5/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/5/11	Consumer	Ryland	AL		Service	Retail	PO closing	Request for status of Ryland, AL post office	Provided regs & sent to USPS to assist & respond to PRC & customer	3/7/11	
3/5/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/7/11	
3/5/11	Postal Employee	Derby	KS		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/7/11	
3/5/11	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/7/11	
3/5/11	Postal Employee	Derby	KS		N2010-1	Information		Request for status of advisory opinion	Answered by PAGR	3/7/11	
3/5/11	Consumer	Kansas City	MO		Service	Delivery	Missing mail	Letters, checks and packages missing in mail - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	3/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/5/11	Consumer	Kansas City	MO		Service	Delivery	Missing mail	Letters, checks and packages missing in mail - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	3/9/11	
3/5/11	Consumer	Kansas City	MO		Service	Delivery	Missing mail	Letters, checks and packages missing in mail - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	3/9/11	
3/6/11	Consumer	Anchorage	AK	Delivery confirmation	Service	Retail	Delayed Mail	Package delayed in mail	Sent to USPS to assist & respond to PRC & customer	3/7/11	
3/6/11	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/7/11	
3/7/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/7/11	
3/7/11	Consumer	Las Vegas	NV		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/7/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/7/11	Consumer	Martinsburg	WV		Service	Delivery	Misdelivery	Mail being delivered to nearby address - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	3/7/11	
3/7/11	Consumer	Park Ridge	IL		Service	Retail	ID requirements	Problem with using ID to pay for P O Box - request status update	Sent to USPS to assist & respond to PRC & customer - provided status update	3/7/11	
3/7/11	Federal, State & local govt	Mansfield	OH		A2011-7	Retail	PO closing	Question on extending deadline to file statement with regard to closing of Lincoln Branch post office, Mansfield, OH	Referred to Public Rep.	3/7/11	
3/7/11	Postal Organization	Ft Lauderdale	FL		N2010-1		6 Days	NALC Business Agent submitting statements of business owners in their region	Acknowledged comments and placed copy in commenter file	3/7/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/7/11	Business Owners				N2010-1		6 Days	NALC Business Agent submitting 3 statements of business owners in their region	Acknowledged comments and placed copy in commenter file	3/7/11	
3/7/11	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/7/11	
3/7/11	Consumer	Hillsboro	OR		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/7/11	
3/7/11	Consumer				Service	Retail	PO closing	Comment on possible closing of Rogers Ave. Station post office in Ft Smith, AR	No contact information provided to respond	3/7/11	
3/7/11	Consumer	Ft Smith	AR		Service	Retail	AMP	Comment on possible closing of Rogers Ave. Station post office in Ft Smith, AR	Provided regs & sent to USPS to assist & respond to PRC & customer	3/8/11	
3/7/11	Consumer	Comstock	NY		Service	Delivery	Prison mail	Issues with prison mail administration	Wrote letter regarding prison administration policy	3/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/7/11	Consumer	Ogdensburg	NY		Service	Delivery	Prison mail	Issues with prison mail administration	Wrote letter regarding prison administration policy	3/8/11	
3/7/11	Federal, State & local govt	Saltville	VA		Service	Retail	PO closing	Comment on possible closing of post office in Saltville, VA and other operational changes	Provided regs & sent to USPS to assist & respond to PRC & customer	3/8/11	
3/7/11	Postal Employee	Fairfield	CT		Personnel			Comment on staffing	Referred to USPS OIG	3/9/11	
3/8/11	Consumer	Winston	OR		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/8/11	
3/8/11	Consumer	Charleston	IN		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	3/8/11	
3/8/11	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/8/11	Federal, State & local govt	Daytona Beach	FL		Service	Delivery	AMP	Concerns over possible consolidation of Daytona Beach, FL mail processing facilities	Answered by OAS	3/17/11	
3/9/11	Postal Employee				RFI		PO closing	Request for information on number of post office closing appeals were filed between 1978 and 2010	Answered by PAGR	3/9/11	
3/9/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/9/11	
3/9/11	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/9/11	
3/9/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/9/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/9/11	
3/9/11	Postal Employee	St Petersburg	FL		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/10/11	
3/9/11	Consumer				Service	Delivery	Other	Question on business mail etiquette	Answered by PAGR	3/9/11	
3/9/11	Consumer				USPS financial situation			Charge uniform postage rates for all classes of mail	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	3/9/11	
3/9/11	Consumer	San Francisco	CA		Service	Delivery	Change of address	Mail not being delivered to new address	Sent to USPS to assist & respond to PRC & customer	3/9/11	
3/9/11	Consumer				Service	Delivery	Undelivered Mail	Mail not being delivered due to dog issue	Sent to USPS to assist & respond to PRC & customer	3/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/9/11	Consumer	Washington	DC		Service	Delivery	Change of address	Mail not being delivered to new address	Sent to USPS to assist & respond to PRC & customer	3/9/11	
3/9/11	Consumer				Service	Delivery	Misdelivery	Customer receiving other people's mail	Customer will mail more details	3/9/11	
3/9/11	Consumer	Victor	CO		Service	Retail	PO closing	Comment on possible closing of post office in Victor, CO	Office not under consideration for closing	3/11/11	
3/10/11	Consumer	Gamaliel	AR		Service	Delivery	Mode of delivery	Customer denied hardship delivery request	Sent to USPS to assist & respond to PRC & customer	3/10/11	
3/10/11	Consumer	Pittsburgh	PA		Rates	Information		Request for rate charts	Information provided to customer	3/11/11	
3/10/11	Consumer	Fernandina Beach	FL		Service	Delivery	Change of address	Mail not being delivered to new address	Sent to USPS to assist & respond to PRC & customer	3/10/11	
3/10/11	Consumer		PA		Service	Delivery	Mail damage	Package damaged and item missing from box when delivered to recipient	Sent to USPS to assist & respond to PRC & customer	3/10/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/10/11	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection box schedules at post office in Plymouth, IN also issue with outdated lobby materials	Sent to USPS to assist & respond to PRC & customer	3/11/11	Returning customer
3/10/11	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection box schedules at post office in Alexandria, KY	Sent to USPS to assist & respond to PRC & customer	3/11/11	Returning customer
3/10/11	Consumer				RFI	Information		Question on lost mail statistics	Sent to USPS to assist & respond to PRC & customer	3/11/11	
3/10/11	Consumer	Collierville	TN		RFI	Information		Question on exemption from the FCC for GPS tracker	Answered by PAGR	3/11/11	
3/11/11	Consumer	Camarillo	CA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/11/11	Consumer	Kansas City	KS		Service	Delivery	Change of address	Mail not being delivered to new address	Sent to USPS to assist & respond to PRC & customer	3/11/11	
3/11/11	Consumer	Pleasant Ridge	AR		A2011-8	Information		Question on e-filing	Referred to Docket Section	3/11/11	
3/11/11	Consumer	Takoma	WA		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses also receiving other customer's mail	Sent to USPS to assist & respond to PRC & customer	3/11/11	
3/11/11	Consumer	Quinlan	TX		USPS financial situation			Comment on USPS financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	3/14/11	
3/11/11	Consumer	Milwaukee	WI		Personnel	Delivery		Carrier parked truck in space reserved for handicapped	Sent to USPS to assist & respond to PRC & customer	3/14/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/11/11	Consumer			Media Mail	Service	Delivery	Missing mail	Packages containing books missing in mail	Sent to USPS to assist & respond to PRC & customer	3/14/11	
3/11/11	Federal, State & local govt	Washington	DC		Personnel			Referral of constituent's workman's compensation claim	Referred to USPS Government Relations	3/11/11	
3/11/11	Consumer	Henrico	VA		Service	Delivery	Change of address	Mail not being delivered to new address - request for status update	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	3/11/11	
3/12/11	Consumer	Mansfield	OH		A2011-7	Retail	PO closing	Comment on closing of Lincoln Branch post office, Mansfield, OH	Acknowledged comments and placed copy in commenter file	3/14/11	
3/12/11	Consumer	Rochester	NY	Media Mail	Other			Complaint on new Media Mail regulations/policy	Sent to USPS to assist & respond to PRC & customer	3/14/11	
3/13/11	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/14/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/13/11	Postal Employee	Waukegan	IL		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/14/11	
3/13/11	Consumer	Hackettstown	NJ		Service	Delivery	Mode of delivery	Customer wants curbside delivery as opposed to a CBU	Sent to USPS to assist & respond to PRC & customer	3/14/11	
3/14/11	Consumer	Calapan City			Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	3/14/11	
3/14/11	Consumer	Fernandina Beach	FL		Service	Delivery	Change of address	Mail not being delivered to new address - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	3/14/11	
3/14/11	Consumer				Other			Erroneously received e-mail intended for another website	No contact information provided to respond	3/14/11	
3/14/11	Federal, State & local govt	High Falls			Service	Delivery	PO Box	Customer being charged fee for late payment of PO Box fee	Sent to USPS to assist & respond to PRC & customer	3/14/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/14/11	Consumer	Stanton	VA		Service	Delivery	Missing mail	Letters lost/missing in mail	Sent to USPS to assist & respond to PRC & customer	3/14/11	
3/14/11	Consumer	San Francisco	CA		Service	Delivery	Other	Service inquiry on legibility of postmarks	Sent to USPS to assist & respond to PRC & customer	3/15/11	Returning customer
3/14/11	Consumer	San Antonio	TX	Certified Mail	Service	Retail	Delayed Mail	Certified letters delayed in mail	Sent to USPS to assist & respond to PRC & customer	3/15/11	
3/14/11	Consumer	New York City	NY		Service	Delivery	Mail theft	Landlord allegedly stealing mail	Referred to USPS CA	3/14/11	
3/14/11	Consumer		MD		RFI	Information		Question on how delivery costs for metered mail are calculated	Referred to OAC	3/14/11	
3/15/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/15/11	
3/16/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/16/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/16/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/16/11	
3/16/11	Postal Employee	Villa Rica	GA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/16/11	
3/16/11	Postal Employee		VA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/16/11	
3/16/11	Consumer				USPS financial situation			Comment on union agreement	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	3/16/11	
3/16/11	Consumer				Service	Delivery	PO closing	Question on how to appeal post office closing	Answered by PAGR	3/17/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/16/11	Consumer	San Antonio	TX	Certified Mail	Service	Retail	Delayed Mail	Certified letters delayed in mail - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	3/17/11	
3/16/11	Federal, State & local govt	Bethlehem	PA		Service	Fraud		Referral of constituent's receipt of fraudulent check	Referred to USPS Government Relations	3/17/11	
3/16/11	Postal Employee		VA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/16/11	
3/16/11	Consumer	Chicago	IL		Service	Retail	PO closing	Courtesy copy of letter to Rio Grande DM requesting information about possible post office closings in that District	Thanked for information	3/18/11	Returning customer
3/17/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/17/11	
3/17/11	Consumer			Priority Mail	Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	3/18/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/17/11	Consumer	Middleton	OH		Other			Allegation that idea for postage cancellation was used without attribution	Referred to USPS OIG	3/18/11	
3/18/11	Postal Employee	Mount Pleasant	SC		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/18/11	
3/18/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/18/11	
3/18/11	Postal Employee	Taunton	MA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/18/11	
3/18/11	Consumer		VA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/18/11	
3/18/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/18/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/18/11	Consumer	Leesville	LA		Service	Retail	PO closing	Comment on possible closing of Siper, LA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	3/18/11	
3/18/11	Consumer	New York City	NY		RFI	Facility		Question on disposition of retired post office signage	Sent to USPS to assist & respond to PRC & customer	3/18/11	
3/18/11	Consumer	Reading	PA		Service	Delivery	Mode of delivery	Request for General Delivery	Sent to USPS to assist & respond to PRC & customer	3/18/11	
3/18/11	Federal, State & local govt				Personnel			Referral of postal employee constituent issue	Referred to USPS Government Relations	3/18/11	
3/18/11	Consumer				N2010-1	Information		Request for status of advisory opinion	Answered by PAGR	3/18/11	
3/18/11	Business Owners			Priority Mail	Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	3/21/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/18/11	Consumer	Washington	DC					Request to interview Chairman concerning US and European regulatory models	Referred to Chairman's Office	3/23/11	
3/18/11	Postal Organization	Pasadena	CA		Service	Retail	PO closing	Comment on closing of N. Mentor Ave., Washington Station post office in Pasadena, CA	Provided information on appeals process and e-filing	3/18/11	
3/19/11	Consumer	Volgograd			Philatelic	RFI		Question on obtaining philatelic materials for children's center	Referred to USPS website	3/23/11	
3/20/11	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/20/11	
3/20/11	Consumer	Chicago	IL		Service	Delivery	Undelivered Mail	Magazine not being delivered - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	3/21/11	
3/20/11	Federal, State & local govt	Panama City	FL		Service	Retail	PO closing	Question on list of post office closings	Answered by PAGR Director	3/30/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/21/11	Consumer	Jenison	MI		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/21/11	
3/21/11	Consumer	Schenectady	NY		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/22/11	
3/21/11	Postal Employee	Albany	NY		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/22/11	
3/21/11	Postal Employee	Gloversville	NY		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/22/11	
3/21/11	Consumer	Park Ridge	IL		Service	Retail	ID requirements	Problem with using ID to pay for P O Box - request status update	Sent to USPS to assist & respond to PRC & customer - provided status update	3/21/11	
3/21/11	Consumer	Wakefield	MA		Service	Delivery	Misdelivery	Package delivered to wrong address	Sent to USPS to assist & respond to PRC & customer	3/21/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/21/11	Consumer	Pinckneyville	IL		Service	Delivery	Prison mail	Issues with prison mail administration	Wrote letter regarding prison administration policy	3/24/11	
3/21/11	Consumer		CA		Service	Delivery	Mode of delivery	Carrier hand delivering mail to one customer in apartment complex	Sent to USPS to assist & respond to PRC & customer	3/21/11	
3/21/11	Federal, State & local govt	Wesleyville	PA		Service	Retail	PO closing	Comment on possible closing of Wesleyville, PA branch post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	3/21/11	
3/21/11	Consumer	Wesleyville	PA		Service	Retail	PO closing	Comment on possible closing of Wesleyville, PA branch post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	3/21/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/21/11	Consumer	Johnsonburg	NJ		Service	Retail	PO closing	Comment on possible closing of Johnsonburg , NJ branch post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	3/21/11	
3/21/11	Federal, State & local govt	Northfield	MN		Service	Retail	PO closing	Comment on possible closing of Northfield, MN branch post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	3/21/11	
3/21/11	Federal, State & local govt	Northfield	MN		Service	Retail	PO closing	Comment on possible closing of Northfield, MN branch post office - request for USPS Regional Director's phone number	Answered by PAGR	3/21/11	
3/21/11	Postal Employee				USPS financial situation	Suggestion		Eliminate bonuses and high salaries for management	No contact information provided to respond	3/21/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/21/11	Postal Employee				USPS financial situation	Suggestion		Reduce number of grievances	No contact information provided to respond	3/21/11	
3/21/11	Federal, State & local govt	Wesleyville	PA		Service	Retail	PO closing	Comment on possible closing of Wesleyville, PA branch post office - request for e-filing of appeal procedures	Answered by PAGR and Dockets	3/21/11	
3/21/11	Consumer	Vancouver	BC	International surface mail	Service	Delivery	Missing mail	Package missing in mail sent to China	Sent to USPS to assist & respond to PRC & customer	3/22/11	
3/21/11	Federal, State & local govt	Northfield	MN		Service	Retail	PO closing	Comment on possible closing of Northfield, MN branch post office - further questions	Answered by PAGR	3/22/11	
3/21/11	Consumer				Service	Delivery	Hold mail	Mail not held during absence of customer	Referred to USPS CA	3/21/11	
3/21/11	Postal Organization	Ft Smith	AR		Service	Retail	AMP	Comment on possible closing of Rogers Ave. Station post office in Ft Smith, AR	Provided information on appeals process and e-filing	3/21/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/22/11	Consumer	Charleston	WV	Media Mail	Service	Delivery		Question on mailing magazines as Media Mail	Answered by PAGR	3/22/11	
3/22/11	Consumer	Gaylord	MI	International surface mail	Service	Delivery	Missing mail	Letter missing in mail	Sent to USPS to assist & respond to PRC & customer	3/22/11	
3/22/11	Mailer	Wichita	KS		Rates	RFI		Question on requesting an exemption for mailing that will be mailed after the rate increase implementation of April 2011	Referred to USPS CA	3/22/11	
3/22/11	Consumer	Concord	NH	Certified Mail	Service	Fraud		Certified mail receipts not properly recorded by post office - further comments	Referred to USPS IS	3/22/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/22/11	Mailer	Wichita	KS		Rates	RFI		Question on requesting an exemption for mailing that will be mailed after the rate increase implementation of April 2011	Provided contact information for USPS CA	3/23/11	
3/23/11	Business Owners	Clearwater	FL		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/24/11	
3/23/11	Postal Employee	Amerbury	MA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/23/11	
3/23/11	Consumer	Morgantown	WV		RFI	Information	Other	Contact information for Director of USPS Worker Health and Safety	Provided USPS hotline number	3/23/11	
3/23/11	Consumer	Carol Stream	IL		Service	Delivery	Other	Carrier had keys to residence	Referred to USPS CA	3/23/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/23/11	Consumer	San Antonio	TX	Certified Mail	Service	Retail	Delayed Mail	Certified letters delayed in mail - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	3/25/11	
3/23/11	Consumer				RFI	Information		Request for zip code and address database information	Referred to USPS website FOIA page	3/25/11	
3/23/11	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/23/11	
3/23/11	Postal Employee	Rochester	NY		USPS financial situation	Suggestion		Set up outside site for submission of ideas and innovations	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	3/29/11	
3/24/11	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/24/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/24/11	Consumer	Bethesda	MD		Service	Delivery	Misdelive ry	Customer receiving other people's mail	Sent to USPS to assist & respond to customer	3/24/11	
3/24/11	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/24/11	
3/24/11	Postal Employee	Port Royal	SC		N2010-1			Comment on Advisory Opinion	Acknowledged comments	3/24/11	
3/24/11	Postal Employee	Port Ritchey	FL		N2010-1			Comment on Advisory Opinion	Acknowledged comments	3/24/11	
3/24/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/24/11	
3/24/11	Consumer	Pavillion	WY		USPS financial situation	Suggestio n		Permit third party money order purchases	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	3/25/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/24/11	Consumer	Winters	CA	International surface mail	Service	Delivery	Undelivered Mail	Mail not being delivered from Ireland	Sent to USPS to assist & respond to PRC & customer	3/25/11	
3/24/11	Consumer	Brooklyn	NY		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	3/18/11	
3/24/11	Consumer	San Bruno	CA		Service	Delivery	RTS	Unemployment checks being returned to sender	Sent to USPS to assist & respond to PRC & customer	3/25/11	
3/24/11	Federal, State & local govt	Tuolumne	CA	Certified Mail	Service	Delivery	Undelivered Mail	Letter not yet received by recipient	Sent to USPS to assist & respond to PRC & customer	3/25/11	
3/24/11	Federal, State & local govt	Northfield	MN		Service	Retail	PO closing	Comment on possible closing of Northfield, MN branch post office - further questions	Answered by PAGR	3/30/11	
3/24/11	Consumer			International surface mail	Service	Delivery	Delayed Mail	Letter to Hong Kong delayed in mail	No action necessary at this time	3/24/11	
3/25/11	Consumer				N2010-1			Comment on Advisory Opinion	No contact information provided to respond	3/25/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/25/11	Consumer	San Diego	CA	International surface mail	Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	3/25/11	
3/25/11	Consumer	Baltimore	MD		Service	Retail	Rudeness	Clerk and carrier rude to customer	Sent to USPS to assist & respond to PRC & customer	3/25/11	
3/25/11	Consumer	Ortonville	MI		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/25/11	
3/25/11	Consumer				Service	Retail	PO closing	Question on lease expirations and post office closings	Answered by PAGR	3/29/11	
3/25/11	Federal, State & local govt	Gilman City	MO		Service	Retail	PO closing	Comment on possible closing of City of Gilman, MO post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	3/29/11	
3/25/11	Consumer	Powderly	TX		Service	Retail	PO closing	Comment on possible closing of Powderly, TX post office	Discussed appeals process	3/25/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/26/11	Consumer				N2010-1			Comment on Advisory Opinion	No contact information provided to respond	3/26/11	
3/27/11	Postal Employee	Green River	WY		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/28/11	
3/27/11	Consumer	Bunnell	FL		Service	Delivery	AMP	Concerns over possible consolidation of Daytona Beach, FL mail processing facilities	Answered by PAGR not in Commission's jurisdiction	3/28/11	
3/27/11	Consumer				Service	Delivery	Other	Comment on USPS product advertising	Sent to USPS to assist & respond to PRC & customer	3/28/11	
3/27/11	Postal Employee	Summerfield	FL		USPS financial situation	Suggestion		Recalculate overtime payment formulas	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	3/27/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/27/11	Postal Employee				USPS financial situation	Suggestion		Suggestions to improve financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	3/30/11	
3/28/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/28/11	
3/28/11	Consumer	San Bruno	CA		Service	Delivery	RTS	Unemployment checks being returned to sender - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	3/28/11	
3/28/11	Business Owners	Beachwood	OH		Service	Delivery	Undelivered Mail	Mail not being delivered to new business address	Sent to USPS to assist & respond to PRC & customer	3/28/11	
3/28/11	Consumer				USPS financial situation	Suggestion		Numerous suggestions for cost cutting	No contact information provided to respond	3/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/28/11	Federal, State & local govt	Auburn	WV		Service	Retail	PO closing	Comment on possible closing of Auburn, WV post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	3/29/11	
3/28/11	Consumer	Vallejo	CA		USPS financial situation	Suggestion		Suggestions to utilize excess space	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	3/29/11	
3/28/11	Postal Employee	Huron	OH		USPS financial situation	Suggestion		Target mailings and use excess warehouse space to increase revenue	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	3/29/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/28/11	Consumer	Chicago	IL		Service	Facility	Other	Various service issues at post office facility with flag display and signage	Sent to USPS to assist & respond to PRC & customer	3/29/11	Returning customer
3/28/11	Consumer				Service	Delivery	Mail damage	Mail opened	Provided contact information for USPS CA	3/28/11	
3/28/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/1/11	
3/28/11	Consumer	Waterville	ME		Service	Retail	Accessibility	Post office not clearing snow from entrance	Answered by Chairman's Office	3/31/11	
3/29/11	Media				Rates	Information		Question on cost cutting and rate setting process	Referred to OAC	3/29/11	
3/29/11	Federal, State & local govt	Washington	DC		RFI	Information		Question on term expirations of Commissioners	Answered by PAGR Director	3/29/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/29/11	Consumer	Washington	DC					Request to interview Chairman concerning US and European regulatory models - follow-up	Referred to Chairman's Office - meeting with Int'l Rates Specialist	3/29/11	
3/29/11	Business Owners	Los Angeles	CA		Service	Delivery	Undelivered Mail	Mail not being delivered to business address	Sent to USPS to assist & respond to PRC & customer	3/30/11	
3/29/11	Consumer	St Paul	MN		Service	Delivery	Missing mail	Contents of package missing in mail	Sent to USPS to assist & respond to PRC & customer	3/31/11	
3/29/11	Postal Employee	Atlanta	GA		Personnel			Employee with management complaint	No action necessary	3/29/11	
3/29/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/29/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/1/11	
3/30/11	Federal, State & local govt	Wesleyville	PA		A2011-12	Retail	PO closing	Comment on possible closing of Wesleyville, PA branch post office - question on procedural schedule	Answered by PAGR	3/30/11	
3/30/11	Media				N2010-1	RFI		Questions on Advisory Opinion	Answered by PAGR	3/30/11	
3/30/11	Media				N2010-1	RFI		Questions on Advisory Opinion	Answered by PAGR	3/30/11	
3/30/11	Media				N2010-1	RFI		Questions on Advisory Opinion	Answered by PAGR	3/30/11	
3/30/11	Media	Washington	DC		N2010-1	RFI		Questions on Advisory Opinion	Answered by PAGR	3/30/11	
3/30/11	Media	Anchorage	AK		N2010-1	RFI		Questions on Advisory Opinion	Answered by PAGR	3/30/11	
3/30/11	Media	Washington	DC		N2010-1	RFI		Questions on Advisory Opinion	Answered by PAGR	3/30/11	
3/30/11	Media	Springfield	MA		N2010-1	RFI		Questions on Advisory Opinion	Answered by PAGR	3/30/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/30/11	Media		TX		N2010-1	RFI		Questions on Advisory Opinion	Answered by PAGR	3/30/11	
3/30/11	Media				Service	Retail	PO closing	Questions on PRC oversight of post office closings	Answered by PAGR	3/30/11	
3/30/11	Media		CO		Service	Retail	PO closing	Questions on list of suspended post offices	Answered by PAGR	3/30/11	
3/30/11	Media	Washington	DC		Service	Retail	PO closing	Questions on USPS Federal Register notice amending post office closing procedures	Answered by PAGR	3/30/11	
3/30/11	Media				N2010-1	RFI		Questions on Advisory Opinion	Answered by PAGR	3/30/11	
3/30/11	Federal, State & local govt	Washington	DC		RFI	Information		Question on term expirations of Commissioners	Answered by PAGR	3/30/11	
3/30/11	Consumer	Greenville	SC		Service	Delivery	Missing mail	Contents of package missing in mail	Sent to USPS to assist & respond to PRC & customer	3/31/11	
3/30/11	Consumer				Service	Retail	Wait time in line	Long wait in line at local post office	Sent to USPS to assist & respond to PRC & customer	3/31/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/30/11	Consumer			International surface mail	Service	Delivery	Delayed Mail	Letter to Hong Kong delayed in mail - letter delivered	No action necessary	3/30/11	
3/30/11	Business Owners				RFI	Information	Other	Contractor wishing to do business with the Postal Service	Provided link on USPS website to submit unsolicited proposals	3/30/11	
3/30/11	Consumer				Service	Retail	PO closing	Request for list of post offices for closure	Provided contact information for USPS CA	3/30/11	
3/30/11	Consumer				USPS financial situation	Suggestion		Suggestions to control costs	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	4/1/11	
3/30/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/1/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/30/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/1/11	
3/30/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/1/11	
3/30/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/1/11	
3/30/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/1/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/30/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/1/11	
3/30/11	Federal, State & local govt	Northfield	MN		Service	Retail	PO closing	Comment on possible closing of Northfield, MN branch post office - further questions	Answered by PAGR	4/1/11	
3/30/11	Consumer	Easley	SC		Service	Delivery	Undelivered Mail	Mail not being delivered to residence	Sent to USPS to assist & respond to PRC & customer	4/6/11	
3/31/11	Consumer				Service	Retail	PO closing	Request for list of post offices for closure	Sent to USPS to assist & respond to PRC & customer	3/31/11	
3/31/11	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/31/11	
3/31/11	Consumer	San Diego	CA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	3/31/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

3/31/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/1/11	
3/31/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/1/11	
3/31/11	Postal Employee				N2010-1	Information		Question on Advisory Opinion	Referred to PRC website	3/31/11	
4/1/11	Consumer	San Bruno	CA		Service	Delivery	RTS	Unemployment checks being returned to sender - alleges checks being stolen	Provided contact information for USPS OIG	4/1/11	
4/1/11	Consumer	Rowlett	TX		N2010-1			Comment on Advisory Opinion	Acknowledged comments	4/1/11	
4/1/11	Consumer				USPS financial situation	Suggestion		Suggestions to control costs	No contact information provided to respond	4/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/1/11	Media		TN		Service	Retail	PO closing	Question on suspended post offices	Answered by PAGR	4/1/11	
4/1/11	Media				Rates	RFI		Question pricing for Standard Mail flats	Answered by PAGR	4/1/11	
4/1/11	Consumer		HI		Philatelic	RFI		Question on submitting petition for stamp design	Sent to USPS to assist & respond to PRC & customer	4/1/11	
4/1/11	Consumer	Berkley	CA		Service	Delivery	PO Box	Size of P O Box inadequate to hold customers mail	Sent to USPS to assist & respond to PRC & customer	4/1/11	
4/1/11	Consumer				Philatelic	RFI		Question on shrink wrapping stamp sheets	Sent to USPS to assist & respond to PRC & customer	4/1/11	
4/1/11	Mailer	Greenville	NC		ACR2010	RFI		Question on ACR findings on catalog rates	Answered by PAGR	4/1/11	
4/1/11	Postal Employee	Portland	OR		A2011-4	Information		Comment on University Station post office closing	No action necessary at this time	4/1/11	
4/2/11	Consumer				USPS financial situation			Comment on financial situation and revenue generating programs	No response necessary	4/2/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/2/11	Consumer				USPS financial situation			Comment on financial situation and revenue generating programs	No response necessary	4/2/11	
4/3/11	Consumer				USPS financial situation			Comment on financial situation and revenue generating programs	No response necessary	4/3/11	
4/4/11	Postal Employee	Cape Girardeau	MO		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	4/4/11	
4/4/11	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	4/4/11	
4/4/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/4/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/5/11	
4/4/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/5/11	
4/4/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/5/11	
4/4/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/4/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/5/11	
4/4/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/5/11	
4/4/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/5/11	
4/4/11	Consumer	Derma	MS		Service	Retail	PO closing	Comment on possible closing of Derma, MS post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	4/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/4/11	Business Owners	Smithfield	RI		Service	Delivery	PO Box	Mail being delivered late in the day to P O Box	Sent to USPS to assist & respond to PRC & customer	4/5/11	
4/4/11	Consumer	Las Vegas	NV	Certified Mail	Service	Delivery		Customer unable to use postage purchased online to mail certified package	Sent to USPS to assist & respond to PRC & customer	4/5/11	
4/4/11	Consumer	Coney Island	NY		Service	Delivery	Delayed Mail	Magazines delivered late	Sent to USPS to assist & respond to PRC & customer	4/5/11	
4/4/11	Consumer	Mahopac	NY		Service	Delivery	Delayed Mail	Mail delivered late in the day and opened	Sent to USPS to assist & respond to PRC & customer	4/5/11	
4/4/11	Consumer				Service	Delivery	Hold mail	Comment on hold mail policy	Sent to USPS to assist & respond to PRC & customer	4/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/4/11	Consumer	Malvern	AR		USPS financial situation	Suggestion		Suggestions to improve financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	4/5/11	
4/4/11	Consumer	Bridgewater	MA		Service	Delivery	Prison mail	Issues with prison mail administration	Wrote letter regarding prison administration policy	4/5/11	
4/4/11	Consumer				Service	Other		Copy of letter to USPS OIG on OIG RARC-WP-11-002 Report	Thanked for comments	4/5/11	
4/4/11	Consumer	Geneva	IA		Service	Retail	PO closing	Comment on emergency suspension of Geneva, IA post office	Sent to USPS to assist & respond to PRC & customer	4/6/11	
4/4/11	Federal, State & local govt				RFI	Information		City attorney's office requesting contact information for USPS	Provided USPS contact information	4/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/4/11	Consumer		FL		Service	Delivery	AMP	Concerns over possible consolidation of Daytona Beach, FL mail processing facilities	Answered by PAGR not in Commission's jurisdiction	4/4/11	
4/4/11	Mailer				Service	Delivery	Undelivered Mail	Packages not being delivered	Sent to USPS to assist & respond to PRC & customer	4/6/11	
4/4/11	Mailer				Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	4/6/11	
4/4/11	Mailer	Temple Hills	MD		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	4/6/11	
4/4/11	Mailer			Priority Mail	Service	Delivery	Other	Priority Mail Flat Rate envelopes inconsistently handled	Sent to USPS to assist & respond to PRC & customer	4/6/11	
4/4/11	Consumer	Stratford	CT		USPS financial situation	Suggestion		Sell magazines at post offices	Answered by Chairman's Office	4/12/11	
4/4/11	Consumer				N2010-1		3 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	4/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/5/11	Consumer	Oakland	CA		Service	Delivery	Mail theft	Contents of letters & cards taken from envelopes	Sent to USPS to assist & respond to PRC & customer	4/5/11	
4/5/11	Consumer	Chicago	IL		Personnel	Employee behavior	Rudeness	Employees not responsive to customer's concerns	Sent to USPS to assist & respond to PRC & customer	4/5/11	
4/5/11	Consumer				Service	Retail	Other	Comment on local post office	Sent to USPS to assist & respond to PRC & customer	4/5/11	
4/5/11	Consumer	Dracut	MA		Service	Employee behavior		Comment on employee behavior at local post office	Sent to USPS to assist & respond to PRC & customer	4/5/11	
4/5/11	Postal Employee				Service	Delivery	Other	Comment on short paid mail	Referred to USPS CA	4/5/11	
4/5/11	Consumer	Pine City	NY		Service	Delivery	Prison mail	Issues with prison mail administration	Wrote letter regarding prison administration policy	4/5/11	
4/5/11	Consumer				RFI	Information		Question on finding volume/revenue statistics by Zip Code	Answered by PAGR	4/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/5/11	Consumer	San Francisco	CA		Service	Retail	Coll box	Service inquiry on collection schedules at Georgetown Station in Washington, DC	Sent to USPS to assist & respond to PRC & customer	4/6/11	Returning customer
4/5/11	Mailer	North East	PA		Rates			Cost of shipping added to sale of merchandise online	Sent to USPS to assist & respond to PRC & customer	4/6/11	
4/5/11	Mailer	Kent	WA	Priority Mail	Service	Delivery	Other	Priority Mail Flat Rate envelopes inconsistently handled	Sent to USPS to assist & respond to PRC & customer	4/6/11	
4/5/11	Mailer	Massapequa	NY		Service	Delivery	Other	Postal money orders not accepted as payment for online purchases on EBay	Sent to USPS to assist & respond to PRC & customer	4/6/11	
4/5/11	Mailer			Delivery confirmation	Service	Delivery	Other	Inconsistent handling and scanning of parcels with delivery confirmation	Sent to USPS to assist & respond to PRC & customer	4/6/11	
4/5/11	Mailer	Miami	FL		Service	Delivery	Missing mail	Money order missing in mail	Sent to USPS to assist & respond to PRC & customer	4/6/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/5/11	Consumer	Everson	WA		Service	Retail	PO closing	Comment on possible closing of Nooksack, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	4/11/11	
4/5/11	Consumer	Fort Collins	CO		USPS financial situation	Suggestion		Suggestions to improve financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	4/18/11	
4/5/11	Consumer	Fifield	WI		Service	Delivery	PO closing	Comment on USPS proposed regulations for closing post offices published in the Federal Register	Thanked for comments on provided contact information to submit comment directly to USPS on the proposed regulations	4/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/6/11	Consumer	Del Mar	CA		Service	Delivery	Claim	Claims filed against the Postal Service - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/6/11	
4/6/11	Mailer			Priority Mail	Service	Delivery	Other	Priority Mail packages scans not updated	Sent to USPS to assist & respond to PRC & customer	4/6/11	
4/6/11	Mailer				Service	Delivery	Other	Information on the availability of purchasing postage for Regional Priority boxes on PayPal	Sent to USPS to assist & respond to PRC & customer	4/6/11	
4/6/11	Mailer	Martinez	GA	Media Mail	Service	Delivery	Missing mail	Media Mail packages missing in mail	Sent to USPS to assist & respond to PRC & customer	4/6/11	
4/6/11	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	4/6/11	
4/6/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	4/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/6/11	Consumer	Searchlight	NV		Service	Retail	PO closing	Question on post office closing list	Sent to USPS to assist & respond to PRC & customer	4/11/11	
4/6/11	Consumer	Brooklyn	NY	Certified Mail	Service	Delivery	Misdelivery	Envelope delivered back to customer	Sent to USPS to assist & respond to PRC & customer	4/11/11	
4/6/11	Consumer				Website			Customer locked out of USPS website account	Sent to USPS to assist & respond to PRC & customer	4/11/11	
4/6/11	Postal Employee	Eureka Springs	AR		Service	Delivery	PO closing	Comment on USPS proposed regulations for closing post offices published in the Federal Register	Thanked for comments on provided contact information to submit comment directly to USPS on the proposed regulations	4/20/11	
4/7/11	Federal, State & local govt	Wesleyville	PA		A2011-12	Retail	PO closing	Comment on possible closing of Wesleyville, PA branch post office - question on procedures	Answered by PAGR	4/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/7/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/15/11	
4/8/11	Media		FL		Service	Retail	PO closing	Questions on post office closing procedures	Answered by PAGR	4/8/11	
4/8/11	Media				RFI	Information	Other	Questions possible government shutdown	Answered by PAGR	4/8/11	
4/8/11	Media				RFI	Information	Other	Questions possible government shutdown	Answered by PAGR	4/8/11	
4/8/11	Federal, State & local govt	Wesleyville	PA		A2011-12	Retail	PO closing	Comment on possible closing of Wesleyville, PA branch post office - question on procedures	Answered by PAGR	4/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/8/11	Federal, State & local govt	Wesleyville	PA		A2011-12	Retail	PO closing	Comment on possible closing of Wesleyville, PA branch post office - question on procedures	Answered by PAGR	4/11/11	
4/8/11	Consumer	Brookings	OP		Service	Delivery	Undelivered Mail	Mail expected by customer not being delivered	Sent to USPS to assist & respond to PRC & customer	4/11/11	
4/8/11	Consumer	Houston	TX		Personnel			Comment on collective bargaining	Acknowledged comments	4/11/11	
4/8/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/11/11	
4/8/11	Consumer		CA	International surface mail	Service	Delivery	Missing mail	Package missing in mail sent to China	Sent to USPS to assist & respond to PRC & customer	4/12/11	
4/8/11	Postal Employee				USPS financial situation	Information		Question on financial reports filed by the Postal Service	Answered by PAGR	4/13/11	
4/8/11	Business Owners	Crawfordville	FL		RFI	Information		Questions on NSAs	Referred to PRC website	4/18/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/9/11	Consumer				Rates			Comment on timing of rate increase	Referred to USPS CA	4/13/11	
4/10/11	Consumer				Philatelic			Stamp design unsatisfactor y	Sent to USPS to assist & respond to PRC & customer	4/11/11	
4/10/11	Consumer			International surface mail	Service	Delivery	Missing mail	Package missing in mail sent to UK	Sent to USPS to assist & respond to PRC & customer	4/12/11	
4/11/11	Consumer	Ryland	AL		Service	Retail	PO closing	Request for status of Ryland, AL post office - request for status update	Provided regs & sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/11/11	
4/11/11	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	4/11/11	
4/11/11	Federal, State & local govt		PA		Service	Retail	PO closing	Comment on possible closing of Airville, PA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	4/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/11/11	Consumer				Personnel			Comment on collective bargaining	No contact information provided to respond	4/11/11	
4/11/11	Consumer				Service	Delivery	Mail damage	Mail shoved in and damaged when placed in mailbox	No contact information provided to respond	4/11/11	
4/11/11	Consumer	Lewes	DE		USPS financial situation	Suggestion		Courtesy copy of letter from USPS rejecting business proposal	No action necessary	4/11/11	
4/11/11	Consumer	Lawrenceville	GA		Service	Delivery	Undelivered Mail	Letter not yet received by recipient	Sent to USPS to assist & respond to PRC & customer	4/12/11	
4/11/11	Consumer	Los Angeles	CA	International surface mail	Service	Delivery	Missing mail	Documents missing in mail	Sent to USPS to assist & respond to PRC & customer	4/12/11	
4/11/11	Consumer	Los Angeles	CA	International surface mail	Service	Delivery	Missing mail	Documents missing in mail - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/12/11	
4/11/11	Consumer	Lima	OH		Service	Delivery	Delayed Mail	Delivery service performance not as expected	Sent to USPS to assist & respond to PRC & customer	4/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/11/11	Postal Employee	Keller	TX		Personnel	Employee behavior		Allegation of sexual harassment cover-up - resubmitted complaint	Referred to USPS OIG again	4/12/11	
4/11/11	Consumer				Service	Delivery	Prison mail	Issues with prison mail administration	Provided contact information for ACLU	4/11/11	
4/11/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/15/11	
4/11/11	Federal, State & local govt	Derma	MS		Service	Retail	PO closing	Comment on possible closing of Derma, MS post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/15/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/11/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Comment on possible closing of Cedar Point, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/15/11	
4/11/11	Federal, State & local govt	Mason City	IA		Service	Retail	PO closing	Comment on possible closing of Orchard, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/19/11	
4/11/11	Postal Employee	Fifield	WI		Service	Delivery	PO closing	Comment on USPS proposed regulations for closing post offices published in the Federal Register	Thanked for comments on provided contact information to submit comment directly to USPS on the proposed regulations	4/20/11	
4/12/11	Federal, State & local govt	Little Rock	AR		RFI	Information		Contact information for local CA	Provided contact information	4/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/12/11	Consumer	Berkley	CA		Service	Retail	PO closing	Question on post office closing procedures	Faxed copy of relevant CFR section	4/12/11	
4/12/11	Consumer	Baltimore	MD		Service	Retail	Rudeness	Clerk and carrier rude to customer - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/12/11	
4/12/11	Consumer	Brooklyn	NY	Certified Mail	Service	Delivery	Misdelivery	Envelope delivered back to customer - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/12/11	
4/12/11	Consumer	San Jose	CA		Service	Delivery	Mail theft	Allegations of mail tampering	Sent to USPS to assist & respond to PRC & customer	4/12/11	
4/12/11	Consumer				Service	Fraud		Allegations of mail fraud	Provide contact information for USPS IS	4/12/11	
4/12/11	Consumer	Linville Falls	NC		Service	Retail	PO closing	Comment on possible closing of Linville falls, NC post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	4/13/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/12/11	Consumer	Linville Falls	NC		Service	Retail	PO closing	Comment on possible closing of Linville falls, NC post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	4/13/11	
4/12/11	Consumer	Peoria	AZ		Service	Delivery	Missing mail	Inbound international registered mail missing	Sent to USPS to assist & respond to PRC & customer	4/15/11	
4/12/11	Federal, State & local govt	Jefferson City	MO		Service	Retail	PO closing	Comment on possible closing of Mora and Ionia, MO post offices	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/19/11	
4/12/11	Consumer		WV		Service	Delivery	RTS	Mail not being forwarded to new address	Problem resolved	4/12/11	
4/13/11	Consumer	Nixa	MO		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	4/13/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/13/11	Federal, State & local govt	Pembroke Pines	FL		Service	Delivery	Other	Request for unique Zip Code for town	Sent to USPS to assist & respond to PRC & customer	4/13/11	
4/13/11	Consumer		CA		Service	Delivery	Other	Request from non-profit for refund of funds in bulk mail account	Sent to USPS to assist & respond to PRC & customer	4/13/11	
4/13/11	Consumer		CA		Service	Delivery	Other	Request from non-profit for refund of funds in bulk mail account - further information	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/13/11	
4/13/11	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	4/13/11	
4/13/11	Consumer	Dumaguete City			Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	4/14/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/13/11	Federal, State & local govt	Northfield	MN		Service	Retail	PO closing	Comment on possible closing of Northfield, MN branch post office - further questions	Answered by PAGR	4/14/11	
4/13/11	Federal, State & local govt	Alicia	AR		Service	Retail	PO closing	Comment on possible closing of Alicia, AR post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/15/11	
4/13/11	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection box schedules at post office in Alexandria, KY - follow-up	Sent to USPS to assist & respond to PRC & customer	4/15/11	Returning customer
4/13/11	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection box schedules at 22nd St. post office in Chicago, IL	Sent to USPS to assist & respond to PRC & customer	4/15/11	Returning customer

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/13/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Service inquiry on lobby hours in three New Jersey post offices	Sent to USPS to assist & respond to PRC & customer	4/15/11	Returning customer
4/13/11	Consumer			International surface mail	RFI	Information		Question on delivery schedules	Answered by PAGR	4/13/11	
4/13/11	Consumer	Cutchogue	NY		Service	Delivery	PO closing	Comment on USPS proposed regulations for closing post offices published in the Federal Register	Thanked for comments on provided contact information to submit comment directly to USPS on the proposed regulations	4/20/11	
4/13/11	Federal, State & local govt	Lauderhill	FL		Service	Retail	Coll box	No collection box in front of City Hall or post office in town	Sent to USPS to assist & respond to PRC & customer	4/22/11	
4/14/11	Consumer	Nooksack	Wa		Service	Retail	PO closing	Comment on possible closing of Nooksack, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	4/14/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/14/11	Consumer	Ft Smith	AR		A2011-13	Retail	AMP	Comment on possible closing of Rogers Ave. Station post office in Ft Smith, AR	Acknowledged comments and placed copy in commenter file	4/14/11	
4/14/11	Consumer	Los Angeles	CA	International surface mail	Service	Delivery	Missing mail	Documents missing in mail - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/14/11	
4/14/11	Federal, State & local govt	City of Chino Hills			Service	Retail	PO closing	Question on possible closing of Chino Hills post office	Answered by PAGR	4/14/11	
4/14/11	Consumer	Snow Camp	NC		Service	Delivery	Missing mail	Inbound international registered mail missing	Sent to USPS to assist & respond to PRC & customer - courtesy copy of letter to customer from Int'l Postal Affairs Specialist	4/14/11	
4/14/11	Federal, State & local govt	Northfield	MN		Service	Retail	PO closing	Comment on possible closing of Northfield, MN branch post office - further questions	Answered by PAGR	4/14/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/14/11	Federal, State & local govt	Northfield	MN		Service	Retail	PO closing	Comment on possible closing of Northfield, MN branch post office - further questions	Answered by PAGR	4/14/11	
4/14/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/18/11	
4/14/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/18/11	
4/14/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/18/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/14/11	Consumer	Carolina	WV		Service	Retail	PO closing	Comment on possible closing of Carolina, WV post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/15/11	
4/14/11	Consumer	Akron	OH		Service	Retail	PO closing	Comment on possible closing of East Akron, OH Goodyear Heights post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	4/15/11	
4/14/11	Consumer	Akron	OH		Service	Retail	PO closing	Comment on possible closing of East Akron, OH Goodyear Heights post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	4/15/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/14/11	Consumer	Akron	OH		Service	Retail	PO closing	Comment on possible closing of East Akron, OH Goodyear Heights post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	4/15/11	
4/14/11	Consumer				Service	Delivery	Other	Comment on delivery program to maximize delivery operations	Sent to USPS to assist & respond to PRC & customer	4/15/11	
4/14/11	Postal Employee	Glendale	NY		Philatelic			Follow-up to stamp suggestion from postal employee	Referred to USPS HR	4/18/11	
4/14/11	Consumer	Eugene	OR		Service	Retail	PO closing	Comment on possible closing of Eugene, OR main post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/22/11	
4/15/11	Consumer	Ortonville	MI		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	4/15/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/15/11	Consumer	Frostburg	MD		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	4/15/11	
4/15/11	Consumer				R2011-5	RFI		Questions on contents of docket filing	Referred to PRC website	4/15/11	
4/15/11	Consumer		CA		Service	Delivery	Other	Request from non-profit for refund of funds in bulk mail account - further information	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/15/11	
4/15/11	Business Owners				Service	Retail	PO closing	Comment on closing of Treharris post office	Requested more information from customer on location	4/15/11	
4/15/11	Consumer	Hales Corners	WI		R2011-5	RFI		Questions on contents of docket filing	Referred to PRC website	4/15/11	
4/15/11	Consumer	Akron	OH		Service	Retail	PO closing	Comment on possible closing of East Akron, OH Goodyear Heights post office - further comments	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) - relayed to USPS CA	4/15/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/15/11	Consumer	Lincoln	NE		USPS financial situation	Suggestion		Start mail recycling program at post offices	Sent to USPS CA	4/18/11	
4/15/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation	Sent to USPS CA	4/18/11	
4/16/11	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	4/18/11	
4/16/11	Consumer	Akron	OH		Service	Retail	PO closing	Comment on possible closing of East Akron, OH Goodyear Heights post office - further comments	Answered by PAGR	4/26/11	
4/18/11	Consumer	Pine City	NY		Service	Delivery	Prison mail	Issues with prison mail administration - acknowledged response letter	No action necessary	4/18/11	
4/18/11	Consumer	West Haven	CT		Service	Retail	PO closing	Courtesy copy of letter to Rep. regarding post office closing article in local paper	No action necessary	4/18/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/18/11	Consumer	Nooksack	WA		Service	Retail	PO closing	Comment on possible closing of Nooksack, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/19/11	
4/18/11	Consumer	Washington	DC		Service	Retail	Wait time in line	Long wait in line at local post office	Sent to USPS to assist & respond to PRC & customer	4/18/11	
4/18/11	Business Owners				Service	Retail	PO closing	Comment on closing of Treharris post office - further comments	Requested more information from customer on location - location outside US	4/18/11	
4/18/11	Consumer	San Francisco	CA		Service	Retail	Coll box	Service inquiry on collection schedules in Davis, CA	Sent to USPS to assist & respond to PRC & customer	4/19/11	Returning customer
4/18/11	Consumer	San Francisco	CA		Service	Retail	Coll box	Service inquiry on collection schedules in Dixon, CA	Sent to USPS to assist & respond to PRC & customer	4/19/11	Returning customer

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/18/11	Consumer	Brookings	OR		Service	Delivery	Undelivered Mail	Mail expected by customer not being delivered - copy of letter to PMG	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/19/11	
4/18/11	Consumer	Los Angeles	CA		Service	Delivery	Undelivered Mail	Mail not being delivered to second floor of senior center	Sent to USPS to assist & respond to PRC & customer	4/19/11	
4/18/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/19/11	
4/18/11	Federal, State & local govt	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/19/11	Consumer	Wesleyville	PA		A2011-12	Retail	PO closing	Comment on possible closing of Wesleyville, PA branch post office	Acknowledged comments and placed copy in commenter file	4/19/11	
4/19/11	Consumer	Yazoo City	MS		Service	Retail	Lobby hours	Post office closed on tax filing day	Sent to USPS to assist & respond to PRC & customer	4/19/11	
4/19/11	Consumer	Peach Orchard	AR		Service	Retail	PO closing	Comment on possible closing of Peach Orchard, AR post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/20/11	
4/19/11	Consumer	Bronx	NY		Service	Delivery	Undelivered Mail	Mail not being delivered to residence and other service issues	Sent to USPS to assist & respond to PRC & customer	4/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/19/11	Consumer	Los Angeles	CA		Service	Delivery	Undelivered Mail	Mail not being delivered to second floor of senior center - further questions answered by PAGR	Sent to USPS to assist & respond to PRC & customer	4/19/11	
4/19/11	Consumer				Philatelic	RFI		Question on shrink wrapping stamp sheets	Sent to USPS to assist & respond to PRC & customer - Answered by USPS CA	4/19/11	
4/19/11	Consumer	Newark	NJ		RFI	Information	Other	Request for forwarding address of individual	Referred to USPS Records Manager	4/20/11	
4/19/11	Consumer				Service	Delivery	Prison mail	Issues with prison mail administration	Provided contact information for ACLU	4/19/11	
4/19/11	Consumer				Service	Delivery	Claim	Claim for contents missing from package	Provided contact information for USPS CA to file appeal	4/19/11	
4/19/11	Consumer	Walker	WV		Service	Delivery	Missing mail	Packages missing in mail	Sent to USPS to assist & respond to PRC & customer	4/20/11	
4/19/11	Consumer	Chesapeake	VA		Service	Delivery	Missing mail	Packages missing in mail	Sent to USPS to assist & respond to PRC & customer	4/20/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/20/11	Consumer	Brooklyn	NY	Certified Mail	Service	Delivery	Misdelivery	Envelope delivered back to customer - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/20/11	
4/20/11	Consumer				RFI	Information		Question on post office structuring	Referred to USPS CA	4/20/11	
4/20/11	Consumer	Dallas	TX		Service	Delivery	Mode of delivery	Concerns over proposed physical location for delivery of mail to office building if customer does not rent post office box	Sent to USPS to assist & respond to PRC & customer	4/20/11	
4/20/11	Federal, State & local govt	Marianna	FL		Service	Retail	PO closing	Comment on possible closing of the Bascom, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/20/11	
4/20/11	Consumer	Chicago	IL		Service	Delivery	RTS	Misaddressed letter returned to sender	Sent to USPS to assist & respond to PRC & customer	4/21/11	Returning customer

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/20/11	Consumer				Rates			Comment on shape based rates and request for template	Sent to USPS to assist & respond to PRC & customer	4/20/11	
4/20/11	Consumer	Los Angeles	CA		Service	Delivery	Undelivered Mail	Mail not being delivered to second floor of senior center - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/20/11	
4/20/11	Consumer	Greenville	SC		Service	Delivery	Missing mail	Contents of package missing in mail - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/20/11	
4/20/11	Consumer	South Charleston	WV		Service			Unspecified complaint	No action necessary at this time	4/20/11	
4/20/11	Consumer	Chicago	IL		Service	Facility	PO closing	Questions on post office closing procedures in Rio Grande District	Replied that issue is not within Commission jurisdiction	5/3/11	Returning customer

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/21/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/21/11	
4/21/11	Federal, State & local govt		MD		Service	Retail	PO closing	Comment on possible closing of the Still Pond, MD post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	4/21/11	
4/21/11	Consumer	Akron	OH		Service	Retail	PO closing	Comment on possible closing of East Akron, OH Goodyear Heights post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/22/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/21/11	Consumer	Dallas	TX		Service	Retail	PO closing	Comment on possible closing of World Trade Center post office Dallas, TX	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/22/11	
4/21/11	Consumer		MD		RFI	Information		Question on how delivery costs for metered mail are calculated - further comments	Referred to OAC	4/21/11	
4/21/11	Consumer	Siloam	NC		Service	Retail	PO closing	Comment on possible closing of Siloam, NC post office and delivery of mail from another post office	Sent to USPS to assist & respond to PRC & customer	4/21/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/21/11	Consumer	Dallas	TX		Service	Retail	PO closing	Comment on possible closing of World Trade Center post office Dallas, TX	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/21/11	
4/21/11	Consumer	Dallas	TX		Service	Retail	PO closing	Comment on possible closing of World Trade Center post office Dallas, TX	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/21/11	
4/21/11	Consumer	Dallas	TX		Service	Retail	PO closing	Comment on possible closing of World Trade Center post office Dallas, TX	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/21/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/21/11	Consumer	Dallas	TX		Service	Retail	PO closing	Comment on possible closing of World Trade Center post office Dallas, TX	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/21/11	
4/21/11	Consumer	Alexandria	VA		RFI	Information		Question on job application process	Referred to OAS	4/22/11	
4/22/11	Consumer	Akron	OH		Service	Retail	PO closing	Comment on possible closing of East Akron, OH Goodyear Heights post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	4/25/11	
4/22/11	Federal, State & local govt	Lauderhill	FL		Service	Retail	Coll box	No collection box in front of City Hall or post office in town - further information	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/25/11	
4/22/11	Consumer	Jacksonville	NC		Personnel			Comment on collective bargaining	Acknowledged comments	4/22/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/22/11	Mailer				MT2011-4	Information		Question on Mail Works Guarantee program	Answered by PAGR	4/22/11	
4/22/11	Consumer	Dallas	TX		Service	Retail	PO closing	Comment on possible closing of World Trade Center post office Dallas, TX	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/22/11	
4/22/11	Consumer	Dallas	TX		Service	Retail	PO closing	Comment on possible closing of World Trade Center post office Dallas, TX - concerns over mail going to P O Box	Sent to USPS to assist & respond to PRC & customer	4/22/11	
4/22/11	Consumer	St. Louis	MO	Certified Mail	Service	Delivery	Undelivered Mail	Two certified letters missing scans	Sent to USPS to assist & respond to PRC & customer	4/22/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/22/11	Consumer	Dallas	TX		Service	Retail	PO closing	Comment on possible closing of World Trade Center post office Dallas, TX	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/29/11	
4/22/11	Consumer	Dallas	TX		Service	Retail	PO closing	Comment on possible closing of World Trade Center post office Dallas, TX	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/29/11	
4/23/11	Consumer			Certified Mail	Service	Delivery	Delayed Mail	Certified letters not delivered in timeframe quoted	Sent to USPS to assist & respond to PRC & customer	4/25/11	
4/24/11	Consumer	Poulsbo	WA		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	4/25/11	
4/24/11	Postal Employee				USPS financial situation	Suggestion		Consolidate rural routes	Forwarded form to USPS CA	4/24/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/24/11	Postal Employee	Minneapolis	MN		Service	Delivery	AMP	Concerns over possible consolidation of Twin Cities and Eagan mail processing facilities	Answered by PAGR not in Commission's jurisdiction	4/26/11	
4/25/11	Consumer	Warren	MI		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	4/25/11	
4/25/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/26/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/25/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/26/11	
4/25/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/26/11	
4/25/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/26/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/25/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/26/11	
4/25/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/26/11	
4/25/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/26/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/25/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/26/11	
4/25/11	Consumer	Hales Corners	WI		MT2011-4	Information		Question on Mail Works Guarantee program	Answered by PAGR	4/26/11	
4/25/11	Consumer	Owaneco	IL		Service	Retail	PO closing	Comment on possible closing of Owaneco, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/27/11	
4/25/11	Consumer	Baltimore	MD		Service	Retail	Stamps	Stamp coil not with other purchases made by customer	Sent to USPS to assist & respond to PRC & customer	4/27/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/25/11	Consumer	Columbus	GA		Service	Delivery	Other	Carrier driving across lawn when delivering mail	Sent to USPS to assist & respond to PRC & customer	4/27/11	
4/25/11	Federal, State & local govt	Bowling Green	KY		Service	Delivery	AMP	Request to reconsider the relocation of Bowling Green, KY mail processing facilities	Sent to USPS to assist & respond to PRC & customer	4/27/11	
4/25/11	Consumer				Service	Retail	PO closing	Comment on possible closing of World Trade Center post office Dallas, TX	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/29/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/25/11	Consumer	Dallas	TX		Service	Retail	PO closing	Comment on possible closing of World Trade Center post office Dallas, TX	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/29/11	
4/25/11	Consumer	Gold Canyon	AZ		Service	Delivery	Unsolicited mail	Customer received unwanted mail	Provided customer with information on how to register on Do Not Mail lists	5/3/11	
4/26/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/26/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/26/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/26/11	
4/26/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/26/11	
4/26/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/26/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/26/11	
4/26/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/26/11	
4/26/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/26/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/26/11	
4/26/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/26/11	
4/26/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/26/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/26/11	
4/26/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/26/11	
4/26/11	Federal, State & local govt	Washington	DC		Service	Retail	PO closing	Comment on closing of N. Mentor Ave., Washington Station post office in Pasadena, CA - further questions	Answered by PAGR and OGC	4/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/26/11	Federal, State & local govt	Arlington	IA		Service	Retail	PO closing	Post office closed due to lease dispute	Sent to USPS to assist & respond to PRC & customer	4/27/11	
4/26/11	Consumer	Summerfield	KS		Service	Retail	PO closing	Comment on possible closing of Summerfield, KS post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/26/11	
4/26/11	Consumer	Ida	AR		Service	Retail	PO closing	Comment on possible closing of Ida, AR post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/27/11	
4/27/11	Consumer				Other			Customer comment received by Commissioner	Answered by PAGR	4/27/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/27/11	Consumer				Service	Delivery	PO closing	Questions on post office closing procedures	Provided copy of regulations	4/27/11	
4/27/11	Federal, State & local govt	Mallard	IA		Service	Retail	PO closing	Comment on possible closing of Mallard, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/27/11	
4/27/11	Consumer				RFI	Information		Question on UPS filing library references	Answered by PAGR and OAC	4/27/11	
4/27/11	Mailer	Martinez	GA	Media Mail	Service	Delivery	Missing mail	Media Mail packages missing in mail - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/27/11	
4/27/11	Consumer	San Antonio	TX		Service	Delivery	Other	Additional comments on delivery	Referred to USPS OIG	4/27/11	
4/27/11	Mailer				Service	Delivery		Questions on Nonprofit Standard bulk mail processing and forms	Answered by PAGR; requested additional information	4/27/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/27/11	Media				RFI	Information		Updating Commission listing in consumer handbook	Answered by PAGR	4/27/11	
4/27/11	Consumer				RFI	Information		Question on residency to receive legal documents through the mail	Referred to USPS CA	4/27/11	
4/27/11	Consumer				Service	Fraud		Questions on reporting mail fraud	Referred to USPS IS	4/27/11	
4/28/11	Postal Employee				USPS financial situation			Question on purchasing equipment and financial situation	Answered by PAGR		
4/28/11	Consumer	Brooklyn	NY	Certified Mail	Service	Delivery	Misdelivery	Envelope delivered back to customer - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/29/11	
4/28/11	Federal, State & local govt	Greeley	CO		Service	Delivery		Comment on New Raymer post office and lack of postmaster	Placed on file	4/28/11	
4/28/11	Consumer	Akron	OH		Service	Retail	PO closing	Comment on possible closing of East Akron, OH Goodyear Heights post office	Question to customer regarding appeal and e-filing	4/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/28/11	Consumer	Louisburg	KS		Service	Retail	Other	Problem cashing money order at local post office	Sent to USPS to assist & respond to PRC & customer	4/28/11	
4/28/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/3/11	
4/28/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/3/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/28/11	Postal Employee	Jacksonville	NC		USPS financial situation	Suggestion		Suggestions to improve financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	5/3/11	
4/29/11	Consumer	Eugene	OR		Service	Retail	PO closing	Comment on possible closing of Eugene, OR main post office	Status update on lease where post office is located	4/29/11	
4/29/11	Media	Ft Smith	AR		Service	Retail	AMP	Question on possible closing of Rogers Ave. Station post office in Ft Smith, AR and appeals process	Answered by PAGR	4/29/11	
4/29/11	Consumer	Peoria	AZ		Service	Delivery	Missing mail	Inbound international registered mail missing	Copy of letter from USPS to customer	4/29/11	
4/29/11	Consumer	Eugene	OR		Service	Retail	PO closing	Comment on possible closing of Eugene, OR main post office	Status update on lease where post office is located	4/29/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

4/29/11	Federal, State & local govt	Campbellton	FL		Service	Retail	PO closing	Question on filing p o closing appeal	Answered by PAGR	4/29/11	
5/1/11	Consumer				Personnel			Uniforms not being worn by temporary employees	No contact information provided to respond	5/1/11	
5/1/11	Consumer				Personnel			Uniforms not being worn by temporary employees	No contact information provided to respond	5/1/11	
5/1/11	Consumer	Ft Smith	AR		A2011-13	Retail	PO closing	Question on e-filing	Answered by Dockets	5/2/11	
5/1/11	Consumer	Wesleyville	PA		A2011-12	Retail	PO closing	Comment on possible closing of Wesleyville, PA branch post office - request for status of letter of intervention	Letter received and posted in Docket	5/1/11	
5/1/11	Business Owners				RFI	Information		Question on locations of post office closings	Answered by PAGR		
5/2/11	Consumer	Chicago	IL		Service	Facility	Other	Service issues with lobby locks at Arlington Height, IL post office	Sent to USPS to assist & respond to PRC & customer	5/3/11	Returning customer

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/2/11	Consumer	Eugene	OR		Service	Retail	PO closing	Comment on possible closing of Eugene, OR main post office - further questions	Answered by PAGR	5/2/11	
5/2/11	Federal, State & local govt		WV		Service	Retail	PO closing	Questions information to relay to constituents regarding post office closings	Answered by PAGR Director	5/2/11	
5/2/11	Consumer	New York City	NY		Service	Delivery	Change of address	Fraudulent change of addresses submitted in customer's name	Sent to USPS to assist & respond to PRC & customer	5/2/11	
5/2/11	Consumer	Owaneco	IL		Service	Retail	PO closing	Comment on possible closing of Owaneco, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/3/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/2/11	Consumer	Owaneco	IL		Service	Retail	PO closing	Comment on possible closing of Owaneco, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/3/11	
5/2/11	Federal, State & local govt	Painesville	OH		Philatelic			Constituent with concerns regarding purchasing of philatelic materials	Referred to USPS Government Relations	5/3/11	
5/2/11	Postal Employee				Personnel	Fraud		Whistleblower complaint	Referred to USPS OIG	5/4/11	
5/2/11	Consumer	Eugene	OR		Service	Retail	PO closing	Comment on possible closing of Eugene, OR main post office - further questions	Answered by PAGR	5/4/11	
5/2/11	Consumer				Service	Retail	PO closing	Comment on possible closing of World Trade Center post office Dallas, TX	Forwarded comments to USPS CA	5/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/2/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	
5/2/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	
5/2/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/2/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation	No action necessary	5/2/11	
5/3/11	Consumer	Owaneco	IL		Service	Retail	PO closing	Comment on possible closing of Owaneco, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/3/11	
5/3/11	Consumer	Strasburg	MO		Service	Retail	PO closing	Comment on possible closing of Strasburg, MO post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/3/11	
5/3/11	Consumer				USPS financial situation			Comment on USPS financial situation	No response necessary	5/3/11	
5/3/11	Consumer	Clifton	VA		Other			Question on job application process	Answered by PAGR	5/3/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/3/11	Consumer	Belle Harbor	NY		Service	Delivery	Misdelivery	Customer receiving other people's mail	Sent to USPS to assist & respond to PRC & customer	5/4/11	
5/4/11	Consumer	Eugene	OR		Service	Retail	PO closing	Comment on possible closing of Eugene, OR main post office - further questions	Answered by PAGR	5/4/11	
5/4/11	Consumer	Stormville	NY		Rates	Information		Request for international rate schedule	Sent schedules	5/4/11	
5/4/11	Consumer	Owaneco	IL		Service	Retail	PO closing	Comment on possible closing of Owaneco, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/4/11	Consumer	Owaneco	IL		Service	Retail	PO closing	Comment on possible closing of Owaneco, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	
5/4/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	
5/4/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/4/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	
5/4/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	
5/4/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/4/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	
5/4/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	
5/4/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/4/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	
5/4/11	Consumer				Service	Delivery	Claim	Claims filed against the Postal Service	Sent to USPS to assist & respond to PRC & customer	5/4/11	
5/4/11	Consumer				A2009-1	Information		Question on how to file comments related to Docket	Answered by PAGR	5/5/11	
5/4/11	Consumer			International surface mail	Service	Delivery	Missing mail	Package missing in mail sent to India	Sent to USPS to assist & respond to PRC & customer	5/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/4/11	Consumer	Eastview	KY		Service	Retail	PO closing	Comment on possible closing of four post offices in Kentucky	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	
5/4/11	Postal Employee	Gouverneur	NY		Service	Retail	PO closing	Comment on possible closing of Hailesboro, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/9/11	
5/5/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/5/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	
5/5/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	
5/5/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/5/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	
5/5/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	
5/5/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/5/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	
5/5/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	
5/5/11	Consumer	Mansfield	MA		RFI	Information	Other	Contractor wishing to do business with the Postal Service	Provided link on USPS website to submit unsolicited proposals	5/5/11	
5/5/11	Consumer			International surface mail	Service	Delivery	Missing mail	Package missing in mail sent to India - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	5/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/5/11	Consumer			International surface mail	Service	Delivery	Missing mail	Package missing in mail sent to India - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	5/5/11	
5/5/11	Consumer	Washington	DC		Service	Retail	Wait time in line	Long wait in line at local post office	Sent to USPS CA	5/5/11	
5/5/11	Consumer	Pink Hill	NC		Service	Facility	Other	Grass not mowed in a month	Sent to USPS CA	5/5/11	
5/5/11	Consumer				Service	Employee behavior		Allegations of improper conduct by mail carrier - continuing problem	Sent to USPS to assist & respond to PRC & customer	5/6/11	
5/5/11	Consumer	Ft Smith	AR		A2011-13	Retail	AMP	Comment on possible closing of Rogers Ave. Station post office in Ft Smith, AR	Acknowledged comments and placed copy in commenter file	5/6/11	
5/6/11	Consumer	Manchester	NH		Service	Delivery	RTS	Mail addressed to residence being returned to sender	Sent to USPS to assist & respond to PRC & customer	6/6/11	
5/6/11	Postal Employee	Kingston	TN		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	5/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/6/11	Consumer				RFI	Information	Other	Contractor wishing to do business with the Postal Service	Provided link on USPS website to submit unsolicited proposals	5/10/11	
5/6/11	Consumer			Priority Mail	Service	Delivery	Missing mail	Packages missing in mail	Transferred directly to USPS CA	5/6/11	
5/7/11	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	5/9/11	
5/9/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/10/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/9/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/10/11	
5/9/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/10/11	
5/9/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/10/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/9/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/10/11	
5/9/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/10/11	
5/9/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/10/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/9/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/10/11	
5/9/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/10/11	
5/9/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/10/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/9/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/10/11	
5/9/11	Consumer	Stormville	NY		Rates	Information		Request for international rate schedule	Sent schedules	5/9/11	
5/9/11	Consumer	Washington	DC		Service	Employee behavior	Rudeness	Clerk rude to customer	Sent to USPS to assist & respond to PRC & customer	5/9/11	
5/9/11	Consumer			International surface mail	Service	Delivery	Missing mail	Package missing in mail sent to India - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	5/9/11	
5/9/11	Consumer	Detroit	MI		Service	Retail	PO closing	Comment on possible closing of Fisher Finance Unit post office in Detroit, MI	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/9/11	Consumer	Cumberland	RI		Service	Retail	PO closing	Comment on possible closing of Valley Falls Station post office in Cumberland, RI	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/9/11	
5/9/11	Consumer	Stormville	NY		Service	Delivery	Prison mail	Issues with prison mail administration	Provided contact information for ACLU	5/10/11	
5/9/11	Consumer	Lohrville	IA		Service	Retail	PO closing	Comment on possible closing of Lohrville, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/10/11	
5/9/11	Consumer	Los Alamitos	CA		Rates	Information		Question on cost to deliver a single piece First-Class flat	Answered by OAC	5/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/9/11	Consumer	Detroit	MI		Service	Retail	PO closing	Comment on possible closing of Fisher Finance Unit post office in Detroit, MI	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/9/11	
5/10/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/11/11	
5/10/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/10/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/11/11	
5/10/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/11/11	
5/10/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/10/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/11/11	
5/10/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/11/11	
5/10/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/10/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/11/11	
5/10/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/11/11	
5/10/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/10/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/11/11	
5/10/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/11/11	
5/10/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/10/11	Federal, State & local govt	Marianna	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/11/11	
5/10/11	Consumer				RFI	Information	Other	Question on the Mailbox Rule	Emailed information from USPS website	5/11/11	
5/10/11	Consumer	Anderson	SC		Service	Delivery	RTS	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC & customer	5/11/11	
5/10/11	Postal Employee				USPS financial situation	Suggestion		Install more curbside mailboxes	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	5/11/11	
5/10/11	Postal Employee				Personnel			Comment on staffing	Referred to USPS OIG	5/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/10/11	Consumer	Innis	LA		Service	Retail	PO closing	Comment on possible closing of Innis, LA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/11/11	
5/11/11	Postal Organization	Harwich	MA		Service	Retail	PO closing	Request for list of post offices that are under consideration for closing	Sent to USPS to assist & respond to PRC & customer	5/11/11	
5/11/11	Consumer	Atlanta	GA	Priority Mail	Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	5/11/11	
5/11/11	Consumer	Peachtree City	GA	Certified Mail	Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	5/12/11	
5/11/11	Postal Employee	Dolton	IL		USPS financial situation	Suggestion		Suggestions to improve financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	5/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/11/11	Postal Employee	Washington	MD		Personnel	Fraud		Whistleblower complaint	Referred to USPS OIG	5/13/11	
5/11/11	Postal Employee	Brick	NJ		USPS financial situation			Comment on purchasing equipment and financial situation	Acknowledged comments	5/11/11	
5/12/11	Consumer				Service	Retail	Stamps	Customer could not purchase amount of stamps requested	Sent to USPS to assist & respond to PRC & customer	5/12/11	
5/12/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/13/11	
5/12/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/13/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/12/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/13/11	
5/12/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/13/11	
5/12/11	Federal, State & local govt	Northfield	MN		Service	Retail	PO closing	Comment on possible closing of Northfield, MN branch post office - further questions	Answered by PAGR	5/12/11	
5/12/11	Consumer				RFI	Information		Question on postal regulations 611.1 to 694	Sent to USPS to assist & respond to PRC & customer	5/13/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/13/11	Consumer	Thornton	CO		Service	Delivery	Misdelivery	Customer receiving other people's mail	Sent to USPS to assist & respond to customer	5/13/11	
5/13/11	Federal, State & local govt	Columbus	OH		Service	Retail	PO closing	Comment on possible closing of Maple Heights, OH post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/13/11	
5/13/11	Consumer	Delta Junction	AK	Priority Mail	Service	Delivery	Delayed Mail	Package not delivered in timeframe quoted	Sent to USPS to assist & respond to PRC & customer	5/13/11	
5/13/11	Consumer	Cypress	CA		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	5/13/11	
5/13/11	Consumer	Longwood	FL		Philatelic			Stamp collector with concerns regarding purchasing of philatelic materials	Sent to USPS to assist & respond to PRC & customer	5/13/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/13/11	Consumer	Lohrville	IA		Service	Retail	PO closing	Comment on possible closing of Lohrville, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/13/11	
5/13/11	Federal, State & local govt	Lohrville	IA		Service	Retail	PO closing	Comment on possible closing of Lohrville, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/13/11	
5/13/11	Consumer	Lohrville	IA		Service	Retail	PO closing	Comment on possible closing of Lohrville, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/13/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/13/11	Consumer	Lohrville	IA		Service	Retail	PO closing	Comment on possible closing of Lohrville, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/13/11	
5/13/11	Consumer		MD		RFI	Information		Question on how delivery costs for metered mail are calculated	Answered by OAC	5/13/11	
5/13/11	Consumer	Dallas	TX		Service	Retail	PO closing	Comment on possible closing of World Trade Center post office Dallas, TX	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/13/11	
5/13/11	Consumer	Cedar Park	TX		Service	Delivery	Mail theft	Contents of letters & cards taken from envelopes	Sent to USPS to assist & respond to PRC & customer	5/16/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/13/11	Business Owners	Boise	ID		Service	Employee behavior	Rudeness	Carrier rude to customer	Sent to USPS to assist & respond to PRC & customer	5/16/11	
5/13/11	Consumer	Perkins	GA		Service	Retail	PO closing	Comment on possible closing of Perkins, GA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/17/11	
5/13/11	Consumer	Raleigh	NC		Service	Retail	PO closing	Comment on possible closing of Crabtree Valley post office in Raleigh, NC	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/18/11	
5/13/11	Consumer	Raleigh	NC		Service	Retail	Lobby hours	Request to extend lobby hours in alternate post office due to closing of local post office	Sent to USPS to assist & respond to PRC & customer	5/18/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/13/11	Consumer				Service	Retail	PO closing	Question on post office closing list	Answered by PAGR	5/13/11	
5/14/11	Consumer	Cedarville	CA		Service	Retail	PO closing	Comment on possible closing of Lake City, CA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/16/11	
5/15/11	Postal Employee				USPS financial situation			Comment on purchasing equipment and financial situation	Acknowledged comments	5/16/11	
5/16/11	Consumer	Bago City			Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	5/16/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/16/11	Consumer	Golden Eagle	IL		Service	Retail	PO closing	Comment on possible closing of Golden Eagle, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/20/11	
5/16/11	Consumer				Service	Delivery	Claim	Claims filed against the Postal Service - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	5/16/11	
5/16/11	Consumer	Batangas City			Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	5/16/11	
5/16/11	Consumer	Watertown	NY	Certified Mail	Service	Delivery	Other	Certified Mail return receipt not signed by addressee	Sent to USPS to assist & respond to PRC & customer	5/17/11	
5/16/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	5/17/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/16/11	Consumer	San Francisco	CA		Service	Retail	Coll box	Mail deposited in collection before last collection time postmarked the next day	Sent to USPS to assist & respond to PRC & customer	5/17/11	Returning customer
5/17/11	Consumer	Lohrville	IA		Service	Retail	PO closing	Comment on possible closing of Lohrville, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/17/11	
5/17/11	Consumer	San Angelo	TX		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	5/17/11	
5/17/11	Consumer	Caulfield	MO		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	5/17/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/17/11	Consumer	Quasqueton	IA		Service	Retail	PO closing	Comment on possible closing of Quasqueton, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/17/11	
5/17/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	No contact information provided to respond	5/17/11	
5/17/11	Postal Employee	Alexandria	VA		USPS financial situation	Suggestion		Suggestions to improve financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	5/18/11	
5/17/11	Consumer				Service	Delivery	Delayed Mail	Magazines delivered late	Sent to USPS to assist & respond to PRC & customer	5/18/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/17/11	Consumer	Chicago	IL		Service	Retail	PO closing	Comments on possible post office closings in Iowa	Acknowledged comments	5/24/11	Returning customer
5/18/11	Consumer	Lohrville	IA		Service	Retail	PO closing	Comment on possible closing of Lohrville, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/18/11	
5/18/11	Consumer	Peachtree City	GA	Certified Mail	Service	Delivery	Missing mail	Package missing in mail - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	5/18/11	
5/18/11	Consumer	Owaneco	IL		Service	Retail	PO closing	Comment on possible closing of Owaneco, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/18/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/18/11	Postal Employee	Tacoma	WA		USPS financial situation			Comment on purchasing equipment and financial situation	Acknowledged comments	5/18/11	
5/18/11	Consumer	Grove Oak	AL		Service	Retail	PO closing	Comment on possible closing of Grove Oak, AL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/24/11	
5/18/11	Consumer				RFI	Information	Other	Question on filing process for complaint	Answered by PAGR	5/18/11	
5/18/11	Consumer	City of Glendale	AZ		Service	Retail	PO closing	Question on post office closing list	Answered by PAGR	5/18/11	
5/19/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/19/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/20/11	
5/19/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/20/11	
5/19/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/20/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/19/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/20/11	
5/19/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/20/11	
5/19/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/19/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/20/11	
5/19/11	Consumer	Anderson	SC		Service	Delivery	RTS	Mail not being forwarded to new address - acknowledged letter	No action necessary at this time	5/19/11	
5/19/11	Consumer	Orlando	FL		Service	Delivery	Undelivered Mail	Mail not being delivered to residence	Sent to USPS to assist & respond to PRC & customer	5/19/11	
5/19/11	Consumer	Perkins	GA		Service	Retail	PO closing	Comment on possible closing of Perkins, GA post office - customer acknowledged receipt of information	No action necessary	5/19/11	
5/19/11	Postal Employee				Service	Delivery	Delayed Mail	Flats take 1 to 3 weeks from local SCF	Acknowledged comments	5/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/19/11	Consumer	Kansas City	MO		Service	Delivery	Undelivered Mail	Mail expected by customer not being delivered	Sent to USPS to assist & respond to PRC & customer	5/19/11	
5/19/11	Consumer	Lapeer	MI		Rates			Comment on parcel rate structure	Answered by PAGR	5/24/11	
5/20/11	Postal Employee	Warren	MI		USPS financial situation	Suggestion		Suggestions to improve financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	5/20/11	
5/20/11	Consumer	Anderson	SC		Service	Delivery	RTS	Mail not being forwarded to new address - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	5/20/11	
5/20/11	Consumer	Great Falls	MT		Service	Delivery	RTS	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC & customer	5/23/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/20/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	5/20/11	
5/20/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	5/20/11	
5/20/11	Consumer				USPS financial situation	RFI		Question on possibility of USPS going bankrupt and consequences for employees and vendors	Answered by PAGR and OGC	5/24/11	
5/21/11	Consumer				Service	Delivery	Delayed Mail	Delivery service performance not as expected	Requested additional contact information	5/23/11	
5/23/11	Consumer	Washington	DC		Service	Delivery		Comments made on blog concerning delivery issues	Sent to USPS to assist & respond to PRC & customer	5/23/11	
5/23/11	Postal Employee				Service	Delivery	Delayed Mail	Flats take 1 to 3 weeks from local SCF - further comments	Sent to USPS to assist & respond to PRC & customer	5/23/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/23/11	Consumer	Apopka	FL		Service	Delivery	Delayed Mail	Magazines delivered late	Sent to USPS to assist & respond to PRC & customer	5/23/11	
5/23/11	Consumer	Lincoln	NE		Other	Suggestion		Suggestion for advertising campaign	Sent to USPS to assist & respond to PRC & customer	5/23/11	
5/23/11	Consumer	Owaneco	IL		Service	Retail	PO closing	Comment on possible closing of Owaneco, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/23/11	
5/23/11	Consumer	Owaneco	IL		Service	Retail	PO closing	Comment on possible closing of Owaneco, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/23/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/23/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	5/23/11	
5/23/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	5/23/11	
5/23/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	5/23/11	
5/23/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	5/23/11	
5/23/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	5/23/11	
5/23/11	Federal, State & local govt	Moraga	CA		Service	Retail	PO closing	Comment on possible closing of Country Club Station post office in Moraga, CA	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/24/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/23/11	Consumer	Rockwell City	IA		Service	Retail	AMP	Comment on possible closing of Fort Dodge, IA mail processing operations	Answered by PAGR not in Commission's jurisdiction	5/24/11	
5/23/11	Consumer	Rippey	IA		Service	Retail	PO closing	Comment on possible closing of the Rippey, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/24/11	
5/23/11	Consumer	Rhinecliff	NY		Service	Retail	PO closing	Comment on possible closing of the Rhinecliff, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/24/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/23/11	Consumer	Lohrville	IA		Service	Retail	PO closing	Comment on possible closing of Lohrville, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/25/11	
5/23/11	Consumer	Lohrville	IA		Service	Retail	PO closing	Comment on possible closing of Lohrville, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/25/11	
5/23/11	Consumer	Lohrville	IA		Service	Retail	PO closing	Comment on possible closing of Lohrville, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/25/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/23/11	Consumer	Graceville	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/25/11	
5/23/11	Consumer	Graceville	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/25/11	
5/23/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/25/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/23/11	Consumer			Priority Mail	Service	Delivery	Missing mail	Package missing in mail	Provided USPS CA contact information	5/23/11	
5/24/11	Federal, State & local govt	Council Bluffs	IA		Service	Retail	PO closing	Question on behalf of constituent regarding post office closing procedures	Answered by PAGR Director	5/24/11	
5/24/11	Federal, State & local govt	Sterling	CO		Service	Retail	PO closing	Comment on possible closing of the New Raymer post office in Colorado	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/24/11	
5/24/11	Consumer	West Hills	CA		Service	Delivery	Claim	Request review of insurance claim	Sent to USPS to assist & respond to PRC & customer	5/24/11	
5/24/11	Consumer	Lompoc	CA	Delivery confirmation	Service	Delivery		Request for information on missing return receipts	Sent to USPS to assist & respond to PRC & customer	5/24/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/24/11	Media				R2010-4	Rates		Questions on Appeals Court decision to remand exigent rate case	Answered by PAGR	5/24/11	
5/24/11	Media				R2010-4	Rates		Questions on Appeals Court decision to remand exigent rate case	Answered by PAGR	5/24/11	
5/24/11	Media				R2010-4	Rates		Questions on Appeals Court decision to remand exigent rate case	Answered by PAGR	5/24/11	
5/24/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	5/25/11	
5/24/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	5/25/11	
5/24/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	5/25/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/24/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	5/25/11	
5/24/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	5/25/11	
5/24/11	Consumer	Los Angeles	CA		C2011-2			Comment on e-filing procedures	Provided link to Commission website with complaint process Guide	5/25/11	
5/24/11	Consumer	Lawrenceville	NJ	Priority Mail	Service	Delivery	Delayed Mail	Package not delivered in timeframe quoted	Sent to USPS to assist & respond to PRC & customer	5/25/11	
5/24/11	Federal, State & local govt	Jenkintown	PA		Service	Retail	PO closing	Courtesy copy of letter to Philadelphia District Manager regarding Gwynedd, PA post office closing	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/25/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/24/11	Consumer	Rhinecliff	NY		Service	Retail	PO closing	Comment on possible closing of the Rhinecliff, NY post office - further comments	Acknowledged comments	5/25/11	
5/24/11	Consumer				RFI	Information	Other	Requested Zip Code information	Provided USPS CA contact information	5/24/11	
5/25/11	Media				R2010-4	Rates		Questions on Appeals Court decision to remand exigent rate case	Answered by PAGR	5/25/11	
5/25/11	Media				R2010-4	Rates		Questions on Appeals Court decision to remand exigent rate case	Answered by PAGR	5/25/11	
5/25/11	Consumer	Cypress	CA		Service	Delivery	Delayed Mail	Magazines delivered late	Sent to USPS to assist & respond to PRC & customer	5/23/11	
5/25/11	Consumer	Merrillville	IN		Service	Delivery	RTS	Mail not being forwarded to new address	No contact information provided to respond	5/25/11	
5/25/11	Consumer				Service	Delivery	RTS	Mail not being forwarded to new address	Provided USPS CA contact information	5/25/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/26/11	Consumer		MT		RFI	Information		Contact information for Montana CA	Provided USPS CA contact information	5/26/11	
5/26/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/26/11	
5/26/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/26/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/26/11	
5/26/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	5/26/11	
5/26/11	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	5/26/11	
5/26/11	Media				R2010-4	Rates		Questions on Appeals Court decision to remand exigent rate case	Answered by PAGR	5/26/11	
5/26/11	Consumer	Miami	FL	Certified Mail	Service	Delivery		Comment on tracking of Certified Mail item	Acknowledged comments	5/27/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/26/11	Consumer				Service	Delivery	Mode of delivery	Customer denied hardship delivery request	Sent to USPS to assist & respond to PRC & customer	5/27/11	
5/26/11	Consumer			International surface mail	Service	Delivery	Other	Packages erroneously delivered back to shipper in Russia	Sent to USPS to assist & respond to PRC & customer	5/27/11	
5/26/11	Federal, State & local govt	Mulvane	KS		Service	Retail	Other	Comment on DUO program	Answered by Chairman's Office	5/27/11	
5/27/11	Consumer	Washington	DC		Service	Fraud	Missing mail	Checks missing in mail	Referred to USPS IS	5/27/11	
5/27/11	Media				R2010-4	Rates		Questions on Appeals Court decision to remand exigent rate case	Answered by PAGR	5/27/11	
5/27/11	Consumer	Leonardsville	NY		Service	Retail	PO closing	Comment on possible closing of Leonardsville, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/31/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/27/11	Media				R2010-4	Rates		Questions on Appeals Court decision to remand exigent rate case	Answered by PAGR	5/27/11	
5/27/11	Consumer	Geyserville	CA		USPS financial situation	RFI		Question on possibility of USPS going bankrupt and consequences for employees and vendors - further questions	Answered by PAGR and OGC	6/10/11	
5/28/11	Consumer	Woodland Hills	CA		Service	Delivery	Mode of delivery	Mail not being placed in boxes but being left at leasing office	Sent to USPS to assist & respond to PRC & customer	6/1/11	
5/31/11	Consumer				Service	Employee behavior		Comment on employee behavior	No contact information provided to respond	5/31/11	
5/31/11	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	5/31/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/31/11	Consumer	Raleigh	NC		Service	Retail	PO closing	Comment on possible closing of Crabtree Valley post office in Raleigh, NC	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/1/11	
5/31/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	6/1/11	
5/31/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	6/1/11	
5/31/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	6/1/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/31/11	Consumer	Thawville	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/1/11	
5/31/11	Consumer	Thawville	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/1/11	
5/31/11	Consumer	Thawville	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/1/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/31/11	Consumer	Thawville	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/1/11	
5/31/11	Consumer	Thawville	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/1/11	
5/31/11	Consumer	Thawville	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/1/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/31/11	Consumer	Thawville	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/1/11	
5/31/11	Consumer	Thawville	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/1/11	
5/31/11	Federal, State & local govt	Mt Eden	KY		Service	Retail	PO closing	Comment on possible closing of Mt Eden KY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/7/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

5/31/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Rosedale, WI post office	Sent to USPS to assist & respond to PRC & customer	6/1/11	Returning customer
5/31/11	Federal, State & local govt				RFI	Information	Other	Question on USPS and workmen's compensation	Referred to USPS and Dept, of Labor	5/31/11	
5/31/11	Consumer	Corcoran	CA		RFI	Information		Question on packages services	Mailed regulations and rates	6/1/11	
5/31/11	Consumer				RFI	Information	Other	Question on terms and appointments of Commissioners	Answered by PAGR	6/1/11	
5/31/11	Consumer	New Caledonia		International surface mail	Rates	Information		Question on restrictions to mailing packages to France	Sent to USPS to assist & respond to PRC & customer	6/1/11	
6/1/11	Consumer	Thawville	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/1/11	Media	Gloversville	NY		RFI	Information	Other	Question on nomination of Commissioner	Answered by PAGR	6/1/11	
6/1/11	Media	Denton	MD		RFI	Retail	PO closing	Question on USPS considering closing 2000 plus post offices	Answered by PAGR	6/1/11	
6/1/11	Consumer	Woodgate	NY		Service	Retail	PO closing	Comment on possible closing of Woodgate, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/1/11	
6/1/11	Consumer				RFI	Information	PO closing	Request for current list of stations and branches under consideration for closure	List not yet available	6/1/11	
6/1/11	Consumer	Lexington	KY		Service	Delivery	Other	Mailbox knocked over by carrier	Sent to USPS to assist & respond to PRC & customer	6/1/11	
6/1/11	Consumer	Anderson	SC		Service	Delivery	RTS	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC & customer - status update	6/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/1/11	Consumer	Woodgate	NY		Service	Retail	PO closing	Comment on possible closing of Woodgate, NY post office - questions on appeals process	Answered by PAGR	6/1/11	
6/1/11	Consumer	Marcy	NY		Service	Delivery	Prison mail	Issues with prison mail administration	Provided contact information for ACLU	6/3/11	
6/1/11	Consumer	Homer	NY		Service	Retail	PO closing	Comment on possible closing of Etna, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/7/11	
6/2/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	No contact information provided to respond	6/2/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/2/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/2/11	
6/2/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/2/11	
6/2/11	Postal Employee				Service	Delivery	Other	Comment on media coverage of USPS	Acknowledged comments	6/3/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/2/11	Consumer	Leonardsville	NY		Service	Retail	PO closing	Comment on possible closing of Leonardsville, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/7/11	
6/3/11	Consumer	Lansdale	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	6/7/11	
6/3/11	Consumer	Thawville	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/7/11	
6/3/11	Consumer	Weston	WV		Service	Retail	Stamps	Customer paid for stamps not delivered	Sent to USPS to assist & respond to PRC & customer	6/3/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/3/11	Consumer	Beallsville	MD		Service	Retail	PO closing	Request for emails of postal officials in advance of meeting on closing of Beallsville, MD post office	Referred to USPS CA	6/3/11	
6/3/11	Consumer	Beallsville	MD		Service	Retail	PO closing	Request that emails be forwarded to postal officials in advance of meeting on closing of Beallsville, MD post office	Referred to USPS CA	6/3/11	
6/3/11	Consumer	Cave Junction	OR		Service	Delivery	Undelivered Mail	Mail not being delivered to residence	Sent to USPS to assist & respond to PRC & customer	6/6/11	
6/5/11	Consumer				Other			Erroneously received e-mail intended for another website	No contact information provided to respond	6/5/11	
6/5/11	Consumer	Lakewood	CO	International surface mail	Service	Delivery	Missing mail	Package missing in mail sent to Nigeria	Sent to USPS to assist & respond to PRC & customer	6/6/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/5/11	Consumer	Woodgate	NY		Service	Retail	PO closing	Comment on possible closing of Woodgate, NY post office - further comments	Acknowledged comments	6/6/11	
6/6/11	Consumer	Thawville	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/7/11	
6/6/11	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	6/6/11	
6/6/11	Consumer	Seattle	WA		Service	Delivery	Misdelivery	Customer receiving other people's mail also problem reporting incident through USPS website	Sent to USPS to assist & respond to PRC & customer	6/6/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/6/11	Consumer						Stamps	Question how businesses can sell stamps at their locations	Referred to USPS CA	6/6/11	
6/6/11	Consumer	Leland	MS		Service	Delivery	Undelivered Mail	Mail not being delivered due to alleged dangerous dog issue	Sent to USPS to assist & respond to PRC & customer	6/6/11	
6/6/11	Postal Employee	Alexandria	VA		USPS financial situation	Suggestion		Suggestions to improve financial situation - further comments	Acknowledged comments	6/6/11	
6/6/11	Consumer	Susanville	CA		Rates		Prison mail	Stamp being sold at higher than cost	Answered by PAGR	6/7/11	
6/6/11	Consumer	Woodgate	NY		Service	Retail	PO closing	Comment on possible closing of Woodgate, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/6/11	Consumer	Zionville	NC		Service	Retail	PO closing	Comment on possible closing of Zionville, NC post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/10/11	
6/7/11	Postal Employee				Service	Delivery	Other	Concerns with package pick up for customer	Answered by PAGR	6/8/11	
6/7/11	Postal Employee	Edison	NE		Service	Retail	PO closing	Comment on possible closing of Edison, NE post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/7/11	
6/7/11	Consumer				RFI	Information		Request for Zip Code and census information in 2000	Referred to USPS CA	6/7/11	
6/8/11	Consumer	Tariffville	CT		Service	Retail	PO closing	Comment on possible closing of Tariffville, CT post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/8/11	Consumer	Washington	DC		Service	Retail	Stamps	Collection times not posted on blue boxes	Sent to USPS to assist & respond to PRC & customer	6/8/11	
6/8/11	Consumer	Wallington	NJ		Service	Delivery	Delayed Mail	Package delayed in mail	Sent to USPS to assist & respond to PRC & customer	6/8/11	
6/8/11	Consumer	Fort Pierce	FL		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	6/9/11	
6/8/11	Consumer		NZ	International surface mail	Service	Delivery	Missing mail	Packages missing in mail sent to Australia	Sent to USPS to assist & respond to PRC & customer	6/9/11	
6/8/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Dodgeville, WI post office	Sent to USPS to assist & respond to PRC & customer	6/15/11	Returning customer
6/8/11	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection box schedules at post offices in Spencer and Petersburg, IN	Sent to USPS to assist & respond to PRC & customer	6/15/11	Returning customer

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/8/11	Consumer	Chicago	IL		Service	Delivery	Delayed Mail	Magazines consistently arriving 2-3 weeks late	Sent to USPS to assist & respond to PRC & customer	6/15/11	Returning customer
6/9/11	Media				R2010-4	Rates		Questions on Appeals Court decision to remand exigent rate case	Answered by PAGR	6/9/11	
6/9/11	Media	Akron	OH		A2011-16	Rates		Questions on East-Akron Station, OH and the p o closing process	Answered by PAGR	6/9/11	
6/9/11	Business Owners	Atlanta	GA		Service	Delivery	Undelivered Mail	Mail not delivered to customers that was dropped in office building mail collection box	Sent to USPS to assist & respond to PRC & customer	6/9/11	
6/9/11	Consumer				Service	Delivery	Hold mail	Problem cancelling hold mail request	Sent to USPS to assist & respond to PRC & customer	6/9/11	
6/9/11	Consumer				Service	Delivery	Hold mail	Problem cancelling hold mail request - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	6/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/9/11	Consumer	Rahway	NJ		Service	Delivery	RTS	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC & customer	6/9/11	
6/9/11	Consumer				Other			Erroneously received e-mail intended for another website	No contact information provided to respond	6/9/11	
6/9/11	Consumer		IA		Service	Delivery	Mail damage	Packages damaged in mail	Sent to USPS to assist & respond to PRC & customer	6/9/11	
6/9/11	Consumer	Chicago	IL		Service	Delivery	Delayed Mail	Magazines consistently arriving 2-3 weeks late	Sent to USPS to assist & respond to PRC & customer	6/15/11	Returning customer
6/9/11	Federal, State & local govt	Natrona Heights	PA		Service	Retail	PO closing	Question on emergency suspension of Export, PA post office	Answered by PAGR Director	6/30/11	
6/10/11	Consumer	Grant	IA		Service	Retail	PO closing	Comment on possible closing of Grant, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/14/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/10/11	Consumer	Columbus	GA		Service	Delivery	Missing mail	Refused package not returned to sender	Sent to USPS to assist & respond to PRC & customer	6/10/11	
6/10/11	Business Owners		NJ		Service	Delivery	Missing mail	Refused package not returned to sender	Sent to USPS to assist & respond to PRC & customer	6/10/11	
6/10/11	Consumer	El Paso	TX		Service	Delivery	Missing mail	Package scanned as delivered not received by customer	Sent to USPS to assist & respond to PRC & customer	6/10/11	
6/10/11	Consumer	Livingston	TX		Service	Delivery	Claim	Claims filed against the Postal Service	Requested additional information	6/14/11	
6/11/11	Consumer	Chula Vista	CA		Service	Other		Passport appointment cancelled without notice	Sent to USPS to assist & respond to PRC & customer	6/13/11	
6/11/11	Consumer	Florissant	MO		Service	Retail	PO Box	Copy of letter to PMG regarding non payment of post office box fee	No action necessary	6/11/11	
6/13/11	Consumer	Los Angeles	CA	International surface mail	Service	Delivery	Missing mail	Package missing in mail sent from India	Sent to USPS to assist & respond to PRC & customer	6/13/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/13/11	Consumer	Zionville	NC		Service	Retail	PO closing	Comment on possible closing of Zionville, NC post office - further comments	Acknowledged by PAGR	6/13/11	
6/13/11	Consumer	Sioux City	IA		Service	Delivery	Change of address	Fraudulent change of addresses submitted in customer's name	Sent to USPS to assist & respond to PRC & customer	6/13/11	
6/13/11	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	No contact information provided to respond	6/13/11	
6/14/11	Consumer				USPS financial situation			Comment on USPS financial situation	No contact information provided to respond	6/14/11	
6/14/11	Consumer				USPS financial situation			Comment on USPS financial situation	No contact information provided to respond	6/14/11	
6/14/11	Consumer				USPS financial situation			Comment on USPS financial situation	No contact information provided to respond	6/14/11	
6/14/11	Consumer				USPS financial situation			Comment on USPS financial situation	No contact information provided to respond	6/14/11	
6/14/11	Consumer	Thawville	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	No contact information provided to respond	6/14/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/14/11	Consumer	Livingston	TX		Service	Delivery	Claim	Claims filed against the Postal Service - further information	Sent to USPS to assist & respond to PRC & customer	6/14/11	
6/14/11	Postal Employee	Tucson	AZ		USPS financial situation	Suggestion		Suggestions to improve financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	6/15/11	
6/14/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/15/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/14/11	Consumer	Thawville	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/15/11	
6/14/11	Consumer	Atlanta	GA		Service	Delivery	Hold mail	Problem cancelling hold mail request	Sent to USPS to assist & respond to PRC & customer	6/15/11	
6/14/11	Consumer	Seattle	WA		Service	Delivery	RTS	Mail being returned due to lack of curbside mailbox	Sent to USPS to assist & respond to PRC & customer	6/15/11	
6/14/11	Consumer	El Paso	TX		Service	Delivery	Missing mail	Package scanned as delivered not received by customer - further information	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	6/16/11	
6/14/11	Consumer			International surface mail	Service	Delivery	Mail theft	Letter regarding theft of mail to Kazakhstan	No response necessary	6/14/11	
6/15/11	Business Owners	Doral	FL		Service	Delivery	Delayed Mail	Packages nor being picked up by carrier	Sent to USPS to assist & respond to PRC & customer	6/15/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/15/11	Consumer	Maple Height	OH		Service	Retail	PO closing	Comment on possible closing of Maple Heights, OH post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/16/11	
6/15/11	Consumer	Maple Height	OH		Service	Retail	PO closing	Comment on possible closing of Maple Heights, OH post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/16/11	
6/15/11	Consumer	Los Angeles	CA		C2011-2			Comment on e-filing procedures - further comments	Answered by Dockets and OGC	6/17/11	
6/15/11	Consumer	Seattle	WA		Service	Delivery	RTS	Mail being returned due to lack of curbside mailbox - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	6/16/11	
6/15/11	Consumer				RFI	Information		Question on addressing mail	Answered by PAGR	6/15/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/16/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	No contact information provided to respond	6/16/11	
6/16/11	Consumer	Winter Haven	FL		Service	Delivery	RTS	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC & customer	6/16/11	
6/16/11	Media	Fort Worth	TX		Service	Retail	Other	Questions on possible sale of Fort Worth post office	Answered by PAGR	6/16/11	
6/16/11	Consumer	Fort Pierce	FL		Service	Delivery	Missing mail	Package missing in mail - additional comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	6/20/11	
6/16/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Rosendale and Kiel, WI post offices	Sent to USPS to assist & respond to PRC & customer	6/29/11	Returning customer
6/17/11	Consumer	Irvine	KY		Service	Retail	PO closing	Comment on possible closing of Waco, KY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/17/11	Consumer	Bronx	NY		Service	Delivery	Undelivered Mail	Carrier did not deliver package to residence	Sent to USPS to assist & respond to PRC & customer	6/20/11	
6/17/11	Consumer	Los Angeles	CA		Service	Delivery	Undelivered Mail	Checks missing in mail	Sent to USPS to assist & respond to PRC & customer	6/21/11	
6/17/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Sturgeon Bay, WI post office	Sent to USPS to assist & respond to PRC & customer	6/29/11	Returning customer
6/18/11	Consumer	Waters	MI		Service	Retail	PO closing	Comment on possible closing of Waters, MI post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/20/11	
6/19/11	Consumer	Menemsha	MA		Service	Delivery	RTS	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC & customer	6/20/11	
6/19/11	Consumer							Comment on PayPal tax policy	No contact information provided to respond	6/19/11	
6/19/11	Consumer				R2010-4	Information		Question on Commission's exigent decision	Answered by PAGR	6/22/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/19/11	Postal Employee				USPS financial situation			Comment on APWU contract	Acknowledged comments	6/24/11	
6/20/11	Consumer				Service	Delivery	Mode of delivery	Customer wants to give up rural delivery for delivery to post office	Referred to USPS CA	6/20/11	
6/20/11	Consumer				Service	Delivery	Other	Questions on USPS delivery policy	Sent to USPS to assist & respond to PRC & customer	6/20/11	
6/20/11	Consumer	Crescent Lake	OR		Service	Delivery	Other	Courtesy copy of letter to USPS concerning curbside delivery for HOA tract	No response necessary	6/20/11	
6/20/11	Consumer	Brunswick	GA		Service	Delivery	Other	Question on regulations regarding mailbox access	Answered by PAGR	6/20/11	
6/20/11	Consumer	Columbus	GA		Service	Delivery	Missing mail	Refused package not returned to sender - further information	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	6/20/11	
6/20/11	Media				R2011-5	RFI		Questions on contents of docket filing	Answered by PAGR	6/20/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/20/11	Consumer				Service	Retail	PO closing	Request for list of post offices that are under consideration for closing	Referred to USPS CA	6/21/11	
6/20/11	Consumer				RFI	Information	Other	Questions on POM	Answered by PAGR	6/20/11	
6/20/11	Consumer	Washington	DC		Service	Delivery	Undelivered Mail	Mail not being delivered to residence	Referred to USPS CA	6/20/11	
6/21/11	Consumer				Service	Delivery	PO closing	Comment on post office closings in Nebraska	No contact information provided to respond	6/21/11	
6/21/11	Federal, State & local govt	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/21/11	
6/21/11	Consumer	Marcy	NY		Service	Delivery	Prison mail	Issues with prison mail administration - further questions	Answered by PAGR	6/21/11	
6/21/11	Consumer	Lewisburg	PA		Service	Delivery	Prison mail	Issues with prison mail administration	Provided contact information for ACLU	6/21/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/21/11	Postal Organization	Roxana	IL		Service	Retail	PO closing	Comment on possible closing of Roxana City, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/21/11	
6/21/11	Consumer	Salr Rock	WV		Service	Delivery	Undelivered Mail	Allegations of mail theft by postmaster	Sent to USPS to assist & respond to PRC & customer	6/21/11	
6/21/11	Postal Organization	Roxana	IL		Service	Retail	PO closing	Comment on possible closing of Roxana City, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/21/11	
6/21/11	Postal Employee	Etna	NY		Service	Retail	PO closing	Comment on possible closing of Etna, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/22/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/21/11	Consumer	Kankakee	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/22/11	
6/21/11	Consumer	Kankakee	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/22/11	
6/21/11	Federal, State & local govt	Fort Post	NY		RFI	Information		Request for PRC Annual Reports	Mailed copies of Reports	6/21/11	
6/21/11	Consumer				RFI	Information		Question on DMM regulations	Answered by PAGR	6/21/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	
6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	
6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	
6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	
6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	
6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	
6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	
6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	
6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	
6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	
6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/22/11	Consumer	Wartburg	TN		Service	Delivery	Prison mail	Issues with prison mail administration	Provided contact information for ACLU	6/22/11	
6/22/11	Postal Employee	Salt Lake City	UT		USPS financial situation			Comment on purchasing equipment and financial situation	Acknowledged comments	6/22/11	
6/22/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation	No response necessary	6/22/11	
6/22/11	Consumer				RFI	Information		Contact information for USPS	Referred to USPS CA	6/22/11	
6/22/11	Media		NY		RFI	Information		Question on USPS stopping FERS payments	Answered by PAGR	6/22/11	
6/22/11	Consumer	Lynn Center	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/22/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	
6/22/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	
6/22/11	Consumer	Woodgate	NY		RFI	Information		Question on legislative actions pending on Postal Service financial issues and recent PostalVision 2020 conference	Answered by PAGR	6/24/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/22/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at South Jersey District post offices	Sent to USPS to assist & respond to PRC & customer	6/29/11	Returning customer
6/22/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Medford, WI post office	Sent to USPS to assist & respond to PRC & customer	6/29/11	Returning customer
6/22/11	Federal, State & local govt	Washington	DC		Service	Delivery	PO closing	Copy of letter to Cincinnati District Manager regarding Higginsport, OH post office closing	Placed on file	6/22/11	
6/22/11	Consumer	Francitas	TX		Service	Retail	PO closing	Comment on possible closing of Francitas, TX post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/30/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/23/11	Consumer	Columbus	OH		Service	Delivery	Undelivered Mail	Carrier not delivering mail due branches obstructing mailbox	Sent to USPS to assist & respond to PRC & customer	6/24/11	
6/23/11	Postal Employee				USPS financial situation			Comment on USPS stopping FERS payments	Acknowledged comments	6/24/11	
6/24/11	Media				RFI	Information		Question on USPS stopping FERS payments	Answered by PAGR	6/24/11	
6/24/11	Media				R2010-4	Information		Question on Commission's exigent decision	Answered by PAGR	6/24/11	
6/24/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/24/11	
6/24/11	Consumer				RFI	Information		Question on the universal service obligation from Iran	Answered by PAGR and OAC	6/24/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/24/11	Consumer	Martinsville	OH		Service	Delivery	Mode of delivery	Delivery changed to PO box instead of street delivery due to 1/4 mile rule	Sent to USPS to assist & respond to PRC & customer	6/24/11	
6/24/11	Consumer				RFI	Information		Question on Village Post Office concept	Answered by PAGR	6/24/11	
6/24/11	Consumer				RFI	Information		Question on cost savings of 3 day a week delivery	Answered by PAGR and OAC	6/28/11	
6/24/11	Consumer	San Francisco	CA		Service	Retail	Coll box	Service inquiry on collection schedules in Freeport, NY	Sent to USPS to assist & respond to PRC & customer	6/29/11	Returning customer
6/24/11	Postal Employee	Evansville	IN		Personnel	Employee behavior		Allegations regarding postmaster	Referred to USPS OIG	6/29/11	
6/25/11	Consumer				RFI	Information		Question on the universal service obligation from Iran - further questions	Answered by PAGR and OAC	6/27/11	
6/25/11	Consumer				RFI	Information	Other	Questions expired terms of Commissioners	Answered by PAGR	6/27/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/26/11	Consumer		KY		Service	Delivery	Mail damage	Contents of package damaged on delivery	Sent to USPS to assist & respond to PRC & customer	6/27/11	
6/26/11	Postal Employee				Service	Delivery		Comment on delivering to vacant residences	Replied that issue is not within Commission jurisdiction	6/27/11	
6/27/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/28/11	
6/27/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/28/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/27/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/28/11	
6/27/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/28/11	
6/27/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/28/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/27/11	Postal Employee	Wareham	MA		Service	Delivery	AMP	Comment on Wareham Annex AMP	Replied that issue is not within Commission jurisdiction	6/27/11	
6/27/11	Consumer				RFI	Information	Other	Request for e-mail address for International Mail Specialist	Answered by PAGR	6/27/11	
6/27/11	Consumer	LaBelle	PA		Other			Copy of letter to Rep. Chaka Fattah	No response necessary	6/27/11	
6/27/11	Consumer				Service	Retail	PO closing	Request for list of post offices that are under consideration for closing	Referred to USPS CA	6/27/11	
6/27/11	Consumer	Cumberland	RI		A2011-18	Information		Question on e-filing	Referred to Docket Section	6/27/11	
6/27/11	Federal, State & local govt	Mammoth	AZ		Service	Delivery	PO closing	Copy of letters to Congressional Representatives regarding Hayden and Winkelman, AZ post office closings	Placed on file	6/29/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/27/11	Consumer	Coleman	FL		C2011-5	Delivery	Undelivered Mail	Mail not being delivered to residence requested complaint form	Docketed as complaint C2011-5	7/12/11	
6/27/11	Consumer	Coleman	FL		Service	Delivery	Undelivered Mail	Mail not being delivered to residence	Sent to USPS to assist & respond to PRC & customer	7/13/11	
6/28/11	Consumer	Sunset Beach	NC		Service	Fraud		Customer received bogus money order in mail	Sent to USPS to assist & respond to PRC & customer	6/28/11	
6/28/11	Consumer	Loma	CO		Service	Delivery	Mail theft	Contents of package missing	Sent to USPS to assist & respond to PRC & customer	6/28/11	
6/28/11	Consumer	Chicago	IL		Service	Delivery	Undelivered Mail	Mail not being delivered to residence	Sent to USPS to assist & respond to PRC & customer	6/28/11	
6/28/11	Consumer	River Ridge	LA		Service	Delivery	RTS	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC & customer	6/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/28/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/30/11	
6/28/11	Consumer	Lee Center	NY		Service	Retail	PO closing	Comment on possible closing of Woodgate, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/13/11	
6/29/11	Consumer	Comstock	NY		RFI	Information		Request for mailing forms	Sent forms	6/29/11	
6/29/11	Consumer	Leland	MS		Service	Delivery	Undelivered Mail	Mail not being delivered due to alleged dangerous dog issue - further information	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	6/29/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/29/11	Consumer	Rupert	GA		Service	Delivery	PO closing	Copy of letter to Georgia District Manager regarding Rupert, GA post office closing	No response necessary	6/29/11	
6/29/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/30/11	
6/29/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/30/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

6/29/11	Federal, State & local govt	Fort Worth	TX		Service	Retail	PO closing	Comment on behalf of constituent on possible closing of Saginaw, TX post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/30/11	
6/29/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Cottage Grove, WI post office	Sent to USPS to assist & respond to PRC & customer	6/30/11	Returning customer
6/29/11	Consumer				Service	Delivery	Missing mail	Packages missing in mail	Sent to USPS to assist & respond to PRC & customer	6/30/11	
6/29/11	Consumer	Washington	DC		RFI	Information		Requested information for school assignment	Answered by PAGR	6/29/11	
6/30/11	Consumer	East Alton	IL		Service	Delivery	Other	No outgoing mail slot in apartment building	Sent to USPS to assist & respond to PRC & customer	6/30/11	
7/1/11	Consumer	Helotes	TX		Service	Delivery	Other	Problem with refused package handling process	Sent to USPS to assist & respond to PRC & customer	7/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/1/11	Consumer				Service	Delivery	Unsolicited mail	Customer received unwanted mail	Provided customer with information on how to register on Do Not Mail lists	7/5/11	
7/1/11	Postal Employee	St Paul Park	MN		Service	Retail		Comment on consolidation of two post offices in a suburb of St. Paul, MN	Replied that issue is not within Commission jurisdiction	7/5/11	
7/1/11	Consumer	Yoder	KS		Service	Retail	PO closing	Comment on possible closing of Yoder, KS post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	7/1/11	
7/1/11	Consumer	Los Angeles	CA		Service	Delivery	Undelivered Mail	Checks missing in mail - request for information	Answered by PAGR	7/1/11	
7/2/11	Postal Employee	Fairmount	IN		USPS financial situation	Suggestion		Suggestion to close smallest post offices to save revenue	Thanked for suggestions	7/5/11	
7/2/11	Consumer				Other			Breach of business loan agreement with a client	Replied that issue is not within Commission jurisdiction	7/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/2/11	Consumer	Nixa	MO		Service	Delivery	Delayed Mail	Mail being delivered late in the day	Sent to USPS to assist & respond to PRC & customer	7/5/11	
7/2/11	Consumer	Burt Lake	MI		Service	Retail	PO closing	Comment on possible closing of Burt Lake, MI post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	7/5/11	
7/4/11	Consumer				Service	Retail	PO closing	Central post office in Daytona Beach, FL under review to be closed	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	7/5/11	
7/4/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	7/5/11	
7/5/11	Postal Employee	Urbandale	IA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	7/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/5/11	Postal Employee	Urbandale	IA		Personnel			Union work rules being inconsistently applied	Replied that issue is not within Commission jurisdiction	7/5/11	
7/5/11	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	No contact information provided to respond	7/5/11	
7/5/11	Federal, State & local govt	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	7/6/11	
7/5/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/6/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/5/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/6/11	
7/5/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/6/11	
7/5/11	Consumer	Cambridge	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/5/11	Consumer	Superior	WI		Philatelic			Errors on commemorative stamp brochure	Replied that issue is not within Commission jurisdiction	7/6/11	
7/5/11	Consumer	Comstock	NY		Service	Delivery	Prison mail	Courtesy copy of letter to Court of Claims regarding missing manila envelope	No response necessary	7/5/11	
7/5/11	Consumer	Goodwin	AR		Service	Retail	PO closing	Comment on possible closing of Goodwin, AR post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	7/6/11	
7/5/11	Consumer	Graham	NC		Service	Delivery	Missing mail	Packages missing in mail	Sent to USPS to assist & respond to PRC & customer	7/5/11	
7/5/11	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	No contact information provided to respond	7/5/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/5/11	Consumer	Iowa City	IA		Service	Retail	PO closing	Comment on possible closing of Washington St. post office	No contact information provided to respond - relayed comments to USPS CA	7/6/11	
7/5/11	Consumer	Los Angeles	CA		Service	Delivery	Undelivered Mail	Checks missing in mail - further request for information on filing formal complaint	Answered by PAGR and OGC	7/5/11	
7/5/11	Consumer	Oakland	CA		Service	Delivery	Mail theft	Package allegedly stolen after delivery	Sent to USPS to assist & respond to PRC & customer	7/8/11	
7/5/11	Federal, State & local govt	Harmony	PA		Service	Delivery	Mode of delivery	Concerns with delivery in historic district after post office closes	Sent to USPS to assist & respond to PRC & customer	7/12/11	
7/6/11	Consumer	Parks	AR		Service	Retail	PO closing	Comment on possible closing of Parks, AR post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	7/6/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/6/11	Consumer	Columbus	GA		Service	Delivery	Other	Carrier driving across lawn when delivering mail - further comments	Sent to USPS to assist & respond to PRC & customer - issue addressed by USPS 5/11/11	7/6/11	
7/6/11	Consumer	Oxnard	CA		Service	Delivery	AMP	Comment on Oxnard, CA AMP	Replied that issue is not within Commission jurisdiction	7/6/11	
7/6/11	Consumer	Woodgate	NY		Service	Retail	PO closing	Comment on possible closing of Woodgate, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	7/6/11	
7/6/11	Consumer	Pine City	NY		Service	Fraud		Request for status of mail fraud complaint	Referred to USPS CA	7/8/11	
7/6/11	Federal, State & local govt	Washington	DC		PAEA			Comment solicited on improving postal laws	Acknowledged comments and placed on file	7/7/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/6/11	Federal, State & local govt	Mason City	IA		Service	Retail	PO closing	Comment on possible closing of Swaldale, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	7/12/11	
7/6/11	Postal Employee	St Paul Park	MN		Service	Retail		Comment on consolidation of two post offices in a suburb of St. Paul, MN - further comments	No response necessary	7/6/11	
7/7/11	Federal, State & local govt	Washington	DC		Service	Retail		Constituent letter concerning availability of change of address cards at Garden City post office	Referred to USPS Government Relations	7/11/11	
7/7/11	Business Owners	Brooklyn	NY		Service	Delivery	Misdelivery	Letter sent to wrong address	Referred to USPS CA	7/7/11	
7/7/11	Consumer	Port Richey	FL		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	7/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/7/11	Consumer	Ukiah	CA		Service	Retail	PO closing	Questions on post office closing appeals process	Answered by PAGR	7/7/11	
7/7/11	Consumer	Alton	IL		Service	Delivery	Delayed Mail	Outgoing mail not being taken out of mailbox by carrier	Referred to USPS CA	7/7/11	
7/8/11	Consumer	Golden Eagle	IL		Service	Retail	PO closing	Comment on possible closing of Golden Eagle, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	7/8/11	
7/8/11	Consumer	Oxnard	CA		Service	Delivery	AMP	Comment on Oxnard, CA AMP - further questions	Answered by PAGR and OGC	7/8/11	
7/8/11	Consumer	Oxnard	CA		Service	Delivery	AMP	Comment on Oxnard, CA AMP - further questions	Answered by PAGR	7/8/11	
7/8/11	Consumer	Oxnard	CA		Service	Delivery	AMP	Comment on Oxnard, CA AMP - further questions	Answered by PAGR	7/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/8/11	Media				RFI	Information		Question on postal reform legislation	Answered by PAGR Director	7/8/11	
7/8/11	Consumer	Chicago	IL		Service	Delivery	Change of address	Question on COA database information	Referred to USPS CA	7/8/11	
7/8/11	Federal, State & local govt	Washington	DC		A2011-18	Information		Question on e-filing	Answered by PAGR	7/8/11	
7/8/11	Consumer	Oakland	CA		Service	Delivery	Mail theft	Package allegedly stolen after delivery - further comments	No response necessary	7/8/11	
7/8/11	Consumer	New York City	NY		Service	Employee behavior	Rudeness	Clerk rude to customer	Sent to USPS to assist & respond to PRC & customer	7/12/11	
7/8/11	Consumer		LA		RFI	Information	PO closing	Question on post office closings	Answered by PAGR	7/8/11	
7/8/11	Consumer				RFI	Information		Question on USPS hiring freeze	Referred to USPS CA	7/8/11	
7/8/11	Media				RFI	Information	Other	Questions on postal reform legislation	Answered by PAGR Director	7/8/11	
7/9/11	Consumer				Other			Erroneously received e-mail intended for another website	No contact information provided to respond	7/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/9/11	Federal, State & local govt	Jackson	CA		Service	Facility		Comment on lease extension	Placed on file	7/12/11	
7/10/11	Postal Employee				USPS financial situation			Comment on USPS financial situation	No contact information provided to respond	7/10/11	
7/10/11	Consumer	Woodgate	NY		Service	Retail	PO closing	Comment on possible closing of Woodgate, NY post office - questions on appeals process	Answered by PAGR	7/10/11	
7/10/11	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	7/11/11	
7/10/11	Postal Employee				Other			Comment on media coverage of USPS	No response necessary	7/12/11	
7/11/11	Postal Employee	Gainesville	TX		Personnel			Recently retired postal employee has not received annuity check	Employee issue referred to USPS CA	7/11/11	
7/11/11	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	7/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/11/11	Consumer	Maple Height	OH		Service	Retail	PO closing	Comment on possible closing of Maple Heights, OH post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	7/11/11	
7/11/11	Consumer	Maple Height	OH		Service	Retail	PO closing	Comment on possible closing of Maple Heights, OH post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	7/11/11	
7/11/11	Consumer	Marcy	NY		Service	Delivery	Prison mail	Issues with prison mail administration - further questions	Sent forms from USPS IS to report mail theft complaint	7/12/11	
7/11/11	Consumer	Bishop Hill	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/11/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/12/11	
7/11/11	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection schedules in Chicago, IL	Sent to USPS to assist & respond to PRC & customer	7/12/11	Returning customer
7/11/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Post offices in Chicago area closed the Saturday before holiday	Sent to USPS to assist & respond to PRC & customer	7/12/11	Returning customer
7/11/11	Consumer	Irving	TX		Service	Delivery	Delayed Mail	Outgoing mail not being taken out of mailbox by carrier	Sent to USPS to assist & respond to PRC & customer	7/13/11	
7/11/11	Consumer				RFI	Information	PO closing	Request for post office closing list	Answered by PAGR	7/13/11	
7/11/11	Consumer				RFI	Information		Question on retirement pay	Referred to USPS HR	7/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/12/11	Consumer	Los Angeles	CA		C2011-4	Delivery	Undelivered Mail	Checks missing in mail - further request for information on filing formal complaint	Docketed as complaint C2011-4	7/12/11	
7/12/11	Media	Chesterfield	MD		Service	Retail	PO closing	Questions on post office closing appeals process	Answered by PAGR	7/12/11	
7/12/11	Consumer	Augusta	SC		Service	Delivery	Claim	Request review of insurance claim	Sent to USPS to assist & respond to PRC & customer	7/13/11	
7/12/11	Mailer	Martinez	GA	Media Mail	Service	Delivery	Missing mail	Media Mail packages missing in mail - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	7/13/11	
7/12/11	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection schedule at Spencer, IN post office	Sent to USPS to assist & respond to PRC & customer	7/13/11	Returning customer
7/12/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Grand Chute Branch, Appleton, WI	Sent to USPS to assist & respond to PRC & customer	7/13/11	Returning customer

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/12/11	Consumer	Chicago	IL		Service	Retail	Other	Request for response to various issues in Nebraska	Sent to USPS to assist & respond to PRC & customer	7/13/11	Returning customer
7/12/11	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection box schedules at 22nd St. post office in Chicago, IL - further follow-up	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	7/13/11	Returning customer
7/12/11	Consumer	Houston	TX		Service	Delivery	Hold mail	Mail not held during absence of customer	Sent to USPS to assist & respond to PRC & customer	7/13/11	
7/12/11	Federal, State & local govt	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/13/11	
7/12/11	Consumer	Crestline	CA		Service	Retail	Lobby hours	Lobby not open 24 hours	Will contact postmaster	7/12/11	
7/12/11	Media	Chesterfield	MD		RFI	Information	Other	Question on FOIA process	Answered by PAGR	7/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/13/11	Consumer	Golden Eagle	IL		Service	Retail	PO closing	Comment on possible closing of Golden Eagle, IL post office - concerns about keeping community's name and Zip Code	Sent to USPS to assist & respond to PRC & customer	7/13/11	
7/13/11	Consumer	Salt Lake City	UT		Service	Delivery	Other	Concerns with providing electronic signature for package delivery	Sent to USPS to assist & respond to PRC & customer	7/13/11	
7/13/11	Media				R2010-4	Information		Question on Commission's exigent decision	Answered by PAGR Director	7/13/11	
7/13/11	Consumer	Ogdensburg	NY		Service	Fraud		Alleged fraud through the mail - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	7/13/11	
7/13/11	Consumer				Service	Retail	PO closing	Question on lease expirations and post office closings - further comments	Replied that issue is not within Commission jurisdiction	7/15/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/13/11	Consumer				Service	Other		Customer with contract dispute	Referred to USPS OIG	7/13/11	
7/13/11	Consumer				Service	Delivery	Delayed Mail	Package delivered late in the day	Referred to USPS CA	7/13/11	
7/13/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Grand Chute Branch, Appleton, WI	Sent to USPS to assist & respond to PRC & customer	7/13/11	Returning customer
7/13/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Sturgeon Bay, WI post office	Sent to USPS to assist & respond to PRC & customer	7/19/11	Returning customer
7/13/11	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on installation of collection boxes at Streeterville and Park Stations in Chicago	Sent to USPS to assist & respond to PRC & customer	7/19/11	Returning customer
7/13/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Belleville, WI post office	Sent to USPS to assist & respond to PRC & customer	7/19/11	Returning customer

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/14/11	Consumer	Olmsted ville	NY		Service	Retail	PO closing	Comment on possible closing of the South Glen Falls Branch post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/14/11	
7/14/11	Federal, State & local govt	Chandler	AZ		RFI	Facility		Question on purchasing post office building if it closes	Referred to USPS CA	7/14/11	
7/14/11	Postal Organization	Thurman	IA		Service	Retail	PO closing	Request to open docket to review post office closings - further questions	Answered by PAGR	7/14/11	
7/14/11	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection schedule at Aurora, IL post office	Sent to USPS to assist & respond to PRC & customer	7/19/11	Returning customer

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/15/11	Consumer	Leanore	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/15/11	
7/15/11	Consumer	Owaneco	IL		Service	Retail	PO closing	Comment on possible closing of Owaneco, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/15/11	
7/15/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/15/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/15/11	Federal, State & local govt	Auburn	GA		Service	Facility		Question on plan to move carrier operations from Auburn post office	Replied that issue is not within Commission jurisdiction	7/15/11	
7/15/11	Consumer	San Antonio	TX		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	7/18/11	
7/15/11	Consumer	Vineland	NJ		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	7/15/11	
7/15/11	Consumer	Ben Franklin	TX		A2011-24	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	7/15/11	
7/16/11	Consumer	Perkins	GA		Service	Retail	PO closing	Comment on possible closing of Perkins, GA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	7/18/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/18/11	Consumer	Sioux City	IA		Service	Delivery	AMP	Comment on moving Sioux City, IA AMP operations to Sioux Falls, SD	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	7/18/11	
7/18/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/20/11	
7/18/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/18/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/20/11	
7/18/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/20/11	
7/18/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/18/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/20/11	
7/18/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/20/11	
7/18/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/18/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/20/11	
7/18/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/20/11	
7/18/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/18/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/20/11	
7/18/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/20/11	
7/18/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/18/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/20/11	
7/18/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/20/11	
7/18/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/18/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/20/11	
7/18/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/20/11	
7/18/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/18/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/20/11	
7/18/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/20/11	
7/18/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/20/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/18/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	No contact information provided to respond	7/20/11	
7/18/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	No contact information provided to respond	7/20/11	
7/18/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	No contact information provided to respond	7/20/11	
7/18/11	Consumer	Jackson	NE		Service	Delivery	AMP	Comment on moving Sioux City, IA AMP operations to Sioux Falls, SD	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	7/18/11	
7/18/11	Consumer	Jackson	NE		Service	Delivery	AMP	Comment on moving Sioux City, IA AMP operations to Sioux Falls, SD - further comment	Sent to USPS to assist & respond to PRC & customer	7/22/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/18/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/18/11	
7/18/11	Consumer				USPS financial situation			Suggestion to improve financial situation	No contact information provided to respond	7/18/11	
7/18/11	Consumer	Innis	LA		Service	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	7/18/11	
7/18/11	Consumer	Innis	LA		Service	Retail	PO closing	Question on post office closing appeal process - further questions	Answered by PAGR	7/18/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/18/11	Consumer	Sioux City	IA		Service	Delivery	AMP	Comment on moving Sioux City, IA AMP operations to Sioux Falls, SD	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	7/19/11	
7/18/11	Consumer	Sioux City	IA		Service	Delivery	AMP	Comment on moving Sioux City, IA AMP operations to Sioux Falls, SD	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	7/19/11	
7/18/11	Consumer	Sioux City	IA		Service	Delivery	AMP	Comment on moving Sioux City, IA AMP operations to Sioux Falls, SD	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	7/19/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/18/11	Consumer	Sioux City	IA		Service	Delivery	AMP	Comment on moving Sioux City, IA AMP operations to Sioux Falls, SD	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	7/19/11	
7/18/11	Consumer	Sioux City	IA		Service	Delivery	AMP	Comment on moving Sioux City, IA AMP operations to Sioux Falls, SD	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	7/19/11	
7/18/11	Consumer	Sioux City	IA		Service	Delivery	AMP	Comment on moving Sioux City, IA AMP operations to Sioux Falls, SD	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	7/19/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/18/11	Consumer	Sioux City	IA		Service	Delivery	AMP	Comment on moving Sioux City, IA AMP operations to Sioux Falls, SD	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	7/19/11	
7/18/11	Consumer	Sioux City	IA		Service	Delivery	AMP	Comment on moving Sioux City, IA AMP operations to Sioux Falls, SD	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	7/19/11	
7/18/11	Consumer	Sioux City	IA		Service	Delivery	AMP	Comment on moving Sioux City, IA AMP operations to Sioux Falls, SD	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	7/19/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/18/11	Consumer	Sioux City	IA		Service	Delivery	AMP	Comment on moving Sioux City, IA AMP operations to Sioux Falls, SD	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	7/19/11	
7/18/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/19/11	
7/18/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/19/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/18/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/19/11	
7/18/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/19/11	
7/18/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/19/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/18/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/19/11	
7/18/11	Consumer	Woodgate	NY		Service	Retail	PO closing	Comment on possible closing of Woodgate, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/19/11	
7/18/11	Consumer	West Edmeston	NY		Service	Retail	PO closing	Comment on possible closing of West Edmeston, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/19/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/18/11	Consumer	San Diego	CA		Service	Delivery	Missing mail	Cashier's check missing in mail	Sent to USPS to assist & respond to PRC & customer	7/19/11	
7/18/11	Federal, State & local govt	Sioux City	IA		A2011-27	Retail	PO closing	Request for status of closing of Rodney, IA post office	Answered by PAGR Director	7/26/11	
7/18/11	Consumer	Redstone	MT		Service	Retail	PO closing	Comment on possible closing of Redstone, MT post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/26/11	
7/18/11	Consumer	Redstone	MT		Service	Retail	PO closing	Comment on possible closing of Redstone, MT post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/26/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/18/11	Consumer	Redstone	MT		Service	Retail	PO closing	Comment on possible closing of Redstone, MT post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/26/11	
7/18/11	Consumer	Redstone	MT		Service	Retail	PO closing	Comment on possible closing of Redstone, MT post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/26/11	
7/18/11	Consumer	Redstone	MT		Service	Retail	PO closing	Comment on possible closing of Redstone, MT post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/26/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/18/11	Consumer	Redstone	MT		Service	Retail	PO closing	Comment on possible closing of Redstone, MT post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/26/11	
7/18/11	Consumer	Redstone	MT		Service	Retail	PO closing	Comment on possible closing of Redstone, MT post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/26/11	
7/18/11	Consumer	Redstone	MT		Service	Retail	PO closing	Comment on possible closing of Redstone, MT post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/26/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/19/11	Consumer	Comstock	NY		Service	Delivery	Change of address	Request for Change of Address form	Sent to USPS to assist & respond to PRC & customer	7/19/11	
7/19/11	Consumer	Sioux City	IA		Service	Delivery	AMP	Comment on moving Sioux City, IA AMP operations to Sioux Falls, SD	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	7/19/11	
7/19/11	Consumer	San Diego	CA		Philatelic	Information		Question on commemorative stamps	Referred to USPS	7/19/11	
7/19/11	Federal, State & local govt	Andrew	IA		Service	Retail	PO closing	Courtesy copy of letter to postal official regarding possible closing of Andrew, IA post office	Placed on file	7/19/11	
7/19/11	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	7/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/19/11	Consumer	Chicago	IL		Service	Delivery	Delayed Mail	Magazines consistently arriving 2-3 weeks late	Sent to USPS to assist & respond to PRC & customer	8/3/11	Returning customer
7/20/11	Federal, State & local govt	Pinehurst	NC		Service	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	7/21/11	
7/20/11	Consumer				RFI	Information		Request to meet with Chairman	Answered by Chairman's Office	7/20/11	
7/20/11	Federal, State & local govt	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office - further comments	Placed on file	7/20/11	
7/20/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/22/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/20/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/22/11	
7/20/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/22/11	
7/20/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/22/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/20/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/22/11	
7/20/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/22/11	
7/20/11	Federal, State & local govt	Alicia	AR		Service	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	7/20/11	
7/20/11	Federal, State & local govt	Rodney	IA		Service	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	7/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/21/11	Consumer	Houston	TX		Service	Delivery	Misdelive ry	Customer receiving other people's mail	Sent to USPS to assist & respond to customer	7/21/11	
7/21/11	Media				N2010-1			Request to interview Chairman on 5 day delivery	Answered by PAGR Director	7/21/11	
7/21/11	Media				USPS financial situation	Informatio n		Question on USPS financial situation	Answered by PAGR Director	7/21/11	
7/21/11	Consumer	Pilot Grove	IA		Service	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	7/21/11	
7/21/11	Consumer	Chicago	IL		USPS financial situation	Suggestio n		Suggestion to improve financial situation	Referred to USPS CA	7/22/11	Returning customer
7/21/11	Consumer	Daytona Beach	FL		Service	Retail	Coll box	Request to have collection box reinstalled	Sent to USPS to assist & respond to customer	7/21/11	
7/21/11	Postal Employee				Service	Delivery	Other	Comment on Delivery Unit Optimization process	No contact information provided to respond	7/21/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/21/11	Postal Employee				USPS financial situation	Suggestion		Suggestions to improve financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	7/22/11	
7/21/11	Consumer	Goodwin	AR		Service	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	7/21/11	
7/21/11	Consumer	Buena Park	CA		Rates			Comment on bulk mail rates	Referred to OAC	8/5/11	
7/22/11	Federal, State & local govt	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office - names on petition	Placed on file	7/22/11	
7/22/11	Consumer	Aquesco	MD		Service	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	7/22/11	
7/22/11	Consumer				Philatelic			Comment on flag stamps	Acknowledged comments	7/22/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/22/11	Postal Employee				USPS financial situation	Suggestion		Suggestions to improve financial situation	No contact information provided to respond	7/22/11	
7/22/11	Federal, State & local govt	Pinehurst	NC		Service	Retail	PO closing	Question on appeal process	Answered by PAGR	7/22/11	
7/22/11	Consumer	Bigelow	AR		A2011-29	Retail	PO closing	Question on appeal process	Answered by PAGR	7/22/11	
7/22/11	Consumer	Salt Lake City	UT		Service	Delivery	3 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	7/22/11	
7/22/11	Federal, State & local govt	McHenry	ND		Service	Retail	PO closing	Comment on possible closing of the McHenry, ND post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/27/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/22/11	Consumer	luka	KS		Service	Retail	PO closing	Comment on possible closing of luka, KS post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/28/11	
7/22/11	Postal Employee				Personnel			Local management to following national postal policy with regard to veterans	Referred to USPS IG	8/1/11	
7/23/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation	No contact information provided to respond	7/23/11	
7/23/11	Consumer	East Norwich	NY		Service	Delivery	Undelivered Mail	Mail not being delivered due to location of mailbox	Sent to USPS to assist & respond to customer	7/25/11	
7/23/11	Consumer	Miami	FL		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	7/25/11	
7/23/11	Consumer				Service	Delivery	Delayed Mail	Customer unable to obtain key to apartment mailbox	Sent to USPS to assist & respond to PRC & customer	7/25/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/23/11	Consumer		NY	Certified Mail	Service	Delivery	Delayed Mail	Certified letter delayed in mail	Sent to USPS to assist & respond to PRC & customer	7/26/11	
7/24/11	Consumer				Service	Retail	PO closing	Comment on possible closing of Oxnard, CA PDF	No contact information provided to respond	7/24/11	
7/25/11	Consumer	Port Jefferson	NY	Certified Mail	Service	Delivery	Undelivered Mail	Certified letter missing in mail	Sent to USPS to assist & respond to PRC & customer	7/25/11	
7/25/11	Consumer				RFI	Information		Request for information on performance standards around major holidays	Answered by PAGR and OAC	7/25/11	
7/25/11	Consumer	Sabael	NY		Service	Retail	PO closing	Comment on possible closing of Sabael, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/25/11	Consumer	Cave Creek	AZ		Service	Retail	PO closing	Courtesy copy of letter to Western Facilities Manager on possible closing of Weston, ID post office	No response necessary	7/25/11	
7/25/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	No contact information provided to respond	7/25/11	
7/25/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	No contact information provided to respond	7/25/11	
7/25/11	Federal, State & local govt	Guilderland	NY		Service	Retail	PO closing	Comment on possible closing of the Guilderland Center, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/25/11	Consumer	Patterson	IA		Service	Delivery	Mode of delivery	Request for curbside delivery in event of post office closing	Sent to USPS to assist & respond to PRC & customer	7/27/11	
7/25/11	Consumer	Peach Orchard	AR		A2011-22	Retail	PO closing	Question on e-filing	Answered by PAGR	7/25/11	
7/25/11	Consumer	Billingham	WA		Service	Retail		Customers reporting local service issues	Referred to USPS CA	7/25/11	
7/25/11	Business Owners				Rates	Information		Question on bulk mail rates	Referred to OAC	7/25/11	
7/25/11	Consumer	Parks	AR		Service	Retail	PO closing	Comment on possible closing of Parks, AR post office - further comments	No response necessary	7/25/11	
7/25/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/25/11	
7/25/11	Consumer	Chicago	IL		Service	Delivery	Delayed Mail	Magazines consistently arriving 2-3 weeks late	Sent to USPS to assist & respond to PRC & customer	8/3/11	Returning customer
7/25/11	Consumer	Atlantic City	NJ		Service	Delivery	Mail theft	Allegations of mail theft	Referred to USPS IS	8/3/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/25/11	Consumer	Houston	TX		Service	Delivery	Hold mail	Mail not held during absence of customer - further information	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	8/3/11	
7/26/11	Consumer	Burt Lake	MI		Service	Retail	PO closing	Comment on possible closing of Burt Lake, MI post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/26/11	
7/26/11	Consumer	Burt Lake	MI		Service	Retail	PO closing	Comment on possible closing of Burt Lake, MI post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/26/11	Consumer	Burt Lake	MI		Service	Retail	PO closing	Comment on possible closing of Burt Lake, MI post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/26/11	
7/26/11	Consumer	Burt Lake	MI		Service	Retail	PO closing	Comment on possible closing of Burt Lake, MI post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/26/11	
7/26/11	Consumer	Burt Lake	MI		Service	Retail	PO closing	Comment on possible closing of Burt Lake, MI post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/26/11	Federal, State & local govt	Greeley	CO		Service	Retail	PO closing	Comment on possible closing of the New Raymer post office in Colorado	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/26/11	
7/26/11	Media				RFI	Information		Question on information formally posted on website	Answered by PAGR Director	7/26/11	
7/26/11	Consumer				Service	Retail	PO closing	Comment on possible closing of Crockett Mills, TN post office	No contact information provided to respond	7/26/11	
7/26/11	Consumer	Monroe	AR		Service	Retail	PO closing	Comment on possible closing of Monroe, AR post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/26/11	Consumer	Hugo	MN		Service	Employee behavior		Comment on employee behavior	No contact information provided to respond	7/26/11	
7/26/11	Consumer				Service	Delivery	5 Days	Comment on USPS proposal to eliminate Saturday delivery	No contact information provided to respond	7/26/11	
7/26/11	Federal, State & local govt	Albany	NY		Service	Retail	PO closing	Comment on possible closing of the Guilderland Center, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/26/11	
7/26/11	Media	Baltimore	MD		Service	Delivery	PO closing	Questions on release of post office closing list by Postal Service	Answered by Chairman's Office	7/26/11	
7/26/11	Media	Marshfield	MA		Service	Delivery	PO closing	Questions on release of post office closing list by Postal Service	Answered by Chairman's Office	7/26/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/26/11	Media				Service	Delivery	PO closing	Questions on release of post office closing list by Postal Service	Answered by Chairman's Office	7/26/11	
7/26/11	Media				Service	Delivery	PO closing	Questions on release of post office closing list by Postal Service	Answered by Chairman's Office	7/26/11	
7/26/11	Media	Washington	DC		Service	Delivery	PO closing	Questions on release of post office closing list by Postal Service	Answered by Chairman's Office	7/26/11	
7/26/11	Media	Orlando	FL		Service	Delivery	PO closing	Questions on release of post office closing list by Postal Service	Answered by Chairman's Office	7/26/11	
7/26/11	Consumer				Website			Question how to e-file comments	Answered by PAGR	7/27/11	
7/26/11	Consumer	New York City	NY		Service	Delivery	Mail theft	Allegations of mail theft	Referred to USPS IS	7/27/11	
7/26/11	Consumer	Barefoot Bay	FL		Service	Delivery	Mode of delivery	Request for modular community boxes in lieu of individual mailboxes	Sent to USPS to assist & respond to PRC & customer	7/27/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/26/11	Consumer	Lake Creek	TX		Service	Retail	PO closing	Comment on possible closing of the Lake Creek, TX post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/27/11	
7/26/11	Consumer	Lake Creek	TX		Service	Retail	PO closing	Comment on possible closing of the Lake Creek, TX post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/27/11	
7/26/11	Consumer	Pilot Grove	IA		A2011-35	Retail	PO closing	Question on appeal process	Answered by PAGR	7/26/11	
7/26/11	Consumer				Service	Delivery	PO closing	Questions on release of post office closing list by Postal Service	Answered by PAGR	7/26/11	
7/26/11	Consumer	Bigelow	AR		A2011-29	Retail	PO closing	Question on e-filing	Answered by PAGR	7/26/11	
7/26/11	Consumer	Rodney	IA		A2011-27	Retail	PO closing	Question on appeal process	Answered by PAGR	7/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/26/11	Consumer	Monroe	AR		Service	Retail	PO closing	Comment on possible closing of Monroe, AR post office - further comments	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/28/11	
7/26/11	Consumer		NM		N2011-1	Retail	PO closing	Question on post office closing list	Answered by PAGR	7/28/11	
7/26/11	Consumer				N2011-1	Retail	PO closing	Question on post office closing list	Answered by PAGR	7/28/11	
7/26/11	Consumer	Portland	OR		N2011-1	Retail	PO closing	Question on post office closing list	Answered by PAGR	7/28/11	
7/26/11	Consumer	Roseville	MI	Delivery confirmation	Service	Delivery		Packages scanned before actual delivery	Sent to USPS to assist & respond to PRC & customer	7/28/11	
7/26/11	Consumer	Glen Flora	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/26/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/26/11	Consumer	Seattle	WA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/26/11	
7/26/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/26/11	
7/26/11	Postal Employee	Sharon Springs	NY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
7/26/11	Consumer	Indianapolis	IN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/26/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/26/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/26/11	
7/26/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/26/11	
7/26/11	Postal Employee				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/26/11	
7/26/11	Federal, State & local govt	Washington	DC		Service	Retail	PO closing	Courtesy copy of letter to PMG regarding post office closings in rural areas	Place on file	7/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/26/11	Federal, State & local govt	Washington	DC		Service	Retail	PO closing	Courtesy copy of letter to PMG regarding post office closings in rural areas	Placed on file	7/26/11	
7/26/11	Federal, State & local govt	Washington	DC		Service	Retail	PO closing	Courtesy copy of letter to PMG regarding post office closings in rural areas	Placed on file	7/26/11	
7/26/11	Federal, State & local govt	Washington	DC		Service	Retail	PO closing	Courtesy copy of letter to PMG regarding post office closings in rural areas	Placed on file	7/26/11	
7/26/11	Consumer	Sterling	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/26/11	
7/26/11	Federal, State & local govt		VT		Service	Delivery	PO closing	Request for information on USPS post office closing regulations	Answered by PAGR	7/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/26/11	Consumer	Ben Franklin	TX		A2011-24	Information	PO closing	Question on e-filing	Answered by PAGR	7/26/11	
7/26/11	Consumer	Hubbell	MI		Service	Delivery	PO Box	P O Box not registered in Postal Service's address database	Replied that issue is not within Commission jurisdiction	8/9/11	
7/27/11	Consumer	Englewood	NJ		Website			Comment on re-designed USPS website	Sent to USPS to assist & respond to PRC & customer	7/27/11	
7/27/11	Federal, State & local govt		RI		Service	Delivery	PO closing	Questions on release of post office closing list by Postal Service	Referred to USPS Government Relations	7/27/11	
7/27/11	Consumer	Sherman Oaks	CA		Service	Delivery	Delayed Mail	Money order form delayed in mail	Sent to USPS to assist & respond to PRC & customer	7/27/11	
7/27/11	Consumer	Jefferson	SD		Service	Delivery	Mode of delivery	Mandated change in mode of delivery	Sent to USPS to assist & respond to PRC & customer	7/27/11	
7/27/11	Consumer	Weed	NM		Service	Delivery	PO closing	Questions on release of post office closing list by Postal Service	Answered by PAGR	7/27/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/27/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/28/11	
7/27/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/28/11	
7/27/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/28/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/27/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/28/11	
7/27/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/28/11	
7/27/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/28/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/27/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/28/11	
7/27/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/28/11	
7/27/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/28/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/27/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/28/11	
7/27/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/28/11	
7/27/11	Business Owners	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/28/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/27/11	Federal, State & local govt	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/28/11	
7/27/11	Consumer	Tempe	AZ		USPS financial situation	Suggestion		Suggestions to improve financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	7/28/11	
7/27/11	Consumer				Service	Employee behavior		Clerk rude to customer	No contact information provided to respond	7/27/11	
7/27/11	Consumer				Service	Retail	PO closing	Comment on possible closing of Be Free post office in Philadelphia, PA	No contact information provided to respond	7/27/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/27/11	Consumer				N2011-1	Retail	PO closing	Question on post office closing list	Answered by PAGR	7/28/11	
7/27/11	Consumer				N2011-1	Retail	PO closing	Question on post office closing list	Answered by PAGR	7/28/11	
7/27/11	Consumer	Venice	CA		Service	Delivery	Hold mail	Mail not held during absence of customer	Sent to USPS to assist & respond to PRC & customer	7/28/11	
7/27/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/27/11	
7/27/11	Consumer	MacFarlan	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/27/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/27/11	Consumer	Winter Haven	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/27/11	
7/27/11	Consumer	Orange	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/27/11	
7/27/11	Consumer	Maeystown	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/27/11	
7/27/11	Consumer	Rexville	NY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/27/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/27/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/27/11	
7/27/11	Consumer	Beverly Hills	Ca		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/27/11	
7/27/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	7/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/27/11	Federal, State & local govt	Ferguson	IA		Service	Retail	PO closing	Comment on possible closing of Ferguson, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/28/11	
7/27/11	Consumer	Washington	DC		RFI	Information		Questions on NSAs	Referred to OAC	8/3/11	
7/27/11	Consumer	Viola	ID		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/27/11	
7/27/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/27/11	
7/27/11	Federal, State & local govt	East Camden	AR		A2011-30	Information	PO closing	Question on e-filing	Answered by PAGR	7/27/11	
7/27/11	Consumer	Masonville	IA		A2011-38	Information	PO closing	Question on e-filing	Answered by PAGR	7/27/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/27/11	Consumer	Masonville	IA		A2011-38	Information	PO closing	Question on appeal process	Answered by PAGR	7/27/11	
7/27/11	Media				RFI	Information	PO closing	Question on appeal process	Answered by PAGR	7/27/11	
7/28/11	Consumer				Service	Retail	PO closing	Comment on possible closing of Mount Vernon, NY post office	No contact information provided to respond	7/28/11	
7/28/11	Media	Santa Monica	CA		N2011-1	Retail	PO closing	Question on post office closing list	Answered by PAGR Director	7/28/11	
7/28/11	Consumer	Pilot Grove	IA		A2011-35	Retail	PO closing	Question on appeal process	Answered by PAGR	7/26/11	
7/28/11	Consumer	Innis	LA		A2011-34	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	7/28/11	
7/28/11	Consumer				Service	Retail	PO closing	Comment on possible closing of Be Free post office in Philadelphia, PA	No contact information provided to respond	7/28/11	
7/28/11	Media				RFI	Information		Questions on p o closings and commissioner's confirmation process	Answered by PAGR Director	7/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/28/11	Consumer	Venice	CA		Service	Delivery	Hold mail	Mail not held during absence of customer - further information	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	7/28/11	
7/28/11	Media				RFI	Information		Request for interview with the Chairman	Answered by Chairman's Office	7/28/11	
7/28/11	Federal, State & local govt		PA		N2011-1	Retail	PO closing	Question on posting comments	Answered by PAGR	7/28/11	
7/28/11	Federal, State & local govt	Peterson	MN		Service	Retail	PO closing	Comment on possible closing of Peterson, MN post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/28/11	
7/28/11	Consumer	Lake Creek	TX		Service	Retail	PO closing	Comment on possible closing of the Lake Creek, TX post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	7/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/28/11	Consumer	Mitchell	SD		Service	Delivery	AMP	Comment on moving Mobridge, SD AMP operations to Bismarck, ND	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	7/29/11	
7/28/11	Consumer		FL		N2011-1	Retail	PO closing	Question on post office closing list	Answered by PAGR	7/29/11	
7/28/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/28/11	
7/28/11	Consumer	Brookeville	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/28/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/28/11	Consumer	Cranberry Lake	NY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/28/11	
7/28/11	Consumer	Philadelphia	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/28/11	
7/28/11	Consumer	Philadelphia	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/28/11	
7/28/11	Consumer	St Petersburg	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/28/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/28/11	
7/28/11	Federal, State & local govt	Washington	DC		A2011-30	Retail	PO closing	Letter on behalf of constituent regarding possible closing of East Camden, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	8/1/11	
7/28/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Grand Chute Branch, Appleton, WI	Sent to USPS to assist & respond to PRC & customer	8/3/11	Returning customer
7/28/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Crivitz, WI post office	Sent to USPS to assist & respond to PRC & customer	8/3/11	Returning customer
7/28/11	Consumer	Chicago	IL		Service	Delivery	Delayed Mail	Magazines consistently arriving 2-3 weeks late	Sent to USPS to assist & respond to PRC & customer	8/3/11	Returning customer
7/28/11	Consumer	Portland	OR		N2011-1	Retail	PO closing	Question on post office closing list	Answered by PAGR	8/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/28/11	Federal, State & local govt	Washington	DC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Answered by Chairman's Office	8/2/11	
7/28/11	Federal, State & local govt	Washington	DC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Answered by Chairman's Office	8/2/11	
7/28/11	Federal, State & local govt	Washington	DC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Answered by Chairman's Office	8/2/11	
7/28/11	Consumer	Herbster	WI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/28/11	Consumer	Herbster	WI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/28/11	
7/28/11	Consumer	Hatboro	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/28/11	
7/28/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/28/11	
7/28/11	Consumer	Mertens	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/28/11	Consumer	Houston	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/28/11	
7/28/11	Consumer	Salt Lake City	UT		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	7/28/11	
7/29/11	Consumer	Houston	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
7/29/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/29/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/29/11	Consumer	Orkney Springs	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/29/11	
7/29/11	Postal Employee	Kansas City	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/29/11	
7/29/11	Federal, State & local govt	Peoria	IL		Service	Delivery	Undelivered Mail	Letter on behalf of constituent regarding undelivered mail	Referred to USPS Government Relations	7/29/11	
7/29/11	Consumer	Monticello	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/29/11	

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/29/11	Consumer	Rogers	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/29/11	
7/29/11	Consumer	Grantville	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/29/11	
7/29/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/29/11	
7/29/11	Consumer	Millville	MN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/29/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/29/11	Consumer	Brunswick	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/29/11	
7/29/11	Consumer	Camp Hill	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/29/11	
7/29/11	Consumer	Macomb	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/29/11	
7/29/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/29/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/29/11	Consumer	East Lynn	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/29/11	
7/29/11	Consumer	Cascadia	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/29/11	
7/29/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/29/11	
7/29/11	Consumer	Supai	AZ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/29/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/29/11	Consumer	Houston	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/29/11	
7/29/11	Consumer	Carlstadt	NJ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/29/11	
7/29/11	Consumer	Houston	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	7/29/11	
7/30/11	Consumer	Dayton	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/30/11	Consumer	Clover			N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
7/30/11	Consumer	Cascadia	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
7/30/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
7/30/11	Consumer	Fall River	MA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/30/11	Consumer	Jacksonville	FL		Service	Delivery	Missing mail	Apartment manager allegedly taking customers mail	Sent to USPS to assist & respond to PRC & customer	8/1/11	
7/30/11	Postal Employee				USPS financial situation	Suggestion		Suggestions to improve financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	8/1/11	
7/30/11	Postal Employee	Jenks	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
7/31/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/31/11	Postal Employee	Montpelier Station			N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
7/31/11	Consumer	Montpelier Station			N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
7/31/11	Business Owners	Sacramento	CA	Priority Mail	Service	Delivery	Other	Seller charged for additional fees to deliver package	Sent to USPS to assist & respond to PRC & customer	8/1/11	
7/31/11	Consumer	Monticello	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/31/11	Consumer	Sardism	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
7/31/11	Consumer	New Orleans	LA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
7/31/11	Consumer	Herbster	WI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
7/31/11	Consumer	Richmond	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

7/31/11	Consumer	Eckley	CO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
7/31/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
7/31/11	Consumer	Fall River	MA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
7/31/11	Consumer	Kendleton	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/1/11	Consumer	Weston	ID		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
8/1/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
8/1/11	Consumer	Haines Creek			N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
8/1/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/1/11	Consumer	Herbster	WI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
8/1/11	Consumer	Redwood	NY		Service	Retail	Lobby hours	Lobby closing earlier than posted hours	Sent to USPS to assist & respond to PRC & customer	8/1/11	
8/1/11	Consumer	Sacramento	CA		Service	Retail	PO Box	Check not cashed for P O Box fee	Sent to USPS to assist & respond to PRC & customer	8/1/11	
8/1/11	Consumer	Bloomfield	NJ		Service	Retail	PO Box	Identification not accepted for renewal of P O Box	Sent to USPS to assist & respond to PRC & customer	8/1/11	
8/1/11	Consumer	Stamford	CT		Service	Delivery	Undelivered Mail	Mail not being delivered to new address	Sent to USPS to assist & respond to PRC & customer	8/1/11	
8/1/11	Federal, State & local govt	Washington	DC		Service	Delivery	PO closing	Questions on post office closing process and appeals	Answered by PAGR	8/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/1/11	Consumer	Innis	LA		A2011-34	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	8/1/11	
8/1/11	Media				R2010-4	Rates		Questions on Appeals Court decision to remand exigent rate case	Answered by PAGR Director	8/1/11	
8/1/11	Postal Employee				USPS financial situation	Suggestion		Suggestions to improve financial situation	No contact information provided to respond	8/1/11	
8/1/11	Federal, State & local govt	Guilderland	NY		Service	Retail	PO closing	Comment on possible closing of the Guilderland Center, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	8/2/11	
8/1/11	Consumer	Lancaster	IL		Service	Retail	PO closing	Comment on possible closing of the Lancaster, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	8/2/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/1/11	Consumer	Lancaster	IL		Service	Retail	PO closing	Comment on possible closing of the Lancaster, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	8/2/11	
8/1/11	Consumer	Lake Creek	TX		Service	Retail	PO closing	Comment on possible closing of the Lake Creek, TX post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	8/2/11	
8/1/11	Consumer	West Frankfurt	IL		Service	Delivery	AMP	Comment on moving West Frankfurt, IL AMP operations to Benton, IL	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	8/3/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/1/11	Consumer	West Frankfort	IL		Service	Delivery	AMP	Comment on moving West Frankfort, IL AMP operations to Benton, IL	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	8/3/11	
8/1/11	Consumer	Brunswick	ME		Service	Delivery	Other	CBU at local community in poor condition	Sent to USPS to assist & respond to PRC & customer	8/3/11	
8/1/11	Consumer	Stamford	CT		Service	Delivery	Undelivered Mail	Mail not being delivered to new address - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	8/3/11	
8/1/11	Consumer	Lancaster City	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/1/11	Consumer	Davie	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
8/1/11	Consumer	Inglis	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
8/1/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
8/1/11	Consumer	Houston	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/1/11	Consumer	Ravenden Springs	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
8/1/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
8/1/11	Consumer	East Rutherford	NJ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
8/1/11	Consumer	Loch Katrine	CT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/1/11	Consumer	Leesburg	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
8/1/11	Consumer	Faxon	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
8/1/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
8/1/11	Consumer	Morcatur	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/1/11	Consumer	Leesburg	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
8/1/11	Consumer	Leesburg	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
8/1/11	Consumer	Bristol	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
8/1/11	Consumer	Herbster	WI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/1/11	Consumer	Pocono Manor	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
8/1/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
8/1/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
8/1/11	Consumer	Elkins Park	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/1/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
8/1/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
8/1/11	Consumer	Herbster	WI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
8/1/11	Consumer	Jefferson	MD		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/1/11	Consumer	Rocky	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
8/1/11	Consumer	Rocky	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
8/1/11	Mailer	Norwalk	CT		Service	Delivery	Delayed Mail	Bulk mailing delayed in mail stream	Sent to USPS to assist & respond to PRC & customer	8/5/11	
8/1/11	Consumer	South Glens Falls	NY		Service	Delivery	Mode of delivery	Concerns with delivery after post office closes	Sent to USPS to assist & respond to PRC & customer	8/5/11	
8/1/11	Consumer	East Rutherford	NJ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/1/11	Consumer	Pilot Grove	IA		A2011-35	Information	PO closing	Question on appeal process	Answered by PAGR	8/1/11	
8/1/11	Consumer	Houston	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/1/11	
8/1/11	Consumer	Parks	AR		RFI	Information	PO closing	Question on appeal process	Answered by PAGR	8/1/11	
8/2/11	Consumer	Weston	ID		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
8/2/11	Federal, State & local govt	Crooked Creek	AK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/2/11	Postal Employee				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	
8/2/11	Postal Employee				USPS financial situation	Suggestion		Suggestions to improve financial situation	No contact information provided to respond	8/2/11	
8/2/11	Postal Employee				USPS financial situation	Suggestion		Suggestions to improve financial situation	No contact information provided to respond	8/2/11	
8/2/11	Postal Employee				USPS financial situation	Suggestion		Suggestions to improve financial situation	No contact information provided to respond	8/2/11	
8/2/11	Consumer	Rockland	MI		Service	Retail	PO closing	Copy of letter to District Manager regarding post office closings	No response necessary	8/2/11	
8/2/11	Federal, State & local govt	Waverly	WA		Service	Retail	PO closing	Copy of letter sent to postal officials concerning possible closing of Waverly, WA post office	Placed on file	8/2/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/2/11	Consumer	Chester	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	
8/2/11	Consumer	Herbster	WI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	
8/2/11	Consumer	Assawoman	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	
8/2/11	Consumer	Cleveland	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/2/11	Consumer	Cleveland	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	
8/2/11	Consumer	Cleveland	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	
8/2/11	Consumer	Cleveland	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	
8/2/11	Consumer	Cleveland	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/2/11	Consumer	Cleveland	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	
8/2/11	Consumer	Marquette	WI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	
8/2/11	Consumer	Norfolk	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	
8/2/11	Consumer	Cleveland	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/2/11	Consumer	Cleveland	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	
8/2/11	Consumer	Hobart	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	
8/2/11	Consumer	Cleveland	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	
8/2/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/2/11	Consumer	Cleveland	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	
8/2/11	Consumer	Gate	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	
8/2/11	Consumer	Gotebo	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	
8/2/11	Consumer	Haines Creek			N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/2/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	
8/2/11	Consumer	Cleveland	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	
8/2/11	Federal, State & local govt	Oklahoma City	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	
8/2/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/2/11	Consumer	Dougherty	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	
8/2/11	Consumer	Walnut Creek	CA		Rates			Comment on bulk mail rates	Referred to OAC	8/5/11	
8/2/11	Consumer	Houston	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	
8/2/11	Postal Employee	Foster	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/2/11	Consumer	Houston	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	
8/2/11	Consumer	Houston	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/2/11	
8/3/11	Consumer	Englewood	NJ		Website			Comment on re-designed USPS website	Sent to USPS to assist & respond to PRC & customer	8/3/11	
8/3/11	Postal Employee	Baltimore	MD		Personnel			Comment on staffing at downtown division	Referred to USPS CA	8/3/11	
8/3/11	Consumer	Somerset	NJ		Service	Delivery	RTS	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC & customer	8/3/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/3/11	Consumer	Somerset	NJ		Service	Delivery	RTS	Mail not being forwarded to new address - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	8/3/11	
8/3/11	Consumer	Brooklyn	NY		Service	Other		Local consumer affairs office not responding to customer.	Sent to USPS to assist & respond to PRC & customer	8/3/11	
8/3/11	Consumer	Brooklyn	NY		Service	Other		Local consumer affairs office not responding to customer - further information	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	8/3/11	
8/3/11	Consumer	Parks	AR		Service	Retail	PO closing	Comment on possible closing of Parks, AR post office - further questions	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	8/3/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/3/11	Consumer	Coalmon t	IN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
8/3/11	Consumer	Normal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
8/3/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
8/3/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/3/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
8/3/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
8/3/11	Consumer	Powell	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
8/3/11	Consumer	Port Richey	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/3/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
8/3/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
8/3/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
8/3/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/3/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
8/3/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
8/3/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
8/3/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/3/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
8/3/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
8/3/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
8/3/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/3/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
8/3/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
8/3/11	Consumer	Marlow	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
8/3/11	Consumer	Philadelphia	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/3/11	Consumer	Rochester	KY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
8/3/11	Consumer	Cleveland	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
8/3/11	Consumer	Bellamy	AL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
8/3/11	Consumer		NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/3/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
8/3/11	Consumer	Riddlesburg	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
8/3/11	Consumer	Bluffton	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
8/3/11	Consumer	West Palm	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/3/11	Consumer	Houston	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
8/3/11	Consumer	Parks	AR		RFI	Information	PO closing	Question on appeal process	Answered by PAGR	8/3/11	
8/3/11	Consumer	Woodgate	NY		Service	Retail	PO closing	Comment on possible closing of Woodgate, NY post office	Acknowledged comments	8/3/11	
8/3/11	Consumer	Jewell	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	
8/3/11	Federal, State & local govt	Oklahoma City	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/3/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/4/11	Consumer	Scranton	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/4/11	Consumer	Nome	AK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Ft Lauderdale	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Garita	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Supai	AZ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/4/11	Consumer	Supai	AZ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Supai	AZ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Jonesville	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Sparks	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/4/11	Consumer	Sparks	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Sparks	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Sparks	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Sparks	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/4/11	Consumer	Rocky	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Inglewood	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/4/11	Consumer	Defiance	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Riddlesburg	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Postal Employee	Madison			N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/4/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Ardenvoir	WA		Service	Retail	PO closing	Comment on possible closing of Ardenvoir, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	8/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/4/11	Consumer	Knoxdale	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/4/11	Consumer	Knoxdale	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/4/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	8/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/4/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	8/5/11	
8/4/11	Consumer	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	8/5/11	
8/4/11	Federal, State & local govt	Avalon	TX		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	8/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/4/11	Consumer	Del Ray Beach	FL		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	8/4/11	
8/4/11	Consumer	Washington	DC		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	8/4/11	
8/4/11	Consumer	Horner	WV		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	8/4/11	
8/4/11	Consumer		FL		Service	Delivery	Undelivered Mail	Mail volume delivered to residence declining	Sent to USPS to assist & respond to PRC & customer	8/4/11	
8/4/11	Postal Employee	Turner	ME		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	8/5/11	
8/4/11	Consumer	Jonesville	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/4/11	Consumer	Houston	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer				RFI	Information	PO closing	Question on appeal process	Answered by PAGR	8/4/11	
8/4/11	Consumer	Carlstadt	NJ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/4/11	
8/4/11	Consumer	Innis	LA		A2011-34	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	8/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/4/11	Consumer		TN		N2011-1	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	8/4/11	
8/5/11	Consumer	Mainesburg	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Ute Park	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/5/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Ft Lauderdale	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Black Oak	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Bronx	NY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Philadelphia	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Mainesburg	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/5/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Postal Employee				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Columbus	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Supai	AZ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/5/11	Consumer	Grubbs	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Fall River	MA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Fall River	MA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Fall River	MA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/5/11	Consumer	Lubbock	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Media	Tulsa	OK		N2011-1			Interview with Comm. Acton on N docket		8/5/11	
8/5/11	Media		CA		N2011-1			Interview with Comm. Acton on N docket		8/5/11	
8/5/11	Media				USPS financial situation			Interview with Comm. Acton on financial situation		8/5/11	
8/5/11	Media				RFI	Information		Requested data related to number of appeals filed this FY	Referred to OGC	8/5/11	
8/5/11	Consumer	Bayboro	NC		Service	Retail	PO closing	Comment on possible closing of Vandermere, NC post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	8/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/5/11	Consumer	Daytona Beach	FL		Service	Delivery	Delayed Mail	Cross town letter took 5 days to be delivered	Sent to USPS to assist & respond to PRC & customer	8/8/11	
8/5/11	Consumer	Garfield	NJ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/5/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	East Rutherford	NJ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/5/11	
8/5/11	Consumer	Sublime	TX		A2011-45	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	8/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/5/11	Consumer	Searsboro	IA		Service	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	8/5/11	
8/5/11	Consumer	Somerset	NJ		Service	Delivery	RTS	Mail not being forwarded to new address - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	8/5/11	
8/6/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/6/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/6/11	Consumer	Leesburg	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/6/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/6/11	Consumer	Philadelp hia	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/6/11	Consumer	Stehekin	WA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/6/11	Consumer	Albuquerque	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/6/11	Consumer	Birney	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/6/11	Consumer	Birney	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/6/11	Consumer	East Rutherford	NJ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/6/11	Consumer	Birney	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/6/11	Postal Employee	Trenton	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/6/11	Consumer	Hamden	CT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/6/11	Consumer	Garita	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/6/11	Consumer				RFI	Information		Question on compensation	No contact information provided to respond	8/6/11	
8/7/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/7/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/7/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/7/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/7/11	Consumer	Lake Minchumina	AK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/7/11	Postal Employee	Upland	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/7/11	Consumer	Yemassee	SC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/7/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/7/11	Postal Employee				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/7/11	Postal Employee	Elon	NC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/7/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	

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(Includes Rate and Service Inquiries)

8/7/11	Consumer	Greensboro	NC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/7/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/7/11	Consumer	Waco	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/7/11	Consumer	Lake Minchumina	AK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	

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(Includes Rate and Service Inquiries)

8/7/11	Consumer	Sealy	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/7/11	Consumer	Allen	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/7/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/7/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/7/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/7/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/7/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/7/11	Consumer				Rates	Information		Question on value of H stamp	Answered by PAGR	8/8/11	
8/7/11	Postal Employee				USPS financial situation	Suggestion		Suggestions to improve financial situation	Provided link on USPS website to submit unsolicited proposals	8/10/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/7/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation	Provided link on USPS website to submit unsolicited proposals	8/10/11	
8/7/11	Postal Employee				Personnel	Fraud		Whistleblower complaint	Referred to USPS OIG	8/10/11	
8/7/11	Consumer	Burt Lake	MI		Service	Retail	PO closing	Comment on possible closing of Burt Lake, MI post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	8/11/11	
8/8/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/8/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	

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8/8/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Columbus	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	

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(Includes Rate and Service Inquiries)

8/8/11	Consumer	Stockton	NY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Postal Employee	Henders onville	NC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/8/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Sabibsville	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Lafayette	LA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	

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(Includes Rate and Service Inquiries)

8/8/11	Consumer	Columbus	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Postal Employee				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Scottsdale	AZ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	

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(Includes Rate and Service Inquiries)

8/8/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Columbus	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/8/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/8/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/8/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/8/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/8/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Columbus	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	McCormick	SC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/8/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/8/11	Consumer	Arlington	MA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Siler City	NC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Knobel	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Ft Lauderdale	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/8/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Del Ray Beach	FL		Service	Delivery	Missing mail	Package missing in mail - follow-up comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	8/8/11	
8/8/11	Consumer	Glen Rock	PA		Service	Delivery	Mail damage	Mail being damaged by rain when box lid is left open by carrier	Sent to USPS to assist & respond to PRC & customer	8/8/11	
8/8/11	Consumer	Washington	DC		Service	Delivery	Mode of delivery	Question on installing central mailbox in apartment building	Sent to USPS to assist & respond to PRC & customer	8/8/11	
8/8/11	Mailer	Port Orange	FL		Service	Delivery	Delayed Mail	Bulk mailing delayed in mail stream	Sent to USPS to assist & respond to PRC & customer	8/8/11	
8/8/11	Consumer	Baldwin	NY		Service	Delivery	Mail damage	Package damaged in mail	Sent to USPS to assist & respond to PRC & customer	8/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/8/11	Consumer				N2011-1	Information		Question on e-filing	Answered by PAGR	8/8/11	
8/8/11	Consumer	Thousand Oaks	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/8/11	Consumer	Lake Minchumina	AK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/8/11	Consumer	Houston	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/8/11	Consumer	Decatur	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Fr Lauderdale	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/8/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/8/11	
8/8/11	Consumer	Katy	TX		Service	Delivery	Other	Comment on delivery of bills through the mail	Acknowledged comments	8/8/11	
8/8/11	Consumer	Hamden	CT		USPS financial situation			Comment on Vice Chairman's interview regarding USPS financial situation	Answered by Vice Chairman's Office	8/8/11	
8/8/11	Federal, State & local govt	Washington	DC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/8/11	Federal, State & local govt	Washington	DC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/8/11	Federal, State & local govt	Washington	DC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/8/11	Federal, State & local govt	Washington	DC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/8/11	Federal, State & local govt	Washington	DC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/9/11	Consumer	Dexter	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Tucson	AZ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/9/11	Postal Employee	West Frankfort	IL		Service	Delivery	AMP	Comment on moving West Frankfort, IL AMP operations to Benton, IL	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	8/10/11	
8/9/11	Consumer	Burt Lake	MI		Service	Retail	PO closing	Comment on possible closing of Burt Lake, MI post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	8/10/11	
8/9/11	Consumer	Burt Lake	MI		Service	Retail	PO closing	Comment on possible closing of Burt Lake, MI post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	8/10/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/9/11	Consumer	Weston	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/9/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/9/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Houston	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	

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8/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	

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8/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	

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8/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	

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8/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	

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8/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	

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8/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Postal Employee				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Ft Lauderdale	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/9/11	Consumer	Knobel	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Felt	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Maryneal	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	

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PAGR Public Inquiry Log FY 2011*
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8/9/11	Consumer	Cleveland	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Westville	CT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Knobel	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	

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(Includes Rate and Service Inquiries)

8/9/11	Consumer	Knobel	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Livingston	AL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Sidney	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Summers	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	

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(Includes Rate and Service Inquiries)

8/9/11	Consumer	Summers	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer	Youngsville	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/9/11	Consumer	Columbus	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/9/11	Federal, State & local govt	Pinehurst	NC		Service	Retail	PO closing	Question on appeal process	Answered by PAGR	8/9/11	
8/9/11	Consumer	Ionia	MI		Service	Delivery	Prison mail	Issues with prison mail administration	Provided contact information for ACLU	8/10/11	
8/9/11	Consumer	Minneapolis	NC		Service	Retail	PO closing	Comment on possible closing of Minneapolis, NC post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	8/10/11	

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PAGR Public Inquiry Log FY 2011*
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8/9/11	Consumer	Lansing	MI		Philatelic			Courtesy copy of letter to District Manager regarding issuance of more Forever stamp designs	No response necessary	8/9/11	
8/9/11	Consumer	St Louis	MO		Service	Retail	PO closing	Comment on possible closing of Garrison St. post office	No contact information provided to respond	8/9/11	
8/9/11	Consumer	North Huntingt on	PA		Service	Delivery	Missing mail	Items missing in mail	Sent to USPS to assist & respond to PRC & customer	8/9/11	
8/9/11	Consumer				Personnel			Comment on APWU contract	No contact information provided to respond	8/9/11	
8/9/11	Consumer	Fairfield	CA		Service	Delivery	Undelivered Mail	Carrier not delivering packages to residence	Sent to USPS to assist & respond to PRC & customer	8/10/11	
8/9/11	Consumer	Apple Valley	CA		Service	Delivery	Delayed Mail	Newspaper consistently arriving 2-3 weeks late	Sent to USPS to assist & respond to PRC & customer	8/11/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/9/11	Consumer	St Peters	MO		Service	Delivery	Other	Request for investigation into handling of accountable mail	Sent to USPS to assist & respond to PRC & customer	8/11/11	
8/9/11	Consumer	Stormville	NY		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	8/11/11	
8/9/11	Consumer	Santa Fe	NM		RFI	Information	Other	Contact information for local CA	Provided contact information	8/11/11	
8/9/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/9/11	
8/10/11	Consumer	Houston	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/10/11	Consumer	Dewitt	KY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer	Aubrey	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer	Sanford	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/10/11	Consumer	Sanford	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer	Supai	AZ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer	Ft Lauderdale	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer	Selman City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/10/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/10/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/10/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer	Lawton	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer	Hillsboro	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/10/11	Consumer	Jonesville	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/10/11	Consumer	Gate	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/10/11	Consumer	Weston	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/10/11	Consumer	St Louis	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/10/11	Consumer	Orestes	IN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/10/11	Consumer	Morrison	NJ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/10/11	Consumer	Blodgett	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/10/11	Consumer	Chamberlain	SD		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/10/11	Consumer	Ute Park	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/10/11	Consumer	Montcalm	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/10/11	Consumer	Ravenna	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/10/11	Consumer	Savoy	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer	Greenville	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/10/11	Consumer	Celeste	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer	Celeste	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer	Boise City	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer	Bellamy	AL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/10/11	Consumer	East Camden	AR		A2011-30	Information	PO closing	Question on e-filing	Answered by PAGR and OGC	8/10/11	
8/10/11	Federal, State & local govt				Service	Retail	PO closing	Question on appeal process	Answered by PAGR	8/10/11	
8/10/11	Consumer	Leesburg	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer	Hillsboro	NY		Service	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	8/10/11	
8/10/11	Consumer	Hacker Valley	WV		Service	Retail	PO closing	Needs post office with P O Box	Left message	8/10/11	
8/10/11	Consumer	West Frankfurt	IL		Service	Delivery	AMP	Comment on moving West Frankfort, IL AMP operations to Benton, IL	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	8/10/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/10/11	Consumer	West Frankfurt	IL		Service	Delivery	AMP	Comment on moving West Frankfort, IL AMP operations to Benton, IL	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	8/10/11	
8/10/11	Consumer	West Frankfurt	IL		Service	Delivery	AMP	Comment on moving West Frankfort, IL AMP operations to Benton, IL	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	8/10/11	
8/10/11	Consumer	Lohrville	IA		Service	Retail	PO closing	Comment on possible closing of Lohrville, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	8/12/11	
8/10/11	Federal, State & local govt				N2011-1	Retail	PO closing	Question on appeal process	Answered by PAGR Director	8/10/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/10/11	Consumer	Jefferson	SD		Service	Delivery	Mode of delivery	Mandated change in mode of delivery - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	8/10/11	
8/10/11	Consumer	Thornton	CO		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses also receiving other customer's mail	Sent to USPS to assist & respond to PRC & customer	8/10/11	
8/10/11	Consumer	Shirley	MA		Service	Delivery	Prison mail	Allegations of mail mishandling	Sent to USPS to assist & respond to PRC & customer	8/11/11	
8/10/11	Consumer				RFI	Information	Other	Question on becoming a registered e-mail provider	Replied that issue is not within Commission jurisdiction	8/11/11	
8/10/11	Consumer	Las Vegas	NV		Service	Delivery	Missing mail	Packages missing in mail	Sent to USPS to assist & respond to PRC & customer	8/11/11	
8/10/11	Consumer	Daytona Beach	FL		Service	Delivery	Delayed Mail	Package and letters not meeting service standards for delivery	Sent to USPS to assist & respond to PRC & customer	8/10/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/10/11	Consumer				Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	8/11/11	
8/10/11	Consumer	Linden	VA		N2011-1	Retail	PO closing	Question on list of post office closings	Answered by PAGR	8/11/11	
8/10/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation - further comments	Acknowledged comments	8/11/11	
8/10/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/10/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/10/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer		OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/10/11	Consumer	Logan	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer	Ft Worth	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer	Lipscomb	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/10/11	Consumer	Sanford	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/10/11	
8/10/11	Consumer	Poyntelle	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/10/11	Consumer	Woodgate	NY		Service	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	8/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/10/11	Federal, State & local govt	Oklahoma City	OK		Service	Retail	PO closing	Comment on possible closing of Northeast Station in Oklahoma City	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	8/11/11	
8/11/11	Consumer	Portsmouth	VA		Service	Retail	PO closing	Comment on possible closing of Portsmouth, VA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	8/11/11	
8/11/11	Federal, State & local govt		CA		N2011-1	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	8/11/11	
8/11/11	Consumer				Service	Delivery	Missing mail	Package missing in mail - follow-up comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	8/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/11/11	Consumer	West Frankfurt	IL		Service	Delivery	AMP	Comment on moving West Frankfort, IL AMP operations to Benton, IL	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	8/12/11	
8/11/11	Consumer	West Frankfurt	IL		Service	Delivery	AMP	Comment on moving West Frankfort, IL AMP operations to Benton, IL	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	8/12/11	
8/11/11	Consumer	West Frankfurt	IL		Service	Delivery	AMP	Comment on moving West Frankfort, IL AMP operations to Benton, IL	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	8/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/11/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/11/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/11/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer	Sunbright	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/11/11	Consumer	Defiance	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer	Arlington	MA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer	Harwood	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer	Ft Lauderdale	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/11/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer	Columbus	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer	Cleveland	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer	Selman City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/11/11	Consumer	Ft Lauderda le	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/11/11	Consumer	Muscatin e	IA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/11/11	Consumer	Jacksorn	KY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/11/11	Consumer	Jacksorn	KY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/11/11	Consumer	Karluk	AK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/11/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/11/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/11/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/11/11	Consumer	Spokane Valley	WA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer	New Blaine	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/11/11	Consumer	Lake Minchumina	AK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer	Humnok e	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer	Walhalla	SC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer	Watertown	MA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/11/11	Consumer	May	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer	Snyder	CO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/11/11	Consumer	McFarlan	NC		Service	Retail	PO closing	Comment on possible closing of McFarlan, NC post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	8/11/11	
8/11/11	Consumer	McVeyton	PA		Service	Delivery	Mail damage	Mail being damaged by rain when box lid is left open by carrier	Sent to USPS to assist & respond to PRC & customer	8/12/11	
8/11/11	Federal, State & local govt	Randolph	IA		Service	Retail	PO closing	Comment on possible closing of Randolph, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	8/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/11/11	Federal, State & local govt		VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/11/11	Federal, State & local govt		AK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/11/11	
8/12/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/12/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/12/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Elbert	WX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/12/11	Consumer	Oatman	AZ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Darwin	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Gargo	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/12/11	Consumer	Rocky	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Camak	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/12/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Camak	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Camak	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Camak	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/12/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Camak	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/12/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Warrenton	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/12/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Rocky	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	New Pine Creek	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Tacoma	WA		Personnel			Comment on news stories regarding cutting jobs and health benefits	Acknowledged comments	8/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/12/11	Federal, State & local govt	Randolph	IA		N2011-1	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	8/12/11	
8/12/11	Consumer	Beaver City	NE		Service	Retail	PO closing	Comment on status of local post office	Acknowledged comments	8/12/11	
8/12/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Lobby access issues to post office boxes in Saukville, WI post office	Sent to USPS to assist & respond to PRC & customer	8/12/11	Returning customer
8/12/11	Consumer	Indianapolis	IN		Service	Delivery	Mail damage	Mail damaged and other delivery issues	Sent to USPS to assist & respond to PRC & customer	8/12/11	
8/12/11	Postal Employee				USPS financial situation	Suggestion		Suggestions to improve financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	8/12/11	
8/12/11	Postal Employee				USPS financial situation	Suggestion		Suggestions to improve financial situation	No contact information provided to respond	8/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/12/11	Postal Employee				USPS financial situation	Suggestion		Suggestions to improve financial situation	No contact information provided to respond	8/12/11	
8/12/11	Consumer				Personnel			Comment on news stories regarding cutting jobs and health benefits	No contact information provided to respond	8/12/11	
8/12/11	Postal Employee				USPS financial situation	Suggestion		Suggestions to improve financial situation	No contact information provided to respond	8/12/11	
8/12/11	Consumer				Personnel			Comment on news stories regarding cutting jobs and health benefits	No contact information provided to respond	8/12/11	
8/12/11	Consumer				Personnel			Comment on news stories regarding cutting jobs and health benefits	No contact information provided to respond	8/12/11	
8/12/11	Consumer				Personnel			Comment on news stories regarding cutting jobs and health benefits	No contact information provided to respond	8/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/12/11	Consumer	Pinehurst	NC		Service	Retail	PO closing	Comment on possible closing of Pinehurst, NC post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	8/12/11	
8/12/11	Consumer	Cheltenham	MA		Service	Delivery	PO Box	Box closed due to late payment mail being returned to sender	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	8/12/11	
8/12/11	Consumer	Beaver City	NE		Service	Retail	PO closing	Comment on status of local post office	Checked status office will remain open after postmaster retires	8/12/11	
8/12/11	Media				USPS financial situation	Information		Questions on news stories regarding cutting jobs and health benefits	Answered by PAGR Director	8/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/12/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/12/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/12/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/12/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/12/11	Consumer	Zionville	NC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Indianapolis	IN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	St Paul	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Maysville	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/12/11	Consumer	Poyntelle			N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	East Arlington	MA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer	Newton			N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/12/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/12/11	Consumer	Indianapolis	IN		Service	Delivery	Mail damage	Mail damaged and other delivery issues - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	8/16/11	
8/12/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/12/11	
8/13/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/13/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/13/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/13/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/13/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/13/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/13/11	Consumer	Blackstone	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/13/11	Consumer		OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/13/11	Consumer	Jacksboro	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/13/11	Consumer	Spokane Valley	WA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/13/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation	Sent to USPS to assist & respond to PRC & customer	8/16/11	
8/13/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/13/11	Consumer	Convent Station	NJ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/13/11	Consumer	Newton	MA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/13/11	Consumer	Newton	MA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/13/11	Consumer	Poyntelle	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/13/11	Consumer	Franklin	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/13/11	Consumer	Ogden	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/13/11	Consumer	Newton	MA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/13/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/13/11	Consumer	Ogden	AR		Service	Retail	PO closing	Comment on possible closing of Ogden, AR post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	8/15/11	
8/13/11	Consumer	Laramie	WY		Service	Delivery	Undelivered Mail	Carrier not delivering mail to apartments	Sent to USPS to assist & respond to PRC & customer	8/15/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/13/11	Consumer	Waresboro	GA		Service	Retail	PO closing	Comment on possible closing of Waresboro, GA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	8/15/11	
8/13/11	Postal Employee	Jacksboro	TN		USPS financial situation	Suggestion		Suggestions to improve financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	8/16/11	
8/13/11	Consumer	Miami	FL		Service	Delivery		Question on opening package	No response necessary	8/16/11	
8/14/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/14/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/14/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/14/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/14/11	Consumer	Flagstaff	AZ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/14/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/14/11	Consumer	Poyntelle	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/14/11	Postal Employee				USPS financial situation	Suggestion		Suggestions to improve financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	8/16/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/15/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/15/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/15/11	Consumer	Pullman	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/15/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/15/11	Consumer	Thomson	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/15/11	Consumer	Camak	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/15/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/15/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/15/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/15/11	Consumer	McCall Creek	MS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/15/11	Consumer	Parks	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/15/11	Consumer	Snyder	CO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/15/11	Consumer	Snyder	CO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/15/11	Consumer	Convent Station	NJ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/15/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/15/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/15/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/15/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/15/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/15/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/15/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/15/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/15/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/15/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/15/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/15/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/15/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/15/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/15/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/15/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/15/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/15/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/15/11	Consumer	Wareboro	GA		Service	Retail	PO closing	Comment on possible closing of Wareboro, GA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	8/15/11	
8/15/11	Consumer	Woodson	AR		RFI	Information	PO closing	Question on discontinuance review process	Sent to USPS to assist & respond to PRC & customer	8/15/11	
8/15/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	No contact information provided to respond	8/15/11	
8/15/11	Postal Employee				Personnel			Comment on news stories regarding cutting jobs and health benefits	Acknowledged comments	8/15/11	
8/15/11	Consumer	Dedham	MA		N2010-1		3 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	8/15/11	
8/15/11	Consumer	Lubbock	TX		Service	Delivery		Requested local consumer advocate contact	Provided information	8/15/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/15/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/15/11	Consumer	Fargo	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/15/11	
8/15/11	Consumer	Provincetown	MA	Express Mail	Service	Delivery	Other	Signature not obtained for Express Mail delivery	Sent to USPS to assist & respond to PRC & customer	8/15/11	
8/15/11	Consumer	Raleigh	NC		Service	Delivery	Delayed Mail	Mail being delivered late in the day	Sent to USPS to assist & respond to PRC & customer	8/16/11	
8/15/11	Consumer				Service	Retail	Other	Customer offered too many choices	Sent to USPS to assist & respond to PRC & customer	8/16/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/15/11	Consumer	Fairfield	CA		Service	Delivery	Undelivered Mail	Carrier not delivering packages to residence - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	8/15/11	
8/15/11	Consumer	Ft Myers	FL		Service	Retail	PO closing	Comment on possible closing of Miracle Mile Station	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	8/16/11	
8/15/11	Consumer	Sky Way	WA		Service	Delivery	PO closing	Questions on post office closing process and appeals	Answered by PAGR	8/16/11	
8/16/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/16/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/16/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/16/11	
8/16/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/16/11	
8/16/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/16/11	
8/16/11	Consumer	Rochester	KY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/16/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/16/11	Consumer	Sturkie	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/16/11	
8/16/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/16/11	
8/16/11	Consumer	Newton			N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/16/11	
8/16/11	Consumer	Newton			N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/16/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/16/11	Consumer	West Frankfurt	IL		Service	Delivery	AMP	Comment on moving West Frankfort, IL AMP operations to Benton, IL	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	8/17/11	
8/16/11	Consumer	West Frankfurt	IL		Service	Delivery	AMP	Comment on moving West Frankfort, IL AMP operations to Benton, IL	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	8/17/11	
8/16/11	Consumer	West Frankfurt	IL		Service	Delivery	AMP	Comment on moving West Frankfort, IL AMP operations to Benton, IL	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	8/17/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/16/11	Consumer	West Frankfurt	IL		Service	Delivery	AMP	Comment on moving West Frankfurt, IL AMP operations to Benton, IL	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	8/17/11	
8/16/11	Consumer	Harpers Ferry	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Jasonville	IN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/16/11	Consumer	Arlington Heights	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Jacksonville	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Jacksonville	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Jacksonville	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/16/11	Consumer	Jacksonville	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Jacksonville	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Jacksonville	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Jacksonville	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/16/11	Consumer	Jacksonville	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Oberlin	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Norcatour	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Norcatour	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/16/11	Consumer	Norcatur	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Norcatur	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Norcatur	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Norcatur	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/16/11	Consumer	Norcatour	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Norcatour	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Norcatour	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Oberlin	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/16/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/16/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Weston	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Weston	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Weston	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/16/11	Consumer	Weston	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Troy	NY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Rose Hill	MS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Berea	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/16/11	Consumer	Ute Park	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Canjilon	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Youngsville	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Youngsville	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/16/11	Consumer	Youngsville	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Youngsville	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Youngsville	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Albuquerque	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/16/11	Consumer	Lodge	SC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Whitetop	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Whitetop	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Albany	NY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/16/11	Consumer	Raleigh	NC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Rocky	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Blackstone	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Pullman	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/16/11	Consumer	St Louis	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	St Louis	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Dover	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Delphia	KY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/16/11	Consumer	Nashville	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/16/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/16/11	
8/16/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/16/11	
8/16/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/16/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/16/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/16/11	
8/16/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/16/11	
8/16/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/16/11	
8/16/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/16/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/16/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/16/11	
8/16/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/16/11	
8/16/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/16/11	
8/16/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/16/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/16/11	Consumer	Convent Station	NJ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/16/11	
8/16/11	Consumer	Fargo	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/16/11	
8/16/11	Consumer	Newton			N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/16/11	
8/16/11	Consumer	Crockett Mills	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/16/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/16/11	Federal, State & local govt		AK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/16/11	
8/16/11	Media				N2011-1			Interview with Chairman on N docket		8/16/11	
8/16/11	Consumer	Indianapolis	IN		Service	Delivery	Mail damage	Mail damaged and other delivery issues - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	8/16/11	
8/16/11	Media				USPS financial situation			Interview with Chairman on cutting jobs and benefits to resolve financial situation		8/16/11	
8/16/11	Media				USPS financial situation			Interview with Chairman on cutting jobs and benefits to resolve financial situation		8/16/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/16/11	Consumer	Gouverneur	NY		Service	Retail	PO closing	Comment on possible closing of Hailesboro, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	8/17/11	
8/16/11	Consumer	Halsey	NE		Service	Retail	PO closing	Comment on possible closing of Halsey, NE post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	8/17/11	
8/16/11	Postal Employee				Personnel			Whistleblower complaint	No contact information provided to respond	8/16/11	
8/16/11	Consumer	Rockland	MI		Service	Retail	PO closing	Copy of letter to USPS District Manager regarding post office closings	No response necessary	8/16/11	
8/16/11	Consumer	Fallsburg	NY		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	8/17/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/16/11	Consumer	Staten Island	NY		Service	Delivery	Prison mail	Issues with prison mail administration	Provided contact information for ACLU	8/17/11	
8/16/11	Consumer	Burson	CA		Service	Retail	Other	Newspaper stand removed from front of local post office	Sent to USPS to assist & respond to PRC & customer	8/17/11	
8/16/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Belleville, WI post office - further comments	Sent to USPS to assist & respond to PRC & customer	8/17/11	Returning customer
8/16/11	Consumer	Chicago	IL		Service	Delivery	Delayed Mail	Magazines consistently arriving 2-3 weeks late	Sent to USPS to assist & respond to PRC & customer	8/17/11	Returning customer
8/16/11	Consumer	Chicago	IL		Service	Retail	Coll box	District not following new collection regulations	Sent to USPS to assist & respond to PRC & customer	8/17/11	Returning customer
8/16/11	Consumer	EI Segundo	CA		Service	Delivery	Undelivered Mail	Carrier did not deliver package to residence	Sent to USPS to assist & respond to PRC & customer	8/17/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/16/11	Consumer	Morristown	NJ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/16/11	
8/16/11	Consumer	Convent Station	NJ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/16/11	
8/16/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/16/11	
8/16/11	Federal, State & local govt	Washington	DC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/18/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/17/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/17/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/17/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Consumer	Felt	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/17/11	Consumer	Canaan	IN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Consumer	Canaan	IN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Consumer	Columbus	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/17/11	Federal, State & local govt	Washington	DC		N2011-1	Information	PO closing	Questions on post office closing process and appeals	Answered by PAGR Director	8/17/11	
8/17/11	Postal Employee	Grand Blanc	MI		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	8/17/11	
8/17/11	Consumer				USPS financial situation			Comment on USPS financial situation	No contact information provided to respond	8/17/11	
8/17/11	Consumer				USPS financial situation			Comment on USPS financial situation	Acknowledged comments	8/17/11	
8/17/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	8/17/11	
8/17/11	Consumer				RFI	Information	Other	Question on salaries and benefits of craft employees	Answered by PAGR	8/17/11	
8/17/11	Federal, State & local govt	Washington	DC		N2011-1	Information	PO closing	Questions on post office closing process and appeals	Answered by PAGR Director	8/17/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/17/11	Consumer	Daytona Beach	FL		Service	Delivery	Delayed Mail	Bulk mailing delayed in mail stream	Sent to USPS to assist & respond to PRC & customer	8/17/11	
8/17/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/17/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/17/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Consumer	Votaw	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/17/11	Consumer	Votaw	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Consumer	West Palm Beach	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Consumer	Crockett Mills	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Consumer	Sunriver	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/17/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/17/11	Consumer	Crockett Mills	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Postal Employee				USPS financial situation	Suggestion		Suggestions to improve financial situation	No contact information provided to respond	8/17/11	
8/17/11	Consumer	Eaton Rapids	MI	Media Mail	Service	Delivery	Undelivered Mail	Media Mail returned undelivered	Sent to USPS to assist & respond to PRC & customer	8/18/11	
8/17/11	Consumer	Indianapolis	IN		Service	Delivery	Mail damage	Mail damaged and other delivery issues - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	8/18/11	
8/17/11	Consumer	Los Angeles	CA		Service	Delivery	Change of address	Mail not being delivered to new address	Sent to USPS to assist & respond to PRC & customer	8/18/11	
8/17/11	Consumer	Naples	FL		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	8/18/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/17/11	Consumer	Ozark	MO		N2010-1		3 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	8/18/11	
8/17/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Consumer	Foster	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	
8/17/11	Consumer	West Frankfort	IL		Service	Delivery	AMP	Comment on moving West Frankfort, IL AMP operations to Benton, IL	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	8/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/17/11	Consumer	West Frankfurt	IL		Service	Delivery	AMP	Comment on moving West Frankfurt, IL AMP operations to Benton, IL	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	8/19/11	
8/17/11	Consumer	Coxsackie	NY	Certified Mail	Service	Delivery	Other	Certified Mail return receipt not signed by addressee	Sent to USPS to assist & respond to PRC & customer	8/18/11	
8/17/11	Consumer		GA	Priority Mail	Service	Delivery	Other	Priority Mail and First-Class business mail not being scanned	Sent to USPS to assist & respond to PRC & customer	8/22/11	
8/17/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/17/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/18/11	Consumer	Convent Station	NJ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/18/11	
8/18/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	8/18/11	
8/18/11	Consumer	Los Angeles	CA		Service	Delivery	Missing mail	Items missing in mail	Sent to USPS to assist & respond to PRC & customer	8/18/11	
8/18/11	Postal Employee				Personnel			Comment on news stories regarding cutting jobs and health benefits	No contact information provided to respond	8/18/11	
8/18/11	Federal, State & local govt	Washington	DC		N2011-1	Information	PO closing	Questions on post office closing process and appeals	Answered by PAGR Director	8/18/11	
8/18/11	Federal, State & local govt	Washington	DC		N2011-1	Information	PO closing	Questions on post office closing process and appeals	Answered by PAGR Director	8/18/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/18/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/18/11	
8/18/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/18/11	
8/18/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/18/11	
8/18/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/18/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/18/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/18/11	
8/18/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/18/11	
8/18/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/18/11	
8/18/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/18/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/18/11	Consumer	St Paul	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/18/11	
8/18/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/18/11	
8/18/11	Consumer	Kansas City	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/18/11	
8/18/11	Consumer	Del Ray	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/18/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/18/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/18/11	
8/18/11	Consumer	Felt	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/18/11	
8/18/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/18/11	
8/18/11	Consumer	Grand Blanc	MI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/18/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/18/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/18/11	
8/18/11	Consumer	Crockett Mills	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/18/11	
8/18/11	Consumer	Hickman Mills			N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/18/11	
8/18/11	Consumer	Coy	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/18/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/18/11	Consumer	Lipscomb	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/18/11	
8/18/11	Consumer	Los Olas			N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/18/11	
8/18/11	Consumer	Crockett Mills	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/18/11	
8/18/11	Consumer	Noma	AK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/18/11	Consumer	Aubrey	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/18/11	Consumer	Brownsville	IN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/18/11	Consumer	Canaan	IN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/18/11	Consumer	Norcatour	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/18/11	Consumer	Norcatur	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/18/11	Consumer	Norcatur	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/18/11	Consumer	Jackhorn	KY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/18/11	Consumer	Jackhorn	KY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/18/11	Consumer	St Louis	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/18/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/18/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/18/11	Consumer	Youngsville	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/18/11	Consumer	Albany	NY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/18/11	Consumer	Albany	NY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/18/11	Consumer	Decatur	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/18/11	Consumer	Maryneal	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/18/11	Consumer	Maryneal	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/18/11	Consumer	Waiteville	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/18/11	Consumer	Clam Lake	WI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/18/11	Consumer	Clam Lake	WI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/18/11	Consumer	Pullman	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/18/11	Consumer	Pullman	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/18/11	Consumer	Pullman	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/18/11	Consumer	Vici	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/18/11	Federal, State & local govt	Washington	DC		A2011-18		PO closing	Constituent letter concerning Valley Falls Station post office	Acknowledged comments and placed copy in commenter file	8/18/11	
8/18/11	Consumer	Lake Creek	TX		Service	Retail	PO closing	Questions on appeal process	Answered by PAGR	8/18/11	
8/18/11	Federal, State & local govt	Pinehurst	NC		A2011-49	Retail	PO closing	Question on appeal process	Answered by PAGR	8/18/11	
8/18/11	Consumer	Pana	IL		Service	Employee behavior	Rudeness	Clerk rude to customer	Sent to USPS to assist & respond to PRC & customer	8/18/11	
8/18/11	Consumer	Washington	DC		Service	Retail	PO Box	Customer lost key to post office box mail being delivered to another office	Sent to USPS to assist & respond to PRC & customer	8/18/11	
8/18/11	Consumer	St Petersburg	FL		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	8/19/11	
8/18/11	Consumer				R2010-4	Rates		Questions on Appeals Court decision to remand exigent rate case	Answered by PAGR	8/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/18/11	Federal, State & local govt	Northfield	MN		Service	Retail	PO closing	Comment on possible closing of Northfield, MN branch post office - further questions	Answered by PAGR	8/19/11	
8/18/11	Consumer				RFI	Information		Question on filing formal complaint	Answered by PAGR	8/22/11	
8/18/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Placed copy in commenter file	8/18/11	
8/18/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/18/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/18/11	Federal, State & local govt	Uniontown	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/18/11	
8/19/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/19/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/19/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/19/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/19/11	Consumer	Chattanooga	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/19/11	Consumer	Success	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/19/11	Consumer	Crockett Mills	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/19/11	Consumer	Maeystown	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/19/11	Consumer	Snyder	CO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/19/11	Consumer	Hummelstown	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/19/11	Consumer	Sturkie	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/19/11	Consumer	Bluffton	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/19/11	Consumer	Drewsey	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/19/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/19/11	Consumer	Haddam	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/19/11	Consumer	Weaverville	NC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/19/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/19/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/19/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/19/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/19/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/19/11	Consumer	Uniontown	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/19/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/19/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/19/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/19/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	
8/19/11	Consumer	Midland	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/19/11	Consumer				RFI	Information	Other	Questions on mailing surveys	Referred to USPS CA	8/19/11	
8/19/11	Consumer	Caledonia	NY		Service	Retail	Other	Courtesy copy of letter to USPS Facilities Manager concerning lease termination	No response necessary	8/19/11	
8/19/11	Consumer	Houston	TX		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	8/22/11	
8/19/11	Consumer	Washington	DC		Service	Delivery	Undelivered Mail	Carrier not picking up mail at apartment complex	Sent to USPS to assist & respond to PRC & customer	8/22/11	
8/19/11	Consumer				Personnel			Comment on VERA	No response necessary	8/19/11	
8/19/11	Consumer	Pinehurst	NC		A2011-49	Retail	PO closing	Question on appeal process	Answered by PAGR	8/22/11	
8/19/11	Federal, State & local govt		OR		N2011-1	Information		Requested addresses of USPS Districts	Answered by PAGR	8/19/11	
8/19/11	Federal, State & local govt		AR		RFI	Information	Other	Questions on Zip Code boundary review process	Answered by PAGR Director	8/31/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/20/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/20/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/20/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/20/11	Consumer	Bettles			N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/20/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/20/11	Consumer	Bledsoe	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/20/11	Consumer	Council Grove	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/20/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/21/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/21/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/21/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/21/11	Postal Employee				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/21/11	Consumer	Humnoke	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/21/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/21/11	Consumer	North Henderson	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/21/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/21/11	Consumer	Hanamaulu	HI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/21/11	Consumer	Sunriver	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/21/11	Consumer	Austin	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/21/11	Consumer	Casper	WY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/21/11	Consumer	Austin	TX		Service	Delivery	RTS	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC & customer	8/22/11	
8/21/11	Consumer	Moon Twp	PA		Philatelic	Suggestion		Suggestion for stamp design	Referred to Citizen Stamp Advisory Committee	8/22/11	
8/22/11	Consumer	Philbert	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/22/11	Consumer	Del Mar	CA		Service	Delivery	Claim	Claims filed against the Postal Service - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	8/22/11	
8/22/11	Consumer	Bloomington	IL		Service	Retail	PO Box	Collection box at local post office not being emptied when too full for additional items	Sent to USPS to assist & respond to PRC & customer	8/23/11	
8/22/11	Postal Employee				USPS financial situation			Comment on USPS financial situation	No contact information provided to respond	8/22/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/22/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Placed copy in commenter file	8/22/11	
8/22/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Placed copy in commenter file	8/22/11	
8/22/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Placed copy in commenter file	8/22/11	
8/22/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Placed copy in commenter file	8/22/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/22/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Placed copy in commenter file	8/22/11	
8/22/11	Consumer	Nye	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/22/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/22/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/22/11	Consumer	Sanford	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/22/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/22/11	Consumer	Hurley	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/22/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/22/11	Media		CA		N2011-1	Information	PO closing	Questions on post office closing process and appeals	Answered by PAGR	8/22/11	
8/22/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/22/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/22/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/22/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/22/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/22/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/22/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/22/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/22/11	Consumer		MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/22/11	Consumer		MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/22/11	Consumer	Coalmont	IN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/22/11	Consumer	Delaware	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/22/11	Consumer	Ulm	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/22/11	Consumer	Delaware	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/22/11	Consumer	Columbus	MS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/22/11	Consumer	Sunriver	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/22/11	Postal Employee				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/22/11	Consumer	Patterson	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/22/11	Media				N2011-1	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	8/22/11	
8/22/11	Consumer				RFI	Information		Contact information for local CA	Answered by PAGR	8/22/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/22/11	Consumer	Fairdale	ND		Service	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	8/22/11	
8/22/11	Consumer	Haileboro	NY		Service	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	8/22/11	
8/22/11	Business Owners				MT2009-1	Information		Question on termination of market test	Answered by PAGR	8/22/11	
8/22/11	Federal, State & local govt	Pinehurst	NC		A2011-49	Retail	PO closing	Question on appeal process - further questions	Referred to Docket Section	8/22/11	
8/22/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/22/11	Consumer	Stirling City	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/22/11	Consumer	Skwentna	AK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	Lake Minchumina	AK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	Lake Minchumina	AK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	West Plains	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/22/11	Consumer	Blythedale	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	Jacksonville	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	Jacksonville	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	Jacksonville	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/22/11	Consumer	Jacksonville	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	Pollock	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	Snyder	CO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	Success	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/22/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/22/11	Consumer	Knox Dale	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	Mouth of Wilson	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	Whitetop	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	Whitetop	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/22/11	Consumer	Assawoman	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	Helmville	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	Birney	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	Norcatur	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/22/11	Consumer	Norcatour	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	Norcatour	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	Berea	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	Berea	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/22/11	Consumer	Rosemont	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	MacFarlan	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	MacFarlan	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	Youngsville	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/22/11	Consumer	Youngsville	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	Farmington	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	Convent Station	NJ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	Lookout	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/22/11	Consumer	Tram	KY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	Jackhorn	KY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	Aubrey	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/22/11	Consumer	Ogden	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/22/11	Consumer	Atlantic City	NJ		Service	Delivery	Mail damage	Mail damaged/opened	Referred to USPS Inspection Service	8/25/11	
8/22/11	Consumer	Leonardsville	NY		A2011-51	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	8/26/11	
8/22/11	Consumer	Fairdale	ND		Service	Retail	PO closing	Comment on possible closing of Fairdale, ND post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	8/26/11	
8/22/11	Consumer	Fairdale	ND		Service	Retail	PO closing	Comment on possible closing of Fairdale, ND post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	8/26/11	
8/22/11	Consumer	Concepti on Junction	MO		Personnel			Comment on personnel wages	Replied that issue is not within Commission jurisdiction	8/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/22/11	Consumer	Comstock	NY		Service	Delivery	Prison mail	Unspecified residential delivery issues	Sent to USPS to assist & respond to PRC & customer	8/29/11	
8/23/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/22/11	
8/23/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/23/11	Consumer	Success	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/23/11	Consumer	Success	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/23/11	Consumer	Success	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/23/11	Consumer	Bynum	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/23/11	Consumer	San Francisco	CA		Service	Retail	PO closing	Courtesy copy of letter to USPS Real Estate Specialist concerning closing of Flushing, OH post office	No response necessary	8/23/11	
8/23/11	Consumer	Pilot Grove	IA		A2011-35	Retail	PO closing	Requested address for USPS leasing	Answered by PAGR	8/23/11	
8/23/11	Federal, State & local govt				N2011-1	Information		Requested addresses of USPS Districts	Answered by PAGR	8/23/11	
8/23/11	Media	Fayetteville	NC		A2011-49	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	8/23/11	
8/23/11	Media	Grove Oak	AL		N2011-1	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	8/23/11	
8/23/11	Consumer	Pilot Grove	IA		A2011-35	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	8/23/11	
8/23/11	Consumer				N2011-1	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	8/23/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/23/11	Consumer				Service	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	8/23/11	
8/23/11	Consumer	Millersburg	MI		Service	Retail	PO closing	Comment on possible closing of Miracle Mile Station	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	8/24/11	
8/23/11	Consumer	Summers	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/23/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/23/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/23/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/23/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/23/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/23/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/23/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/23/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/23/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/23/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/23/11	Consumer	Lake Minchumina	AK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/23/11	Consumer	Lake Minchumina	AK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/23/11	Consumer	Niagara	ND		Service	Retail	PO closing	Comment on possible closing of Niagara, ND post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	8/26/11	
8/23/11	Federal, State & local govt	Washington	DC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	
8/23/11	Consumer	Augusta	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/23/11	Consumer	Norfolk	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/24/11	Consumer	Hanamaulu	HI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative - further comments	Answered by PAGR	8/24/11	
8/24/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/24/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/24/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/24/11	
8/24/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/24/11	
8/24/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/24/11	
8/24/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/24/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/24/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/24/11	
8/24/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/24/11	
8/24/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/24/11	
8/24/11	Consumer	Mequon	WI		RFI	Information		Question location of mailbox	Referred to USPS CA	8/24/11	
8/24/11	Consumer	Port Orange	FL		Service	Delivery	Delayed Mail	Package and letters not meeting service standards for delivery	Sent to USPS to assist & respond to PRC & customer	8/25/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/24/11	Consumer	Ulm	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/24/11	Consumer	Albany	NY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/24/11	Consumer	Pelsor	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/24/11	Consumer	Manchester	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/24/11	Consumer	Garrison	UT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/24/11	Consumer	Keyser	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/24/11	Consumer	Brohard	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/24/11	Consumer	MacFarlan	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/24/11	Consumer	Lookout	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/24/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/24/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/24/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/24/11	Consumer	Elliott	IA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/24/11	Consumer	Jackhorn	KY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/24/11	Consumer	Jackhorn	KY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/24/11	Consumer	Jackhorn	KY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/24/11	Consumer	Pocono Manor	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/24/11	Consumer	Maryneal	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/24/11	Consumer	Dupont	LA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/24/11	Consumer	Spokane Valley	WA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/24/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/24/11	Consumer	Spokane Valley	WA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/24/11	
8/24/11	Consumer	McCall Creek	MS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/24/11	
8/24/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/24/11	
8/24/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/24/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/24/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/24/11	
8/24/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/24/11	
8/24/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/24/11	
8/24/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/24/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/24/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/24/11	
8/24/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/24/11	
8/24/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/24/11	
8/24/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/24/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/24/11	Postal Employee				USPS financial situation	Suggestion		Offer early out monetary incentives to Postal CSRS employees	Replied that issue is not within Commission jurisdiction	8/26/11	
8/24/11	Consumer				Service	Delivery	Delayed Mail	Mail being delayed due to rearrangement of delivery routes	Sent to USPS to assist & respond to PRC & customer	8/26/11	
8/24/11	Consumer	Gaylord	KS		N2011-1	Information	PO closing	Question on post office closing appeal process	Answered by PAGR	8/24/11	
8/24/11	Consumer	Fairfax	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/24/11	
8/24/11	Consumer	Henderson	NY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/24/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/24/11	Federal, State & local govt				N2011-1	Information		Question on post office closing appeal process	Answered by PAGR	8/24/11	
8/25/11	Consumer	Lake Minchumina	AK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/25/11	Consumer	MacFarlan	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	
8/25/11	Consumer	MacFarlan	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/23/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/25/11	Consumer	Houston	TX		Service	Delivery	Hold mail	Mail not held during absence of customer - courtesy copy of letter to USPS CA	No response necessary	8/25/11	
8/25/11	Consumer	Washington	DC		N2011-1	Information		Question on post office closing appeal process	Answered by PAGR	8/25/11	
8/25/11	Consumer	New York City	NY	Certified Mail	Service	Delivery	Other	Certified mail not being scanned	Sent to USPS to assist & respond to PRC & customer	8/25/11	
8/25/11	Consumer	West Elkton	OH		A2011-53	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	8/26/11	
8/25/11	Consumer	Decatur	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/25/11	Consumer	Patterson	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	
8/25/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	
8/25/11	Consumer	Pollock	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	
8/25/11	Consumer	Dupont	LA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/25/11	Consumer	Morrison	NJ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	
8/25/11	Consumer	Millwood	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	
8/25/11	Consumer	Millwood	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	
8/25/11	Consumer	Maplewood	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/25/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/25/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/25/11	Consumer	Knobel	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/25/11	Consumer	Ft Lauderdale	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/25/11	Consumer	Northbor o			N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/25/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/25/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/25/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/25/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/25/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/25/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/25/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/25/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/25/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/25/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/25/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/25/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/25/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/25/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/25/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/25/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/25/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/25/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/25/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/25/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/25/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/25/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/25/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/25/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/25/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/25/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/25/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/25/11	Consumer	Cheyenne	WY		Service	Retail	Other	Customer concerned about protest held at local post office	Sent to USPS to assist & respond to PRC & customer	8/26/11	
8/25/11	Consumer	Edison	NE		N2011-1	Information	PO closing	Question on post office closing appeal process	Answered by PAGR	8/25/11	
8/25/11	Federal, State & local govt	Pinehurst	NC		A2011-49	Retail	PO closing	Question on appeal process - further questions	Referred to Public Rep.	8/25/11	
8/25/11	Consumer	Pilot Grove	IA		Service	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	8/25/11	
8/25/11	Consumer	North Hollywood	CA		Service	Delivery	Mail damage	Carrier damaging mail in transit	Sent to USPS to assist & respond to PRC & customer	8/26/11	
8/25/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/25/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/25/11	Consumer	Lodge	SC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/25/11	Consumer	Saco	ME		USPS financial situation	Suggestion		Suggestions to improve financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	8/31/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/25/11	Federal, State & local govt	Cleveland	OH		A2011-58	Retail	PO closing	Constituent concerns over proposed closing of Bentonville, OH post office	Answered by Chairmen's Office	8/31/11	
8/25/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/25/11	
8/26/11	Media				N2011-1	Information		Question on post office closing appeal process	Answered by PAGR	8/25/11	
8/26/11	Consumer	Leonardsville	NY		A2011-51	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	8/26/11	
8/26/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/26/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	
8/26/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	
8/26/11	Consumer				N2011-1	Information	PO closing	Question on post office closing appeal process	Answered by PAGR	8/26/11	
8/26/11	Business Owners	Mannsville	NY		Service	Retail	PO closing	Comment on possible closing of the Ellisburg, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	8/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/26/11	Business Owners	Mannsville	NY		Service	Retail	PO closing	Comment on possible closing of the Ellisburg, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	8/26/11	
8/26/11	Consumer	New York City	NY		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	8/29/11	
8/26/11	Consumer	Convent Station	NJ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	
8/26/11	Consumer	Pullman	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/26/11	Consumer	Pique	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	
8/26/11	Consumer	Turner	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	
8/26/11	Consumer	Arlington Heights	CO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	
8/26/11	Consumer	Loomis	WA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/26/11	Consumer	Loomis	WA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	
8/26/11	Consumer	Lipscomb	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	
8/26/11	Consumer	Albuquerque	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	
8/26/11	Consumer	Albuquerque	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/26/11	Consumer	Albuquerque	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	
8/26/11	Consumer	Thida	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	
8/26/11	Consumer	Doss	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	
8/26/11	Consumer	St Paul	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/26/11	Consumer	West Palm Beach	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	
8/26/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	
8/26/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	
8/26/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/26/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	
8/26/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	
8/26/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	
8/26/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/26/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	
8/26/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	
8/26/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	
8/26/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/26/11	Consumer	Woodgate	NY		Service	Retail	PO closing	Question on post office closing appeal process - further questions	Answered by PAGR	8/26/11	
8/26/11	Consumer				RFI	Information	Other	Contact information for Commissioner nominee	Answered by PAGR	8/26/11	
8/26/11	Federal, State & local govt	Washington	DC		N2011-1	Information	PO closing	Questions on post office closing process and appeals	Answered by PAGR	8/26/11	
8/26/11	Federal, State & local govt	Washington	DC		N2011-1	Information	PO closing	Questions on post office closing process and appeals	Answered by PAGR	8/26/11	
8/26/11	Consumer	Clarkson	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/26/11	Consumer	Albuquerque	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	
8/26/11	Consumer	Albuquerque	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	
8/26/11	Consumer	Albuquerque	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	
8/26/11	Consumer	Albuquerque	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/26/11	Consumer	Albuquerque	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	
8/26/11	Consumer	Albuquerque	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/26/11	
8/26/11	Media				USPS financial situation			Interview with Comm. Acton on financial situation		9/26/11	
8/27/11	Consumer	Doss	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/27/11	Consumer	Uniontown	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	
8/27/11	Consumer	Forreston	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	
8/27/11	Consumer	Hachita	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	
8/27/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/27/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	
8/27/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	
8/27/11	Consumer	Indianapolis	IN		Service	Delivery	Mail damage	Mail damaged and other delivery issues - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	8/29/11	
8/27/11	Consumer	Indianapolis	IN		Service	Delivery	Mail damage	Mail damaged and other delivery issues - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	8/29/11	
8/27/11	Consumer		AR		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	8/29/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/27/11	Consumer	Royersford	PA		Service	Delivery	Other	Unspecified residential delivery issues	Sent to USPS to assist & respond to PRC & customer	8/29/11	
8/28/11	Consumer	Doss	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	
8/28/11	Consumer	Doss	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	
8/28/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/28/11	Consumer	St Paul	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	
8/28/11	Consumer	Stanton	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	
8/28/11	Consumer	Ft Lauderdale	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	
8/28/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/28/11	Postal Employee	Colton	IA		Service	Delivery	AMP	Comment on moving Sioux City, IA AMP operations to Sioux Falls, SD	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	8/29/11	
8/29/11	Consumer	Whitman	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	
8/29/11	Consumer	St Paul	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/29/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	
8/29/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	
8/29/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	
8/29/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/29/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	
8/29/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	
8/29/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	
8/29/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/29/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	
8/29/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	
8/29/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	
8/29/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/29/11	Postal Employee				Personnel			Employee with personnel issue	Referred to USPS HR	8/29/11	
8/29/11	Consumer	Bentonville	OH		Service	Retail	PO closing	Questions on post office closing process and appeals	Answered by PAGR	8/29/11	
8/29/11	Consumer	Darwin	CA		N2011-1	Information	PO closing	Questions on post office closing process and appeals	Answered by PAGR	8/29/11	
8/29/11	Consumer	McHenry	ND		N2011-1	Information	PO closing	Questions on post office closing process and appeals	Answered by PAGR	8/29/11	
8/29/11	Consumer	North Huntingdon	PA		Service	Delivery	Missing mail	Items missing in mail - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	8/29/11	
8/29/11	Consumer	Raleigh	NC		Service	Delivery	Delayed Mail	Mail being delivered late in the day	Sent to USPS to assist & respond to PRC & customer	8/29/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/29/11	Consumer	Buckingham	IA		Service	Retail	PO closing	Comment on possible closing of the Buckingham, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	8/29/11	
8/29/11	Consumer	Leonardsville	NY		A2011-51	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	8/30/11	
8/29/11	Consumer	Youngsville	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	
8/29/11	Consumer	Youngsville	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/29/11	Consumer	Youngsville	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	
8/29/11	Consumer	Youngsville	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	
8/29/11	Consumer	Decatur	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	
8/29/11	Consumer	Dupont	IA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/29/11	Consumer	Jacksonville	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	
8/29/11	Consumer	Jacksonville	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	
8/29/11	Consumer	Jacksonville	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	
8/29/11	Consumer	Moccasin	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/29/11	Consumer	Moccasin	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	
8/29/11	Consumer	Pound Ridge	NY		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	8/30/11	
8/29/11	Federal, State & local govt	Washington	DC		N2011-1	Information	PO closing	Questions on post office closing process and appeals	Answered by PAGR	8/30/11	
8/29/11	Federal, State & local govt	Washington	DC		N2011-1	Information	PO closing	Questions on post office closing process and appeals - further questions	Answered by PAGR Director	8/30/11	
8/29/11	Consumer	Sunriver	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/29/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/29/11	Consumer				Service	Delivery	Hold mail	Carrier put Hold sticker on customers mail box	Sent to USPS to assist & respond to PRC & customer	8/31/11	
8/29/11	Consumer	Miami	FL	Certified Mail	Service	Delivery	Other	Delivery confirmation not returned to customer	Sent to USPS to assist & respond to PRC & customer	8/31/11	
8/29/11	Consumer	Nyack	NY		Service	Retail	Other	Radio being played at retail counter	Sent to USPS to assist & respond to PRC & customer	9/1/11	
8/29/11	Consumer	Pound Ridge	NY		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	8/30/11	
8/29/11	Consumer	Conroy	IA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/29/11	Consumer	Jonesville	TX		Service	Retail	PO closing	Comment on possible closing of the Jonesville, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	9/7/11	
8/30/11	Consumer	Old Northwood			N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	
8/30/11	Consumer	Newton	MA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	
8/30/11	Consumer	Mound	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/30/11	Consumer		NJ		Service	Retail	Coll box	Comment on collection box rule changes	Acknowledged comments	8/30/11	
8/30/11	Federal, State & local govt	Washington	DC		RFI	Information		Question on number of post offices in GA 2nd Cong. District	Referred to USPS Government Relations	8/30/11	
8/30/11	Federal, State & local govt	Bangor	ME		Personnel			Whistleblower complaint from constituent	Referred to USPS Government Relations	8/30/11	
8/30/11	Consumer	Jefferson	GA		RFI	Information	Other	Question on historical information for local post offices	Referred to USPS historian	8/30/11	
8/30/11	Business Owners	Richmond	VA		Service	Retail	Lobby hours	Post office locked due to power outage	Sent to USPS to assist & respond to PRC & customer	8/30/11	
8/30/11	Consumer	Los Angeles	CA	Express Mail	Service	Delivery	Misdelivery	Package delivered to wrong address	Sent to USPS to assist & respond to PRC & customer	8/30/11	
8/30/11	Consumer	Mound	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/30/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	
8/30/11	Consumer	Elbert	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	
8/30/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	
8/30/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/30/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	
8/30/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	
8/30/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	
8/30/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/30/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	
8/30/11	Consumer	Bayard	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	
8/30/11	Consumer	Doss	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	
8/30/11	Consumer	Transylvania			N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/30/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	
8/30/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	
8/30/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/30/11	
8/30/11	Consumer				RFI	Information	PO closing	Question on savings from post office closings in relation to USPS budget	Answered by OAC	9/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/31/11	Federal, State & local govt		KY		USPS financial situation			Questions on USPS financial situation and CSRS overpayment	Answered by PAGR Director	8/31/11	
8/31/11	Consumer	Thayer	IA		A2011-37	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	8/31/11	
8/31/11	Consumer	Pinehurst	NC		A2011-49	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	8/31/11	
8/31/11	Consumer	Darwin	CA		N2011-1	Information	PO closing	Questions on post office closing process and appeals - further questions	Answered by PAGR	8/31/11	
8/31/11	Consumer	Indianapolis	IN		Service	Delivery	Mail damage	Mail damaged and other delivery issues - request for further investigation	Sent to USPS to assist & respond to PRC & customer	9/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/31/11	Consumer		NJ		Service	Retail	Coll box	Named post offices not in compliance with new collection box regulations	Sent to USPS to assist & respond to PRC & customer	9/1/11	
8/31/11	Consumer		NJ		Service	Delivery		District Manager did not respond to letter requesting service standards for First-Class mail in NY	Sent to USPS to assist & respond to PRC & customer	9/1/11	
8/31/11	Postal Organization				N2011-1	Information		Question on date of hearing	Answered by PAGR	9/1/11	
8/31/11	Consumer	Harwood	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/31/11	
8/31/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/31/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/31/11	Consumer	Stanton	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
8/31/11	Consumer	Bonnots Mill	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
8/31/11	Consumer	Matheson	CO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
8/31/11	Consumer	Boyne City	MI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/31/11	Federal, State & local govt	Knox Dale	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
8/31/11	Consumer	Whitetop	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
8/31/11	Consumer	Rosemont	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
8/31/11	Consumer	Parkville	SC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/31/11	Consumer	Millwood	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
8/31/11	Consumer	Russellville	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
8/31/11	Consumer	Hallam	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
8/31/11	Consumer	Lincoln	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/31/11	Consumer	Norcatu	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
8/31/11	Consumer	Pollock	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
8/31/11	Federal, State & local govt	Jefferson City	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
8/31/11	Consumer	Rockbridge	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/31/11	Consumer	Parkville	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
8/31/11	Consumer	Sturkie	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
8/31/11	Consumer	Pelsor	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
8/31/11	Consumer	Aubrey	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/31/11	Consumer	Aubrey	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
8/31/11	Consumer	Gravelly	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
8/31/11	Postal Employee	Jigger	LA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
8/31/11	Consumer	Dupont	LA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/31/11	Consumer	Forreston	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
8/31/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
8/31/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
8/31/11	Consumer	Weed	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/31/11	Consumer	Lookout	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
8/31/11	Consumer	Harwood	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
8/31/11	Consumer	Harwood	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
8/31/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/31/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/31/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/31/11	
8/31/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/31/11	
8/31/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/31/11	
8/31/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/31/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/31/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/31/11	
8/31/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/31/11	
8/31/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/31/11	
8/31/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/31/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/31/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/31/11	
8/31/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/31/11	
8/31/11	Consumer	Bisbee	ND		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/31/11	
8/31/11	Consumer	Sunriver	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/31/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/31/11	Consumer	Sunriver	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/31/11	
8/31/11	Consumer	Blairs Mills	PA		Service	Retail	PO closing	Comment on possible closing of the Blairs Mills, PA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	9/2/11	
8/31/11	Consumer	Providence	RI		Service	Retail	PO closing	Comment on possible closing of the Esmond, RI post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	9/2/11	
8/31/11	Consumer	Darwin	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/31/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/31/11	Consumer	St Paul			N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	8/31/11	
8/31/11	Consumer	Latham	MO		Service	Retail	PO closing	Comment on possible closing of the Latham, MO post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	9/7/11	
8/31/11	Consumer	Palm Coast	FL		Service	Delivery	AMP	Comment on moving Daytona Beach, FL AMP operations	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	8/31/11	
8/31/11	Consumer	Minneapolis	NC		A2011-31	Retail	PO closing	Comment on post office closing	Acknowledged comments	8/31/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/31/11	Consumer	Indianapolis	IN		Service	Delivery	Mail damage	Mail damaged and other delivery issues - further comments	Acknowledged comments	8/31/11	
8/31/11	Consumer				N2011-1	Information	PO closing	Questions on post office closing process and appeals	Answered by PAGR	8/31/11	
8/31/11	Consumer				A2011-60	Information	PO closing	Questions on post office closing process and appeals	Answered by PAGR	8/31/11	
8/31/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Singer, WI post office	Sent to USPS to assist & respond to PRC & customer	9/8/11	Returning customer
8/31/11	Consumer	Chicago	IL		Service	Delivery	Delayed Mail	Magazines consistently arriving 2-3 weeks late	Sent to USPS to assist & respond to PRC & customer	9/8/11	Returning customer
8/31/11	Consumer	Middleville	NY		Service	Retail	PO closing	Request for curbside delivery when post office closes	Sent to USPS to assist & respond to PRC & customer	9/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

8/31/11	Consumer	Latham	MO		Service	Retail	PO closing	Comment on possible closing of the Latham, MO post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	8/31/11	
8/31/11	Consumer	Livingston	TX		Service	Delivery	Claim	Claims filed against the Postal Service - further information	Sent to USPS to assist & respond to PRC & customer - Commission accepted final agency response no further action required	9/20/11	
9/1/11	Consumer	Cedar Rapids	IA		Service	Retail	PO closing	Courtesy copy of letter to USPS District Manager concerning Rippey, IA post office	No response necessary	9/1/11	
9/1/11	Consumer	Glen Rock	PA		Service	Delivery	Mail damage	Carrier bending magazines	Sent to USPS to assist & respond to PRC & customer	9/1/11	
9/1/11	Consumer	Cape Coral	FL		Service	Delivery	Mail damage	Packages delivered damaged and wet	Sent to USPS to assist & respond to PRC & customer	9/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/1/11	Consumer				Website	Information		Question on link on website	Answered by PAGR	9/1/11	
9/1/11	Consumer	Woodland	GA		Service	Retail	PO closing	Comment on possible closing of the Woodland, GA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	9/1/11	
9/1/11	Consumer	East Poland	ME		Service	Retail	PO closing	Comment on possible closing of the East Poland, ME post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	9/1/11	
9/1/11	Consumer	Indianapolis	IN		Service	Delivery	Mail damage	Mail damaged and other delivery issues - request for further investigation - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	9/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/1/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
9/1/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
9/1/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
9/1/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/1/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
9/1/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
9/1/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
9/1/11	Consumer	Hillsdale	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/1/11	Consumer	Morristown	NJ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
9/1/11	Consumer	El Indio	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
9/1/11	Consumer	El Indio	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
9/1/11	Federal, State & local govt	Woodland	GA		Service	Retail	PO closing	Comment on possible closing of the Woodland, GA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	9/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/1/11	Consumer	Parks	AR		Service	Retail	PO closing	Comment on possible closing of the Parks, AR post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	9/1/11	
9/1/11	Consumer	San Patricio	NM		Service	Retail	PO closing	Comment on possible closing of the San Patricio, NM post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	9/6/11	
9/1/11	Consumer	West Elkton	OH		A2011-53	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/6/11	
9/1/11	Consumer				USPS financial situation			Comment on USPS financial situation	No contact information provided to respond	9/1/11	
9/1/11	Consumer	Parks	AR		Service	Retail	PO closing	Questions on post office closing process and appeals - further questions	Answered by PAGR	9/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/1/11	Consumer	Minneapolis	NC		A2011-31	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/2/11	
9/1/11	Consumer	Minneapolis	NC		A2011-31	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/2/11	
9/1/11	Consumer	Minneapolis	NC		A2011-31	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/2/11	
9/1/11	Consumer	Minneapolis	NC		A2011-31	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/2/11	
9/1/11	Consumer	Minneapolis	NC		A2011-31	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/2/11	
9/1/11	Consumer	Minneapolis	NC		A2011-31	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/2/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/1/11	Consumer	Minneapolis	NC		A2011-31	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/2/11	
9/1/11	Consumer	Minneapolis	NC		A2011-31	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/2/11	
9/1/11	Consumer	Minneapolis	NC		A2011-31	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/2/11	
9/1/11	Consumer	Minneapolis	NC		A2011-31	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/2/11	
9/1/11	Consumer	Minneapolis	NC		A2011-31	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/2/11	
9/1/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/1/11	Consumer	Elmo	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
9/1/11	Consumer	Tulsa	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
9/1/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
9/1/11	Consumer	Sanford	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/1/11	Consumer	Sanford	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/1/11	
9/1/11	Consumer	Rives	MO		Service	Retail	PO closing	Comment on possible closing of the Rives, MO post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	9/7/11	
9/1/11	Consumer	Rives	MO		Service	Retail	PO closing	Comment on possible closing of the Rives, MO post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	9/7/11	
9/1/11	Consumer	Woodland	GA		Service	Retail	PO closing	Comment on possible closing of the Woodland, GA post office	Acknowledged comments	9/1/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/1/11	Consumer	Woodland	GA		Service	Retail	PO closing	Comment on possible closing of the Woodland, GA post office	Acknowledged comments	9/1/11	
9/1/11	Consumer	West Elkton	OH		A2011-53	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	8/31/11	
9/1/11	Consumer	Woodland	GA		Service	Retail	PO closing	Comment on possible closing of the Woodland, GA post office	Acknowledged comments	9/1/11	
9/1/11	Consumer				RFI	Information	PO Box	Question on post office box regulations	Answered by PAGR	9/9/11	
9/2/11	Federal, State & local govt	Lohrville	IA		N2011-1	Retail	PO closing	Courtesy copy of letter to Sen. Harkin regarding Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Placed on file	9/2/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/2/11	Consumer	Chestnut Mountain	GA	Priority Mail	Service	Delivery	Mail damage	Package damaged in mail	Sent to USPS to assist & respond to PRC & customer	9/2/11	
9/2/11	Consumer	McIndoe	VT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/2/11	Federal, State & local govt	Harrisburg	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/2/11	Consumer	Knox Dale	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/2/11	Consumer	Whitetop	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/2/11	Consumer	Costa	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/2/11	Consumer	Costa	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/2/11	Consumer	Pullman	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/2/11	Consumer	Pullman	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/2/11	Consumer	Pollock	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/2/11	Consumer	Gainesville	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/2/11	Consumer	Hamburg	LA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/2/11	Consumer	Ulm	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/2/11	Consumer	Ulm	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/2/11	Consumer	Pelsor	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/2/11	Consumer	Pelsor	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/2/11	Consumer	East Rutherford	NJ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/2/11	
9/2/11	Consumer	West Palm Beach	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/2/11	
9/2/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/2/11	
9/2/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/2/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/2/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/2/11	
9/2/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/2/11	
9/2/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/2/11	
9/2/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/2/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/2/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/2/11	
9/2/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/2/11	
9/2/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/2/11	
9/2/11	Consumer	Bend	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/2/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/2/11	Consumer	Northwood			N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/2/11	
9/2/11	Consumer	West Palm Beach	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/2/11	
9/2/11	Consumer	Meridian	NY		Service	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	9/2/11	
9/2/11	Consumer	Indianapolis	IN		Service	Delivery	Mail damage	Mail damaged and other delivery issues - further comments	Acknowledged comments	9/2/11	
9/2/11	Consumer	Tucson	AZ		Service	Employee behavior	Rudeness	Clerk rude to customer	Sent to USPS to assist & respond to PRC & customer	8/18/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/2/11	Consumer	West Winfield	NY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/2/11	
9/2/11	Business Owners		CA		RFI	Information	Other	Real estate agent with question on purchasing closed post office facilities	Sent to USPS to assist & respond to PRC & customer	9/9/11	
9/3/11	Consumer	Reva	SD		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/5/11	
9/3/11	Consumer	Cushman	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/3/11	Consumer	Mesa	AZ	Priority Mail	Service	Delivery	Undelivered Mail	Package not delivered to customer	Sent to USPS to assist & respond to PRC & customer	9/7/11	
9/3/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation	No contact information provided to respond	9/3/11	
9/4/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/4/11	
9/4/11	Consumer	Sunriver	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/5/11	
9/4/11	Consumer	Sunriver	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/4/11	Consumer	Maplewood	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/5/11	
9/4/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/5/11	
9/4/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/4/11	
9/5/11	Consumer	Bel Air	MD		USPS financial situation	Suggestion		Suggestion to improve management performance	Thanked for suggestions	9/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/5/11	Consumer	Duxbury	MA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	Albany	NY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	West Palm Beach	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	Lufts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/5/11	Consumer	Lufts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	Lufts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	Lufts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	Lufts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/5/11	Consumer	Mumford	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	Boones Camp	KY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	Oto	IA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	Weston	IA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/5/11	Consumer	Weston	IA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	White Cloud	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	White Cloud	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	Cassoday	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/5/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	Stanton	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/5/11	Consumer	Aubrey	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	Fredricksburg	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	Ute Park	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/5/11	Consumer	Ute Park	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	Weed	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	Albuquerque	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	Winston	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/5/11	Consumer	Bynum	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	Schurz	NV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	Oysterville	WA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	Allendale	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/5/11	Consumer	Allendale	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	Allendale	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	Allendale	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	Allendale	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/5/11	Consumer	Grant City	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	Clearmont	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	Grant City	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	Pollock	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/5/11	Consumer	Milan	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/5/11	Consumer	Latham	MO		Service	Retail	PO closing	Comment on possible closing of the Latham, MO post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	9/7/11	
9/5/11	Consumer	Laclede	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/5/11	
9/5/11	Consumer	Sunriver	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/5/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/5/11	Consumer	Hillsdale	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/5/11	
9/5/11	Consumer	New London	CT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/5/11	
9/5/11	Consumer	O Fallon	MO		N2010-1		3 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	9/5/11	
9/6/11	Consumer	Allendale	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/6/11	Consumer	Allendale	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Allendale	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Piqua	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Piqua	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/6/11	Consumer	Piqua	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Piqua	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Piqua	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Piqua	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/6/11	Consumer	Piqua	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Piqua	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Piqua	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Oysterville	WA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/6/11	Consumer	Oysterville	WA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Avon	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Avon	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Avon	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/6/11	Consumer	Outlook	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Tinnie	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer		WI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Jonesville	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/6/11	Consumer	West Leyden	NY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Woodlan d	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Redmon	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Redmon	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/6/11	Consumer	Fort Collins	CO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/6/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/6/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Sunriver	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/6/11	Consumer	Sunriver	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Portland	ME		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Doss	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Sun River	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/6/11	Consumer	Albuquerque	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Doss	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Grant City	LA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Consumer	Northwood			N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/6/11	Consumer	Northwood			N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Postal Employee	Lansing	MI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	
9/6/11	Postal Employee	Rochester	NY		Service	Delivery	AMP	Comment on moving Rochester, NY AMP operations	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	9/6/11	
9/6/11	Postal Employee				Personnel			Employee with personnel issue	Referred to USPS HR	9/6/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/6/11	Consumer	Mahopac	NY	International surface mail	Service	Delivery	Missing mail	Package missing in mail sent to Japan	Sent to USPS to assist & respond to PRC & customer	9/7/11	
9/6/11	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection schedule at laborite, IN post office	Sent to USPS to assist & respond to PRC & customer	9/8/11	Returning customer
9/6/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Oak Ridge, NJ post office	Sent to USPS to assist & respond to PRC & customer	9/8/11	Returning customer
9/6/11	Consumer	Chicago	IL		Service	Delivery	Delayed Mail	Magazines consistently arriving 2-3 weeks late	Sent to USPS to assist & respond to PRC & customer	9/8/11	Returning customer
9/6/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Wisconsin Dells, WI post office	Sent to USPS to assist & respond to PRC & customer	9/8/11	Returning customer
9/6/11	Consumer	Lansing	MI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/6/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/6/11	Consumer	Hallam	NE		N2011-1	Information	PO closing	Question post office closing list	Answered by PAGR	9/6/11	
9/6/11	Consumer				A2011-19	Information	PO closing	Question on appeal process - further questions	Answered by PAGR	9/6/11	
9/6/11	Consumer	Roanoke	VA		USPS financial situation	Suggestion		Suggestions to improve financial situation	Acknowledged comments	9/16/11	
9/6/11	Consumer	Poland	IN		USPS financial situation	Suggestion		Suggestions to improve financial situation	Acknowledged comments	9/16/11	
9/7/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	
9/7/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/7/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	
9/7/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	
9/7/11	Consumer	Penelope	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	
9/7/11	Consumer	Cushman	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/7/11	Consumer	Cushman	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	
9/7/11	Consumer	Cushman	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	
9/7/11	Consumer	Blue Mountain	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	
9/7/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/7/11	Federal, State & local govt				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	
9/7/11	Federal, State & local govt				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	
9/7/11	Consumer	Portland	ME		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	
9/7/11	Consumer	Highwood	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/7/11	Consumer	Bend	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	
9/7/11	Consumer	Sunriver	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	
9/7/11	Consumer	West Palm Beach	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	
9/7/11	Consumer	Doss	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/7/11	Federal, State & local govt		PA		N2011-1	Information	PO closing	Questions on post office closing process and appeals	Answered by PAGR	9/7/11	
9/7/11	Federal, State & local govt		CT		N2011-1	Information	PO closing	Questions on post office closing process and appeals	Answered by PAGR Director	9/7/11	
9/7/11	Consumer	Coxsackie	NY		Other			Correspondence erroneously sent to Commission	Material sent back to customer	9/7/11	
9/7/11	Consumer	Seminole	OK		Service	Delivery	Undelivered Mail	Mail not being delivered due to dangerous dog issue	Sent to USPS to assist & respond to PRC & customer	9/7/11	
9/7/11	Mailer	Pittsburgh	PA	Delivery confirmation	Service	Delivery	Other	Small business owner having problem with packages being scanned for delivery confirmation	Sent to USPS to assist & respond to PRC & customer	9/7/11	
9/7/11	Consumer	Leonardsville	NY		A2011-51	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/7/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/7/11	Consumer	Leonardsville	NY		A2011-51	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/7/11	
9/7/11	Consumer	West Frankfort	IL		Service	Delivery	AMP	Comment on moving West Frankfort, IL AMP operations to Benton, IL	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	9/8/11	
9/7/11	Consumer	West Frankfort	IL		Service	Delivery	AMP	Comment on moving West Frankfort, IL AMP operations to Benton, IL	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	9/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/7/11	Consumer	West Frankfurt	IL		Service	Delivery	AMP	Comment on moving West Frankfort, IL AMP operations to Benton, IL	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	9/8/11	
9/7/11	Consumer	West Frankfurt	IL		Service	Delivery	AMP	Comment on moving West Frankfort, IL AMP operations to Benton, IL	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	9/8/11	
9/7/11	Consumer	West Frankfurt	IL		Service	Delivery	AMP	Comment on moving West Frankfort, IL AMP operations to Benton, IL	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	9/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/7/11	Consumer	West Frankfurt	IL		Service	Delivery	AMP	Comment on moving West Frankfort, IL AMP operations to Benton, IL	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	9/8/11	
9/7/11	Consumer	West Frankfurt	IL		Service	Delivery	AMP	Comment on moving West Frankfort, IL AMP operations to Benton, IL	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	9/8/11	
9/7/11	Consumer	West Frankfurt	IL		Service	Delivery	AMP	Comment on moving West Frankfort, IL AMP operations to Benton, IL	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	9/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/7/11	Consumer	Chicago	IL		Service	Delivery	Delayed Mail	Letters arriving late	Sent to USPS to assist & respond to PRC & customer	9/8/11	Returning customer
9/7/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at West Bend, WI post office	Sent to USPS to assist & respond to PRC & customer	9/8/11	Returning customer
9/7/11	Consumer	Rosemont	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	
9/7/11	Consumer	Rosemont	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/7/11	Consumer	Piqua	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	
9/7/11	Consumer	Piqua	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	
9/7/11	Consumer	Piqua	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	
9/7/11	Consumer	Piqua	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/7/11	Consumer	Piqua	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	
9/7/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	
9/7/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	
9/7/11	Consumer	Avon	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/7/11	Consumer	Avon	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	
9/7/11	Consumer	Avon	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	
9/7/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	
9/7/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/7/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	
9/7/11	Consumer	Washington	DC		Service	Delivery	RTS	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC & customer	9/8/11	
9/7/11	Consumer				Website	Suggestion		Drop down menu needs 'other' category	Sent to USPS to assist & respond to PRC & customer	9/8/11	
9/7/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation	Acknowledged comments	9/7/11	
9/7/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation	No contact information provided to respond	9/7/11	
9/7/11	Consumer	Oakland Gardens	NY		Service	Delivery	Other	Carrier littering customer's lawn	Sent to USPS to assist & respond to PRC & customer	9/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/7/11	Consumer	Rushville	NE		Service	Delivery	AMP	Comment on moving Rushville, NE AMP operations to Gordon, NE	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	9/13/11	
9/7/11	Consumer	Elmo	MO		Service	Retail	PO closing	Comment on possible closing of the Elmo, MO post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	9/13/11	
9/7/11	Consumer	Kirksey	KY		Service	Retail	PO closing	Comment on possible closing of the Kirksey, KY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	9/13/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/7/11	Consumer	East Poland	ME		Service	Retail	PO closing	Comment on possible closing of the East Poland, ME post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	9/14/11	
9/7/11	Consumer				Service	Delivery	Missing mail	Package missing in mail	Referred to USPS CA	9/7/11	
9/7/11	Media	St Paul	MN		Service	Retail		Question on location of DT changing	Answered by PAGR Director	9/7/11	
9/7/11	Consumer	Northwood	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/7/11	
9/7/11	Consumer	Philadelphia	PA		Service	Delivery	Claim	Request review of insurance claim	Sent to USPS to assist & respond to PRC & customer	9/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/8/11	Consumer	Doss	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/8/11	
9/8/11	Consumer	Doss	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/8/11	
9/8/11	Consumer	Harwood	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/8/11	
9/8/11	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	9/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/8/11	Consumer	Albuquerque	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/8/11	
9/8/11	Consumer	Albuquerque	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/8/11	
9/8/11	Consumer	Mound	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/8/11	
9/8/11	Consumer	Sunriver	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/8/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/8/11	
9/8/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/8/11	
9/8/11	Consumer	Sunriver	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/8/11	
9/8/11	Consumer	Olney	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/8/11	Consumer	Norfolk	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	West Palm Beach	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	West Palm Beach	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/8/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/8/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/8/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/8/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Joice	IA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/8/11	Consumer	Union Center	WI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Stryker	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Stryker	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Pollock	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/8/11	Consumer	Pollock	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Clearmont	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Maryville	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Cassoday	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/8/11	Consumer	Cassoda y	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Palco	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	White Cloud	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Hamburg	LA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/8/11	Consumer	Natural Dam	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Aubrey	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/8/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Fredricksburg	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Fredricksburg	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Gate	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/8/11	Consumer	Weed	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Winston	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Winston	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Winston	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/8/11	Consumer	Winston	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Winston	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Oysterville	WA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Oysterville	WA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/8/11	Consumer	Rosemont	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/8/11	Consumer	Sherman Oaks	CA		Service	Delivery	Delayed Mail	Money order form delayed in mail - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	9/8/11	
9/8/11	Federal, State & local govt	Lyons	GA		N2011-1	Information		Question on accessing lists of post offices under review for closure	Answered by PAGR	9/8/11	
9/8/11	Consumer	Indianapolis	IN		Service	Delivery	Mail damage	Mail damaged and other delivery issues - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	9/8/11	
9/8/11	Federal, State & local govt		CO		N2011-1	Information		Question on advisory opinion issue date	Answered by PAGR Director	9/8/11	
9/8/11	Postal Employee				USPS financial situation	Suggestion		Suggestions to improve financial situation	No contact information provided to respond	9/8/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/8/11	Postal Employee	North Haven	CT		RFI	Information		Question on submitting views to the Commission regarding the Postal Service	Answered by PAGR	9/9/11	
9/8/11	Consumer	Sunriver	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/8/11	
9/8/11	Consumer	Spokane Valley	WA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/8/11	
9/8/11	Consumer	Douglass	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/8/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/8/11	Federal, State & local govt	Ft Worth	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/8/11	
9/8/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/8/11	
9/8/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/8/11	
9/8/11	Media	Akron	OH		A2011-16	Information	PO closing	Question on procedural schedule	Answered by PAGR	9/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/8/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/8/11	
9/8/11	Consumer	Freedom	NY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/8/11	
9/8/11	Consumer		GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/8/11	
9/8/11	Consumer	Adrian	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/8/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/8/11	Consumer	Latham	MO		A2011-71	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/28/11	
9/9/11	Federal, State & local govt		DC		N2011-1	Information		Question on post office closing appeal process	Answered by PAGR Director	9/9/11	
9/9/11	Consumer	Sunriver	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/9/11	Consumer	Sunriver	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/9/11	Consumer	Sunriver	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/9/11	Consumer	Sunriver	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/9/11	Consumer	Parks	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/9/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/9/11	Consumer	Spokane Valley	WA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/9/11	Consumer	Inglewood	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/9/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/9/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/9/11	Consumer	Leonardsville	NY		A2011-51	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/9/11	
9/9/11	Consumer	Lake Isabella	CA		USPS financial situation	Suggestion		Suggestions to improve financial situation	Acknowledged comments	9/9/11	
9/9/11	Consumer	Dexter	KS		USPS financial situation	Suggestion		Suggestions to improve financial situation	Acknowledged comments	9/9/11	
9/9/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation	Acknowledged comments	9/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/9/11	Consumer	Freeport	ME		USPS financial situation	Suggestion		Suggestions to improve financial situation	Acknowledged comments	9/9/11	
9/9/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation	Acknowledged comments	9/9/11	
9/9/11	Consumer	Knoxville	TN		USPS financial situation	Suggestion		Suggestions to improve financial situation	Acknowledged comments	9/9/11	
9/9/11	Consumer	Inwood	NY		USPS financial situation	Suggestion		Suggestions to improve financial situation	Acknowledged comments	9/9/11	
9/9/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation	Acknowledged comments	9/9/11	
9/9/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation	Acknowledged comments	9/9/11	
9/9/11	Consumer	Tacoma	WA		USPS financial situation	Suggestion		Suggestions to improve financial situation	Acknowledged comments	9/9/11	
9/9/11	Consumer	Rochester	NH		USPS financial situation	Suggestion		Suggestions to improve financial situation	Acknowledged comments	9/9/11	
9/9/11	Consumer	Sylvania	OH		USPS financial situation	Suggestion		Suggestions to improve financial situation	Acknowledged comments	9/9/11	
9/9/11	Consumer	Three Rivers	MI		USPS financial situation	Suggestion		Suggestions to improve financial situation	Acknowledged comments	9/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/9/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation	Acknowledged comments	9/9/11	
9/9/11	Consumer	Ephrata	PA		USPS financial situation	Suggestion		Suggestions to improve financial situation	Acknowledged comments	9/9/11	
9/9/11	Consumer	Bel Air	MD		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	9/9/11	
9/9/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	9/9/11	
9/9/11	Consumer				N2010-1		3 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	9/9/11	
9/9/11	Consumer	Brooklyn	NY		RFI	Information		Question on FCC licensure	Answered by PAGR	9/9/11	
9/9/11	Consumer	Gepp	AR		A2011-60	Retail	PO closing	Comment on post office closing	Acknowledged comments	9/9/11	
9/9/11	Consumer	Ben Franklin	TX		A2011-24	Information	PO closing	PR contact information	Answered by PAGR	9/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/9/11	Consumer	Cohagen	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/9/11	Consumer	Brookville	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/9/11	Consumer	Norfolk	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/9/11	Consumer	Austin	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/9/11	Consumer	Rochester	NY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/9/11	Consumer	Sun River	NT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/9/11	
9/9/11	Consumer	Galena	MD		USPS financial situation			Courtesy copy of letter to Senate regarding HR2309	No response necessary	9/9/11	
9/10/11	Postal Employee				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/10/11	Postal Employee	Ft Smith	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/10/11	Consumer	Sagamore Beach	MA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/10/11	Consumer	Sunriver	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/10/11	Consumer	El Indio	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/10/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/10/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/10/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/10/11	Consumer	Lindsay	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/10/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/10/11	Consumer				N2011-1	Information		Question on transcript of hearing	Answered by PAGR	9/12/11	
9/10/11	Consumer	New Orleans	LA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	9/12/11	
9/10/11	Consumer	Bryson City	NC		Service	Delivery	Undelivered Mail	Newspaper not being delivered	Sent to USPS to assist & respond to PRC & customer	9/15/11	
9/10/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation	Acknowledged comments	9/15/11	
9/11/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/11/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/11/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/11/11	
9/11/11	Consumer	Sidney	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/11/11	
9/11/11	Consumer	Hye	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/11/11	Consumer		MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/11/11	Consumer	Starkweather	ND		N2011-1	Information		Question on submitting views to the Commission regarding the Postal Service	Answered by PAGR	9/11/11	
9/11/11	Postal Employee	Hillsboro	OR		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	9/12/11	
9/11/11	Consumer	Scottsdale	AZ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/11/11	
9/12/11	Consumer	Rosemont	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/12/11	Consumer	Piqua	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/12/11	Consumer	Piqua	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/12/11	Consumer	Piqua	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/12/11	Consumer	Piqua	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/12/11	Consumer	Piqua	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/12/11	Consumer	Piqua	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/12/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/12/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/12/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/12/11	Consumer	Marvin	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/12/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/12/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/12/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/12/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/12/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/12/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/12/11	Consumer	Avon	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/12/11	Consumer	Avon	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/12/11	Consumer	Avon	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/12/11	Consumer	Avon	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/12/11	Consumer	Avon	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/12/11	Consumer	Helmville	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/12/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/12/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/12/11	Consumer	New York City	NY	Certified Mail	Service	Delivery	Other	Certified mail not being scanned - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	9/12/11	
9/12/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	9/12/11	
9/12/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/12/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	9/12/11	
9/12/11	Consumer	Royal	IL		Service	Retail	PO closing	Courtesy copy of letter to District Manager regarding possible closing of Royal, IL post office	No response necessary	9/12/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/12/11	Consumer	Sacramento	CA		Service	Delivery	Undelivered Mail	Carrier not delivering mail to customer	Sent to USPS to assist & respond to PRC & customer	9/13/11	
9/12/11	Consumer	Whitetop	VA		Service	Delivery	AMP	Comment on moving Whitetop, VA AMP operations to Damascus, VA	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	9/14/11	
9/12/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	No contact information provided to respond	9/12/11	
9/12/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	No contact information provided to respond	9/12/11	
9/12/11	Consumer	Biloxi	MS		USPS financial situation	Suggestion		Suggestions to improve financial situation	Acknowledged comments	9/15/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/12/11	Consumer	Bentonville	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/12/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/12/11	Federal, State & local govt	Albany	NY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Silver Spring	MD		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/12/11	Consumer	Ashton	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Millwood	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/12/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/12/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/12/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Ava	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Ava	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Ava	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/12/11	Consumer	Russellville	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Brandon	IA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Brandon	IA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Oto	IA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/12/11	Consumer	Robinson	ND		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Helmville	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Elmo	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Decker	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/12/11	Consumer	Stryker	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Stryker	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	White Cloud	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	White Cloud	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/12/11	Federal, State & local govt	Cedarcre ek	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Allendale	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Allendale	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Pollock	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/12/11	Consumer	Hallam	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Hallam	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Hallam	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Pelsor	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/12/11	Consumer	Natural Dam	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Natural Dam	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Natural Dam	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Natural Dam	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/12/11	Consumer	Natural Dam	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Natural Dam	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	May	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Marshall	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/12/11	Consumer	Marshall	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Jonesville	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Lipscomb	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Winston	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/12/11	Consumer	Winston	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Lookout	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Lookout	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Weott	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/12/11	Consumer	New Pine Creek	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Summer Lake	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/12/11	Consumer	Las Vegas	NV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/12/11	
9/12/11	Consumer	Verdigre	NE		USPS financial situation	Suggestion		Suggestions to improve financial situation	Acknowledged comments	9/16/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/12/11	Consumer	Rushville	NE		Service	Delivery	AMP	Comment on moving Rushville, NE AMP operations to Gordon, NE	Sent to USPS to assist & respond to PRC & customer	9/16/11	
9/12/11	Consumer	Soledad	CA		Service	Delivery	Prison mail	Issues with prison mail administration	Provided contact information for ACLU	9/16/11	
9/12/11	Federal, State & local govt	Lauderhill	FL		Service	Retail	Coll box	No collection box in front of City Hall or post office in town - further information	Placed in file	9/12/11	
9/12/11	Postal Organization				RFI	Information	Other	Question from Ecuador National Postal Agency regarding approved insurers in the United States	Answered by PAGR	9/15/11	
9/12/11	Consumer	Tariffville	CT		A2011-80	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/27/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/12/11	Consumer	Tariffville	CT		A2011-80	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/27/11	
9/12/11	Consumer	Tariffville	CT		A2011-80	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/27/11	
9/12/11	Consumer	Tariffville	CT		A2011-80	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/27/11	
9/12/11	Consumer	Mead	WA		USPS financial situation	Suggestion		Comment on USPS financial situation	Acknowledged comments	10/4/11	
9/12/11	Consumer	San Fran	CA		N2011-1	Retail	PO closing	Question about possible closing of Clayton IL post office	Answered by PAGR	10/25/11	
9/12/11	Consumer	San Fran	CA		N2011-1	Retail	PO closing	Question about possible closing of Roodhouse, IL post office	Answered by PAGR	10/25/11	
9/13/11	Media		NY					Interview with the Chairman		9/13/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/13/11	Media				RFI	Information		Question on possible filing of another exigent rate case	Answered by PAGR	9/13/11	
9/13/11	Federal, State & local govt	Bangor	ME		Personnel			Whistleblower complaint from constituent - follow-up question	Referred to USPS Government Relations	9/13/11	
9/13/11	Consumer	Piqua	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/13/11	Consumer	Avon	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/13/11	Consumer	Avon	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/13/11	Consumer	Avon	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/13/11	Consumer		NC		Service	Delivery		Requested local consumer advocate contact	Provided information	9/14/11	
9/13/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation	Acknowledged comments	9/14/11	
9/13/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation	Acknowledged comments	9/15/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/13/11	Consumer	Maplewood	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/13/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/13/11	Consumer	Nantucket	MA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/13/11	Consumer	Nantucket	MA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/13/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/13/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/13/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/13/11	Consumer	Maplewood	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/13/11	Consumer	Maplewood	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/13/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/13/11	
9/13/11	Media							Interview with the Chairman		9/13/11	
9/14/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/14/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/14/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/14/11	
9/14/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/14/11	
9/14/11	Consumer	Piqua	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/14/11	
9/14/11	Federal, State & local govt	Millersburg	MI		Service	Retail	PO closing	Courtesy copy of letter to PMG regarding possible closing of Millersburg, MI post office	Placed in file	9/14/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/14/11	Consumer	West Elkton	OH		A2011-53	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/14/11	
9/14/11	Consumer	West Elkton	OH		A2011-53	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/14/11	
9/14/11	Consumer	West Elkton	OH		A2011-53	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/14/11	
9/14/11	Consumer	West Elkton	OH		A2011-53	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/14/11	
9/14/11	Consumer	West Elkton	OH		A2011-53	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/14/11	
9/14/11	Consumer	Lincoln	IA		A2011-62	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/14/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/14/11	Consumer	Cato	NY		A2011-66	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/14/11	
9/14/11	Consumer	New York City	NY		RFI	Information		Question on refund for purchase of prestamped envelopes	Referred to USPS CA	9/14/11	
9/14/11	Consumer	Velpen	IN		A2011-59	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/14/11	
9/14/11	Consumer	Sevierville	TN		Service	Delivery	RTS	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC & customer	9/14/11	
9/14/11	Consumer	Bremond	TX		Service	Delivery	Delayed Mail	Letters arriving late	Sent to USPS to assist & respond to PRC & customer	9/14/11	
9/14/11	Consumer	Oceanside	NY	Priority Mail	Service	Delivery	Delayed Mail	Package not delivered in timeframe quoted	Sent to USPS to assist & respond to PRC & customer	9/14/11	
9/14/11	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	No contact information provided to respond	9/14/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/14/11	Postal Employee	Chesapeake	VA		USPS financial situation	Suggestion		Suggestions to improve financial situation	Acknowledged comments	9/15/11	
9/14/11	Consumer	Talpa	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/14/11	
9/14/11	Consumer	Talpa	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/14/11	
9/14/11	Consumer	Duxbury	MA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/14/11	Consumer	McIndoe Falls	VT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	
9/14/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	
9/14/11	Consumer	Olney	MD		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	
9/14/11	Consumer	West Brooklyn	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/14/11	Consumer	Muscotah	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	
9/14/11	Consumer	Muscotah	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	
9/14/11	Consumer	Muscotah	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	
9/14/11	Consumer	Muscotah	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/14/11	Consumer	Muscotah	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	
9/14/11	Consumer	Hallam	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	
9/14/11	Consumer	Hallam	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	
9/14/11	Consumer	Woodworth	LA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/14/11	Consumer	Natural Dam	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	
9/14/11	Consumer	Albuquerque	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	
9/14/11	Consumer	Albuquerque	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	
9/14/11	Consumer	Maplewood	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/14/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/14/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/14/11	
9/14/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/14/11	
9/14/11	Consumer		TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/14/11	
9/15/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation	No contact information provided to respond	9/15/11	
9/15/11	Consumer	Daytona Beach	FL		Service	Delivery	Delayed Mail	Package and letters not meeting service standards for delivery	Sent to USPS to assist & respond to PRC & customer	9/15/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/15/11	Media				USPS financial situation	Information		Questions on news stories regarding cutting jobs and health benefits	Answered by PAGR Director	9/15/11	
9/15/11	Media				N2011-1	Information		Question on advisory opinion issue date	Answered by PAGR Director	9/15/11	
9/15/11	Media	Milwaukee	WI		RFI	Information		Question USPS planned consolidation of mail processing plants	Answered by PAGR Director	9/15/11	
9/15/11	Consumer	Piqua	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	
9/15/11	Consumer	Avon	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/15/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	
9/15/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	
9/15/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	
9/15/11	Consumer	Hardesty	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/15/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	
9/15/11	Consumer	Maplewood	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	
9/15/11	Consumer	Oklahoma City	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	
9/15/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/15/11	Consumer	Clam Lake	WI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/16/11	
9/15/11	Consumer	Spokane	WA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	
9/15/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	
9/15/11	Consumer	Mount Sinai	NY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/15/11	Consumer	Smyrna	NY		Service	Retail	PO closing	Comment on possible closing of the Smyrna, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	9/19/11	
9/15/11	Consumer	Algoma	MS		Service	Retail	PO closing	Comment on possible closing of the Algoma, MS post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	9/19/11	
9/15/11	Consumer	Algoma	MS		Service	Retail	PO closing	Comment on possible closing of the Algoma, MS post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	9/19/11	
9/15/11	Business Owners	Toronto			Other			Letter from Segal regarding CSRS cost allocation study and subsequent briefing with the Commission	No response necessary	9/15/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/15/11	Consumer				Service	Employee behavior	Rudeness	Clerk rude to customer	Sent to USPS to assist & respond to PRC & customer	9/15/11	
9/15/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation	No contact information provided to respond	9/15/11	
9/15/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation	No contact information provided to respond	9/15/11	
9/15/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation	No contact information provided to respond	9/15/11	
9/15/11	Postal Employee				USPS financial situation	Suggestion		Suggestions to improve financial situation	No contact information provided to respond	9/15/11	
9/15/11	Federal, State & local govt	Belk	AL		RFI	Information	PO closing	Question on appeal process	Answered by PAGR	9/15/11	
9/15/11	Consumer	Valley	Bend		Service	Delivery		Question on changing mailbox location	Referred to USPS CA	9/15/11	
9/15/11	Consumer	Dallas	TX		RFI	Information	Other	Requested copy of Strategic and Operating Plan	Send copy	9/15/11	
9/15/11	Consumer				RFI	Information	Other	Question on federal retirement	Referred to OPM	9/15/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/15/11	Consumer				Service	Delivery	5 Days	Comment on USPS proposal to eliminate Saturday delivery	No contact information provided to respond	9/15/11	
9/15/11	Consumer				Service	Delivery	5 Days	Comment on USPS proposal to eliminate Saturday delivery	No contact information provided to respond	9/15/11	
9/15/11	Consumer	Alcove	NY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/16/11	
9/15/11	Consumer	Alcove	NY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/16/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/15/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/16/11	
9/15/11	Consumer	Doyle	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/16/11	
9/15/11	Consumer	Delphia	KY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/16/11	
9/15/11	Consumer	Winchester	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/16/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/15/11	Consumer	Winchester	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/16/11	
9/15/11	Consumer	Elliston	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/16/11	
9/15/11	Consumer	Elliston	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/16/11	
9/15/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/16/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/15/11	Consumer	Stotts City	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/16/11	
9/15/11	Consumer	Stotts City	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/16/11	
9/15/11	Consumer	Stotts City	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/16/11	
9/15/11	Consumer	Pollock	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/16/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/15/11	Consumer	Pollock	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/16/11	
9/15/11	Consumer	Norcatur	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/16/11	
9/15/11	Consumer	Acme	LA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/16/11	
9/15/11	Consumer	Transylvania	LA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/16/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/15/11	Consumer	Sturkie	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/16/11	
9/15/11	Consumer	Sturkie	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/16/11	
9/15/11	Consumer	South Bend	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/16/11	
9/15/11	Consumer	Cheyenne Wells	CO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/16/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/15/11	Consumer	Haines Creek	FL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	
9/15/11	Consumer	Olive Hill	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	
9/15/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	
9/15/11	Consumer	Hardesty	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/15/11	Consumer	Bend	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	
9/15/11	Consumer	Doss	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	
9/15/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	
9/15/11	Consumer	Bend	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/15/11	Consumer	Tobias	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/15/11	
9/15/11	Federal, State & local govt	Jefferson City	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	
9/15/11	Federal, State & local govt	Washington	DC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	
9/15/11	Federal, State & local govt	Washington	DC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/16/11	Consumer	Redline	PA		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses also receiving other customer's mail	Sent to USPS to assist & respond to PRC & customer	9/16/11	
9/16/11	Consumer	Leonardsville	NY		A2011-51	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/16/11	
9/16/11	Consumer	Velpen	IN		A2011-59	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/16/11	
9/16/11	Media	Wenatchee	WA		N2011-1	Information		Question on post office closing appeal process	Answered by PAGR	9/16/11	
9/16/11	Media	Greenfield	MA		N2011-1	Information		Question on post office closing appeal process	Answered by PAGR	9/16/11	
9/16/11	Consumer	St Paul	MN		RFI	Information	Other	Contact information for Dakotas District	Answered by PAGR	9/16/11	
9/16/11	Consumer	Dallas	TX		Service	Delivery	RTS	Mail being returned and other service issues	Sent to USPS to assist & respond to PRC & customer	9/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/16/11	Consumer	Sunriver	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/16/11	
9/16/11	Consumer	Epes	AL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/16/11	
9/16/11	Consumer	Maryneal	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/16/11	
9/16/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/16/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/16/11	Consumer				Service	Employee behavior	Rudeness	Clerk rude to customer - follow-up comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	9/16/11	
9/16/11	Consumer	San Antonio	TX		Service	Delivery	Other	Claims of harassing mail	No action necessary at this time	9/16/11	
9/16/11	Consumer				RFI	Information	Other	Question on contacting postal employees	Referred to USPS	9/19/11	
9/16/11	Consumer	Atlanta	GA		USPS financial situation	Suggestion		Suggestions to improve financial situation	Acknowledged comments	9/19/11	
9/16/11	Consumer	Atlanta	GA		RFI	Information	Other	Contractor wishing to do business with the Postal Service	Provided link on USPS website to submit unsolicited proposals	9/20/11	
9/16/11	Consumer	Atlanta	GA		RFI	Information	Other	Contractor wishing to do business with the Postal Service	Provided link on USPS website to submit unsolicited proposals	9/20/11	
9/16/11	Consumer	Templeville	MD		A2011-76	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/22/11	
9/16/11	Consumer	Oxford	NE		USPS financial situation	Suggestion		Comment on USPS financial situation	Acknowledged comments	10/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/17/11	Consumer	Falls Church	VA		Service	Retail	PO closing	Comment on possible closing of the Pimmit, VA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	9/19/11	
9/17/11	Consumer	Homestead	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/17/11	Consumer	Atlanta	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/17/11	Consumer	North Tarrytown			N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/17/11	Federal, State & local govt	Madison	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/17/11	Consumer	Madison	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/17/11	Consumer	Madison	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/17/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/17/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/17/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/17/11	Consumer	Dixon	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/17/11	Postal Employee	Sioux Falls	SD		USPS financial situation	Suggestion		Suggestions to improve financial situation	Acknowledged comments	9/19/11	
9/17/11	Consumer	Marshall	NC		USPS financial situation	Suggestion		Suggestions to improve financial situation	Acknowledged comments	9/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/18/11	Consumer	Warm Springs	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/18/11	Consumer	Myrtlewood	AL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/18/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/18/11	Consumer				N2011-1	Information		Question on post office closing appeal process	Answered by PAGR	9/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Consumer				Other			Erroneously received e-mail intended for another website	No contact information provided to respond	9/19/11	
9/19/11	Consumer	Cumberland	RI		Service	Delivery	Missing mail	Packages missing in mail	Sent to USPS to assist & respond to PRC & customer	9/19/11	
9/19/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/19/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/19/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/19/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/19/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/19/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/19/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/19/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/19/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/19/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/19/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/19/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/19/11	Consumer	Natural Dam	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/19/11	Consumer	Natural Dam	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Consumer	Natural Dam	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/19/11	Consumer	Piqua	KA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/19/11	Consumer	Piqua	KA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/19/11	Consumer	Union Church	MS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Consumer	Bend	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/19/11	Consumer	Pinehurst	NC		A2011-49	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/19/11	
9/19/11	Consumer	Pinehurst	NC		A2011-49	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/19/11	
9/19/11	Consumer	Pinehurst	NC		A2011-49	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/19/11	
9/19/11	Consumer	Pinehurst	NC		A2011-49	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/19/11	
9/19/11	Consumer	Pinehurst	NC		A2011-49	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/19/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/19/11	Consumer	Vancouver	WA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/19/11	Consumer	Bisbee	ND		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/19/11	Consumer		MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Consumer	Pointe Aux Pins	MI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/19/11	Consumer	Bisbee	ND		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/19/11	Consumer	Tarrytown	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	
9/19/11	Consumer	Pointe Aux Pins	MI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Media				RFI	Information		Questions direct mail costs	Answered by Media Specialist & OAC	9/19/11	
9/19/11	Consumer	Torrance	CA		Service	Delivery	Missing mail	Package of photos missing in mail	Sent to USPS to assist & respond to PRC & customer	9/19/11	
9/19/11	Consumer	Pinehurst	NC		A2011-49	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer				Website			Difficulty using comment form	Referred to IT Support	9/20/11	
9/19/11	Consumer	Miami	FL		RFI	Information	Other	Question on opening package with no addressee	Referred to local USPS CA	9/20/11	
9/19/11	Consumer	Pisek	ND		Service	Retail	PO closing	Comment on possible closing of the Pisek, ND post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	9/21/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Consumer	Koleen	IN		Service	Retail	PO closing	Comment on possible closing of the Koleen, IN post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	9/20/11	
9/19/11	Consumer	Koleen	IN		Service	Retail	PO closing	Comment on possible closing of the Koleen, IN post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	9/20/11	
9/19/11	Consumer	Koleen	IN		Service	Retail	PO closing	Comment on possible closing of the Koleen, IN post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	9/20/11	
9/19/11	Consumer	Koleen	IN		Service	Retail	PO closing	Comment on possible closing of the Koleen, IN post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	9/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Federal, State & local govt	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Referred to previous response sent 7/13/11	9/20/11	
9/19/11	Consumer	Mead	WA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Huntley	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	McIndoe Falls	VT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Consumer	Costa	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Myrtlewood	AL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Parrott	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Consumer	Parrott	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Decatur	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Decatur	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Caldwell	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Consumer	Ava	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Ava	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Ava	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Ava	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Consumer	Orestes	IN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Mussells hell	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Otter	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Wisdom	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Consumer	Bynum	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Elmo	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Elmo	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Consumer	Jacksonville	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Jacksonville	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Jacksonville	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	St Louis	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Consumer	Blodgett	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Jameson	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Guilford	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Stotts City	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Consumer	Stotts City	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Cedar creek	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Oneida	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Norcatour	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Consumer	White Cloud	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	White Cloud	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Hallam	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Hallam	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Consumer	Hallam	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Consumer	Gresham	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Natural Dam	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Natural Dam	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Natural Dam	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Frederick sburg	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Consumer	West Linn	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	West Linn	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Oysterville	WA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Summer Lake	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Consumer	Big Bar	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Winston	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Winston	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Winston	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Consumer	Winston	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Cleveland	UT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Penelope	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/19/11	Consumer	Clarksville	NY		Service	Retail	PO closing	Questions on post office closing procedures	Answered by PAGR	9/19/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/19/11	Consumer	Algoma	MS		A2011-79	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/27/11	
9/19/11	Consumer	Algoma	MS		A2011-79	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/27/11	
9/19/11	Consumer	Tariffville	CT		A2011-80	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/27/11	
9/19/11	Consumer	Jordanville	NY		A2011-84	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/28/11	
9/20/11	Consumer	Bluffton	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/20/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/20/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/20/11	Consumer	St Louis	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/20/11	Consumer	Cleveland	UT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/20/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/20/11	Postal Employee				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/20/11	Consumer	Algoma	MS		N2011-1	Information		Question on post office closing appeal process	Answered by PAGR	9/20/11	
9/20/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation	No contact information provided to respond	9/20/11	
9/20/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation	No contact information provided to respond	9/20/11	
9/20/11	Consumer	Toledo	OH		Service	Delivery	Claim	Request review of insurance claim	Sent to USPS to assist & respond to PRC & customer	9/20/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/20/11	Consumer				RFI	Information		Question on release date of Periodicals Study	Answered by PAGR	9/20/11	
9/20/11	Consumer	Frederick sburg	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/21/11	
9/20/11	Consumer	Frederick sburg	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/21/11	
9/20/11	Consumer	Albany	NY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/21/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/20/11	Consumer	Detroit	MI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/21/11	
9/20/11	Consumer	Diagonal	IA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/21/11	
9/20/11	Consumer	Diagonal	IA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/21/11	
9/20/11	Consumer	Bynum	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/21/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/20/11	Consumer	Ravenden Springs	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/20/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/20/11	Consumer	Whitewater	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/20/11	
9/20/11	Consumer	Cato	NY		A2011-66	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/22/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/20/11	Federal, State & local govt	Belk	AR		A2011-82	Retail	PO closing	Questions on post office closing procedures	Answered by PAGR	9/20/11	
9/20/11	Consumer				Service	Delivery	5 Days	Comment on USPS proposal to eliminate Saturday delivery	No contact information provided to respond	9/20/11	
9/20/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation	No contact information provided to respond	9/20/11	
9/20/11	Consumer	Caldwell	AR		Service	Retail	PO closing	Comment on possible closing of the Caldwell, AR post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	9/20/11	
9/20/11	Consumer	San Diego	CA		Service	Delivery	Undelivered Mail	Mail not delivered due to gate blocking access to mailboxes	Sent to USPS to assist & respond to PRC & customer	9/21/11	
9/20/11	Consumer	Metairie	LA		Service	Delivery	Misdelivery	Customer receiving other people's mail	Sent to USPS to assist & respond to customer	9/21/11	
9/20/11	Postal Employee				USPS financial situation			Comment on USPS financial situation	Acknowledged comments	9/22/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/20/11	Consumer	Etna	NY		A2011-61	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/27/11	
9/21/11	Consumer	Etna	NY		N2011-1	Information		Question on post office closing appeal process	Answered by PAGR	9/21/11	
9/21/11	Consumer	Ellisburg	NY		A2011-75	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/21/11	
9/21/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/21/11	
9/21/11	Federal, State & local govt	Topeka	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/21/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/21/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/21/11	
9/21/11	Consumer	Rosebud	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/21/11	
9/21/11	Consumer	Rosebud	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/21/11	
9/21/11	Consumer	Rosebud	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/21/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/21/11	Consumer	Rosebud	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/21/11	
9/21/11	Consumer	Rosebud	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/21/11	
9/21/11	Consumer	Monarch	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/21/11	
9/21/11	Consumer	Washington	DC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/21/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/21/11	Consumer	Frederick sburg	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/21/11	
9/21/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/21/11	
9/21/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/21/11	
9/21/11	Federal, State & local govt	Washingt on	DC		A2011-70	Retail	PO closing	Comment on post office closing - Woodgate, NY	Answered by PAGR Director	9/22/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/21/11	Federal, State & local govt	Washington	DC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Courtesy copy to PMG placed in commenter file	9/21/11	
9/21/11	Consumer	Bryn Mawr	CA		Service	Retail	PO closing	Comment on PO closing procedures	Acknowledged comments	9/21/11	
9/21/11	Postal Employee	Albuquerque	NM		USPS financial situation			Comment on H Res. 1351	Acknowledged comments	9/21/11	
9/21/11	Consumer	Falls Church	VA		Service	Retail	PO closing	Questions on post office closing procedures	Answered by PAGR	9/21/11	
9/21/11	Media	Maysville	KY		N2011-1	Information		Question on post office closing appeal process	Answered by PAGR	9/21/11	
9/21/11	Consumer	Torrance	CA		Service	Delivery	Missing mail	Package of photos missing in mail - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	9/21/11	
9/21/11	Consumer	Floral Park	NY		Service	Delivery	Missing mail	Items missing in mail	Sent to USPS to assist & respond to PRC & customer	9/21/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/21/11	Consumer				USPS financial situation			Comment on USPS financial situation	No contact information provided to respond	9/21/11	
9/21/11	Federal, State & local govt	Westmoreland	NY		A2011-70	Retail	PO closing	Comment on post office closing - Woodgate, NY	Acknowledged comments and placed copy in commenter file	9/21/11	
9/21/11	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	9/22/11	
9/21/11	Consumer				USPS financial situation			Comment on USPS financial situation	Acknowledged comments	9/22/11	
9/21/11	Consumer	San Diego	CA		Service	Delivery	Undelivered Mail	Mail not delivered due to gate blocking access to mailboxes	Sent to USPS to assist & respond to PRC & customer	9/22/11	
9/21/11	Consumer	Rosebud	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/21/11	Consumer	Rosebud	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	
9/21/11	Consumer	Rosebud	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	
9/21/11	Consumer	Rosebud	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	
9/21/11	Consumer	Rosebud	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/21/11	Consumer	Rosebud	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	
9/21/11	Consumer	Rosebud	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	
9/21/11	Consumer	Rosebud	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	
9/21/11	Consumer	Rosebud	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/21/11	Consumer	May	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	
9/21/11	Consumer	Rosebud	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	
9/21/11	Consumer	Rosebud	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	
9/21/11	Consumer	Whitetop	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/21/11	Consumer	Fair Lawn	NJ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	
9/21/11	Consumer	Myrtlewood	AL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	
9/21/11	Consumer	Conesville	IA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	
9/21/11	Consumer	White Cloud	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/21/11	Consumer	Pontotoc	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	
9/21/11	Consumer	Pontotoc	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	
9/21/11	Consumer	Winston	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	
9/21/11	Consumer	Winston	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/21/11	Consumer	Smyrna	NY		A2011-78	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/27/11	
9/21/11	Consumer	Algoma	MS		A2011-79	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/27/11	
9/21/11	Consumer	Tariffville	CT		A2011-80	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/27/11	
9/21/11	Consumer	Merriman	NE		Service	Delivery	AMP	Comment on moving merriment, NE AMP operations to Cody, NE	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	9/27/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/21/11	Consumer	Merriman	NE		Service	Delivery	AMP	Comment on moving merriment, NE AMP operations to Cody, NE	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	9/27/11	
9/21/11	Federal, State & local govt	Washington	DC		A2011-80	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/26/11	
9/21/11	Federal, State & local govt	Washington	DC		A2011-80	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/26/11	
9/21/11	Consumer	Buckingham	IA		Service	Retail	PO closing	Comment on possible closing of the Buckingham, IA post office	Sent letter requesting clarification of intent	9/23/11	
9/21/11	Consumer	Saint Clair Shores	MI		USPS financial situation	Suggestion		Comment on USPS financial situation	Acknowledged comments	10/4/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/21/11	Federal, State & local govt	Washington	DC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	10/4/11	
9/22/11	Consumer	Bayard	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/23/11	
9/22/11	Consumer	Brooklyn	NY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/23/11	
9/22/11	Consumer	Jonesboro	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/23/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/22/11	Consumer	Alcove	NY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/23/11	
9/22/11	Consumer	Alcove	NY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/23/11	
9/22/11	Consumer	Rosebud	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/23/11	
9/22/11	Consumer	Rosebud	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/23/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/22/11	Consumer	Rosebud	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/23/11	
9/22/11	Consumer	Rosebud	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/23/11	
9/22/11	Consumer	Rosebud	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/23/11	
9/22/11	Consumer	May	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/23/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/22/11	Consumer	Winston	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/23/11	
9/22/11	Consumer	Winston	NM		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/23/11	
9/22/11	Postal Employee	Pocatello	ID		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	
9/22/11	Federal, State & local govt	Belk	AR		A2011-82	Retail	PO closing	Comment on post office closing	Acknowledged comments	9/22/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/22/11	Consumer	San Diego	CA		Service	Delivery	Undelivered Mail	Mail not delivered due to gate blocking access to mailboxes - further questions	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	9/22/11	
9/22/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/26/11	
9/22/11	Consumer	Talpa	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	
9/22/11	Consumer	Talpa	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/22/11	Consumer	Jeffrey	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	
9/22/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	
9/22/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	
9/22/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/22/11	Postal Employee				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	
9/22/11	Consumer	West Elkton	OH		A2011-53	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/26/11	
9/22/11	Consumer	Coyote	NM		A2011-74	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/26/11	
9/22/11	Consumer	Louisville	KY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/22/11	
9/22/11	Consumer				USPS financial situation			Comment on USPS financial situation	No contact information provided to respond	9/22/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/22/11	Consumer	El Paso	TX		Service	Delivery	Other	Copy of email sent to USPS regarding tracking numbers for packages	No action necessary	9/22/11	
9/22/11	Consumer	Mt Hope	WI		Service	Retail	PO closing	Comment on possible closing of the Mt Hope, WI post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	9/23/11	
9/22/11	Consumer	Ashby	NE		Service	Delivery	AMP	Comment on moving Ashby, NE AMP operations to Hyannis, NE	Replied that issue is not within Commission jurisdiction and provided relevant sections of PAEA pertaining to postal infrastructure	9/27/11	
9/22/11	Federal, State & local govt	Washington	DC		A2011-77	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/27/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/22/11	Federal, State & local govt	Washington	DC		A2011-75	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/27/11	
9/22/11	Federal, State & local govt	Washington	DC		A2011-72	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/27/11	
9/22/11	Postal Employee	Bakersfield	CA		Service	Delivery	AMP	Comment on AMP consolidations	Acknowledged comments	9/22/11	
9/22/11	Consumer	Detroit	MI		USPS financial situation			Comment on USPS financial situation	Acknowledged comments	9/22/11	
9/22/11	Consumer	Pittsburgh	PA		Service	Delivery	Delayed Mail	Courtesy copy of letter to USPS regarding late delivery of magazine	No action necessary	9/22/11	
9/23/11	Consumer	Adams	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/26/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/23/11	Consumer	Hooker	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/23/11	
9/23/11	Consumer	Sunriver	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/23/11	
9/23/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/23/11	
9/23/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/23/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/23/11	Consumer	Madison	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/23/11	
9/23/11	Consumer	Madison	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/23/11	
9/23/11	Consumer	Jeffrey	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/23/11	
9/23/11	Consumer	Flom	MN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/23/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/23/11	Consumer	Egypt	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/23/11	
9/23/11	Consumer	Convent Station	NJ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/23/11	
9/23/11	Consumer	Dayton	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/23/11	
9/23/11	Media				N2011-1	Information	PO closing	Questions on p o closing process	Answered by PAGR	9/23/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/23/11	Consumer	San Diego	CA		Service	Delivery	Undelivered Mail	Mail not delivered due to gate blocking access to mailboxes - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	9/23/11	
9/23/11	Consumer	San Diego	CA		Service	Delivery	Undelivered Mail	Mail not delivered due to gate blocking access to mailboxes - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	9/26/11	
9/23/11	Consumer	Washington	DC		Service	Delivery	Mail damage	Package damaged in mail	Sent to USPS to assist & respond to PRC & customer	9/26/11	
9/23/11	Consumer		PA		Service	Delivery	Delayed Mail	Magazines consistently arriving 2-3 weeks late	Sent to USPS to assist & respond to PRC & customer	9/26/11	Returning customer
9/23/11	Consumer	Champaign	IL		N2010-1		3 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	9/26/11	
9/23/11	Consumer				USPS financial situation	Suggestion		Comment on USPS financial situation	Acknowledged comments	9/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/23/11	Consumer	Haverstraw	NY		Service	Delivery	Mail damage	Package damaged in mail	Sent to USPS to assist & respond to PRC & customer	9/26/11	
9/23/11	Consumer				RFI	Information	Other	Question contracts	Referred to OSA	9/23/11	
9/23/11	Consumer	Belk	AL		A2011-82	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/28/11	
9/23/11	Consumer	Chicago	IL		Other			Comment on staff presentation at mail conference	Acknowledged comments	9/23/11	
9/23/11	Consumer	SanAntonio	TX		Service	Delivery	Other	Customer receiving harassing mail	Sent to USPS to assist & respond to PRC & customer	9/30/11	
9/24/11	Postal Employee				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/24/11	Consumer	Kerrick	MN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/26/11	
9/24/11	Consumer	Grant	LA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/26/11	
9/24/11	Consumer	Sunriver	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/26/11	
9/24/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/24/11	Consumer	Whitharral	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/26/11	
9/24/11	Consumer	Whitharral	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/26/11	
9/24/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/26/11	
9/24/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/24/11	Consumer	Fresno	CA		Service	Delivery	Mail theft	Allegations of mail tampering	Sent to USPS to assist & respond to PRC & customer	9/26/11	
9/25/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/26/11	
9/25/11	Consumer	St Paul	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/26/11	
9/25/11	Consumer	Sunriver	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/25/11	Consumer	St Louis	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/26/11	
9/25/11	Consumer				RFI	Information	PO closing	Question on how many final determinations to close have been withdrawn by Postal Service	Answered by PAGR	9/26/11	
9/26/11	Consumer	Cambridge	MA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/26/11	
9/26/11	Consumer	Sunriver	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/26/11	Consumer	Sunriver	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/26/11	
9/26/11	Consumer	Warm Springs	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/26/11	
9/26/11	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	9/26/11	
9/26/11	Consumer	San Juan	PR	International surface mail	Service	Delivery	Missing mail	Package missing in mail sent to Columbia	Sent to USPS to assist & respond to PRC & customer	9/26/11	
9/26/11	Consumer	Long Island City	NY		Service	Delivery	Undelivered Mail	Carrier not delivering mail to second story of building	Sent to USPS to assist & respond to PRC & customer	9/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/26/11	Consumer	Winston	NM		Service	Delivery	Mode of delivery	Question on location of cluster boxes	Referred to USPS CA	9/26/11	
9/26/11	Consumer	Bois Blanc Island	MI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/26/11	Consumer	Bois Blanc Island	MI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/26/11	Consumer	Swanzey	NH		A2011-58	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/28/11	
9/26/11	Consumer	Etna	NY		A2011-61	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/26/11	Consumer	Franklin Springs	NY		Service	Retail	PO closing	Comment on possible closing of the Franklin Springs, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	9/27/11	
9/26/11	Consumer	Franklin Springs	NY		Service	Retail	PO closing	Comment on possible closing of the Franklin Springs, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	9/27/11	
9/26/11	Consumer	Sunriver	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/26/11	
9/26/11	Consumer	Richmond	VA		Service	Retail		Courtesy copy of letter to PMG regarding issues at local post office	No action necessary	9/26/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/26/11	Consumer	Salem	FL		Service	Retail	PO closing	Comment on possible closing of the Salem, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	9/28/11	
9/26/11	Consumer	Elmo	MO		Service	Retail	Lobby hours	Courtesy copy of letter regarding post office lobby hours	No action necessary	9/26/11	
9/26/11	Consumer	Lorraine	NY		A2011-101	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/28/11	
9/26/11	Consumer	Deer Grove	IL		Service	Retail	PO closing	Comment on possible closing of the Deer Grove, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/26/11	Federal, State & local govt	Washington	DC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	10/4/11	
9/27/11	Consumer	Walnut Creek	CA		Rates			Comment on bulk mail rates - further comments	Acknowledged comments and referred to response from previous inquiry	9/27/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Statesville	NC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Federal, State & local govt	Washington	DC		Service	Retail	PO closing	Comment on possible closing of the Mt Hope, WI post office - courtesy copy of letter to District Manager	Copy placed in file	9/27/11	
9/27/11	Postal Organization				Website	Information		Question how to e-file comments	Answered by Dockets	9/27/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/27/11	Consumer	Adams	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Adams	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Adams	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Adams	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/27/11	Consumer	Adams	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Adams	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Adams	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Adams	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/27/11	Consumer	Bisbee	ND		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Cliff Island	ME		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Creston	IA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Decatur	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/27/11	Consumer	Decatur	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Decatur	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Decatur	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Decatur	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/27/11	Consumer	Decatur	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Decatur	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Decatur	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Decatur	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/27/11	Consumer	Douglas	AK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Douglas	AK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Jeffrey	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Jeffrey	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/27/11	Consumer	Lambrook	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Lutts	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Muscotah	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Muscotah	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/27/11	Consumer	Muscotah	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Muscotah	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Ogden	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Ogden	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/27/11	Consumer	Ogden	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Olney	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Olney	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Pontotoc	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/27/11	Consumer	Statesville	NC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	White Cloud	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	White Cloud	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Whitetop	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/27/11	Consumer	Willow City	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Winchester	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Wise River	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Wyola	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/27/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/27/11	
9/27/11	Consumer	Ragland	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/27/11	
9/27/11	Consumer	Salinas	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/27/11	
9/27/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/27/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/27/11	Consumer	Loma	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/27/11	
9/27/11	Federal, State & local govt	Washington	DC		A2011-70	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	St Louis	MO		USPS financial situation	Suggestion		Comment on USPS financial situation	Acknowledged comments	9/28/11	
9/27/11	Consumer				RFI	Information	Other	Request for USPS quarterly statistics	Answered by PAGR and OAC	9/28/11	
9/27/11	Consumer	Flushing	NY		Service	Delivery		Courtesy copy of letter to local USPS CA regarding mail forwarding	No action necessary	9/27/11	
9/27/11	Consumer	West Stockholm	NY		A2011-91	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/27/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/27/11	Consumer	Latham	MO		Service	Retail	PO closing	Questions on post office closing appeals process	Answered by PAGR	9/27/11	
9/27/11	Consumer	Falls Church	VA		Service	Retail	PO closing	Questions on post office closing procedures	Answered by PAGR	9/27/11	
9/27/11	Consumer	Lorraine	NY		A2011-101	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/28/11	
9/27/11	Consumer	Bentonville			A2011-58	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	9/27/11	
9/27/11	Consumer	Bentonville			A2011-58	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	9/27/11	
9/27/11	Federal, State & local govt	Washington	DC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	10/4/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/27/11	Federal, State & local govt	Washington	DC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	10/4/11	
9/27/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Question about possible closing of Barnes City IA post office	Answered by PAGR	10/25/11	
9/28/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/28/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/28/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/28/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/28/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/28/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/28/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/28/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/28/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/28/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/28/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/28/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/28/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/28/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/28/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/28/11	Consumer	Royal	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/28/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/28/11	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/28/11	Consumer	Rock Island	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/28/11	Consumer	Rock Island	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/28/11	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/28/11	Consumer	Rosedale			N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/28/11	Federal, State & local govt	Washington	DC		A2011-70	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/29/11	
9/28/11	Consumer	Tariffville	CT		A2011-80	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/28/11	
9/28/11	Consumer	Jeffrey	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/28/11	
9/28/11	Consumer	Oak Hill	AL		A2011-97	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/28/11	
9/28/11	Consumer	Oak Hill	AL		A2011-97	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/28/11	
9/28/11	Consumer	York	PA		Service	Retail	Other	No COA cards at local post office	Sent to USPS to assist & respond to PRC & customer	9/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/28/11	Consumer	Riverside	CA		Service	Retail	Other	No Registered Mail labels at local post office	Referred to USPS CA	9/28/11	
9/28/11	Consumer	Raleigh	NC		Service	Delivery	Other	Carrier parking vehicle on private property	Sent to USPS to assist & respond to PRC & customer	9/28/11	
9/28/11	Consumer	Petersburg	VA		Service	Delivery	Undelivered Mail	Package not delivered to customer	Sent to USPS to assist & respond to PRC & customer	9/29/11	
9/28/11	Consumer				RFI	Information	Other	Question on regulations for bulletin boards in post office lobbies	Sent to USPS to assist & respond to PRC & customer	9/29/11	
9/28/11	Consumer	Cavour	SD		Other			Comment on using the mail and letter writing	Acknowledged comments	9/29/11	
9/28/11	Consumer				RFI	Information	Other	Contractor wishing to do business with the Postal Service	Provided link on USPS website to submit unsolicited proposals	9/29/11	
9/28/11	Consumer	Pomfret Center	CT		A2011-87	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/29/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/28/11	Consumer	Pomfret Center	CT		A2011-87	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/29/11	
9/28/11	Consumer	Pomfret Center	CT		A2011-87	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/29/11	
9/28/11	Consumer	Pomfret Center	CT		A2011-87	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	9/29/11	
9/28/11	Postal Employee				RFI	Information		Question on service and plant closing	Answered by PAGR	9/28/11	
9/28/11	Consumer	Elmo	MO		N2011-1	RFI		Question on post office closing appeal process	Answered by PAGR	9/28/11	
9/28/11	Consumer	Lorraine	NY		A2011-101	RFI		Question on post office closing appeal process	Answered by PAGR	9/28/11	
9/28/11	Consumer	Millwood	AR		N2011-1	RFI		Question on post office closing appeal process	Answered by PAGR	9/28/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/29/11	Consumer			International surface mail	Service	Delivery	Missing mail	Package missing in mail sent to Nigeria	Sent to USPS to assist & respond to PRC & customer	9/29/11	
9/29/11	Media				RFI	Information	Other	Question on commissioner's terms of office	Answered by PAGR	9/29/11	
9/29/11	Federal, State & local govt	Washington	DC		A2011-80	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	9/29/11	
9/29/11	Consumer	Tariffville	CT		A2011-80	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	9/29/11	
9/29/11	Consumer	Wichita Falls	TX		RFI	Information	Other	Question on process for submitting bids for transportation routes	Referred to USPS OIG	9/29/11	
9/29/11	Consumer	Normanna	TX		Service	Retail	PO closing	Comment on possible closing of the Normanna, TX post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	9/29/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/29/11	Consumer	Deer Grove			N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/29/11	
9/29/11	Consumer	Detroit	MI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/29/11	
9/29/11	Consumer	Dupuyer	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/29/11	
9/30/11	Consumer	Dothan	AL		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	9/30/11	
9/30/11	Postal Organization				RFI	Information		Question on international postal regulations	Referred to OAC	9/30/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/30/11	Media				RFI	Information		Question on pending legislation	Answered by PAGR	9/30/11	
9/30/11	Media				N2011-1	RFI		Question on post office closing appeal process	Answered by PAGR	9/30/11	
9/30/11	Consumer	Flag Pond	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/30/11	
9/30/11	Consumer	Myrtlewood	AL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/30/11	
9/30/11	Consumer	Sunriver	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/30/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/30/11	Consumer	Rock Island	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/30/11	
9/30/11	Consumer	Rock Island	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/30/11	
9/30/11	Consumer	Rock Island	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/30/11	
9/30/11	Consumer	Erwin	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/30/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/30/11	Consumer	Lakeview	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/30/11	
9/30/11	Consumer	Summer Lake	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/30/11	
9/30/11	Consumer	Bend	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/30/11	
9/30/11	Consumer	Summer Lake	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/30/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/30/11	Consumer	Summer Lake	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/30/11	
9/30/11	Consumer	Summer Lake	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/30/11	
9/30/11	Consumer	Summer Lake	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/30/11	
9/30/11	Consumer	Summer Lake	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/30/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/30/11	Consumer	Silverlake	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/30/11	
9/30/11	Consumer	Summer Lake	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/30/11	
9/30/11	Consumer	Summer Lake	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/30/11	
9/30/11	Consumer	Summer Lake	OR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/30/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/30/11	Consumer	Boons Camp	KY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/30/11	
9/30/11	Consumer	Nixa	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/30/11	
9/30/11	Consumer	Cambridge	MA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/30/11	
9/30/11	Consumer	Madison	AR		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/30/11	

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/30/11	Consumer	Talpa	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/30/11	
9/30/11	Consumer	Talpa	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	9/30/11	
9/30/11	Consumer	Westphalia	KS		Service	Retail	PO closing	Comment on possible closing of the Westphalia, KS post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/4/11	
9/30/11	Consumer	Verner	WV		Service	Retail	PO closing	Comment on possible closing of the Verner, WV post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/4/11	

*Counts from highlighted lines added to totals on Summary Sheet

PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

9/30/11	Consumer	Royal	IL		Service	Retail	PO closing	Comment on possible closing of the Royal, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	10/4/11	
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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

From	10,418	Category	10,418	Sub Issue	9558
Consumer	4663	R2010-4	57	3 Days	18
Federal, State & local govt	223	N2010-1	5482	6 Days	5192
Mailer	53	Rates	47	5 Days	223
Media	132	Service	1771	Other	218
Postal employee	427	USPS financial situation	220	Claim	27
Postal organization	69	Other	92	Lobby hours	42
Business Owners	4851	Personnel	73	Undelivered Mail	107
		RFI	233	PO closing	3039
Issue	9411	PI2010-1	14	7 Days	1
		A2010-4	8	6 Days	146
Rates	42	Website	15	Coll box	55
Information	332	A2011-1	9	Missing mail	159
RFI	39	Philatelic	21	Delayed Mail	89
Fraud	34	CP2011-26	5	Rudeness	21
Delivery	5631	R2011-1	3	RTS	47
Retail	3134	MT2011-1	3	Prison Mail	34
Employee behavior	32	A2011-2	1	Misdelivery	51
Suggestion	148	A2011-4	14	PO Box	16
Other	9	A2011-6	1	Mail damage	37
Facility	10	MC2011-13	1	Unsolicited mail	8
		CP2011-49	1	Change of address	20
Service	154	PAEA	27	Mode of delivery	31
		MT2011-2	1	Hold mail	14
Priority Mail	36	C2011-1	1	Mail theft	12
Certified Mail	35	R2011-2	7	Stamps	6
International surface mail	47	ACR2010	5	AMP	80
Claims	2	MT2011-3	1	ID requirements	4
Express Mail	11	A2011-7	3	2 Days	1
Delivery confirmation	12	C2009-1	1	Accessibility	2

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

Periodicals	2	MC2010-36	1	Wait time in line	3
Media Mail	8	A2011-8	1	Lobby hours	1
Parcel Post	1	A2011-12	6		
		A2011-13	3		
		R2011-5	3		
		MT2011-4	2		
		A2009-1	1		
		A2011-15	18		
		C2011-2	2		
		A2011-16	2		
		A2011-18	3		
		C2011-5	1		
		C2011-4	1		
		A2011-24	3		
		A2011-27	2		
		Category			
		A2011-29	2		
		A2011-22	1		
		N2011-1	2132		
		A2011-35	5		
		A2011-30	3		
		A2011-38	2		
		A2011-34	3		
		A2011-45	1		
		A2011-49	12		
		MT2009-1	1		
		A2011-51	7		
		A2011-53	9		
		A2011-58	4		
		A2011-37	1		
		A2011-31	12		
		A2011-60	2		
		A2011-19	1		
		A2011-71	1		
		A2011-80	11		
		A2011-62	1		
		A2011-66	2		
		A2011-59	2		
		A2011-76	1		

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PAGR Public Inquiry Log FY 2011*
(Includes Rate and Service Inquiries)

A2011-79	3
A2011-84	1
A2011-82	3
A2011-61	2
A2011-75	2
A2011-70	4
A2011-78	1
A2011-74	1
A2011-77	1
A2011-72	1
A2011-101	3
A2011-91	1
A2011-97	2
A2011-87	4

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