

**TOTAL Count of Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1**

intakecount
493

***Totals shown in other tables may be lower due to missing, unavailable, or unknown information OR  
some data tables only show counts >5 (and are noted in table footnotes) to reduce report size.***

***PAGR Database Intake Date must have a date value for total count to be correct.***

**Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1  
by Category**

Category	COUNT
Service	270
C2013-1	67
N2012-2	41
Other	32
RFI	30
USPS financial situation	17
R2013-1	15
Personnel	6
R2012-8	6
Philatelic	4
Website	3
A2013-1	1
MC2012-26	1
	<b>493</b>

*Ordered by highest count.*

*Blanks show count missing variable info.*

**Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1  
by Issue**

<b>Issue</b>	<b>COUNT</b>
Delivery	213
Retail	148
	40
Rates	38
Information	22
Employee behavior	13
Suggestion	12
Other	6
	<b>492</b>

*Ordered by highest count.*

*Blanks show count missing variable info.*

*\*Only counts greater than 5 are included in table.*

**Total - Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1  
by State**

State	COUNT
	76
WV	70
CA	49
NY	38
DC	21
FL	21
IL	19
NJ	17
PA	14
VA	12
TX	11
GA	10
WA	10
CO	8
MN	8
MO	8
NC	8
IN	7
MD	7
TN	7
AZ	6
MI	6
WI	6
MA	5
OH	5
AR	4
OK	4
OR	4
CT	3
IA	3
LA	3
UT	3
ID	2

*Ordered by highest count.*

*Blanks show count missing variable info.*

**Total - Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1  
by State**

State	COUNT
NE	2
VT	2
AK	1
AL	1
BC	1
KS	1
KY	1
ME	1
MT	1
ND	1
NH	1
NM	1
NV	1
PR	1
RI	1
SC	1
	493

*Ordered by highest count.*

*Blanks show count missing variable info.*

**Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1  
by Category and Issue**

Category	Issue	count
Service	Delivery	212
C2013-1	Retail	67
N2012-2	Retail	41
Service	Retail	37
Other		32
RFI	Information	21
R2013-1	Rates	15
Service	Employee behavior	13
USPS financial situation	Suggestion	11
RFI	Rates	9
Service	Rates	7
USPS financial situation		6
Personnel	Other	6
R2012-8	Rates	6
		<b>483</b>

*Ordered by highest count .*

*Blanks show count missing variable info.*

*\*Only counts greater than 5 are included in table.*

**Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1  
by Contact From Group**

<b>From</b>	<b>count</b>
Consumer	433
Federal, State & local govt	20
Postal Employee	19
Business Owner	10
Mailer	8
Media	2
Postal Organization	1
	<b>493</b>

*Ordered by highest count.*

*Blanks show count missing variable info.*

**Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1  
Contact From by Category**

<b>From</b>	<b>Category</b>	<b>count</b>
Consumer	Service	252
Consumer	C2013-1	63
Consumer	N2012-2	31
Consumer	Other	31
Consumer	RFI	27
Consumer	USPS financial situation	15
Consumer	R2013-1	7
Postal Employee	Personnel	6
Business Owner	Service	6
Federal, State & local govt	Service	5
Federal, State & local govt	R2012-8	5
Postal Employee	N2012-2	5
Mailer	Service	5
Federal, State & local govt	C2013-1	4
Federal, State & local govt	N2012-2	4
Consumer	Philatelic	3
Consumer	Website	3
Business Owner	R2013-1	3
Postal Employee	USPS financial situation	2
Postal Employee	R2013-1	2
Mailer	RFI	2
Consumer	MC2012-26	1
Federal, State & local govt	R2013-1	1
Federal, State & local govt	A2013-1	1
Postal Employee	Service	1
Postal Employee	Other	1
Postal Employee	RFI	1
Postal Employee	Philatelic	1
Business Owner	N2012-2	1
Mailer	R2013-1	1
Media	R2013-1	1
Media	R2012-8	1

*Ordered by highest count.*

*Blanks show count missing variable info.*

**Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1  
Contact From by Category**

From	Category	count
Postal Organization	Service	1
		493

*Ordered by highest count.*

*Blanks show count missing variable info.*

**Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1  
by description**

Description	COUNT
Comment on Great Cacapon, WV reduction of lobby hours and complaint filed	65
Package missing in mail	50
Comment post-Advisory Opinion on reduction of lobby hours at post offices	27
Erroneously received e-mail intended for another website	27
Comment on USPS financial situation	16
Mail being delivered to nearby addresses also receiving other customer's mail	15
Mail not being delivered to residence	13
Mail not being forwarded	12
Clerk rude to customer	8
Request for schedule of proposed rates	7
Packages missing in mail	6
	<b>246</b>

*Ordered by highest frequency*

*\*Only counts greater than 5 are included in table.*

**Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1  
From Consumers**

**From=Consumer**

Description	PRC_Action_Taken	COUNT
Comment on Great Cacapon, WV reduction of lobby hours and complaint filed	Acknowledged comments and placed copy in commenter file	62
Package missing in mail	Sent to USPS to assist & respond to PRC & customer	39
Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	27
Mail being delivered to nearby addresses also receiving other customer's mail	Sent to USPS to assist & respond to PRC & customer	13
Mail not being delivered to residence	Sent to USPS to assist & respond to PRC & customer	13
Comment post-Advisory Opinion on reduction of lobby hours at post offices	Acknowledged comments	12
Comment on USPS financial situation	Acknowledged comments	12
Mail not being forwarded	Sent to USPS to assist & respond to PRC & customer	11
Comment post-Advisory Opinion on reduction of lobby hours at post offices	Acknowledged comments and placed copy in commenter file	9
Package missing in mail	Requested further information	7
Clerk rude to customer	Sent to USPS to assist & respond to PRC & customer	6
<b>From</b>		<b>211</b>
		<b>211</b>

*Ordered by highest count for this from contact group, description and prc\_action\_taken.*

*Blanks show count missing variable info.*

*\*Only counts greater than 5 are included in state table.*

**Other State Totals - Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1  
Category by State**

**State=AK**

Category	COUNT
Service	1

**State=AL**

Category	COUNT
Service	1

**State=AR**

Category	COUNT
N2012-2	2
Philatelic	2

**State=AZ**

Category	COUNT
Service	6

**State=BC**

Category	COUNT
Service	1

**State=CA**

Category	COUNT
Service	43
R2013-1	2
RFI	2
Other	1
Personnel	1

**State=CO**

Category	COUNT
N2012-2	4
Service	4

Other State Totals - Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1  
Category by State

State=CT

Category	COUNT
Service	3

State=DC

Category	COUNT
Service	11
R2012-8	5
RFI	2
A2013-1	1
N2012-2	1
R2013-1	1

State=FL

Category	COUNT
Service	20
USPS financial situation	1

State=GA

Category	COUNT
Service	7
N2012-2	2
Personnel	1

State=IA

Category	COUNT
N2012-2	2
Service	1

State=ID

Category	COUNT
N2012-2	1
Service	1

*Ordered by highest frequency.*

Other State Totals - Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1  
Category by State

State=IL

Category	COUNT
Service	15
RFI	2
Personnel	1
Philatelic	1

State=IN

Category	COUNT
Service	4
N2012-2	1
Personnel	1
RFI	1

State=KS

Category	COUNT
N2012-2	1

State=KY

Category	COUNT
Service	1

State=LA

Category	COUNT
Service	3

State=MA

Category	COUNT
Service	4
R2013-1	1

State=MD

Category	COUNT
Service	5
R2013-1	1
RFI	1

*Ordered by highest frequency.*

Other State Totals - Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1  
Category by State

State=ME

Category	COUNT
Service	1

State=MI

Category	COUNT
Service	4
N2012-2	1
Website	1

State=MN

Category	COUNT
N2012-2	4
Service	4

State=MO

Category	COUNT
Service	6
N2012-2	1
Personnel	1

State=MT

Category	COUNT
Service	1

State=NC

Category	COUNT
Service	4
N2012-2	2
RFI	2

State=ND

Category	COUNT
Service	1

*Ordered by highest frequency.*

**Other State Totals - Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1  
Category by State**

**State=NE**

Category	COUNT
RFI	1
Service	1

**State=NH**

Category	COUNT
Service	1

**State=NJ**

Category	COUNT
Service	14
RFI	2
USPS financial situation	1

**State=NM**

Category	COUNT
N2012-2	1

**State=NV**

Category	COUNT
Service	1

**State=NY**

Category	COUNT
Service	33
RFI	4
N2012-2	1

**State=OH**

Category	COUNT
Service	5

*Ordered by highest frequency.*

Other State Totals - Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1  
Category by State

State=OK

Category	COUNT
Service	3
N2012-2	1

State=OR

Category	COUNT
N2012-2	1
Other	1
RFI	1
Service	1

State=PA

Category	COUNT
Service	10
RFI	2
N2012-2	1
USPS financial situation	1

State=PR

Category	COUNT
Personnel	1

State=RI

Category	COUNT
Service	1

State=SC

Category	COUNT
Service	1

State=TN

Category	COUNT
N2012-2	4
Service	2
RFI	1

*Ordered by highest frequency.*

**Other State Totals - Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1  
Category by State**

**State=TX**

Category	COUNT
Service	8
N2012-2	2
Other	1

**State=UT**

Category	COUNT
RFI	1
Service	1
USPS financial situation	1

**State=VA**

Category	COUNT
Service	6
N2012-2	5
RFI	1

**State=VT**

Category	COUNT
Service	2

**State=WA**

Category	COUNT
Service	4
USPS financial situation	4
N2012-2	1
R2013-1	1

**State=WI**

Category	COUNT
Service	5
R2012-8	1

*Ordered by highest frequency.*

**Other State Totals - Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1  
Category by State**

State=WV

Category	COUNT
C2013-1	67
N2012-2	2
Service	1

*Ordered by highest frequency.*

**Other State Totals - Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1**

**Category by Description by State**

**State=AK**

Category	Description	COUNT
Service	P O Box fee increased	1

**State=AL**

Category	Description	COUNT
Service	Customer charged postage due on forwarded letter	1

**State=AR**

Category	Description	COUNT
N2012-2	Comment post-Advisory Opinion on reduction of lobby hours at post offices	2
Philatelic	Issues with availability of stamps	1
Philatelic	Issues with availability of stamps and outdated stamp stock	1

**State=AZ**

Category	Description	COUNT
Service	Package missing in mail	2
Service	Mail being delivered to nearby addresses	1
Service	Mail not being delivered to residence	1
Service	Package delayed in mail	1
Service	Question on Contract Post Office	1

**State=BC**

Category	Description	COUNT
Service	Letter missing in mail	1

**State=CA**

Category	Description	COUNT
Service	Package missing in mail	8
Service	Comment on possible closing of Darwin, CA post office due to lease expiration - further comments	2
Service	Mail being delivered to nearby addresses also receiving other customer's mail	2
Service	Mail not being delivered to residence	2
Service	Package missing in mail sent from Canada	2
Service	Packages missing in mail	2
R2013-1	Request for schedule of proposed rates	2
Service	Allegations of mail fraud	1

*Ordered by highest frequency.*

**Other State Totals - Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1**

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**Category by Description by State**

State=CA

Category	Description	COUNT
Service	Application for P O Box not processed	1
Service	Cancellation formats inconsistent	1
Service	Carrier rude to customer	1
Service	Clerk rude to customer	1
Service	Comment on customer service at local post office	1
Service	Comment on lobby hours at Santa Cruz, CA post office	1
Service	Comment on possible closing of Darwin, CA post office due to lease expiration	1
Service	Concerns regarding placement of mailbox	1
Service	Contents of package missing when delivered	1
Service	Copy of letter regarding possible sale of La Jolla, CA post office	1
Service	Customer not able to access cluster box unit	1
Service	Customer requesting hardship delivery	1
Service	Customer unable to access parcel delivery unit	1
Service	Long wait in line at local post office	1
Service	Mail being delivered to nearby addresses also receiving other customer's mail and other service issues - further comments	1
Service	Mail no t being removed from collection box frequently enough	1
Service	Mail not being forwarded	1
Service	P O Box fee increased	1
Service	Package missing in mail sent to Russia	1
Service	Packages not being picked up	1
Service	Request review of insurance claim for missing package	1
Service	Service inquiry on collection schedule at Hilton Head, SC post office	1
Service	Service inquiry on collection schedule at Isle of Palms, SC post office	1
Service	Unspecified problem with carrier	1
RFI	Contractor wishing to do business with the Postal Service	1
RFI	Questions on postal regulations	1
Other	Delivery of FedEx package	1
Personnel	Whistleblower complaint	1

*Ordered by highest frequency.*

**Other State Totals - Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1**

**Category by Description by State**

**State=CO**

Category	Description	COUNT
N2012-2	Comment post-Advisory Opinion on reduction of lobby hours at post offices	3
N2012-2	Comment on scheduling of community meeting on Lake George, CO post office	1
Service	Customer requesting hardship delivery	1
Service	Mail being delivered to nearby addresses	1
Service	Mail being delivered to nearby addresses also receiving other customer's mail	1
Service	Post office opening late	1

**State=CT**

Category	Description	COUNT
Service	Mail not being delivered to residence	2
Service	Mail not being delivered to residence - further comments	1

**State=DC**

Category	Description	COUNT
R2012-8	Comment on Valassis Direct Mail, Inc. NSA	5
Service	Mail not being delivered to residence	2
Service	Package missing in mail	2
Service	Customer unable to contact local post office	1
Service	Long wait in line at local post office	1
Service	Mail being delivered late in the day	1
Service	Mail not held during absence of customer	1
Service	Mail tampering	1
Service	Passport missing in mail	1
Service	Request for carrier delivery	1
RFI	Question on historic rates for Special Services	1
RFI	Question on procedures for changing 13 ounce rule - further comments	1
A2013-1	Letter regarding Santa Monica, CA post office appeal	1
N2012-2	Question on appealing reduction of lobby hours at Masonville, IA post office	1
R2013-1	Question on schedule of proposed rates	1

*Ordered by highest frequency.*

Other State Totals - Postal Regulatory Commission Public Inquiries  
 FY2013 QTR 1

Category by Description by State

State=FL

Category	Description	COUNT
Service	Package missing in mail	5
Service	Mail not being forwarded	3
Service	Attempt to redeliver packages not being made by carrier	2
Service	Mail being delivered to nearby addresses also receiving other customer's mail	2
Service	Bulk mailing delayed in mail	1
Service	Letter missing in mail	1
Service	Letters opened in mail	1
Service	Mail being delivered late in the day	1
Service	Mail not being delivered to residence	1
Service	Package missing in mail sent to UK	1
Service	Packages not being properly handled at local post office	1
Service	Request for refund of postage for Express Mail not delivered	1
USPS financial situation	Comment on USPS financial situation	1

State=GA

Category	Description	COUNT
N2012-2	Comment post-Advisory Opinion on reduction of lobby hours at post offices	2
Service	Contents of package missing when delivered	1
Service	Mail being returned to sender	1
Service	Mail not being delivered to residence	1
Service	Mail not being forwarded	1
Service	Package missing in mail	1
Service	Packages not being scanned	1
Service	Request review of insurance claim for missing package	1
Personnel	Rural carrier's route changed	1

State=IA

Category	Description	COUNT
N2012-2	Comment post-Advisory Opinion on reduction of lobby hours at post offices	2
Service	Comments regarding action plan for Evansdale, IA post office	1

Ordered by highest frequency.

**Other State Totals - Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1**

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**Category by Description by State**

**State=ID**

Category	Description	COUNT
N2012-2	Comment post-Advisory Opinion on reduction of lobby hours at post offices	1
Service	Mail not being forwarded	1

**State=IL**

Category	Description	COUNT
Service	Clerk rude to customer	1
Service	Comment on local post office operations	1
Service	Condition of Elsdon Station, Chicago, IL	1
Service	Copy of letter concerning 24 hour access to P O Boxes at Welton, IA post office	1
Service	Facility charging surcharge on stamp sales	1
Service	Letters delayed in mail	1
Service	Mail being returned to sender	1
Service	Mail not being forwarded	1
Service	Obsolete and incorrect signs in lobby of post office	1
Service	Outdated posters at Milton, WV post office	1
Service	Questions on delivery regulations	1
Service	Service inquiry on collection schedule at Abita Springs, LA post office - Copy of letter to District Manager	1
Service	Service inquiry on collection schedule at Bridge City, LA post office - Copy of letter to District Manager	1
Service	Service inquiry on collection schedule at Haymarket Station, Chicago, IL - status update	1
Service	Service inquiry on collection schedules at Hurricane and Ravenswood, WV post offices	1
RFI	Question on Global Reseller Expedited Package Services agreements	1
RFI	Question on work hour distribution allocation	1
Personnel	Comment on working conditions	1
Philatelic	PMCC not included in US Guide of Postal Stamps	1

**State=IN**

Category	Description	COUNT
Service	Issues with obtaining Post Office Box	2
Service	Package missing in mail	2
N2012-2	Question on number of post offices affected by POSTPlan in southern Indiana	1
Personnel	Employee with personnel issue	1
RFI	Question on rates and regulations for single-piece letters and cards	1

*Ordered by highest frequency.*

**Other State Totals - Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1**

**Category by Description by State**

**State=KS**

Category	Description	COUNT
N2012-2	Comment on scheduling of community meeting on Toronto, KS post office	1

**State=KY**

Category	Description	COUNT
Service	P O Box service changing	1

**State=LA**

Category	Description	COUNT
Service	Mail delivered to community CBU instead of residence	1
Service	Mail not being placed properly in mailbox	1
Service	Mail tampering	1

**State=MA**

Category	Description	COUNT
Service	Mail being delivered to nearby addresses also receiving other customer's mail	1
Service	Package missing in mail	1
Service	Package missing in mail sent from Russia	1
Service	Package missing in mail sent from Russia - further comments	1
R2013-1	Request for schedule of proposed rates	1

**State=MD**

Category	Description	COUNT
Service	Package missing in mail	3
Service	Mail being delivered late in the day	1
Service	Mail not being forwarded	1
R2013-1	Question on schedule of proposed rates for Standard Mail	1
RFI	Question on mailbox rule	1

**State=ME**

Category	Description	COUNT
Service	Customer unable to obtain mail from P O Box	1

*Ordered by highest frequency.*

**Other State Totals - Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1**

**Category by Description by State**

**State=MI**

Category	Description	COUNT
Service	Comment on possible reclassification of Big Bay, MI post office	1
Service	Customer charged postage due on forwarded parcel	1
Service	Mail being delivered to nearby addresses also receiving other customer's mail	1
Service	Package not delivered in timeframe quoted	1
N2012-2	Comment post-Advisory Opinion on reduction of lobby hours at post offices	1
Website	Comment on availability of new rate information on USPS website	1

**State=MN**

Category	Description	COUNT
N2012-2	Comment post-Advisory Opinion on reduction of lobby hours at post offices	4
Service	Clerk rude to customer	1
Service	Long wait in line at local post office	1
Service	Mail not being forwarded	1
Service	Question on obtaining an extension of rural mail service	1

**State=MO**

Category	Description	COUNT
Service	Letter missing in mail	2
Service	Attempt to redeliver package not being made by carrier	1
Service	Customer waiting for return receipt for letter	1
Service	Long wait in line at local post office	1
Service	Package missing in mail	1
N2012-2	Comment post-Advisory Opinion on reduction of lobby hours at post offices	1
Personnel	Complaint regarding magazine content	1

**State=MT**

Category	Description	COUNT
Service	Mail not being delivered to residence	1

*Ordered by highest frequency.*

**Other State Totals - Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1**

**Category by Description by State**

**State=NC**

Category	Description	COUNT
N2012-2	Comment post-Advisory Opinion on reduction of lobby hours at post offices	2
Service	Clerk rude to customer	1
Service	Mail being delivered to nearby addresses also receiving other customer's mail	1
Service	Mail not being delivered to residence and other service issues	1
Service	Package missing in mail	1
RFI	Question on bid contracts	1
RFI	Request for new rate schedule	1

**State=ND**

Category	Description	COUNT
Service	Comment on possible closing of McHenry, ND post office due to lease expiration	1

**State=NE**

Category	Description	COUNT
RFI	Contractor wishing to do business with the Postal Service	1
Service	Comment on rate for First-Class Mail	1

**State=NH**

Category	Description	COUNT
Service	Mail being delivered to nearby addresses also receiving other customer's mail	1

**State=NJ**

Category	Description	COUNT
Service	Package missing in mail	5
RFI	Contractor wishing to do business with the Postal Service	2
Service	Carrier rude to customer	1
Service	Clerk rude to customer	1
Service	Customer charged different rates	1
Service	Landlord using tenants mailbox to receive their mail	1
Service	Letter missing in mail	1
Service	Letter returned to sender	1
Service	Mail being returned to sender	1
Service	Mail not being delivered to residence	1

*Ordered by highest frequency.*

**Other State Totals - Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1**

**Category by Description by State**

**State=NJ**

Category	Description	COUNT
Service	Package not delivered in timeframe quoted	1
USPS financial situation	Comment on USPS financial situation	1

**State=NM**

Category	Description	COUNT
N2012-2	Comment post-Advisory Opinion on reduction of lobby hours at post offices	1

**State=NV**

Category	Description	COUNT
Service	Package missing in mail - further comments	1

**State=NY**

Category	Description	COUNT
Service	Package missing in mail	5
Service	Mail being delivered to nearby addresses also receiving other customer's mail	3
Service	Attempt to redeliver package not being made by carrier	2
Service	Clerk rude to customer	2
Service	Packages missing in mail	2
Service	Allegations of mail theft	1
Service	Attempt to redeliver item not being made by carrier	1
Service	Attempt to redeliver item not being made by carrier - further information	1
Service	Attempt to redeliver packages not being made by carrier	1
Service	Bulk mailing delayed in mail	1
Service	Comment on possible closing of Allerton, NY post office	1
Service	Flag not displayed properly at post office	1
Service	Form 3811 returned unsigned	1
Service	Issues with condition of local post office	1
Service	Issues with prison mail administration	1
Service	Letters missing in mail	1
Service	Mail being delivered late in the day and other service issues	1
Service	Mail being returned to sender	1
Service	Mail not being delivered due to dangerous dog issue	1
Service	Mail not being delivered to residence	1
Service	Mail not delivered due to blocked mailbox	1

*Ordered by highest frequency.*

**Other State Totals - Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1**

**Category by Description by State**

**State=NY**

Category	Description	COUNT
Service	Package not delivered in timeframe quoted	1
Service	Question on reduced rates to mail relief supplies	1
Service	Tort claim for property damage	1
RFI	Question on Certified and Return Receipt rates	1
RFI	Request for Zip Code map for 10456	1
RFI	Request for new rate schedule	1
RFI	Request for postal regulations and forms	1
N2012-2	Comment post-Advisory Opinion on reduction of lobby hours at post offices	1

**State=OH**

Category	Description	COUNT
Service	Constituent referral - Customer required by local post office to have mail delivered to P O Box instead of residence	1
Service	Constituent referral - Customer's newspaper delayed in mail	1
Service	Customer unable to obtain mail from P O Box	1
Service	Mail not being forwarded	1
Service	Package not delivered in timeframe quoted	1

**State=OK**

Category	Description	COUNT
Service	Contents of package missing when delivered	1
Service	Mail not being forwarded	1
Service	Outgoing mail not being picked up	1
N2012-2	Comment post-Advisory Opinion on reduction of lobby hours at post offices	1

**State=OR**

Category	Description	COUNT
N2012-2	Comment post-Advisory Opinion on reduction of lobby hours at post offices	1
Other	Miscellaneous comments	1
RFI	Request for contact information for Western Area Facilities	1
Service	Packages missing in mail	1

*Ordered by highest frequency.*

**Other State Totals - Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1  
Category by Description by State**

**State=PA**

Category	Description	COUNT
RFI	Request for new rate schedule	2
Service	Attempt to redeliver package not being made by carrier	1
Service	Clerk rude to customer	1
Service	Letter returned to sender	1
Service	Letter returned to sender - further comments	1
Service	Mail being delivered to nearby addresses	1
Service	Mail not being forwarded	1
Service	P O Box closed due to late payment of fee	1
Service	Package missing in mail	1
Service	Packages delayed in mail	1
Service	Packages missing in mail	1
N2012-2	Comment post-Advisory Opinion on reduction of lobby hours at post offices	1
USPS financial situation	Comment on USPS financial situation	1

**State=PR**

Category	Description	COUNT
Personnel	Employee with personnel issue	1

**State=RI**

Category	Description	COUNT
Service	Package missing in mail	1

**State=SC**

Category	Description	COUNT
Service	Mail being delivered to nearby addresses also receiving other customer's mail	1

**State=TN**

Category	Description	COUNT
N2012-2	Comment post-Advisory Opinion on reduction of lobby hours at Taft post office	3
N2012-2	Question on appealing reduction of lobby hours at Jacks Creek, TN post office	1
Service	Mail not being delivered to residence	1
Service	Manager rude to customer	1
RFI	Request for new rate schedule	1

*Ordered by highest frequency.*

**Other State Totals - Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1**

**Category by Description by State**

**State=TX**

Category	Description	COUNT
Service	Package missing in mail	3
Service	Carrier leaving mailbox door open	1
Service	Concerns with carrier's driving	1
Service	Issues with prison mail administration	1
Service	Letter returned to sender	1
Service	Outgoing mail not being picked up	1
N2012-2	Comment on scheduling of community meeting on Jonesville, TX post office - further comments	1
N2012-2	Comment post-Advisory Opinion on reduction of lobby hours at post offices	1
Other	Erroneously received e-mail intended for another website	1

**State=UT**

Category	Description	COUNT
RFI	Question on return addressing regulations	1
Service	Mail delivered to community CBU instead of residence	1
USPS financial situation	Comment on USPS financial situation	1

**State=VA**

Category	Description	COUNT
N2012-2	Comment on scheduling of community meeting on Bluemont, VA post office	4
Service	Package missing in mail	2
Service	Comment on defective Priority Mail boxes	1
Service	Mail being delivered to nearby addresses also receiving other customer's mail	1
Service	Packages missing in mail sent to the Philippines	1
Service	Referral of constituent regarding application of bulk mail rates to mail pieces	1
N2012-2	Comment post-Advisory Opinion on reduction of lobby hours at post offices	1
RFI	Request for contact information of Regional USPS CA that had been previously contacted	1

**State=VT**

Category	Description	COUNT
Service	Comment on possible closing of Climax, GA post office due to lease expiration	1
Service	Package missing in mail	1

*Ordered by highest frequency.*

**Other State Totals - Postal Regulatory Commission Public Inquiries  
FY2013 QTR 1**

**Category by Description by State**

**State=WA**

Category	Description	COUNT
USPS financial situation	Comment on USPS financial situation	3
Service	Customer unable to access parcel delivery unit	1
Service	General comments on mail theft	1
Service	Outgoing mail not being picked up	1
Service	Request for extended service denied	1
USPS financial situation	Comment on USPS financial situation - further comments	1
N2012-2	Comment on scheduling of community meeting on Malden, WA post office - further information	1
R2013-1	Question on schedule of proposed rates	1

**State=WI**

Category	Description	COUNT
Service	Requested forms not available at local post office - further comments	3
Service	Facility charging surcharge on stamp sales	1
Service	Requested forms not available at local post office	1
R2012-8	Question on Valassis Direct Mail, Inc. NSA	1

**State=WV**

Category	Description	COUNT
C2013-1	Comment on Great Cacapon, WV reduction of lobby hours and complaint filed	65
N2012-2	Comment post-Advisory Opinion on reduction of lobby hours at post offices	2
C2013-1	Question on intervening in Docket	1
C2013-1	Question on status of Docket	1
Service	Mail being delivered to nearby addresses also receiving other customer's mail	1

*Ordered by highest frequency.*