

**Postal Regulatory Commission Public Inquiry Log FY2011 Quarter 1**  
(Includes Rate and Service Issues)

<b>Intake Date</b>	<b>From</b>	<b>City</b>	<b>State</b>	<b>Product</b>	<b>Category</b>	<b>Issue</b>	<b>Sub Issue</b>	<b>Description</b>	<b>PRC Action Taken</b>	<b>Action Date</b>	<b>Returning Customer</b>
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	

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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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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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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 - forwarded to	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			Insurance	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	
10/1/10	Consumer				Rates	RFI		Question on timeline for filing of another rate request	Answered by PAGR	10/1/10	

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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	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 &	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	10/1/10	
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	

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10/1/10	Postal Employee				Personnel			Comment by former employee on handling of workmens 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.	10/1/10	
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.	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.	10/1/10	

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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.	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	
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.	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	

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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	
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	10/4/10	

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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	
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.	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.	10/4/10	
10/3/10	Consumer				R2010-4	Rates		Comment on Commission decision in exigent rate case	Acknowledged comments	10/4/10	

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10/3/10	Consumer	Perry	KS		R2010-4	Rates		Comment on Commission decision in exigent rate case	Acknowledged comments	10/4/10	
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	

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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	
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	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	
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	

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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				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	
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

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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.	10/4/10	
10/4/10	Postal Employee				USPS financial situation			Questions on overfunding of CSRS and recently issued reports by OPM and the Commission	Answered by PAGR Media Specialist	10/5/10	
10/4/10	Consumer				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	10/6/10	

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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	
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 &	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	

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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	
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	

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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	
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	

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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	
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	

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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	
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	

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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
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	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 &	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	
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	

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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	
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	

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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	
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	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	10/6/10	

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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 &	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 &	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 &	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 &	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	Denton			Other			Customer left message	No action necessary	10/6/10	
10/6/10	Consumer			Insurance	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.	10/6/10	

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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	
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	

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10/7/10	Media				Rates	RFI		Question on timeline for filing of another rate request	Answered by PAGR	10/7/10	
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 &	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	

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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	
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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10/7/10	Mailer			Insurance	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.	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.	10/7/10	
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	

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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.	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	
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	

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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 &	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	
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	

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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	
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.	10/12/10	
10/8/10	Postal Employee				R2010-4			Comment on Commission decision in exigent rate case	Acknowledged comments	10/13/10	

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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	
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	

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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	International Priority Mail	Service	Delivery	Missing mail	Package sent overseas missing and not traceable	Sent to USPS to assist & respond to PRC &	10/14/10	
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.	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	

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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	
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	

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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	
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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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	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.	10/15/10	
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.	10/15/10	

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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	
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	

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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	
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	

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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	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	
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.	10/12/10	

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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	
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

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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.	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.	10/15/10	
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.	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	

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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	
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	

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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	
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	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	

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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	
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	

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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		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	

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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	
10/14/10	Consumer				Service	Delivery	Misdelivery	Mail being delivered to nearby address	Asked for contact information to refer to USPS	10/14/10	
10/14/10	Consumer	Williamsville	NY		Other			CPA firm soliciting business	Referred to Administrative Office	10/14/10	
10/14/10	Consumer	Tucson	AZ		Service	Delivery	Undelivered Mail	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC &	10/14/10	
10/14/10	Consumer	Ventura	CA		Service	Delivery	Other	CBU being vandalized	Sent to USPS to assist & respond to PRC &	10/14/10	
10/14/10	Consumer	El Dorado Hills	CA		Service	Delivery	Undelivered Mail	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC &	10/14/10	
10/14/10	Postal Employee	Portland	OR		N2010-1			Question on comment period in docket	Answered by PAGR	10/14/10	

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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.	10/15/10	
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.	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.	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.	10/15/10	

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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	
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 &	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	

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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	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			Insurance	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	

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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.	10/18/10	
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	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.	10/18/10	

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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	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	
10/18/10	Consumer	DeWitt	AR		Service	Retail	Retail hours	Retail closing in the middle of the day inconvenient for customers	Sent to USPS to assist & respond to PRC & customer	10/19/10	

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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	
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	

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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	
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	

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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	
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	

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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	
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.	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	10/20/10	

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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	
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	

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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	
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	

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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.	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.	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	Washingt	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	

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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	
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

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10/21/10	Consumer	Washing ton	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	
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	

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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	10/22/10	
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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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	10/22/10	
10/22/10	Consumer				R2010-4			Comment on Commission's exigent decision and appeal	Answered by PAGR	10/22/10	

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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	10/22/10	
10/22/10	Consumer	Washington	DC		Service	Delivery	Other	Mail being delivered late in the day	Sent to USPS to assist & respond to PRC &	10/22/10	
10/22/10	Consumer			Insurance	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	
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 &	10/25/10	

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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	
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	

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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	
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	

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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 &	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 &	10/26/10	
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	

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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	
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	

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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	
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	Washin gton	DC		Website	Informati on		Question receiving updates from the Daily Listing	Answered by PAGR	10/25/10	
10/25/10	Consumer				Rates	Informati on		Question on sending comments on proposed rate adjustments	Answered by PAGR	10/25/10	

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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	
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 &	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	10/26/10	

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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	
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	

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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	
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	

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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	
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	

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10/27/10	Postal Employee	Big Bend	TX		R2010-4	Rates		Comment on Commission decision in exigent rate case	Acknowledged comments	10/27/10	
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 &	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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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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10/28/10	Consumer	Washing ton	DC	Certified Mail	Service	Delivery	Undeliver ed 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	Informati on	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	10/28/10	
10/28/10	Consumer	Lancast er	CA	Insurance	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	10/28/10	
10/28/10	Consumer				Other			Inquiry for USPS	Sent to USPS to assist & respond to PRC &	10/28/10	
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	

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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	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	
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	

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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	
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	

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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	
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	

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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	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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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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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	Tukwill a	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	Chicag o	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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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 &	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.	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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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 -	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 &	11/2/10	
11/2/10	Consumer	Washington	DC		Service	Delivery	Other	Mail being delivered late in the day	Sent to USPS to assist & respond to PRC &	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
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	

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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	
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	

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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		AMP	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	
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

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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
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.	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 &	11/3/10	

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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	
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	

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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.	11/9/10	
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.	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	

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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	
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	

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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	
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	

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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	
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			International surface mail	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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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	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 &	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.	11/22/10	

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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.	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.	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	
11/6/10	Consumer	Sioux Falls	SD		R2010-4	Rates		Comment on Commission decision in exigent rate case	Acknowledged comments	11/8/10	

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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 &	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	
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	

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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	
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	Insurance	Service	Delivery	Claim	Claims filed against the Postal Service	Sent to USPS to assist & respond to PRC &	11/9/10	

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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	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	
11/8/10	Consumer	Auburn	NY		Service	Delivery	Prison mail	Issues with prison mail administration	Wrote letter regarding prison administration	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	

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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	
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	

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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	Washingt	DC		RFI	Information	Other	Contact information for the Chairman	Answered by PAGR	11/9/10	
11/9/10	Consumer	Washingt	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	
11/9/10	Consumer	Los Angeles	CA		Service	Delivery	Other	Boxes at complex being vandalized	Sent to USPS to assist & respond to PRC &	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	

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11/9/10	Consumer	Chicag o	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	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	
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.	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.	11/22/10	

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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.	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.	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.	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.	11/10/10	

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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	
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 &	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				Personnel	Employee behavior		Allegation of sexual harassment cover-up - resubmitted complaint	Referred to USPS OIG again	11/10/10	

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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	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 &	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.	11/22/10	

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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.	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.	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	

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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	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	Washin gton	DC		Service	Delivery		Questions from Congress regarding missing postmarks from absentee ballots	Referred to USPS Government Relations	11/12/10	

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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	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	11/12/10	

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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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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.	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.	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	
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	

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11/13/10	Consumer				Service	Delivery	Misdeliver y	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	Suggesti on		Cap managers salaries	Acknowledged comments	11/15/10	
11/13/10	Consumer	Del Valle	TX		Service	Delivery	Undeliver ed 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.	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.	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.	11/22/10	

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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.	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.	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.	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	

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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	
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	

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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	
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	

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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	Insurance	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	
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

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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	
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	

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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	
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	

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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
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	Baldwinville	NY		USPS financial situation	Suggestion		Suggestion to close smallest post offices to save revenue	Thanked for suggestions	11/23/10	

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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	
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	

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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	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	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	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	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 &	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 &	11/17/10	
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	

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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	
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	

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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	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	
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	

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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	
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				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	

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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	
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	

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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	
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	

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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	
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	

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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	
11/23/10	Consumer				Service	Delivery	Undelivered Mail	Mail not being delivered including certified letter	Sent to USPS to assist & respond to PRC &	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	

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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	
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 &	11/24/10	
11/24/10	Business Owners	Wilmingon	MA		Service	Employee behavior	Rudeness	Postmaster rude to customer	Sent to USPS to assist & respond to PRC &	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	

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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	
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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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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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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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	Danemora	NY		Service	Delivery	Prison mail	Issues with prison mail administration	Wrote letter regarding prison administration	11/30/10	
11/29/10	Consumer	Danemora	NY		Service	Delivery	Prison mail	Issues with prison mail administration	Wrote letter regarding prison administration	11/30/10	

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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	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	
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	

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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 &	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 &	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	
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	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	

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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	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	
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	

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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	
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	

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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	
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	

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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	
12/1/10	Consumer	Belmont	NH		Service	Delivery	Undelivered Mail	Mailbox not accessible to carrier	Sent to USPS to assist & respond to PRC &	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

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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	
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	

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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	
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	

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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	
12/3/10	Postal Employee				Personnel			Whistleblower complaint	Referred to USPS OIG	12/6/10	
12/3/10	Consumer	Oakland	CA	Insurance	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	

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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	
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	

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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	
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	

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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	
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 &	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	

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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	
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 &	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 &	12/7/10	Returning customer

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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	
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 &	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 &	12/8/10	

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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	
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	

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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	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	

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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	
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	

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12/9/10	Consumer	John	IN		Service	Retail	Other	Clerk did not scan prepaid package labels	Sent to USPS to assist & respond to PRC &	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	
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 &	12/10/10	
12/10/10	Consumer	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	

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12/11/10	Consumer				Philatelic	Suggestion		Suggestion for stamp design	Referred to Citizen Stamp Advisory Committee	12/13/10	
12/11/10	Consumer	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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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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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 &	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	
12/13/10	Mailer				R2011-1	Information		Question on Ruling in Docket	Answered by PAGR	12/13/10	

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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 &	12/14/10	
12/14/10	Consumer		CO	Express Mail	Service	Delivery	Misdelivery	Medications sent in error to another city	Sent to USPS to assist & respond to PRC &	12/14/10	

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12/14/10	Federal, State & local govt		OR		A2011-4	Information		Question from congressional office on behalf of constituent regarding post office closing procedures	Answered by PAGR Director	12/14/10	
12/14/10	Media				RFI	Information	PO closing	Question on Commission's role in post office closings	Answered by PAGR	12/14/10	
12/14/10	Media		AL		RFI	Information	PO closing	Question on Commission's role in post office closings	Answered by PAGR	12/14/10	
12/14/10	Media				USPS financial situation	Information		Questions on the Postal Service's financial situation	Answered by PAGR	12/14/10	
12/14/10	Consumer	Philadelphia	PA		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC &	12/14/10	
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	12/15/10	

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12/14/10	Consumer	Brent	AL		Service	Delivery	Prison mail	Issues with prison mail administration	Wrote letter regarding prison administration	12/16/10	
12/14/10	Consumer			Insurance	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 &	12/15/10	
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

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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	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	
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 &	12/16/10	
12/16/10	Consumer	Charlottesville	PA		Service	Delivery	Missing mail	Mail including cashiers check missing	Sent to USPS to assist & respond to PRC &	12/16/10	

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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	12/17/10	
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 &	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	

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12/17/10	Consumer				Other			Copy of email sent to various federal agency OIGs	No action necessary	12/17/10	
12/17/10	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	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	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 &	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 &	12/17/10	
12/17/10	Postal Employee				Personnel			Comment on USPS hiring and personnel practices	No contact information provided to respond	11/17/10	
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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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	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	12/20/10	
12/17/10	Consumer	Fernandina Beach	FL		Personnel			Various complaints against postal personnel	Sent to USPS to assist & respond to PRC &	12/20/10	
12/17/10	Consumer	Bradenton	FL		Service	Delivery	Change of address	Mail not being delivered to second residence	Sent to USPS to assist & respond to PRC &	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	
12/17/10	Consumer				Service	Delivery	PO closing	Post office in Indianapolis being closed	Customer did not want information on PO closing	12/17/10	
12/17/10	Consumer				RFI	Information	Other	Needs new mailing address	Will contact person directly	12/17/10	

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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	
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	

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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	
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	

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12/21/10	Consumer	Cherry Valley	CA		Rates	Information		Question on rate 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	
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	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	

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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	
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

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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
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	

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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 &	12/23/10	
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 &	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 &	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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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	Campbellsport	WI	Priority Mail	Service	Delivery	Delayed Mail	Package not delivered in timeframe quoted	Packages subsequently delivered	1/3/11	

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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	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	Further Comments on closing of Hartsfield-Jackson Airport post office	Answered by PAGR	12/27/10	
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	

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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	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	
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	

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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 &	1/3/11	
12/28/10	Consumer	Santa Clara	CA		Service	Delivery	Delayed Mail	Package delayed in mail	Sent to USPS to assist & respond to PRC &	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	

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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	
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	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 &	1/3/11	

**Postal Regulatory Commission Public Inquiry Log FY2011 Quarter 1**  
**(Includes Rate and Service Issues)**

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	
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 &	1/3/11	
12/30/10	Consumer	Mount Shasta	CA		Other			Complaint on international banking exchange - follow-up comments	Provided customer with contact info for 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	

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**(Includes Rate and Service Issues)**

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	
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 CA	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	

**Postal Regulatory Commission Public Inquiry Log Summary**  
**FY 2011 Quarter 1**  
(Includes Rate  
or Service Inquiries)

**Q1 Count Summary**

**TOTAL CONTACTS                    5755**

<b>From</b>		<b>Product</b>		<b>Issue</b>	
Media	29	Insurance	10	Rates	23
Consumer	721	Priority Mail	11	Information	81
Federal, State & local govt	9	Certified Mail	10	RFI	12
		International			
Postal Employee	180	surface mail	13	Fraud	13
		International			
Postal Organization	48	Priority Mail	1	Delivery	199
Mailer	18	Express Mail	7	Retail	151
		Delivery		Employee	
Business Owners	4750*	confirmation	2	behavior	13
		Periodicals	1	Suggestion	30
		Media Mail	1	Other	3
		Parcel Post	1		

**Comments on USPS Proposed Service Change from 6 day to 5 day delivery**

Opposed to change                    5010\*  
Ok with change                            117

\*Includes 4734 submitted by  
postal organization