

**Postal Regulatory  
Commission Public Inquiry Log FY 2012 Quarter 2  
(Includes Rate and Service Issues)**

Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/1/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/3/12
1/1/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/3/12
1/1/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/3/12
1/1/12	Consumer				USPS financial situation			Comment on USPS financial situation	Acknowledged comments	1/11/12
1/2/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/3/12
1/2/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/3/12
1/2/12	Consumer	Los Angeles	CA		Service	Retail	PO closing	Comment on possible closing of the Bunker Hill post office in Los Angeles, CA	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	1/13/12
1/3/12	Consumer		NE		N2012-1	Delivery	AMP	4 form postcards commenting on consolidating Norfolk, NE and Omaha, NE AMP operations	Placed on file	1/3/12
1/3/12	Consumer		MI		USPS financial situation			34 form postcards received regarding service standards	Placed on file	1/3/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/3/12	Consumer		TX		RFI	Information	Other	Request for PRC contact information	Answered by PAGR	1/3/12
1/3/12	Media	Washington	DC		FOIA	Information	Other	Question on filing of FOIA request	Answered by PAGR	1/3/12
1/3/12	Media	Arlington	VA		N2012-1	Information	Other	Question on Prehearing Conference	Answered by PAGR	1/3/12
1/3/12	Media	Washington	DC		N2012-1	Information	Other	Question on Prehearing Conference	Answered by PAGR	1/3/12
1/3/12	Consumer				N2012-1	Information	Other	Question on purpose of filing Docket N2012-1	Answered by PAGR	1/3/12
1/3/12	Consumer	White Plains	NY	International surface mail	Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	1/3/12
1/3/12	Consumer	Oak Hill	AL		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/3/12
1/3/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/3/12
1/3/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/3/12
1/3/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/3/12
1/3/12	Consumer	Lexington	KY		Service	Delivery	Change of address	Mail not being forwarded	Situation resolved	1/3/12
1/3/12	Consumer	Roswell	NM		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/3/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/3/12	Consumer	Eugene	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/3/12
1/3/12	Consumer	Glyndon	MD		Service	Delivery	Mode of delivery	Local post office ending General Delivery for customers	Sent to USPS to assist & respond to PRC & customer	1/10/12
1/3/12	Consumer	Glyndon	MD		Service	Delivery	Mode of delivery	Local post office ending General Delivery for customers	Sent to USPS to assist & respond to PRC & customer	1/10/12
1/4/12	Consumer	Greensboro	MD		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Postal Employee				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer		MI		USPS financial situation			6 form postcards received regarding service standards	Placed on file	1/4/12
1/4/12	Consumer	Boston	MA		Service	Retail	PO closing	Comment on possible closing of Readville Station post office in MA	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	1/4/12
1/4/12	Media	Washington	DC		N2011-1	Information	PO closing	Question on number of post office closings pending	Answered by PAGR	1/4/12
1/4/12	Media	Washington	DC		N2011-1 N2012-1			Interview with the Chairman		1/4/12
1/4/12	Consumer	North Providence	RI		RFI	Information	Other	Question on electrification of USPS vehicles	Referred to Chairman's Office	1/4/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/4/12	Federal, State & local govt	Manadree	ND		RFI	Information	PO closing	Question on post office closing appeal process	Answered by PAGR	1/4/12
1/4/12	Consumer	Eugene	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	Dike	IA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	Dike	IA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	St Louis Park	MN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	Waterloo	IA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	Morrow	LA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	Sondheimer	LA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/4/12

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1/4/12	Consumer	New Town	MA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	Sondheimer	LA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	Sondheimer	LA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	Laura	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	Ramona	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	Rhinehart	LA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	Rhinehart	LA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/4/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/4/12	Consumer	Rhinehart	LA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	Rhinehart	LA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	Morrow	LA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	Morrow	LA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	Mt Sherman	KY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	Hyannis	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	Hyannis	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/4/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/4/12	Consumer	Fishers Hill	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	Fishers Hill	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	Fishers Hill	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	Fishers Hill	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	Strasburg	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	Fishers Hill	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	Strasburg	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/4/12

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1/4/12	Consumer	New Market	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	Ingalls	MI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	Ingalls	MI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	Coal City	IN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	Coal City	IN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/4/12
1/4/12	Consumer	Raleigh	NC		Personnel	Employee behavior		Customer issues with carrier behavior	Referred to local USPS CA	1/4/12
1/4/12	Consumer	Simpsonville	SC		RFI	Information		Request contact information for local USPS CA	Answered by PAGR	1/4/12
1/4/12	Consumer	Amoret	MO		A2012-42	Retail	PO closing	Participant statement not posted	Referred to USPS PM	1/4/12
1/4/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/4/12

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1/4/12	Consumer	Labelle	PA		Other			Miscellaneous comments	Placed on file	1/4/12
1/4/12	Consumer	Sherwood	AR		Service	Suggestion		Suggestion to improve package tracking system	Sent to USPS to assist & respond to PRC & customer	1/11/12
1/4/12	Consumer	Bunnlevel	NC		Service	Delivery	RTS	Mail being returned to sender and other service issues	Sent to USPS to assist & respond to PRC & customer	1/11/12
1/5/12	Consumer	Littleton	CO	Priority Mail	Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	1/5/12
1/5/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Evansdale	IA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Evansdale	IA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer				N2011-1	Information	PO closing	Request for current list of stations and branches under consideration for closure	Provided link to latest list on website	1/5/12
1/5/12	Consumer	Jonesville	TX		N2011-1	Retail	PO closing	Question on post office closing appeal process - further questions	Answered by OGC	1/5/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/5/12	Consumer		TX		Personnel	Employee behavior		Rural carrier with unsafe driving practices	No contact information provided to respond	1/5/12
1/5/12	Consumer	New York City	NY		Service	Delivery	Missing mail	Check missing in mail	Sent to USPS to assist & respond to PRC & customer	1/5/12
1/5/12	Consumer	Washington	DC		Service	Delivery	Mail damage	Mail being damaged by carrier	Sent to USPS to assist & respond to PRC & customer	1/5/12
1/5/12	Consumer	Amherst	OH	Express Mail	Service	Delivery	Undelivered Mail	Express letters returned to customer	Sent to USPS to assist & respond to PRC & customer	1/5/12
1/5/12	Consumer	Ida	AR		A2011-48	Retail	PO closing	Comment on post office closing process	Placed copy in commenter file	1/5/12
1/5/12	Media	Charleston	WV		N2011-1 N2012-1			Interview with the Chairman		1/5/12
1/5/12	Consumer	Corfu	NY		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Ellsworth	ME		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Evansdale	IA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Evansdale	IA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12

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1/5/12	Consumer				RFI	Information	Other	Contractor wishing to do business with the Postal Service	Provided link on USPS website to submit unsolicited proposals	1/5/12
1/5/12	Consumer	Balm	FL		A2012-4	Retail	PO closing	Letter regarding Docket that was dismissed	Answered by PAGR	1/10/12
1/5/12	Consumer	Balm	FL		A2012-4	Retail	PO closing	Letter regarding Docket that was dismissed	Answered by PAGR	1/10/12
1/5/12	Consumer	McAlester	OK		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Saginaw	MI		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Clever	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Dayton	OH		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Kokomo	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	South Bend	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12

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1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12

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1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Igo	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12

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1/5/12	Consumer	Waterloo	IA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Erie	PA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Raymond	IA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Allentown	PA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	South Bend	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Long Beach	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12

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1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	McAlester	OK		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	McAlester	OK		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12

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1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Chubbuck	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/5/12	Consumer	South Bend	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Interlachen	FL		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Kokomo	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Arimo	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Arimo	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Ashton	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	St Anthony	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	McAlester	OK		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Mishawaka	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	South Bend	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	South Bend	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	New Carlisle	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Granger	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/5/12	Consumer	South Bend	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Igo	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Igo	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	South Bend	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Salt Lake City	UT		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	South Bend	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Cedar Rapids	IA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Corfu	NY		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Williamsville	NY		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/5/12	Consumer	Spencer	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Portsmouth	VA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	South Bend	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Granger	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Grand Island	NE		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Grand Island	NE		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Ord	NE		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Saginaw	MI		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Saginaw	MI		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/5/12	Consumer	New Castle	PA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	South Bend	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Nappanee	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Mishawaka	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Mishawaka	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Fullerton	NE		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Missoula	MT		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Missoula	MT		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Stow	OH		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12

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<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>
1/5/12	Consumer	Lansing	MI		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Brooklyn	NY		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Springfield	IL		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Driggs	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Shelley	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	New Castle	PA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	New Castle	PA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/5/12	Consumer	Allentown	PA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Arimo	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/5/12	Consumer	Arimo	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Arimo	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Ashton	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Brooklyn	NY		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Cedar Rapids	IA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Chubbuck	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Clever	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Corfu	NY		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Dayton	OH		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12

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<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>
1/5/12	Consumer	Driggs	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Erie	PA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Fullerton	NE		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Grand Island	NE		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Grand Island	NE		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Grand Island	NE		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Granger	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Granger	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Igo	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/5/12	Consumer	Igo	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Igo	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Interlachen	FL		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Kokomo	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Kokomo	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Kokomo	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Lansing	MI		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Long Beach	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	McAlester	OK		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/5/12	Consumer	McAlester	OK		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	McAlester	OK		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	McAlester	OK		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Mishawaka	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Mishawaka	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Mishawaka	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Mishawaka	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Mishawaka	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Missoula	MT		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Missoula	MT		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/5/12	Consumer	Nappanee	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	New Carlisle	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	New Castle	PA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	New Castle	PA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Ord	NE		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12

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<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>
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12

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1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Pocatello	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Portsmouth	VA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Raymond	IA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12

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1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Redding	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Saginaw	MI		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Saginaw	MI		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Saginaw	MI		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Salt Lake City	UT		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Shelley	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/5/12	Consumer	South Bend	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	South Bend	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	South Bend	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	South Bend	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	South Bend	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	South Bend	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	South Bend	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	South Bend	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	South Bend	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	South Bend	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/5/12	Consumer	South Bend	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Spencer	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Springfield	IL		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	St Anthony	ID		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Stow	OH		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Waterloo	IA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/5/12	Consumer	Williamsville	NY		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/5/12
1/6/12	Consumer		MI		USPS financial situation			12 form postcards received regarding service standards	Placed on file	1/6/12
1/6/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/6/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/6/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/6/12
1/6/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/6/12
1/6/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/6/12
1/6/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/6/12
1/6/12	Consumer	New Windsor	NY		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/6/12
1/6/12	Consumer	Swisshome	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/6/12
1/6/12	Consumer	Alexander	LA		Service	Retail	PO closing	Question on appeal process	Answered by PAGR	1/6/12
1/6/12	Federal, State & local govt	Westfield	NJ		Service	Delivery	Claim	Request review of insurance claim for constituent	Referred to USPS GR	1/6/12
1/6/12	Federal, State & local govt				Service	Delivery	Missing mail	Tickets missing in mail	More information will be faxed to refer to USPS CA	1/6/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/6/12	Consumer	Boston	MA		Service	Retail	PO closing	Comment on possible closing of two post offices in Boston, MA	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	1/9/12
1/6/12	Consumer	Long Point	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/11/12
1/6/12	Consumer	Caddo	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/11/12
1/6/12	Consumer	Fishers Hill	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/11/12
1/6/12	Consumer	Strasburg	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/11/12
1/6/12	Consumer	Strasburg	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/11/12
1/6/12	Consumer	Strasburg	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/11/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/6/12	Consumer	Helena	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/11/12
1/6/12	Consumer	White Cloud	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/11/12
1/7/12	Consumer	Waverly	IA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/7/12
1/7/12	Consumer	Waterloo	IA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/7/12
1/7/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/9/12
1/7/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/9/12
1/7/12	Consumer	Daisy	GA		A2012-104	Retail	PO closing	Comment on post office closing	Placed copy in commenter file	1/9/12
1/7/12	Consumer				Personnel			Comment on selection of PMG	Acknowledged comments	1/9/12
1/8/12	Consumer	Freeport	ME		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/8/12

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1/8/12	Consumer	Springfield	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/8/12
1/8/12	Consumer	Eugene	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/8/12
1/8/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/9/12
1/8/12	Consumer	Raymond	IA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/9/12
1/8/12	Consumer	Weston	GA		Service	Retail	PO closing	Comment on possible closing of Weston, GA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	1/9/12
1/9/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/9/12
1/9/12	Consumer	New York City	NY		Service	Retail	Other	Potholes in front of post office need repair	Sent to USPS to assist & respond to PRC & customer	1/9/12
1/9/12	Consumer				USPS financial situation			Comment on USPS financial situation	Placed on file	1/9/12
1/9/12	Consumer				R2012-3	Information		Question on date of rate changes	Answered by PAGR	1/9/12

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1/9/12	Consumer	Raleigh	NC		Service	Delivery	Other	Carrier parking vehicle on private property - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	1/9/12
1/9/12	Consumer	New York City	NY		Service	Retail	Missing mail	Packages missing in mail - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	1/9/12
1/9/12	Consumer	New York City	NY		Service	Other		Business received wrong mail tray size - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	1/9/12
1/9/12	Consumer	Middleburg	VA		Service	Employee behavior		Postmaster unhelpful to customer and other issues	Sent to USPS to assist & respond to PRC & customer	1/9/12
1/9/12	Consumer	Akron	OH		Service	Delivery	Change of address	Mail not being forwarded	Sent to USPS to assist & respond to PRC & customer	1/9/12
1/9/12	Consumer	Darwin	CA		N2011-1	Information		Request for USPS non-public library reference	Answered by PAGR and OGC	1/9/12
1/9/12	Consumer	Dinkytown	MN		Service	Retail	PO closing	Comment on possible closing of Dinkytown, MN post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	1/9/12
1/9/12	Media				RFI	Information		Questions on number and nature of service inquiries	Answered by PAGR	1/9/12
1/9/12	Consumer	Waterloo	IA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/9/12
1/9/12	Consumer	Ozark	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/9/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/9/12	Consumer	Creswell	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/9/12
1/9/12	Consumer	Oakridge	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/9/12
1/9/12	Consumer	Oakridge	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/9/12
1/9/12	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/9/12
1/9/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/9/12
1/9/12	Consumer	Lawrenceville	GA		Service	Delivery	Undelivered Mail	Mail not being delivered to residence	Sent to USPS to assist & respond to PRC & customer	1/11/12
1/9/12	Consumer	Kettlersville	OH		A2012-39	Retail	PO closing	Question on appeal process	Answered by PAGR	1/12/12
1/10/12	Consumer	Creswell	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/10/12
1/10/12	Consumer	Creswell	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/10/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/10/12	Consumer	Eugene	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/10/12
1/10/12	Consumer	Eugene	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/10/12
1/10/12	Consumer		OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/10/12
1/10/12	Consumer	Florence	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/10/12
1/10/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/10/12
1/10/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/10/12
1/10/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/10/12
1/10/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/10/12
1/10/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/10/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/10/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/10/12
1/10/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/10/12
1/10/12	Consumer	Albuquerque	NM		Service	Delivery	Other	Customer needs key access to residential mailbox	Sent to USPS to assist & respond to PRC & customer	1/10/12
1/10/12	Media	New York City	NY		RFI	Information	Other	Question on NSAs	Answered by PAGR	1/10/12
1/10/12	Consumer	Glyndon	MD		Service	Delivery	Mode of delivery	Local post office ending General Delivery for customers - additional information	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	1/10/12
1/10/12	Consumer	Glyndon	MD		Service	Delivery	Mode of delivery	Local post office ending General Delivery for customers - additional information	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	1/10/12
1/10/12	Consumer	Laura	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/10/12
1/10/12	Consumer	Laura	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/10/12
1/10/12	Consumer	Laura	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/10/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/10/12	Consumer	Laura	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/10/12
1/10/12	Consumer	Laura	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/10/12
1/10/12	Consumer	Laura	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/10/12
1/10/12	Consumer	Laura	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/10/12
1/10/12	Consumer	Laura	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/10/12
1/10/12	Consumer	Laura	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/10/12
1/10/12	Consumer	Laura	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/10/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/10/12	Consumer	Laura	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/10/12
1/10/12	Consumer	Williamsfield	IL		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/10/12
1/10/12	Consumer	Tulsa	OK		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/10/12
1/10/12	Consumer	Raleigh	NC		Service	Delivery	Other	Carrier parking vehicle on private property - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	1/10/12
1/10/12	Federal, State & local govt	Tarriffville			A2011-80	Retail	PO closing	Question on post office closing appeal process - further questions	Answered by PAGR	1/10/12
1/10/12	Consumer				Service	Delivery	Mail theft	Allegations of mail theft	Referred to USPS OIG	1/10/12
1/10/12	Consumer	San Jose	CA		Service	Delivery	Claim	Request review of insurance claim	Sent to USPS to assist & respond to PRC & customer	1/11/12
1/10/12	Consumer	Virginia Beach	VA		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses also receiving other customer's mail	Sent to USPS to assist & respond to PRC & customer	1/12/12
1/10/12	Consumer	East Dennis	MA		Service	Delivery	Misdelivery	Addressing and Zip Code issues causing misdeliveries	Sent to USPS to assist & respond to PRC & customer	1/12/12
1/11/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/11/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/11/12	Consumer		NE		N2012-1	Delivery	AMP	3 form postcards commenting on consolidating Norfolk, NE and Omaha, NE AMP operations	Placed on file	1/11/12
1/11/12	Consumer		MI		USPS financial situation			12 form postcards received regarding service standards	Placed on file	1/11/12
1/11/12	Consumer	Springfield	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/11/12
1/11/12	Consumer	Springfield	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/11/12
1/11/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/11/12
1/11/12	Consumer	Leicester	MA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/11/12
1/11/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/11/12
1/11/12	Business Owner	Chesapeake	VA		RFI	Information	Other	Question on extending credit for an NSA	Sent to USPS to assist & respond to PRC & customer	1/11/12
1/11/12	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	1/11/12
1/11/12	Consumer				RFI	Information	Other	Question on "last mile" delivery by USPS	Sent to USPS to assist & respond to PRC & customer	1/11/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/11/12	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/11/12
1/11/12	Media	Cincinnati	OH		Service	Rates		Question on rate subsidies for catalogs	Answered by PAGR and OAC	1/12/12
1/11/12	Consumer	Millbrae	CA		Service	Retail	Missing mail	Packages missing in mail	Sent to USPS to assist & respond to PRC & customer	1/12/12
1/11/12	Consumer	Seneca	SC		USPS financial situation			Comment on USPS financial situation	Acknowledged comments	1/12/12
1/11/12	Consumer				Service	Suggestion		Suggestion for mobile post offices	Sent to USPS to assist & respond to PRC & customer	1/12/12
1/12/12	Consumer		OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/12/12	Consumer		OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/12/12	Consumer	Albuquerque	NM		Service	Delivery	Other	Customer needs key access to residential mailbox - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	1/12/12
1/12/12	Consumer	Washington	DC		Service	Delivery	Other	Mail not being collected from apartment complex	Sent to USPS to assist & respond to PRC & customer	1/12/12
1/12/12	Consumer				Service	Retail	PO closing	Comment on possible closing of customer's post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	1/12/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/12/12	Consumer	Stonewall	NC		Service	Retail	PO closing	Comment on possible closing of Stonewall, NC post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	1/12/12
1/12/12	Consumer	Alameda	CA		Service	Rates		Magazine denied non-profit rate for mailing of yearbook	Sent to USPS to assist & respond to PRC & customer	1/12/12
1/12/12	Consumer	Fishers Hill	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/12/12
1/12/12	Consumer	Fishers Hill	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/12/12
1/12/12	Consumer	Fishers Hill	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/12/12
1/12/12	Consumer	Fishers Hill	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/12/12
1/12/12	Consumer	Fishers Hill	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/12/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/12/12	Consumer	Fishers Hill	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/12/12
1/12/12	Consumer	Fishers Hill	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/12/12
1/12/12	Consumer	Strasburg	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/12/12
1/12/12	Consumer	Strasburg	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/12/12
1/12/12	Consumer	Strasburg	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/12/12
1/12/12	Consumer	Strasburg	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/12/12
1/12/12	Consumer	Strasburg	VA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/12/12

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1/12/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/12/12	Consumer	Springfield	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/12/12
1/12/12	Consumer	Airville	PA		Service	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	1/12/12
1/12/12	Consumer	James City	PA		Service	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	1/12/12
1/12/12	Consumer				Service	Retail	PO closing	Comment on possible closing of customer's post office -further comments	Placed on file	1/12/12
1/12/12	Consumer	San Francisco	CO		Service	Delivery	Change of address	Mail not being forwarded	Sent to USPS to assist & respond to PRC & customer	1/13/12
1/12/12	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection schedule at Amoco station post office in Chicago, IL	Sent to USPS to assist & respond to PRC & customer	1/17/12
1/12/12	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection schedule at Oberlin, OH post office	Sent to USPS to assist & respond to PRC & customer	1/17/12
1/12/12	Consumer	Sauk Rapids	MN		USPS financial situation	Suggestion		Suggestions to improve financial situation	Sent to USPS to assist & respond to PRC & customer	1/17/12
1/13/12	Consumer	Corfu	NY		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/13/12
1/13/12	Postal Employee				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/13/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/13/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/13/12
1/13/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/13/12
1/13/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/13/12
1/13/12	Consumer	Ashton	IA		A2012-97	Retail	PO closing	Question on filing comments in Docket	Answered by PR	1/13/12
1/13/12	Consumer				RFI	Information	Other	Question on international postal volumes	Referred to Docket Section	1/13/12
1/13/12	Consumer	Airville	PA		Service	Retail	PO closing	Question on post office closing appeal process - further questions	Answered by PAGR	1/13/12
1/13/12	Postal Employee				RFI	Information	Other	Question on retirement	Referred to USPS HR	1/13/12
1/13/12	Consumer	Miami	FL	Priority Mail	Service	Delivery	Delayed Mail	Package not delivered in timeframe quoted	Sent to USPS to assist & respond to PRC & customer	1/13/12
1/13/12	Consumer	New York City	NY	Certified Mail	Service	Delivery	Delayed Mail	Attempt to redeliver Certified letter not being made by carrier	Sent to USPS to assist & respond to PRC & customer	1/13/12
1/13/12	Consumer				RFI	Information	Other	Question on locating individual	Referred to USPS CA	1/13/12
1/13/12	Federal, State & local govt	Sioux City	IA		A2012-97	Retail	PO closing	Question from constituent on filing comments in Docket	Referred to Chairman's Office	1/17/12
1/13/12	Federal, State & local govt	North Bend	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Chairman acknowledged comments and placed copy in commenter file	1/17/12

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1/13/12	Federal, State & local govt	Eureka	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Chairman acknowledged comments and placed copy in commenter file	1/17/12
1/13/12	Consumer	Airville	PA		Service	Retail	PO closing	Request to reconsider acceptance of untimely appeal	Answered by Chairman's Office	1/18/12
1/13/12	Federal, State & local govt	Gettysburg	PA		Service	Retail	PO closing	Request to reconsider acceptance of untimely appeal on behalf of constituent	Answered by Chairman's Office	1/18/12
1/13/12	Consumer				Service	Delivery	Unsolicited mail	Customer received unwanted mail	Provided customer with information on how to register on Do Not Mail lists	1/19/12
1/13/12	Consumer	Lost Creek	WV		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/13/12
1/13/12	Consumer	Tucson	AZ		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/13/12
1/13/12	Consumer	Clever	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/13/12
1/13/12	Consumer	Waterloo	IA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/13/12
1/13/12	Consumer	Springfield	IL		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/13/12

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1/13/12	Consumer	Osceola	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/13/12
1/13/12	Consumer	Osceola	IA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/13/12
1/13/12	Consumer	South Bend	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/13/12
1/13/12	Consumer	Springfield	IL		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/13/12
1/13/12	Consumer	Waterloo	IA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/13/12
1/13/12	Consumer	Springfield	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/13/12
1/13/12	Consumer	Saginaw	MI		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/13/12
1/13/12	Consumer	Santa Rosa	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/13/12
1/14/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/14/12

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1/14/12	Postal Employee	Rochester	NY		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/14/12
1/14/12	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	1/19/12
1/15/12	Consumer	Zoe	KY		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/15/12
1/15/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/15/12
1/16/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/16/12
1/16/12	Consumer	Holdrege	NE		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/16/12
1/16/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/16/12
1/16/12	Consumer	Springfield	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/16/12
1/16/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/16/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/16/12	Consumer	Raymond	NH		Service	Delivery	Mail damage	Mail being damaged by carrier when placed in mail box	Sent to USPS to assist & respond to PRC & customer	1/17/12
1/17/12	Consumer	Macon	NC		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/17/12
1/17/12	Consumer	Ft Lauderdale	FL		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	1/17/12
1/17/12	Consumer		NE		N2012-1	Delivery	AMP	1 form postcard commenting on consolidating Norfolk, NE and Omaha, NE AMP operations	Placed on file	1/17/12
1/17/12	Consumer		MI		USPS financial situation			18 form postcards received regarding service standards	Placed on file	1/17/12
1/17/12	Consumer	Chicago	IL		Service	Retail	Other	Philadelphia, PA post office limiting hours for package acceptance	Sent to USPS to assist & respond to PRC & customer	1/18/12
1/17/12	Consumer	Buffalo	NY		USPS financial situation			Comment on USPS financial situation	Placed on file	1/17/12
1/17/12	Consumer	Glyndon	MD		Service	Delivery	Mode of delivery	Local post office ending General Delivery for customers	Sent to USPS to assist & respond to PRC & customer	1/25/12
1/18/12	Consumer		VT		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/18/12
1/18/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/18/12

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1/18/12	Consumer	Webster	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/18/12
1/18/12	Consumer	Hallettsville	TX		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/18/12
1/18/12	Consumer	Stonewall	NC		Service	Retail	PO closing	Comment on possible closing of Stonewall, NC post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) - update on status	1/18/12
1/18/12	Consumer	Kappock			Service	Retail	PO closing	Comment on possible closing of Kappock post office	No contact information provided to respond	1/18/12
1/18/12	Consumer	Pueblo	CO		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses	Sent to USPS to assist & respond to PRC & customer	1/18/12
1/18/12	Consumer	Detroit	MI		Service	Delivery	RTS	Mail being returned to sender	Sent to USPS to assist & respond to PRC & customer	1/18/12
1/18/12	Federal, State & local govt	Westfield	NJ		Service	Delivery	Claim	Request review of insurance claim for constituent - request status update	Referred to USPS GR - relayed to USPS GR	1/18/12
1/18/12	Consumer	Springfield	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/18/12

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1/18/12	Consumer	Chattanooga	TN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/18/12
1/18/12	Consumer				ACR2011	RFI		Question on availability of Postal Service library reference	Answered by Dockets and OAC	1/19/12
1/18/12	Consumer	Stanford	CA		Service	Retail	Wait time in line	Long wait in line at local post office	Sent to USPS to assist & respond to PRC & customer	1/19/12
1/18/12	Consumer	Stanford	CA		Service	Delivery	Delayed Mail	Packages delayed in mail	Sent to USPS to assist & respond to PRC & customer	1/19/12
1/18/12	Consumer				Website			Customer overcharged for purchasing pre-paid shipping labels	Sent to USPS to assist & respond to PRC & customer	1/19/12
1/18/12	Consumer				Service	Employee behavior		Various issues with carrier and mail delivery to residence	Sent to USPS to assist & respond to PRC & customer	1/19/12
1/18/12	Business Owner				RFI	Information	Other	Question on Fast Forward program	Answered by PAGR	1/19/12
1/18/12	Consumer	Randolph	IA		A2012-111	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	1/18/12
1/18/12	Federal, State & local govt	Tucson	AZ		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/25/12
1/18/12	Consumer	Ionia	IA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/18/12
1/18/12	Consumer	Eugene	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/18/12

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1/18/12	Consumer	Eugene	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/18/12
1/18/12	Consumer	Eugene	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/18/12
1/18/12	Consumer	Eugene	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/18/12
1/18/12	Consumer	Springfield	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/18/12
1/18/12	Consumer	Springfield	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/18/12
1/18/12	Consumer	Junction City	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/18/12
1/18/12	Consumer	Junction City	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/18/12
1/18/12	Consumer	Eugene	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/18/12
1/18/12	Consumer	Eugene	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/18/12

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1/18/12	Consumer	Eugene	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/18/12
1/18/12	Consumer	Eugene	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/18/12
1/18/12	Consumer	Eugene	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/18/12
1/18/12	Consumer	Eugene	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/18/12
1/18/12	Consumer	Eugene	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/18/12
1/19/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/19/12
1/19/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/19/12
1/19/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/19/12
1/19/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/19/12

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1/19/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/19/12
1/19/12	Consumer	Bronx	NY		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/19/12
1/19/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/19/12
1/19/12	Consumer				Service	Delivery	Mail damage	Contents of packages damaged/broken when delivered	Sent to USPS to assist & respond to PRC & customer	1/19/12
1/19/12	Consumer				Service	Employee behavior		Various issues with carrier and mail delivery to residence - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	1/19/12
1/19/12	Consumer	Springfield	MO		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses also receiving other customer's mail	Sent to USPS to assist & respond to PRC & customer	1/19/12
1/19/12	Consumer	Atherton	CA		Service	Delivery	Mode of delivery	Customer denied hardship delivery request - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	1/19/12
1/19/12	Media	Washington	DC		FOIA	Information	Other	Question on filing of FOIA request	Answered by OSA	1/20/12
1/19/12	Media	Washington	DC		N2012-1	Information	Other	Question on procedural schedule	Answered by PAGR	1/19/12
1/19/12	Media	Washington	DC		N2011-1 N2012-1			Interview with the Chairman	Role of the Commission in overseeing the Postal Service	1/19/12

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1/19/12	Media				N2012-1			Interview with the Chairman	Questions on procedural schedule	1/19/12
1/19/12	Consumer	San Francisco	CA	International surface mail	Service	Delivery	Delayed Mail	Package delayed in mail	Requested further information	1/20/12
1/19/12	Consumer	Los Angeles	CA	Priority Mail	Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	1/20/12
1/19/12	Postal Employee	Ft Worth	TX		Service	Other		Rural contract does not allow for light duty	Replied that issue is not within Commission jurisdiction	1/20/12
1/19/12	Consumer	Tarrytown	GA		Service	Retail	PO closing	Question on status local of post office	Referred to local postmaster	1/19/12
1/19/12	Consumer	Chicago Heights	IL		Philatelic	Suggestion		Suggestion for stamp design	Referred to Citizen Stamp Advisory Committee	1/24/12
1/19/12	Consumer	Coxsackie	NY		Service	Delivery	Prison mail	Issues with prison mail administration	Provided contact information for ACLU	1/24/12
1/19/12	Consumer	Bowie	MD		Service	Delivery	Missing mail	Package missing in mail	Package delivered 1/24/12	1/19/12
1/19/12	Consumer	Erie	PA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/19/12
1/19/12	Consumer	Sunriver	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/19/12
1/20/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/20/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/20/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/20/12
1/20/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/20/12
1/20/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/20/12
1/20/12	Consumer	James City	PA		Service	Retail	PO closing	Comment on possible closing of James City, PA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	1/20/12
1/20/12	Consumer	James City	PA		Service	Retail	PO closing	Comment on possible closing of James City, PA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	1/20/12
1/20/12	Consumer				Service	Rates		Comment on rate increase	Placed on file	1/20/12
1/20/12	Media				RFI	Information		Question on GoPost mail lockers	Answered by PAGR	1/20/12
1/20/12	Federal, State & local govt	Washington	DC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	1/20/12
1/20/12	Federal, State & local govt	Washington	DC		A2012-111	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	1/20/12

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1/20/12	Federal, State & local govt	Washington	DC		A2012-86	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	1/20/12
1/20/12	Consumer	Hye	TX		Service	Retail	PO closing	Comment on possible closing of Hye, TX post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	1/23/12
1/20/12	Postal Employee				Other			Claim for sick leave reimbursement	Referred to USPS HR	1/24/12
1/20/12	Postal Employee	Joppa	MD		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/20/12
1/20/12	Federal, State & local govt		NJ		RFI	Rates		Question from constituent on postal rates, revenues, and profits	Referred to OAC	1/20/12
1/20/12	Federal, State & local govt	Waterloo	IA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/20/12
1/20/12	Consumer	Springfield	IL		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/20/12
1/20/12	Consumer	Lansing	MI		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/20/12
1/21/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/23/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/21/12	Postal Employee				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/23/12
1/21/12	Postal Employee	Roanoke	VA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/23/12
1/21/12	Consumer	Seattle	WA		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	1/23/12
1/22/12	Postal Employee				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/23/12
1/22/12	Postal Employee	Highland Park	NJ		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/23/12
1/22/12	Postal Employee				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/23/12
1/22/12	Consumer	Tucson	AZ		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/24/12
1/22/12	Consumer	Tucson	AZ		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/24/12
1/22/12	Consumer	Tucson	AZ		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/24/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/22/12	Consumer	Tucson	AZ		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/24/12
1/22/12	Consumer	Tucson	AZ		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/24/12
1/22/12	Consumer	Tucson	AZ		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/24/12
1/22/12	Consumer	Fayetteville	NC		Service	Delivery	Undelivered Mail	Packages not being delivered to residence	Sent to USPS to assist & respond to PRC & customer	1/23/12
1/23/12	Postal Employee	Old Bridge	NJ		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/23/12
1/23/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/23/12
1/23/12	Consumer	Elmira	NY		RFI	Rates		Request for new rate schedule	Mailed schedule	1/23/12
1/23/12	Consumer				USPS financial situation			Comment on USPS financial situation	Placed on file	1/23/12
1/23/12	Consumer	Appleton	WI	Priority Mail	Service	Delivery	Missing mail	Letter missing in mail	Sent to USPS to assist & respond to PRC & customer	1/24/12
1/23/12	Consumer	Jonesville	TX		A2012-100	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	1/23/12
1/23/12	Consumer	Boston	MA		N2011-1	Retail	PO closing	Questions on Docket	Answered by PAGR	1/23/12
1/23/12	Consumer	Smithtown	NY		Service	Delivery	Mail damage	Mail being damaged/opened	Sent to USPS to assist & respond to PRC & customer	1/25/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/23/12	Consumer	Greenwich	CT		Service	Delivery	Other	Problems with identification requirements for change of address	Sent to USPS to assist & respond to PRC & customer	2/10/12
1/23/12	Consumer	Tucson	AZ		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/23/12
1/23/12	Consumer	Lebanon	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/23/12
1/23/12	Consumer	Lebanon	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/23/12
1/24/12	Consumer		MI		USPS financial situation			9 form postcards received regarding service standards	Placed on file	1/24/12
1/24/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/24/12
1/24/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/24/12
1/24/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/24/12
1/24/12	Consumer	S Charleston	WV		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses also receiving other customer's mail	Sent to USPS to assist & respond to PRC & customer	1/24/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/24/12	Consumer	Greensboro	NC		Service	Delivery	Delayed Mail	Letters delayed in mail	Sent to USPS to assist & respond to PRC & customer	1/24/12
1/24/12	Consumer	Las Vegas	NV		Service	Delivery	Delayed Mail	Mail being delivered late in the day	Sent to USPS to assist & respond to PRC & customer	1/24/12
1/24/12	Consumer	S Charleston	WV		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses also receiving other customer's mail - requested further information	Answered by PAGR	1/24/12
1/24/12	Consumer	Balm	FL		A2012-4	Retail	PO closing	Question on status local of post office	Referred to local postmaster	1/24/12
1/24/12	Consumer	Big Spring	TX		RFI	Rates		Request for new rate schedule	Mailed schedule	1/26/12
1/24/12	Consumer	Stewart	MS		Service	Retail	PO closing	Comment on possible closing of Stewart, MS post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	1/25/12
1/24/12	Media	Washington	DC		N2011-1			Interview request with Comm. analyst to review summary of data	Answered by PAGR	1/27/12
1/24/12	Federal, State & local govt	Washington	DC		A2012-97	Retail	PO closing	Comment on post office closing	Answered by Chairman's Office	2/14/12
1/24/12	Consumer	Weston	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	1/24/12

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1/24/12	Consumer	Sumter	SC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	1/24/12
1/24/12	Consumer	Tulsa	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	1/24/12
1/24/12	Consumer	Erie	PA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/24/12
1/24/12	Consumer	Erie	PA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/24/12
1/24/12	Consumer	Erie	PA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/24/12
1/24/12	Consumer	Waterford	PA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/24/12
1/24/12	Consumer	Erie	PA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/24/12
1/24/12	Consumer	Tinton Falls	NJ		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/24/12

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1/24/12	Consumer	Erie	PA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/24/12
1/24/12	Consumer	Florence	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/24/12
1/24/12	Consumer	Springfield	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/24/12
1/24/12	Consumer	Cedar Falls	IA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/24/12
1/24/12	Consumer	Wareham	MA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/24/12
1/25/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/25/12
1/25/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/25/12
1/25/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/25/12
1/25/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/25/12

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1/25/12	Consumer	Rowlett	TX		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/25/12
1/25/12	Media	Washington	DC		FOIA			Interview with the Chairman	FOIA requests	1/25/12
1/25/12	Media	Richmond	VA		N2011-1			Interview with the Chairman		1/25/12
1/25/12	Consumer	Lynchburg	VA		Service	Delivery	RTS	Mail being returned to sender and other service issues	Sent to USPS to assist & respond to PRC & customer	1/26/12
1/25/12	Consumer				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comment	1/26/12
1/26/12	Media	Washington	DC		N2011-1	Retail	PO closing	Question on number of post office closings pending	Answered by PAGR	1/26/12
1/26/12	Consumer				USPS financial situation			Copy of article on USPS financial situation	Placed on file	1/26/12
1/26/12	Consumer				Service	Delivery	Other	Cancellations on letters illegible	Sent to USPS to assist & respond to PRC & customer	1/26/12
1/26/12	Media	Washington	DC		N2011-1 N2012-1			Interview with the Comm. Acton		1/26/12
1/26/12	Consumer				Service	Delivery	Other	Cancellations on letters illegible - further comments	Sent to USPS to assist & respond to PRC & customer	1/26/12
1/26/12	Consumer	Ogdensburg	NY		Service	Delivery	RTS	Refund check returned to sender	Sent to USPS to assist & respond to PRC & customer	1/27/12
1/26/12	Consumer	Spokane	WA		RFI	Information	Other	Questions on pending postal legislation	Answered by PAGR	1/30/12
1/26/12	Consumer	York	PA		Service	Retail	PO closing	Request to reconsider acceptance of untimely appeal	Answered by PAGR	1/14/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/27/12	Media	Fayetteville	AR		RM2011-13	Retail	PO closing	Questions on new rules applicable to appeals of Post Office closings	Answered by PAGR	1/27/12
1/27/12	Consumer	Chattanooga	TN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/27/12
1/27/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/27/12
1/27/12	Consumer	Lawrenceville	GA		Service	Delivery	Undelivered Mail	Mail not being delivered to residence - request for status update	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	1/27/12
1/27/12	Consumer				USPS financial situation			Copies of articles on USPS financial situation	Placed on file	1/27/12
1/27/12	Postal Employee				RFI	Information	Other	Question on seniority	Replied that issue is not within Commission jurisdiction	1/30/12
1/27/12	Consumer				Service	Rates		Comment on rate increase	Acknowledged comments	1/27/12
1/27/12	Consumer	Bayshore	NY		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	2/10/12
1/27/12	Consumer	Alamo	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	1/27/12

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1/27/12	Consumer	Delta	LA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	1/27/12
1/27/12	Consumer	Morrow	LA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	1/27/12
1/27/12	Consumer	Wilmington	DE		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/27/12
1/27/12	Consumer	Carlinville	IL		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/27/12
1/27/12	Consumer	Carlinville	IL		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/27/12
1/27/12	Consumer	North Branford	CT		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/27/12
1/27/12	Consumer	Springfield	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/27/12
1/27/12	Consumer	Worcester	MA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/27/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/27/12	Consumer	Meriden	CT		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/27/12
1/27/12	Consumer	Waterloo	IA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/27/12
1/29/12	Consumer				RFI	Information	Other	Question on number of employees at the Commission	Answered by PAGR	1/30/12
1/29/12	Consumer	Daisy	GA		A2011-104	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	1/30/12
1/29/12	Consumer	Lairdsville	PA		Service	Retail	PO closing	Allegations of using flawed data when determining post office closings	Sent to USPS to assist & respond to PRC & customer	2/8/12
1/29/12	Consumer	Harrisonburg	VA		Service	Delivery	Claim	Request review of insurance claim	Sent to USPS to assist & respond to PRC & customer	1/29/12
1/29/12	Consumer	Chicago	IL		Service	Employee behavior	Rudeness	Clerk rude to customer	Sent to USPS to assist & respond to PRC & customer	2/29/12
1/30/12	Media	New York City	NY		N2011-1	Information		Question on Chairman's Information Request No.1	Answered by PAGR	1/30/12
1/30/12	Media	Washington	DC		RFI	Information	Other	Questions on Commission February Public Meeting	Answered by PAGR	1/30/12
1/30/12	Media	Washington	DC		FOIA	Information		Questions on response to FOIA request on international travel	Answered by PAGR	1/30/12
1/30/12	Consumer				RFI	Information	Other	Question on number of employees at the Commission	Answered by PAGR	1/30/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/30/12	Consumer	Ogdensburg	NY		Service	Delivery	RTS	Refund check returned to sender - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	1/30/12
1/30/12	Postal Employee				USPS financial situation			Comment on USPS financial situation	Placed on file	1/30/12
1/30/12	Consumer	Washington	DC		Service	Delivery	Missing mail	Stamp order not delivered to customer	Sent to USPS to assist & respond to PRC & customer	1/30/12
1/30/12	Consumer	Pasadena	CA		N2012-1	Information		Question on participating in Docket	Answered by PAGR and Public Rep.	1/30/12
1/30/12	Consumer	Los Angeles	CA		Service	Delivery	Missing mail	Checks missing in mail	Sent to USPS to assist & respond to PRC & customer	1/30/12
1/30/12	Consumer	Ogdensburg	NY		Service	Delivery	RTS	Refund check returned to sender - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	1/30/12
1/30/12	Mailer				N2012-1	Information		Question on participating in Docket	Answered by PAGR and Public Rep.	1/30/12
1/30/12	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on more lobbies being opened for access	Acknowledged comments	1/30/12
1/30/12	Consumer	Huntington Beach	CA		USPS financial situation	Suggestion		Comment on USPS financial situation	Acknowledged comments	2/2/12
1/30/12	Postal Employee				Other			Claim for sick leave reimbursement - additional comments	Referred to USPS HR	2/8/12
1/30/12	Consumer	Raleigh	NC		Service	Delivery	RTS	Mail being returned to sender and other service issues	Sent to USPS to assist & respond to PRC & customer	2/10/12
1/30/12	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection schedule at Lindenhurst, IL CPO	Sent to USPS to assist & respond to PRC & customer	2/10/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/30/12	Consumer	Chicago	IL		Service	Retail	PO closing	Request from local postal official for post office closing proposals	Sent to USPS to assist & respond to PRC & customer	2/10/12
1/30/12	Consumer	Floral park	NY		Service	Delivery	RTS	Mail being returned and other service issues	Sent to USPS to assist & respond to PRC & customer	2/10/12
1/31/12	Consumer	Columbia	MD		Service	Delivery	Delayed Mail	Mail being delivered late in the day	Sent to USPS to assist & respond to PRC & customer	1/31/12
1/31/12	Consumer	Washington	DC		Service	Delivery	Other	Request for outgoing mail drop in apartment building	Sent to USPS to assist & respond to PRC & customer	1/31/12
1/31/12	Consumer			Priority Mail	Service	Delivery	Delayed Mail	Package not delivered in timeframe quoted	Sent to USPS to assist & respond to PRC & customer	2/2/12
1/31/12	Postal Employee	Heavener	OK		Service	Retail	PO closing	Comment on possible post office closing	Acknowledged comments	2/2/12
1/31/12	Consumer	Missoula	MT		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	2/2/12
1/31/12	Federal, State & local govt	Washington	DC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	2/8/12
1/31/12	Consumer				Service	Delivery	PO Box	P O Box fee increased	Sent to USPS to assist & respond to PRC & customer	2/8/12
1/31/12	Consumer	Huntley	Wy		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	1/31/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
1/31/12	Consumer	Old Bridge	NJ		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/31/12
1/31/12	Consumer	Clinton	MA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/31/12
1/31/12	Consumer	West Haven	CT		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/31/12
1/31/12	Consumer	Northford	CT		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/31/12
1/31/12	Consumer	Erie	PA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/31/12
1/31/12	Consumer	Worcester	MA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/31/12
1/31/12	Consumer	Lansing	MI		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/31/12
1/31/12	Consumer	Lansing	MI		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	1/31/12
1/31/12	Consumer				Personnel	Fraud		Whistleblower complaint	Referred to USPS OIG	4/2/12

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2/1/12	Consumer	Los Angeles	CA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	2/2/12
2/1/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/1/12
2/1/12	Consumer	Chino Hills	CA		Service	Delivery	PO Box	Box closed due to late payment mail being returned to sender	Sent to USPS to assist & respond to PRC & customer	2/1/12
2/1/12	Consumer	High Point	NC		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	2/2/12
2/1/12	Consumer	Columbus	GA		Service	Delivery	Other	Carrier driving across lawn when delivering mail	Sent to USPS to assist & respond to PRC & customer	2/10/12
2/1/12	Consumer	Andrew	IA		A2012-125	Retail	PO closing	Comment on post office closing	Replied that Docket was Dismissed	2/9/12
2/1/12	Consumer	Andrew	IA		A2012-125	Retail	PO closing	Comment on post office closing	Replied that Docket was Dismissed	2/9/12
2/2/12	Consumer		MI		USPS financial situation			47 form postcards received regarding service standards	Placed on file	2/2/12
2/2/12	Consumer	Ogdensburg	NY		Service	Delivery	RTS	Refund check returned to sender - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	2/2/12
2/2/12	Consumer	Washington	DC		Service	Delivery	Missing mail	Stamp order not delivered to customer - status update stamps received 2/1/12	Sent to USPS to assist & respond to PRC & customer	2/2/12
2/2/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/2/12

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2/2/12	Consumer	Ogdensburg	NY		Service	Fraud		Alleged fraud through the mail - further comments	Placed on file	2/2/12
2/2/12	Media	Washington	DC		FOIA			Interview with the Chairman	FOIA requests	2/2/12
2/2/12	Consumer	Traverse City	MI		Service	Retail	PO closing	Comment on need to close underperforming post office	Acknowledged comments	2/8/12
2/2/12	Consumer	Carmen	OK		Service	Retail	PO closing	Comment on possible closing of Carmen, OK post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	2/8/12
2/2/12	Consumer	Edinburg	TX		Other			Non-posted items being placed in customers mailbox	Referred to USPS CA	2/8/12
2/2/12	Consumer	Maquoketa	IA		A2012-125	Retail	PO closing	Comment on post office closing	Replied that Docket was Dismissed	2/9/12
2/2/12	Federal, State & local govt	Washington	DC		N2012-1	Delivery	AMP	Comment on proposed service standard changes - Courtesy copy of letter to USPS District Manager	Placed on file	2/3/12
2/2/12	Consumer	Airville	PA		Service	Retail	PO closing	Request to reconsider acceptance of untimely appeal	Answered by PAGR	1/14/12
2/2/12	Consumer	Cadott	WI		Service	Delivery	Mode of delivery	Concerns regarding placement of mailbox	Sent to USPS to assist & respond to PRC & customer	2/22/12
2/3/12	Consumer	Little America	WY		Service	Delivery	Mode of delivery	Local post office ending General Delivery for customers	Sent to USPS to assist & respond to PRC & customer	2/3/12
2/3/12	Consumer				Website			Customer lost e-filing login information	Referred to Docket Section	2/3/12
2/3/12	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	2/8/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
2/3/12	Consumer	Willaimsburg	WV		RFI	Information	Other	Question on possible fraudulent email	Referred to USPS IS	2/8/12
2/3/12	Consumer	Houston	TX		Service	Delivery	Missing mail	Letter missing in mail	Sent to USPS to assist & respond to PRC & customer	2/8/12
2/3/12	Consumer	Houston	TX		Service	Delivery	Missing mail	Letter missing in mail	Sent to USPS to assist & respond to PRC & customer	2/8/12
2/3/12	Consumer	Boston	MA		Service	Retail	PO Box	Mail not being delivered to P O Box - request for status update	Sent to USPS to assist & respond to PRC & customer	2/8/12
2/3/12	Consumer				Service	Delivery	Mail theft	Allegations of mail theft	Referred to USPS CA	2/3/12
2/3/12	Consumer	Barnes City	IA		A2012-117	Retail	PO closing	Comment on post office closing	Replied that Docket was Dismissed	2/9/12
2/3/12	Consumer	Weston	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	2/3/12
2/3/12	Consumer	Forestville	MI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	2/3/12
2/3/12	Consumer	Dillonvale	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	2/3/12
2/3/12	Consumer	Hawk Springs	WY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	2/3/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
2/3/12	Consumer	Wentworth	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	2/3/12
2/3/12	Consumer	Wentworth	MO		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	2/3/12
2/3/12	Consumer	Belden	NE		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	2/3/12
2/3/12	Consumer	Parrott	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	2/3/12
2/3/12	Consumer	Atlanta	GA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/3/12
2/3/12	Consumer	Salem	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/3/12
2/4/12	Consumer	Flat Rock	OH		Service	Retail	PO closing	Comment on possible closing of local post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	2/8/12
2/4/12	Consumer	Centennial	CO		Service	Delivery	Unsolicited mail	Customer received unwanted mail and other questions	Referred to OAC	2/8/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
2/4/12	Consumer				Service	Retail	PO closing	Question on Final Determinations withdraw by the Postal Service	Answered by PAGR	2/8/12
2/4/12	Consumer	Window Rock	AZ		Service	Delivery	PO Box	Customer having difficulty opening P O Box	Sent to USPS to assist & respond to PRC & customer	2/8/12
2/4/12	Consumer			International surface mail	Service	Delivery	Missing mail	Package missing in mail sent from India	Sent to USPS to assist & respond to PRC & customer	2/8/12
2/4/12	Consumer			International surface mail	Service	Delivery	Missing mail	Package being held by another courier for payment of duty charges	Sent to USPS to assist & respond to PRC & customer	2/8/12
2/4/12	Consumer	Centennial	CO		Service	Delivery	Unsolicited mail	Customer received unwanted mail and other questions	Answered by OAC and PAGR	2/17/12
2/5/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/5/12
2/5/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/5/12
2/6/12	Media	Washington	DC		N2011-1	Retail	PO closing	Question on list of post offices	Answered by PAGR	2/6/12
2/6/12	Federal, State & local govt	Raymore	MO		Service	Delivery		Question on Delivery Unit Optimization program	Referred to USPS District Manager	2/7/12
2/6/12	Consumer	Los Angeles	CA		Service	Delivery	Missing mail	Letters missing in mail	Sent to USPS to assist & respond to PRC & customer	2/8/12
2/6/12	Consumer	Las Vegas	NV		Service	Delivery	Undelivered Mail	Mail not being delivered to residence	Sent to USPS to assist & respond to PRC & customer	2/8/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
2/6/12	Consumer	Edgewater	NJ	Certified Mail	Service	Delivery	Delayed Mail	Attempt to redeliver Certified letter not being made by carrier	Sent to USPS to assist & respond to PRC & customer	2/8/12
2/6/12	Consumer	Corcoran	CA		Service	Delivery	Prison mail	Issues with prison mail administration	Provided contact information for ACLU	2/9/12
2/7/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/7/12
2/7/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/7/12
2/7/12	Consumer	Grace	MS		Service	Retail	PO closing	Courtesy copy of letter to elected officials regarding Grace, MS post office	Placed on file	2/7/12
2/7/12	Media		TX		A2012-21	Information	PO closing	Question on remand of post office	Answered by PAGR	2/7/12
2/7/12	Consumer	Oceanside	CA		Service	Delivery	Mail theft	Allegations of mail theft	Sent to USPS to assist & respond to PRC & customer	2/7/12
2/7/12	Mailer	Lighthouse Point	FL		RFI	Information	Other	Request for assistance in obtaining bulk mail permit	Sent to USPS to assist & respond to PRC & customer	2/7/12
2/7/12	Consumer	Washington	DC	Certified Mail	Service	Delivery	Delayed Mail	Letter delayed in mail	Sent to USPS to assist & respond to PRC & customer	2/7/12
2/7/12	Consumer	Port St Lucie	FL		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	2/7/12
2/7/12	Postal Employee		FL		RFI	Information	Other	Question on USPS rehiring retired employees	Referred to USPS HR	2/8/12

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2/7/12	Consumer		VA		Service	Delivery	Misdelivery	Customer mail being delivered to former address	Sent to USPS to assist & respond to PRC & customer	2/8/12
2/7/12	Consumer	Kansas City	MO		Service	Employee behavior	Rudeness	Clerk rude to customer	Sent to USPS to assist & respond to PRC & customer	2/8/12
2/7/12	Consumer	James City	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	2/7/12
2/7/12	Consumer	Winchendon	MA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/7/12
2/7/12	Consumer	Worcester	MA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/7/12
2/7/12	Consumer	Rochester	IL		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/7/12
2/7/12	Consumer	Erie	PA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/7/12
2/8/12	Consumer	Big Springs	TX		RFI	Rates		Request for new rate schedule	Mailed schedule	2/8/12
2/8/12	Consumer		IN		Service	Delivery	Missing mail	Package missing in mail - request for status	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	2/8/12

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2/8/12	Federal, State & local govt	Washington	DC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	2/8/12
2/8/12	Consumer	North Las Vegas	NV		USPS financial situation	Suggestion		Comment on USPS financial situation	Acknowledged comments	2/8/12
2/8/12	Consumer			International surface mail	Service	Delivery	Missing mail	Package missing in mail sent to Spain	Sent to USPS to assist & respond to PRC & customer	2/8/12
2/8/12	Consumer			International surface mail	Service	Delivery	Missing mail	Package missing in mail sent to Spain - additional information	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	2/8/12
2/8/12	Consumer				Service	Retail	PO closing	Question on Final Determinations withdraw by the Postal Service - additional comments	Answered by PAGR	2/8/12
2/8/12	Federal, State & local govt	Lohrville	IA		Service	Retail	PO closing	Question on post office closing appeal process	Referred to OAC	2/10/12
2/8/12	Federal, State & local govt	Oklahoma City	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	2/8/12
2/8/12	Consumer	Finley	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	2/8/12
2/9/12	Consumer	Long Beach	CA		Service	Delivery	Mail theft	Allegations of mail theft	Sent to USPS to assist & respond to PRC & customer	2/9/12

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2/9/12	Consumer	Hamden	CT		USPS financial situation			Comment on USPS financial situation	Acknowledged comments	2/9/12
2/9/12	Consumer	Hagerstown	MD		Service	Delivery	Prison mail	Issues with prison mail administration	Provided contact information for ACLU	2/9/12
2/9/12	Consumer	Malden	WA		Service	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	2/9/12
2/10/12	Consumer			International surface mail	Service	Delivery	Missing mail	Package missing in mail sent to Spain - status update	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	2/10/12
2/10/12	Consumer	Penn Hills	PA		Service	Delivery	Undelivered Mail	Attempt to redeliver registered letter not being made by carrier	Sent to USPS to assist & respond to PRC & customer	2/10/12
2/10/12	Consumer		NY		Service	Delivery	Missing mail	Package missing in mail	No contact information provided to respond	2/10/12
2/10/12	Consumer	Ogdensburg	NY		Service	Fraud		Alleged fraud through the mail - further comments	Placed on file	2/10/12
2/10/12	Consumer	Ogdensburg	NY		Service	Fraud		Alleged fraud through the mail - further comments	Placed on file	2/10/12
2/10/12	Consumer	Ogdensburg	NY		Service	Fraud		Alleged fraud through the mail - further comments	Placed on file	2/10/12
2/10/12	Consumer	San Francisco	CA		Service	Retail	Other	Courtesy copy of email to USPS Facilities Manager concerning lease termination	Placed on file	2/10/12
2/10/12	Consumer	San Francisco	CA		Service	Retail	Other	Courtesy copy of email to USPS Facilities Manager concerning lease termination	Placed on file	2/10/12
2/11/12	Consumer	Los Angeles	CA		R2012-3	Rates		Comment on rate changes	Placed on file	2/11/12
2/11/12	Consumer	New York City	NY		Service	Delivery	Undelivered Mail	Attempt to redeliver package not being made by carrier	Sent to USPS to assist & respond to PRC & customer	2/13/12

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2/11/12	Consumer				Service	Rates	PO Box	Comment on P O Box fee increase	Placed on file	2/11/12
2/11/12	Consumer	Bel Air	MD		USPS financial situation			Comment on USPS financial situation	Acknowledged comments	2/13/12
2/13/12	Consumer	Atherton	CA		Service	Delivery	Mode of delivery	Customer denied hardship delivery request - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	2/13/12
2/13/12	Consumer				Other			Invitation to join professional network of contacts	Answered by PAGR	2/13/12
2/13/12	Consumer		NE		N2012-1	Delivery	AMP	1 form postcard commenting on consolidating Norfolk, NE and Omaha, NE AMP operations	Placed on file	2/13/12
2/13/12	Consumer	Farmerville	CA		RFI	Rates		Request for new rate schedule	Mailed schedule	2/14/12
2/13/12	Consumer				USPS financial situation			Comment on USPS financial situation	Placed on file	2/13/12
2/13/12	Consumer	Marina Del Ray	CA		Service	Delivery	Hold mail	Mail not held during absence of customers	Sent to USPS to assist & respond to PRC & customer	2/13/12
2/13/12	Consumer	Seattle	WA		Service	Retail	PO closing	Comment on possible closing of Seafirst Station post office in Seattle, WA	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	2/14/12
2/13/12	Consumer	St Petersburg	FL		Service	Delivery	PO Box	Box closed due to late payment mail being returned to sender	Sent to USPS to assist & respond to PRC & customer	2/14/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
2/13/12	Consumer	Fort Dix	NJ		Service	Delivery	Mail theft	Contents of package missing when opened by customer	Sent to USPS to assist & respond to PRC & customer	2/15/12
2/14/12	Consumer	Represa	CA		RFI	Rates		Request for new rate schedule	Mailed schedule	2/16/12
2/14/12	Consumer	San Francisco	CA		Service	Retail	Other	Courtesy copy of email to USPS Facilities Manager concerning lease termination	Placed on file	2/14/12
2/14/12	Consumer	Chicago	IL		Other			Request for postmark and autograph from Davenport, IA postmaster	Sent to USPS to assist & respond to PRC & customer	2/22/12
2/14/12	Consumer	Worcester	MA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/7/12
2/15/12	Consumer	Brussels		International surface mail	Service	Delivery	Missing mail	Letter missing in mail sent from Belgium	Sent to USPS to assist & respond to PRC & customer	2/15/12
2/15/12	Consumer	Negley	OH		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses also receiving other customer's mail	Sent to USPS to assist & respond to PRC & customer	2/15/12
2/15/12	Consumer	Negley	OH		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses also receiving other customer's mail	Sent to USPS to assist & respond to PRC & customer	2/15/12
2/15/12	Mailer	Ormand Beach	FL		Service	Delivery	Delayed Mail	Bulk mailing not delivered in timeframe quoted	Sent to USPS to assist & respond to PRC & customer	2/15/12
2/15/12	Consumer	Little America	WY		Service	Delivery	Mode of delivery	Local post office ending General Delivery for customers - request for status update	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	2/15/12

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2/15/12	Federal, State & local govt	Lohrville	IA		Service	Retail	PO closing	Question on post office closing appeal process	Answered by OAC and PAGR	2/15/12
2/15/12	Federal, State & local govt	Washington	DC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	2/21/12
2/15/12	Consumer	Texarkana	TX		USPS financial situation			Comment on USPS financial situation	Placed on file	2/15/12
2/15/12	Postal Employee				Website	Information		Questions on searching Commission website	Answered by PAGR	2/15/12
2/15/12	Consumer				Service	Delivery	PO Box	P O Box fee increased	Sent to USPS to assist & respond to PRC & customer	2/27/12
2/16/12	Consumer		MI		USPS financial situation			5 form postcards received regarding service standards	Placed on file	2/16/12
2/16/12	Consumer			Priority Mail	Service	Delivery	Delayed Mail	Package not delivered in timeframe quoted	Referred to local USPS CA	2/16/12
2/16/12	Consumer	Arnold	UK	International surface mail	Service	Delivery	Other	Problem with Royal Mail delivery service	Replied that issue is not within Commission jurisdiction	2/16/12
2/16/12	Consumer	Chicago	IL		Service	Facility	Other	Various service issues at post office with condition of facility and flagpole	Sent to USPS to assist & respond to PRC & customer	2/21/12
2/16/12	Consumer	Chicago	IL		Website			Error on USPS website listing for post office	Sent to USPS to assist & respond to PRC & customer	2/21/12
2/16/12	Consumer	James City	PA		Service	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	2/16/12
2/16/12	Consumer			Priority Mail	Service	Delivery	Delayed Mail	Package not delivered in timeframe quoted - follow-up call issue resolved	Referred to local USPS CA	2/16/12

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2/16/12	Consumer	Ruby	SC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	2/16/12
2/16/12	Consumer	Lake Charles	LA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	2/16/12
2/16/12	Consumer	Salem	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/16/12
2/17/12	Consumer	Glenclyff	NH		A2012-29	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	2/17/12
2/17/12	Consumer	Bothwell	WA		Personnel	Employee behavior		Customer issues with carrier behavior	Sent to USPS to assist & respond to PRC & customer	2/17/12
2/17/12	Consumer				RFI	Information	Other	Question on AMP revenues	Answered by OAC and PAGR	2/17/12
2/17/12	Consumer	Pocatello	ID		RFI	Information	Other	Question on establishing an e-filing account	Answered by PAGR	2/17/12
2/17/12	Consumer				RFI	Information	Other	Question travel time for letter	Referred to local USPS CA	2/17/12
2/17/12	Consumer	Washington	DC		Service	Delivery	Change of address	Customer unable to cancel Change of Address order	Sent to USPS to assist & respond to PRC & customer	2/17/12
2/17/12	Postal Employee				RFI	Information	Other	Question on USPS finances	Answered by OAC and PAGR	2/17/12
2/17/12	Consumer	La Mirada	CA		Service	Delivery	Undelivered Mail	Mail not being delivered due to dangerous dog issue	Sent to USPS to assist & respond to PRC & customer	2/21/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
2/17/12	Consumer	Columbus	OH		Service	Delivery	Missing mail	Letters missing in mail	Sent to USPS to assist & respond to PRC & customer	2/22/12
2/17/12	Consumer				N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	2/22/12
2/17/12	Consumer		AZ		RFI	Information	Other	Contact information for local CA	Answered by PAGR	2/17/12
2/17/12	Federal, State & local govt	Manchester	NH		Service	Delivery	PO Box	Letter on behalf of constituent regarding Postal Service offering of competitive Post Office Box services	Answered by PAGR Director and OGC	2/28/12
2/17/12	Consumer	Leesville	OH		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	2/17/12
2/17/12	Consumer	Pelkie	MI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	2/17/12
2/17/12	Consumer	Chassell	MI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	2/17/12
2/17/12	Consumer	Des Moines	IA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	2/17/12

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2/17/12	Consumer	Mishawaka	IN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/17/12
2/18/12	Consumer				R2012-3	Rates		Comment on rate changes	Acknowledged comments and placed copy in commenter file	2/18/12
2/18/12	Postal Employee				RFI	Information	Other	Question on USPS finances - further questions	Answered by OAC and PAGR	2/21/12
2/18/12	Consumer				Service	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	2/21/12
2/18/12	Media				RFI	Information	Other	Question on attending monthly Commission meeting	Answered by PAGR	2/21/12
2/19/12	Consumer	Traverse City	MI		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/19/12
2/20/12	Consumer	Tucson	AZ		Service	Delivery	Claim	Request review of insurance claim	Acknowledged comments and requested further documentation	2/22/12
2/21/12	Mailer	Bismarck	ND		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/21/12
2/21/12	Consumer	Columbia	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/21/12
2/21/12	Consumer	Campellsport	WI		Service	Delivery	Missing mail	Check missing in mail	Sent to USPS to assist & respond to PRC & customer	2/21/12

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2/21/12	Consumer	Chicago	IL		Service	Delivery	Other	Issues with delivery time policy and management response to customer's comments	Sent to USPS to assist & respond to PRC & customer	2/22/12
2/21/12	Consumer	Chatsworth	CA		USPS financial situation			Comment on offering notary services at postal facilities	Answered by Chairman's Office	2/21/12
2/21/12	Federal, State & local govt	Washington	DC		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/21/12
2/21/12	Federal, State & local govt	Washington	DC		A2012-97	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	2/21/12
2/21/12	Consumer	Indianapolis	IN		Service	Delivery	Undelivered Mail	Letter sent to California not delivered as addressed	Sent to USPS to assist & respond to PRC & customer	2/22/12
2/21/12	Consumer			International surface mail	Service	Delivery	Missing mail	Package missing in mail sent to China	Sent to USPS to assist & respond to PRC & customer	2/22/12
2/22/12	Postal Employee	Salem	OR		Service	Delivery	AMP	Copy of article on closing of Frederick, MD AMP	Placed on file	2/23/12
2/22/12	Consumer	Centennial	CO		Service	Delivery	Unsolicited mail	Customer received unwanted mail and other questions - further questions	Answered by OAC and PAGR	2/22/12
2/22/12	Consumer	Hazelcrest	IL		Service	Delivery	Change of address	Mail not being forwarded	Sent to USPS to assist & respond to PRC & customer	2/22/12
2/22/12	Consumer	Smyrna	NY		A2011-78	Retail	PO closing	Comment on post office closing	Acknowledged comments and mailed copy of Order affirming Final Determination	2/22/12

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2/22/12	Consumer	Smyrna	NY		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	2/22/12
2/22/12	Consumer	El Prado	NM		Service	Delivery	Mode of delivery	Question on customer receiving some mode of free delivery	Sent to USPS to assist & respond to PRC & customer	2/23/12
2/22/12	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comment	2/23/12
2/22/12	Consumer	Crockett Mills	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	2/22/12
2/22/12	Consumer	Crockett Mills	TN		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	2/22/12
2/22/12	Consumer	Fairway	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	2/22/12
2/22/12	Consumer	Fairway	KS		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	2/22/12
2/22/12	Consumer	San Diego	CA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/22/12

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2/22/12	Consumer	Tucson	AZ		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/22/12
2/23/12	Consumer	Tucson	AZ		Service	Delivery	Claim	Request review of insurance claim - further comments	Acknowledged comments and requested further documentation	2/23/12
2/23/12	Consumer	Centennial	CO		Service	Delivery	Unsolicited mail	Customer received unwanted mail and other questions	Sent to USPS to assist & respond to PRC & customer	2/23/12
2/23/12	Consumer	Corpus Christi	TX		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/23/12
2/23/12	Federal, State & local govt	Washington	DC		Philatelic	Information		Question on where to submit suggestion for stamp design	Referred to Citizen Stamp Advisory Committee	2/23/12
2/23/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/23/12
2/23/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/23/12
2/23/12	Consumer	Little America	WY		Service	Delivery	Mode of delivery	Local post office ending General Delivery for customers - request for status update	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	2/23/12
2/23/12	Consumer	Harrisburg	PA		Philatelic	Information		Question on use of old unused airmail stamps	Sent to USPS to assist & respond to PRC & customer	2/23/12
2/23/12	Consumer				Service	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	2/24/12

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2/23/12	Consumer	Santa Clara	CA		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comment	2/24/12
2/23/12	Consumer	Little America	WY		Service	Delivery	Mode of delivery	Local post office ending General Delivery for customers - request for status update - case closed	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	2/23/12
2/23/12	Federal, State & local govt		AK		Personnel	Employee behavior		State official receiving inappropriate emails from postal employee	Referred to USPS OIG	2/23/12
2/24/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/24/12
2/24/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/24/12
2/24/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/24/12
2/24/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/24/12
2/24/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/24/12
2/24/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/24/12

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2/24/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/24/12
2/24/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/24/12
2/24/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/24/12
2/24/12	Consumer	Hoonah	AK	Priority Mail	Service	Delivery	Delayed Mail	Anonymous complaint regarding delayed Priority Mail letters	Referred to USPS CA	2/24/12
2/24/12	Consumer				USPS financial situation	Suggestion		Comment on USPS financial situation	Placed on file	2/24/12
2/24/12	Consumer				USPS financial situation	Suggestion		Comment on USPS financial situation	Placed on file	2/24/12
2/24/12	Consumer	Chicago	IL	Certified Mail	Service	Delivery	Missing mail	Certified letter missing in mail	Sent to USPS to assist & respond to PRC & customer	2/24/12
2/24/12	Consumer	Smyrna	NY		A2011-78	Retail	PO closing	Comment on post office closing	Acknowledged comments and mailed copy of Order affirming Final Determination	2/24/12
2/24/12	Consumer	Washington	DC		RFI	Information		Question on listing of all post office locations	Answered by PAGR provided USPS website links to information	2/24/12
2/24/12	Consumer	Hatboro	PA		Service	Delivery	PO Box	Concerns with competitive P O Box program participation	Sent to USPS to assist & respond to PRC & customer	2/24/12

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2/24/12	Consumer	Albany	OR		Service	Delivery	Mail theft	Allegations of mail theft	Referred to USPS OIG	2/24/12
2/24/12	Consumer	Washington	DC		RFI	Information		Question on listing of all post office locations - further questions	Answered by PAGR	2/24/12
2/24/12	Consumer	Bel Air	MD		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comment	2/27/12
2/24/12	Postal Employee	Philadelphia	PA		Service	Delivery	AMP	Question on PRC role in considering closures of AMPs	Answered by PAGR	2/24/12
2/24/12	Consumer	Burton	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	2/24/12
2/24/12	Consumer	Kirkwood	PA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/24/12
2/25/12	Consumer				Service	Delivery	Mode of delivery	Customer denied hardship delivery request	No contact information provided to respond	2/27/12
2/25/12	Consumer			International surface mail	Service	Delivery	Missing mail	Package missing in mail sent from India - further comments	Sent to USPS to assist & respond to PRC & customer	2/27/12
2/25/12	Consumer	Suwanee	GA	International surface mail	Service	Delivery	Missing mail	Package missing in mail sent from Germany	Sent to USPS to assist & respond to PRC & customer	2/27/12
2/25/12	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	2/25/12

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2/27/12	Consumer		MI		USPS financial situation			3 form postcards received regarding service standards	Placed on file	2/27/12
2/27/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/27/12
2/27/12	Consumer	Roanoke	VA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/27/12
2/27/12	Consumer	Shiloh	OH		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/27/12
2/27/12	Consumer	Concord	CA		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses also receiving other customer's mail - request for status update	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	2/27/12
2/27/12	Consumer	Washington	DC		RFI	Information		Question on listing of all post office locations - further questions	Answered by PAGR	2/27/12
2/27/12	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	2/27/12
2/27/12	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	2/27/12
2/27/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/27/12
2/27/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/27/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
2/27/12	Federal, State & local govt	Washington	DC		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/27/12
2/27/12	Consumer	Hatboro	PA		Service	Delivery	PO Box	Concerns with competitive P O Box program participation - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	2/27/12
2/27/12	Consumer	Rahway	NJ		Service	Rates		Facility charging surcharge on stamp sales	Answered by PAGR	2/27/12
2/27/12	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Odell, IL post office	Sent to USPS to assist & respond to PRC & customer	2/27/12
2/27/12	Postal Employee	Sylva	NC		Other			Comment on recent FOIA request	Placed on file	2/27/12
2/27/12	Consumer	Toledo	OH		Service	Delivery	Change of address	Mail not being forwarded	Sent to USPS to assist & respond to PRC & customer	2/28/12
2/27/12	Federal, State & local govt		ND		Service	Delivery	Mode of delivery	Question on obtaining an extension of rural mail service	Answered by PAGR	2/28/12
2/27/12	Federal, State & local govt				Service	Retail	PO closing	Question on post office closing appeal process	Answered by OGC	2/27/12
2/27/12	Federal, State & local govt		FL		RFI	Rates		Question rates for election mailings	Answered by PAGR	2/27/12
2/28/12	Consumer	Springfield	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/28/12
2/28/12	Consumer	San Francisco	CA		Service	Retail	Other	Courtesy copy of email to USPS Facilities Manager concerning lease termination	Placed on file	2/28/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
2/28/12	Consumer	Concord	CA		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses also receiving other customer's mail - request for status update	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	2/28/12
2/28/12	Consumer	Canonsburg	PA		Service	Delivery	Undelivered Mail	Mail not being delivered to residence	Sent to USPS to assist & respond to PRC & customer	2/28/12
2/28/12	Consumer	Brooklyn	NY	Delivery confirmation	Service	Delivery	Other	Customer did not receive return receipt	Sent to USPS to assist & respond to PRC & customer	2/28/12
2/28/12	Consumer	Ft Worth	TX		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses also receiving other customer's mail	Sent to USPS to assist & respond to PRC & customer	2/29/12
2/28/12	Consumer				Service	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	2/29/12
2/28/12	Consumer	Lexington	KY		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/28/12
2/28/12	Consumer	James City	PA		Service	Retail	PO closing	Comment on possible post office closing	Referred to USPS CIC	2/28/12
2/28/12	Consumer	Bridgeport	CT		Service	Delivery	Delayed Mail	Package delayed in mail	Sent to USPS to assist & respond to PRC & customer	3/8/12
2/29/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/29/12
2/29/12	Consumer	Camak	GA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	2/29/12

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2/29/12	Consumer	Lincoln	IL		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/29/12
2/29/12	Consumer	Cogan Station	PA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	2/29/12
3/1/12	Federal, State & local govt	Washington	DC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	3/7/12
3/1/12	Federal, State & local govt	Washington	DC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	3/7/12
3/1/12	Postal Employee				USPS financial situation			Comment on USPS financial situation	Placed on file	3/1/12
3/1/12	Media		NY		Other			Request for interview on how changes in periodicals rates would affect magazine industry	Referred to OAC	3/5/12
3/1/12	Consumer	Redondo Beach	CA		Service	Delivery	PO Box	P O Box fee increased	Sent to USPS to assist & respond to PRC & customer	3/7/12
3/1/12	Business Owner	Washington	DC		RFI	Information	Other	Question on obtaining test results of study of sale of unclaimed property from MRCs	Sent to USPS to assist & respond to PRC & customer	3/8/12
3/2/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/2/12

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3/3/12	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	3/5/12
3/3/12	Consumer	Woodland	ME		Service	Delivery	Missing mail	Packages missing in mail	Sent to USPS to assist & respond to PRC & customer	3/6/12
3/4/12	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	3/5/12
3/5/12	Federal, State & local govt	Washington	DC		A2012-125	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	3/9/12
3/5/12	Consumer	Boynton Beach	FL		Service	Delivery	RTS	Mail being returned to sender	Sent to USPS to assist & respond to PRC & customer	3/5/12
3/5/12	Consumer	Tigard	OR		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comment	3/6/12
3/5/12	Consumer				Service	Delivery	Missing mail	Card missing in mail	Sent to USPS to assist & respond to PRC & customer	3/6/12
3/5/12	Consumer				USPS financial situation			Comment on USPS financial situation	Placed on file	3/6/12
3/5/12	Consumer	Randolph	IA		A2012-111	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	3/5/12
3/5/12	Consumer				RFI	Information	Other	Contractor wishing to do business with the Postal Service	Provided link on USPS website to submit unsolicited proposals	3/5/12
3/5/12	Consumer	San Francisco	CA		Service	Retail	PO closing	Question on moratorium on post office closings	Answered by PAGE and OGC	3/8/12
3/5/12	Consumer	Winsted	CT		A2012-102	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	3/8/12

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3/5/12	Consumer	Erie	PA		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comment	3/8/12
3/5/12	Postal Employee	Houston	TX		Personnel			Comment on VERA	Referred to USPS HR	3/12/12
3/6/12	Consumer	Randolph	IA		Service	Delivery	Mode of delivery	Concerns regarding placement of mailbox	Sent to USPS to assist & respond to PRC & customer	3/6/12
3/6/12	Consumer	Tucson	AZ		Service	Delivery	Claim	Request review of insurance claim - further comments	Sent to USPS to assist & respond to PRC & customer	3/6/12
3/6/12	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	3/6/12
3/6/12	Federal, State & local govt		NJ		RFI	Rates		Question from constituent on postal rates, revenues, and profits	Answered by OAC and PAGR	3/6/12
3/6/12	Consumer	Raleigh	NC		Service	Delivery	Undelivered Mail	Mail not being delivered to residence	Sent to USPS to assist & respond to PRC & customer	3/6/12
3/7/12	Consumer				Other			Erroneously received e-mail intended for another website	No contact information provided to respond	3/7/12
3/7/12	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	3/7/12
3/7/12	Mailer	Bismarck	ND		N2012-1	Delivery	AMP	Comment on proposed service standard changes - Acknowledged reply to petitions sent	Placed on file	3/7/12
3/7/12	Consumer		UK		Other			Letter regarding illegal aliens	No contact information provided to respond	3/7/12

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3/7/12	Consumer	San Francisco	CA		Service	Retail	Other	Courtesy copy of letter to USPS Facilities Manager concerning lease termination	Placed on file	3/7/12
3/7/12	Consumer	Westchester	PA		Service	Delivery	Mail damage	Mail being damaged/opened and other service issues	Sent to USPS to assist & respond to PRC & customer	3/8/12
3/7/12	Consumer	Ramseur	NC	Certified Mail	Service	Delivery	Missing mail	Certified letter missing in mail	Sent to USPS to assist & respond to PRC & customer	3/9/12
3/7/12	Consumer				Service	Delivery	Missing mail	Card missing in mail - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	3/9/12
3/7/12	Consumer	Brooklyn	NY		Service	Delivery	Undelivered Mail	Attempt to redeliver package not being made by carrier	Sent to USPS to assist & respond to PRC & customer	3/12/12
3/7/12	Consumer	Milton	WA	Priority Mail	Service	Delivery	Missing mail	Package missing in mail sent to Cambodia	Sent to USPS to assist & respond to PRC & customer	3/13/12
3/7/12	Consumer	Watertown	MA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	3/7/12
3/7/12	Consumer	Heaters	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	3/7/12
3/7/12	Consumer	James City	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	3/7/12

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3/7/12	Consumer	Providence	RI		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	3/7/12
3/7/12	Consumer	Mutual	OK		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	3/7/12
3/7/12	Consumer	Washington	DC		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	3/7/12
3/7/12	Consumer	Aldrich	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Consumer	Benton	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Consumer	Cape Girardeau	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Consumer	Cape Girardeau	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Consumer	Cape Girardeau	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12

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3/7/12	Consumer	Chaffee	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Consumer	Eugene	OR		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Consumer	Fall Grove	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Consumer	Hardy	VA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Consumer	Highlandville	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Consumer	Houston	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Consumer	Jackson	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Consumer	Jackson	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Consumer	Jackson	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12

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3/7/12	Consumer	Joplin	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Consumer	Lebanon	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Consumer	Marble Hill	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Consumer	Marble Hill	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Consumer	Marshfield	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Consumer	Nixa	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Consumer	Nixa	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Consumer	Oran	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Consumer	Ozark	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
3/7/12	Consumer	Rolla	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Consumer	Roswell	NM		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Consumer	Springfield	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Consumer	Springfield	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Consumer	Springfield	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Consumer	Springfield	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Consumer	Springfield	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Consumer	Springfield	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Federal, State & local govt	Washington	DC		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/7/12	Consumer	West Plains	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
3/7/12	Consumer	Whitewater	MO		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/7/12
3/8/12	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection schedule at St. Johns and Terre Haute, IN post offices	Sent to USPS to assist & respond to PRC & customer	3/12/12
3/8/12	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection schedule at Chicago, IL PDC	Sent to USPS to assist & respond to PRC & customer	3/12/12
3/8/12	Consumer	Margate	FL		Service	Delivery	Other	Keys lost to delivery box units in apartment complex	Sent to USPS to assist & respond to PRC & customer	3/12/12
3/8/12	Postal Employee		NY		USPS financial situation	Suggestion		Comment on USPS financial situation	Acknowledged comments	3/8/12
3/8/12	Postal Employee				Service	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	3/8/12
3/9/12	Business Owner	Pleasantville	NY		RFI	Information	Other	Contractor wishing to do business with the Postal Service	Provided link on USPS website to submit unsolicited proposals	3/9/12
3/9/12	Consumer	Floral Park	NY	Certified Mail	Service	Delivery	Missing mail	Letter missing in mail	Sent to USPS to assist & respond to PRC & customer	3/13/12
3/10/12	Consumer				USPS financial situation			Comment on USPS financial situation	Placed on file	3/10/12
3/10/12	Consumer				USPS financial situation			Comment on USPS financial situation	Placed on file	3/10/12
3/11/12	Consumer				Service	Delivery	Other	Question on mailing of license renewal	No contact information provided to respond	3/11/12
3/12/12	Consumer	Chandler	AZ		Other			Solicitation letter from non-profit group	Placed on file	3/12/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
3/12/12	Consumer	Williamsville	NY		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/12/12
3/12/12	Consumer	Milton	WA	Priority Mail	Service	Delivery	Missing mail	Package missing in mail sent to Cambodia - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	3/13/12
3/12/12	Consumer	Toledo	OH		Service	Delivery	Change of address	Mail not being forwarded	Sent to USPS to assist & respond to PRC & customer	3/13/12
3/12/12	Mailer	Essex	CT		Service	Delivery	Other	Conflict in rules given to mailer regarding palletization of mailing	Sent to USPS to assist & respond to PRC & customer	3/13/12
3/12/12	Mailer				Service	Rates		Bulk mail rate dispute	Sent to USPS to assist & respond to PRC & customer	3/13/12
3/12/12	Mailer	Eagle Pass	TX		Service	Delivery	Delayed Mail	Bulk mail being held up at MPC	Sent to USPS to assist & respond to PRC & customer	3/20/12
3/12/12	Consumer	East Elmhurst	NY		Service	Delivery	Mail damage	Mail being damaged/opened	Sent to USPS to assist & respond to PRC & customer	3/29/12
3/13/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/13/12
3/14/12	Consumer	Jacksonville	FL	Express Mail	Service	Delivery	Delayed Mail	Package not delivered in timeframe quoted	Sent to USPS to assist & respond to PRC & customer	3/14/12
3/14/12	Business Owner	Pleasantville	NY		RFI	Information	Other	Question on receiving 2 percent discount for mail with a QR code	Sent to USPS to assist & respond to PRC & customer	3/14/12
3/14/12	Consumer	Sioux Falls	SD		Service	Delivery	RTS	Mail being returned to sender and packages being damaged in mail	Sent to USPS to assist & respond to PRC & customer	3/14/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
3/14/12	Postal Employee				N2012-1	Information	AMP	Question on efilng	Answered by PAGR	3/14/12
3/14/12	Consumer	Silver Spring	MD		Service	Delivery	Mail damage	Mail being damaged/opened and other service issues	Sent to USPS to assist & respond to PRC & customer	3/14/12
3/14/12	Consumer	Conover	NC		Service	Delivery	PO Box	P O Box fee increased	Sent to USPS to assist & respond to PRC & customer	3/14/12
3/14/12	Consumer	West Chester	PA		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses and lost mail/packages	Sent to USPS to assist & respond to PRC & customer	3/14/12
3/14/12	Consumer	Cumberland	MD		Service	Delivery	Undelivered Mail	Mail not being delivered to residence due to unsafe conditions	Sent to USPS to assist & respond to PRC & customer	3/23/12
3/14/12	Consumer	Wana	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/3/12
3/15/12	Consumer				USPS financial situation			Comment on USPS financial situation	No contact information provided to respond	3/15/12
3/15/12	Consumer		MI		USPS financial situation			2 form postcards received regarding service standards	Placed on file	3/15/12
3/16/12	Consumer	Kyburz	CA		Service	Delivery	Mode of delivery	Customer denied hardship delivery request	Sent to USPS to assist & respond to PRC & customer	3/20/12
3/16/12	Consumer				Service	Delivery	Missing mail	Mail tampering	Referred to USPS IS	3/16/12
3/17/12	Consumer				Service	Delivery	RTS	Mail being returned to sender	Requested further information	3/21/12
3/18/12	Consumer				Other			Emailed link to website	Placed on file	3/18/12
3/18/12	Consumer			Priority Mail	Service	Delivery	Missing mail	Package missing in mail sent to China	Sent to USPS to assist & respond to PRC & customer	3/20/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
3/19/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/19/12
3/19/12	Postal Employee		KY		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/19/12
3/19/12	Consumer				USPS financial situation			Comment on USPS financial situation	Placed on file	3/19/12
3/19/12	Consumer				RFI	Information		Question on appointments of Commissioners	Answered by PAGR	3/21/12
3/19/12	Consumer	Detroit	MI		RFI	Information	Other	Contractor wishing to do business with the Postal Service	Provided link on USPS website to submit unsolicited proposals	4/13/12
3/19/12	Consumer	Pine City	NY		Service	Delivery	Prison mail	Issues with prison mail administration	Provided contact information for ACLU	4/12/12
3/20/12	Consumer				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/20/12
3/20/12	Consumer	Oakland Gardens	NY		Service	Delivery	RTS	Mail being returned to sender	Sent to USPS to assist & respond to PRC & customer	3/20/12
3/20/12	Consumer	San Antonio	TX		Service	Delivery	Change of address	Mail not being forwarded	Sent to USPS to assist & respond to PRC & customer	3/22/12
3/20/12	Federal, State & local govt				N2012-1	Information		Questions on efilng process	Answered by PAGR Director	3/20/12
3/20/12	Consumer	McCallsburg	IA		A2012-86	Information		Question on Order affirming closing	Referred to Public Rep.	3/20/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
3/20/12	Mailer	Philadelphia	PA		RFI	Information		Question on bulk mailing permits	Answered by PAGR	3/20/12
3/20/12	Consumer	LaJolla	CA		RFI	Information	Other	Information on preservation of mural at local post office	Sent to USPS to assist & respond to PRC & customer	3/20/12
3/20/12	Consumer	Hudson	ME		Service	Retail	PO closing	Comment on post office closings	Acknowledged comments	3/30/12
3/20/12	Consumer	Holman	NM		A2012-18	Retail	PO closing	Comment on post office closing	Placed on file	4/13/12
3/21/12	Consumer			International surface mail	Service	Delivery	Missing mail	Package missing in mail sent from Russia	Requested further information	3/21/12
3/21/12	Consumer	Kentwood	MI		Service	Delivery	PO Box	Mail not being delivered to customer's P O Box	Sent to USPS to assist & respond to PRC & customer	3/21/12
3/21/12	Federal, State & local govt	Devol	OK		Service	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	3/21/12
3/21/12	Federal, State & local govt	Abingdon	VA		Service	Delivery	Undelivered Mail	Referral of constituent denied General Delivery	Sent to USPS to assist & respond to PRC & customer	4/4/12
3/21/12	Postal Employee	Tinton Falls	NJ		Other			Comment on Commission Public Meeting	Answered by Chairman's Office	3/23/12
3/21/12	Consumer	Gardendale	AL	Priority Mail	Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	3/21/12
3/21/12	Consumer				RFI	Rates		Question international rate to Holland	Answered by PAGR	3/21/12
3/22/12	Consumer			International surface mail	Service	Delivery	Missing mail	Package missing in mail sent from Russia - further information	Sent to USPS to assist & respond to PRC & customer	3/22/12
3/22/12	Consumer	Washington	DC		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses	Sent to USPS to assist & respond to PRC & customer	3/22/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
3/22/12	Consumer	Washington	DC		Service	Delivery	RTS	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC & customer	3/22/12
3/22/12	Federal, State & local govt	Sumava	IN		Service	Delivery	Other	Question on procedures for E-911 address changes	Sent to USPS to assist & respond to PRC & customer	3/22/12
3/22/12	Business Owner	Denver	CO		Service	Delivery	Undelivered Mail	Mail not being delivered to business due to shortage of carriers	Sent to USPS to assist & respond to PRC & customer	3/23/12
3/22/12	Federal, State & local govt	Washington	DC		Service	Delivery	PO closing	Referral of petitions concerning possible closing of Jigger, LA post office	Referred to USPS GR	3/22/12
3/22/12	Federal, State & local govt	Washington	DC		Service	Delivery	PO closing	Referral of petitions concerning possible closing of Lake St. George IPO	Referred to USPS GR	3/22/12
3/22/12	Consumer	Middle Island	NY		Service	Delivery	Change of address	Mail not being forwarded	Sent to USPS to assist & respond to PRC & customer	3/22/12
3/22/12	Consumer	Los Angeles	CA	Priority Mail	Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	3/22/12
3/23/12	Consumer		MI		USPS financial situation			3 form postcards received regarding service standards	Placed on file	3/23/12
3/23/12	Consumer	Wana	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	3/23/12
3/23/12	Consumer	Webster	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	3/23/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
3/23/12	Consumer	Webster	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	3/23/12
3/23/12	Consumer	Rogersville	PA		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	3/23/12
3/23/12	Consumer	Wadestown	WV		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	3/23/12
3/23/12	Consumer	Morristown	NJ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	3/23/12
3/23/12	Consumer	Deltona	FL		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/23/12
3/23/12	Consumer	Fincastle	VA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/23/12
3/23/12	Consumer	Longwood	FL		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/23/12
3/23/12	Consumer	Roswell	NM		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/23/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
3/23/12	Consumer	Salt Lake City	UT		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/23/12
3/23/12	Consumer	Shelbyville	IL		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/23/12
3/23/12	Consumer	Shelbyville	IL		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/23/12
3/23/12	Consumer	Versilles	KY		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/23/12
3/24/12	Consumer	San Diego	CA		Service	Delivery	Mode of delivery	Concerns regarding placement of mailbox	Sent to USPS to assist & respond to PRC & customer	3/29/12
3/25/12	Consumer	Portland	OR		Service	Delivery	RTS	Mail being returned to sender	Sent to USPS to assist & respond to PRC & customer	3/29/12
3/26/12	Consumer	Angola	LA		RFI	Rates		Request for new rate schedule for international mail	Mailed schedule	3/28/12
3/26/12	Federal, State & local govt	McPherson	KS		Service	Delivery	Other	Question on procedures for E-911 address changes	Sent to USPS to assist & respond to PRC & customer	3/28/12
3/26/12	Consumer	Richmond	VA	International surface mail	Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	3/28/12
3/26/12	Consumer	Duluth	GA	Priority Mail	Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	3/29/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
3/27/12	Consumer	Roanoke	VA		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/27/12
3/27/12	Consumer	St Paul Park	MN		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/27/12
3/27/12	Postal Employee				N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	3/27/12
3/27/12	Consumer	Pine City	NY		RFI	Information		Request for sections on DMM	Provided copies of sections	3/27/12
3/27/12	Consumer	Lahaina	HI		Service	Delivery	PO Box	P O Box fee increased	Sent to USPS to assist & respond to PRC & customer	3/29/12
3/27/12	Postal Employee		ME		Personnel			Question on retirement	Referred to USPS HR	4/5/12
3/27/12	Federal, State & local govt	Anniston	AL		Service	Delivery	Change of address	Referral of constituent mail not being forwarded to new address	Sent to USPS to assist & respond to PRC & customer	4/5/12
3/28/12	Consumer	Andrew	IA		A2012-125	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	3/28/12
3/28/12	Consumer	Andrew	IA		A2012-125	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	3/28/12
3/28/12	Consumer	San Francisco	CA		Personnel	Other		Customer given wrong directions by employee	Sent to USPS to assist & respond to PRC & customer	3/29/12
3/28/12	Consumer	Gaithersburg	MD	International surface mail	Service	Delivery	Missing mail	Packages missing in mail sent to Bhutan	Sent to USPS to assist & respond to PRC & customer	3/29/12

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Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
3/28/12	Federal, State & local govt	Morristown	NJ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	3/28/12
3/28/12	Consumer	Morristown	NJ		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	3/28/12
3/29/12	Consumer	Richmond	VA	International surface mail	Service	Delivery	Missing mail	Package missing in mail - further information	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	3/29/12
3/29/12	Consumer	Joliet	IL		Service	Employee behavior	Rudeness	Carrier rude to customer and other service issues	Sent to USPS to assist & respond to PRC & customer	3/29/12
3/30/12	Consumer	Carolina	WV		A2011-95	Retail	PO closing	Comment on post office closing	Acknowledged comments and placed copy in commenter file	3/30/12
3/30/12	Federal, State & local govt	Pittsburg	PA		Service	Retail	PO closing	Comment on possible closing of Chambersville, PA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	3/30/12
3/30/12	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection schedule at Lindenhurst CPO	Sent to USPS to assist & respond to PRC & customer	4/3/12
3/31/12	Consumer	Dallas	TX		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses	Sent to USPS to assist & respond to PRC & customer	4/2/12

## Postal Regulatory Commission FY 2012 Quarter 2 Log Summary

**Total Number: 1120**

<b>From (Source)</b>	<b>Count of From</b>	<b>Product</b>	<b>Count of Product</b>	<b>Category</b>	<b>Count of Category</b>
Business Owner	6	Certified Mail	6	A2011-104	1
Consumer	996	Delivery confirmation	1	A2011-48	1
Federal, State & local go	48	Express Mail	2	A2011-78	2
Mailer	9	International surface mail	17	A2011-80	1
Media	28	Priority Mail	14	A2011-95	1
Postal Employee	33	(blank)		A2012-100	1
<b>Grand Total</b>	<b>1120</b>	<b>Grand Total</b>	<b>40</b>	A2012-102	1
				A2012-104	1
				A2012-111	3
				A2012-117	1
				A2012-125	6
				A2012-18	1
				A2012-21	1
				A2012-29	1
				A2012-39	1
				A2012-4	3
				A2012-42	1
				A2012-86	2
				A2012-97	4
				ACR2011	1
				FOIA	5
				N2010-1	6
				N2011-1	130
				N2011-1 N2012-1	4
				N2012-1	520
				Other	22
				Personnel	9
				Philatelic	3
				R2012-3	3
				RFI	51
				RM2011-13	1
				Service	292
				USPS financial situ	36
				Website	4
		<b>Grand Total</b>	<b>989</b>	<b>Grand Total</b>	<b>1120</b>

  

<b>Issue</b>	<b>Count of Issue</b>	<b>Sub Issue</b>	<b>Count of Sub Issue</b>
Delivery	715	5 Days	2
Employee behavior	10	6 Days	4
Facility	1	AMP	514
Fraud	5	Change of address	10
Information	62	Claim	7
Other	3	Coll box	6
Rates	19	Delayed Mail	17
Retail	222	Hold mail	1
RFI	1	Lobby hours	2
Suggestion	9	Mail damage	7
(blank)		Mail theft	6
<b>Grand Total</b>	<b>1047</b>	Misdelivery	15
		Missing mail	51
		Mode of delivery	18
		Other	63
		PO Box	14
		PO closing	209
		Prison mail	4
		RTS	15
		Rudeness	3
		Undelivered Mail	15
		Unsolicited mail	5
		Wait time in line	1
		(blank)	
		<b>Grand Total</b>	<b>989</b>