

Postal Regulatory Commission Public Inquiry Log Quarter 3
(Includes Rate and Service Inquiries)

Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date	Returning Customer
4/1/11	Consumer	San Bruno	CA		Service	Delivery	RTS	Unemployment checks being returned to sender - alleges checks being stolen	Provided contact information for USPS - OIG	4/1/11	
4/1/11	Consumer	Rowlett	TX		N2010-1			Comment on Advisory Opinion	Acknowledged comments	4/1/11	
4/1/11	Consumer				USPS financial situation	Suggestion		Suggestions to control costs	No contact information provided to respond	4/1/11	
4/1/11	Media		TN		Service	Retail	PO closing	Question on suspended post offices	Answered by PAGR	4/1/11	
4/1/11	Media				Rates	RFI		Question pricing for Standard Mail flats	Answered by PAGR	4/1/11	
4/1/11	Consumer		HI		Philatelic	RFI		Question on submitting petition for stamp design	Sent to USPS to assist & respond to PRC & customer	4/1/11	
4/1/11	Consumer	Berkley	CA		Service	Delivery	PO Box	Size of P O Box inadequate to hold customers mail	Sent to USPS to assist & respond to PRC & customer	4/1/11	
4/1/11	Consumer				Philatelic	RFI		Question on shrink wrapping stamp sheets	Sent to USPS to assist & respond to PRC & customer	4/1/11	
4/1/11	Mailer	Greenville	NC		ACR2010	RFI		Question on ACR findings on catalog rates	Answered by PAGR	4/1/11	

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4/4/11	Postal Employee	Cape Girardeau	MO		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	4/4/11	
4/4/11	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	4/4/11	
4/4/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/5/11	
4/4/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/5/11	
4/4/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/5/11	
4/4/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/5/11	
4/4/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/5/11	

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4/4/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/5/11	
4/4/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/5/11	
4/4/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/5/11	
4/3/11	Consumer				USPS financial situation			Comment on financial situation and revenue generating programs	No response necessary	4/3/11	
4/2/11	Consumer				USPS financial situation			Comment on financial situation and revenue generating programs	No response necessary	4/2/11	
4/2/11	Consumer				USPS financial situation			Comment on financial situation and revenue generating programs	No response necessary	4/2/11	

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4/4/11	Consumer	Derma	MS		Service	Retail	PO closing	Comment on possible closing of Derma, MS post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	4/4/11	
4/4/11	Business Owners	Smithfield	RI		Service	Delivery	PO Box	Mail being delivered late in the day to P O Box	Sent to USPS to assist & respond to PRC & customer	4/5/11	
4/4/11	Consumer	Las Vegas	NV	Certified Mail	Service	Delivery		Customer unable to use postage purchased online to mail certified package	Sent to USPS to assist & respond to PRC & customer	4/5/11	
4/5/11	Consumer	Oakland	CA		Service	Delivery	Mail theft	Contents of letters & cards taken from envelopes	Sent to USPS to assist & respond to PRC & customer	4/5/11	
4/5/11	Consumer	Chicago	IL		Personnel	Employee behavior	Rudeness	Employees not responsive to customer's concerns	Sent to USPS to assist & respond to PRC & customer	4/5/11	
4/4/11	Consumer	Coney Island	NY		Service	Delivery	Delayed Mail	Magazines delivered late	Sent to USPS to assist & respond to PRC & customer	4/5/11	
4/4/11	Consumer	Mahopac	NY		Service	Delivery	Delayed Mail	Mail delivered late in the day and opened	Sent to USPS to assist & respond to PRC & customer	4/5/11	

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4/4/11	Consumer				Service	Delivery	Hold mail	Comment on hold mail policy	Sent to USPS to assist & respond to PRC & customer	4/5/11	
4/5/11	Consumer				Service	Retail	Other	Comment on local post office	Sent to USPS to assist & respond to PRC & customer	4/5/11	
4/5/11	Consumer	Dracut	MA		Service	Employee behavior		Comment on employee behavior at local post office	Sent to USPS to assist & respond to PRC & customer	4/5/11	
4/5/11	Postal Employee				Service	Delivery	Other	Comment on short paid mail	Referred to USPS CA	4/5/11	
4/4/11	Consumer	Malvern	ER		USPS financial situation	Suggestion		Suggestions to improve financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	4/5/11	
4/5/11	Consumer	Pine City	NY		Service	Delivery	Prison mail	Issues with prison mail administration	Wrote letter regarding prison administration policy	4/5/11	
4/4/11	Consumer	Bridgewater	MA		Service	Delivery	Prison mail	Issues with prison mail administration	Wrote letter regarding prison administration policy	4/5/11	

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4/4/11	Consumer				Service	Other		Copy of letter to USPS OIG on OIG RARC-WP-11-002 Report	Thanked for comments	4/5/11	
4/6/11	Consumer	Del Mar	CA		Service	Delivery	Claim	Claims filed against the Postal Service - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/6/11	
4/5/11	Consumer				RFI	Information		Question on finding volume/revenue statistics by Zip Code	Answered by PAGR	4/6/11	
4/4/11	Consumer	Geneva	IA		Service	Retail	PO closing	Comment on emergency suspension of Geneva, IA post office	Sent to USPS to assist & respond to PRC & customer	4/6/11	
3/30/11	Consumer	Easley	SC		Service	Delivery	Undelivered Mail	Mail not being delivered to residence	Sent to USPS to assist & respond to PRC & customer	4/6/11	
4/5/11	Consumer	San Francisco	CA		Service	Retail	Coll box	Service inquiry on collection schedules at Georgetown Station in Washington, DC	Sent to USPS to assist & respond to PRC & customer	4/6/11	Returning customer
4/4/11	Federal, State & local govt				RFI	Information		City attorney's office requesting contact information for USPS	Provided USPS contact information	4/4/11	

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4/4/11	Consumer		FL		Service	Delivery	AMP	Concerns over possible consolidation of Daytona Beach, FL mail processing facilities	Answered by PAGR not in Commission's jurisdiction	4/4/11	
3/31/11	Postal Employee				N2010-1	Information		Question on Advisory Opinion	Referred to PRC website	3/31/11	
4/1/11	Postal Employee	Portland	OR		A2011-4	Information		Comment on University Station post office closing	No action necessary at this time	4/1/11	
4/5/11	Mailer	North East	PA		Rates			Cost of shipping added to sale of merchandise online	Sent to USPS to assist & respond to PRC & customer	4/6/11	
4/4/11	Mailer				Service	Delivery	Undelivered Mail	Packages not being delivered	Sent to USPS to assist & respond to PRC & customer	4/6/11	
4/4/11	Mailer				Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	4/6/11	
4/4/11	Mailer	Temple Hills	MD		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	4/6/11	
4/5/11	Mailer	Kent	WA	Priority Mail	Service	Delivery	Other	Priority Mail Flat Rate envelopes inconsistently handled	Sent to USPS to assist & respond to PRC & customer	4/6/11	

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4/5/11	Mailer	Massapequa	NY		Service	Delivery	Other	Postal money orders not accepted as payment for online purchases on EBay	Sent to USPS to assist & respond to PRC & customer	4/6/11	
4/5/11	Mailer			Delivery confirmation	Service	Delivery	Other	Inconsistent handling and scanning of parcels with delivery confirmation	Sent to USPS to assist & respond to PRC & customer	4/6/11	
4/6/11	Mailer			Priority Mail	Service	Delivery	Other	Priority Mail packages scans not updated	Sent to USPS to assist & respond to PRC & customer	4/6/11	
4/6/11	Mailer				Service	Delivery	Other	Information on the availability of purchasing postage for Regional Priority boxes on PayPal	Sent to USPS to assist & respond to PRC & customer	4/6/11	
4/4/11	Mailer			Priority Mail	Service	Delivery	Other	Priority Mail Flat Rate envelopes inconsistently handled	Sent to USPS to assist & respond to PRC & customer	4/6/11	
4/5/11	Mailer	Miami	FL		Service	Delivery	Missing mail	Money order missing in mail	Sent to USPS to assist & respond to PRC & customer	4/6/11	
4/6/11	Mailer	Martinez	GA	Media Mail	Service	Delivery	Missing mail	Media Mail packages missing in mail	Sent to USPS to assist & respond to PRC & customer	4/6/11	

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4/6/11	Postal Employee				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	4/6/11	
4/6/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	4/6/11	
4/8/11	Media		FL		Service	Retail	PO closing	Questions on post office closing procedures	Answered by PAGR	4/8/11	
4/8/11	Media				RFI	Information	Other	Questions possible government shutdown	Answered by PAGR	4/8/11	
4/8/11	Media				RFI	Information	Other	Questions possible government shutdown	Answered by PAGR	4/8/11	
4/5/11	Consumer	Everson	WA		Service	Retail	PO closing	Comment on possible closing of Nooksack, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	4/11/11	
4/7/11	Federal, State & local govt	Wesleyville	PA		A2011-12	Retail	PO closing	Comment on possible closing of Wesleyville, PA branch post office - question on procedures	Answered by PAGR	4/11/11	

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4/8/11	Federal, State & local govt	Wesleyville	PA		A2011-12	Retail	PO closing	Comment on possible closing of Wesleyville, PA branch post office - question on procedures	Answered by PAGR	4/11/11	
4/8/11	Federal, State & local govt	Wesleyville	PA		A2011-12	Retail	PO closing	Comment on possible closing of Wesleyville, PA branch post office - question on procedures	Answered by PAGR	4/11/11	
4/6/11	Consumer	Searchlight	NV		Service	Retail	PO closing	Question on post office closing list	Sent to USPS to assist & respond to PRC & customer	4/11/11	
4/6/11	Consumer	Brooklyn	NY	Certified Mail	Service	Delivery	Misdelivery	Envelope delivered back to customer	Sent to USPS to assist & respond to PRC & customer	4/11/11	
4/6/11	Consumer				Website			Customer locked out of USPS website account	Sent to USPS to assist & respond to PRC & customer	4/11/11	
4/8/11	Consumer	Brookings	OP		Service	Delivery	Undelivered Mail	Mail expected by customer not being delivered	Sent to USPS to assist & respond to PRC & customer	4/11/11	

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4/11/11	Consumer	Ryland	AL		Service	Retail	PO closing	Request for status of Ryland, AL post office - request for status update	Provided regs & sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/11/11	
4/8/11	Consumer	Houston	TX		Personnel			Comment on collective bargaining	Acknowledged comments	4/11/11	
4/8/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/11/11	
4/10/11	Consumer				Philatelic			Stamp design unsatisfactory	Sent to USPS to assist & respond to PRC & customer	4/11/11	
4/11/11	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	4/11/11	
4/11/11	Federal, State & local govt		PA		Service	Retail	PO closing	Comment on possible closing of Airville, PA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	4/11/11	
4/4/11	Consumer	Stratford	CT		USPS financial situation	Suggestion		Sell magazines at post offices	Answered by Chairman's Office	4/12/11	

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4/11/11	Consumer				Personnel			Comment on collective bargaining	No contact information provided to respond	4/11/11	
4/11/11	Consumer				Service	Delivery	Mail damage	Mail shoved in and damaged when placed in mailbox	No contact information provided to respond	4/11/11	
4/12/11	Federal, State & local govt	Little Rock	AR		RFI	Information		Contact information for local CA	Provided contact information	4/12/11	
4/11/11	Consumer	Lewes	DE		USPS financial situation	Suggestion		Courtesy copy of letter from USPS rejecting business proposal	No action necessary	4/11/11	
4/12/11	Consumer	Berkley	CA		Service	Retail	PO closing	Question on post office closing procedures	Faxed copy of relevant CFR section	4/12/11	
4/12/11	Consumer	Baltimore	MD		Service	Retail	Rudeness	Clerk and carrier rude to customer - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/12/11	
4/12/11	Consumer	Brooklyn	NY	Certified Mail	Service	Delivery	Misdelivery	Envelope delivered back to customer - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/12/11	
4/11/11	Consumer	Lawrenceville	GA		Service	Delivery	Undelivered Mail	Letter not yet received by recipient	Sent to USPS to assist & respond to PRC & customer	4/12/11	

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4/11/11	Consumer	Los Angeles	CA	International surface mail	Service	Delivery	Missing mail	Documents missing in mail	Sent to USPS to assist & respond to PRC & customer	4/12/11	
4/11/11	Consumer	Los Angeles	CA	International surface mail	Service	Delivery	Missing mail	Documents missing in mail - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/12/11	
4/8/11	Consumer		CA	International surface mail	Service	Delivery	Missing mail	Package missing in mail sent to China	Sent to USPS to assist & respond to PRC & customer	4/12/11	
4/12/11	Consumer	San Jose	CA		Service	Delivery	Mail theft	Allegations of mail tampering	Sent to USPS to assist & respond to PRC & customer	4/12/11	
4/11/11	Consumer	Lima	OH		Service	Delivery	Delayed Mail	Delivery service performance not as expected	Sent to USPS to assist & respond to PRC & customer	4/12/11	
4/10/11	Consumer			International surface mail	Service	Delivery	Missing mail	Package missing in mail sent to UK	Sent to USPS to assist & respond to PRC & customer	4/12/11	
4/11/11	Postal Employee	Keller	TX		Personnel	Employee behavior		Allegation of sexual harassment cover-up - resubmitted complaint	Referred to USPS OIG again	4/12/11	

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4/11/11	Consumer				Service	Delivery	Prison mail	Issues with prison mail administration	Provided contact information for ACLU	4/11/11	
4/12/11	Consumer				Service	Fraud		Allegations of mail fraud	Provide contact information for USPS IS	4/12/11	
4/13/11	Consumer	Nixa	MO		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	4/13/11	
4/13/11	Federal, State & local govt	Pembroke Pines	FL		Service	Delivery	Other	Request for unique Zip Code for town	Sent to USPS to assist & respond to PRC & customer	4/13/11	
4/13/11	Consumer		CA		Service	Delivery	Other	Request from non-profit for refund of funds in bulk mail account	Sent to USPS to assist & respond to PRC & customer	4/13/11	
4/12/11	Consumer	Linville Falls	NC		Service	Retail	PO closing	Comment on possible closing of Linville falls, NC post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	4/13/11	

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4/12/11	Consumer	Linville Falls	NC		Service	Retail	PO closing	Comment on possible closing of Linville falls, NC post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	4/13/11	
4/8/11	Postal Employee				USPS financial situation	Information		Question on financial reports filed by the Postal Service	Answered by PAGR	4/13/11	
4/9/11	Consumer				Rates			Comment on timing of rate increase	Referred to USPS CA	4/13/11	
4/13/11	Consumer		CA		Service	Delivery	Other	Request from non-profit for refund of funds in bulk mail account - further information	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/13/11	
4/13/11	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	4/13/11	
4/13/11	Consumer	Dumaguete City			Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	4/14/11	

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4/14/11	Consumer	Nooksack	Wa		Service	Retail	PO closing	Comment on possible closing of Nooksack, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	4/14/11	
4/14/11	Consumer	Ft Smith	AR		A2011-13	Retail	AMP	Comment on possible closing of Rogers Ave. Station post office in Ft Smith, AR	Acknowledged comments and placed copy in commenter file	4/14/11	
4/14/11	Consumer	Los Angeles	CA	International surface mail	Service	Delivery	Missing mail	Documents missing in mail - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/14/11	
4/14/11	Federal, State & local govt	City of Chino Hills			Service	Retail	PO closing	Question on possible closing of Chino Hills post office	Answered by PAGR	4/14/11	
4/14/11	Consumer	Snow Camp	NC		Service	Delivery	Missing mail	Inbound international registered mail missing	Sent to USPS to assist & respond to PRC & customer - courtesy copy of letter to customer from Int'l Postal Affairs Specialist	4/14/11	

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4/13/11	Federal, State & local govt	Northfield	MN		Service	Retail	PO closing	Comment on possible closing of Northfield, MN branch post office - further questions	Answered by PAGR	4/14/11	
4/14/11	Federal, State & local govt	Northfield	MN		Service	Retail	PO closing	Comment on possible closing of Northfield, MN branch post office - further questions	Answered by PAGR	4/14/11	
4/14/11	Federal, State & local govt	Northfield	MN		Service	Retail	PO closing	Comment on possible closing of Northfield, MN branch post office - further questions	Answered by PAGR	4/14/11	
4/15/11	Consumer	Ortonville	MI		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	4/15/11	
4/15/11	Consumer	Frostburg	MD		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	4/15/11	
4/14/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/18/11	
4/14/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/18/11	

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4/14/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/18/11	
4/14/11	Consumer	Carolina	WV		Service	Retail	PO closing	Comment on possible closing of Carolina, WV post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/15/11	
4/11/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/15/11	

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4/11/11	Federal, State & local govt	Derma	MS		Service	Retail	PO closing	Comment on possible closing of Derma, MS post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/15/11	
4/13/11	Federal, State & local govt	Alicia	AR		Service	Retail	PO closing	Comment on possible closing of Alicia, AR post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/15/11	
4/7/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/15/11	

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

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4/14/11	Consumer	Akron	OH		Service	Retail	PO closing	Comment on possible closing of East Akron, OH Goodyear Heights post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	4/15/11	
4/14/11	Consumer				Service	Delivery	Other	Comment on delivery program to maximize delivery operations	Sent to USPS to assist & respond to PRC & customer	4/15/11	
4/15/11	Consumer				R2011-5	RFI		Questions on contents of docket filing	Referred to PRC website	4/15/11	
4/15/11	Consumer		CA		Service	Delivery	Other	Request from non-profit for refund of funds in bulk mail account - further information	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/15/11	
4/15/11	Business Owners				Service	Retail	PO closing	Comment on closing of Treharris post office	Requested more information from customer on location	4/15/11	
4/15/11	Consumer	Hales Corners	WI		R2011-5	RFI		Questions on contents of docket filing	Referred to PRC website	4/15/11	

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4/15/11	Consumer	Akron	OH		Service	Retail	PO closing	Comment on possible closing of East Akron, OH Goodyear Heights post office - further comments	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) - relayed to USPS CA	4/15/11	
4/12/11	Consumer	Peoria	AZ		Service	Delivery	Missing mail	Inbound international registered mail missing	Sent to USPS to assist & respond to PRC & customer	4/15/11	
4/8/11	Business Owners	Crawfordville	FL		RFI	Information		Questions on NSAs	Referred to PRC website	4/18/11	
4/15/11	Consumer	Lincoln	NE		USPS financial situation	Suggestion		Start mail recycling program at post offices	Sent to USPS CA	4/18/11	
4/5/11	Consumer	Fort Collins	CO		USPS financial situation	Suggestion		Suggestions to improve financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	4/18/11	
4/15/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation	Sent to USPS CA	4/18/11	

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4/14/11	Postal Employee	Glendale	NY		Philatelic			Follow-up to stamp suggestion from postal employee	Referred to USPS HR	4/18/11	
4/16/11	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	4/18/11	
4/18/11	Consumer	Pine City	NY		Service	Delivery	Prison mail	Issues with prison mail administration - acknowledged response letter	No action necessary	4/18/11	
4/18/11	Consumer	West Haven	CT		Service	Retail	PO closing	Courtesy copy of letter to Rep. regarding post office closing article in local paper	No action necessary	4/18/11	
4/13/11	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection box schedules at post office in Alexandria, KY - follow-up	Sent to USPS to assist & respond to PRC & customer	4/15/11	Returning customer
4/13/11	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection box schedules at 22nd St. post office in Chicago, IL	Sent to USPS to assist & respond to PRC & customer	4/15/11	Returning customer
4/13/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Service inquiry on lobby hours in three New Jersey post offices	Sent to USPS to assist & respond to PRC & customer	4/15/11	Returning customer

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4/18/11	Consumer	Nooksack	WA		Service	Retail	PO closing	Comment on possible closing of Nooksack, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/19/11	
4/18/11	Consumer	Washington	DC		Service	Retail	Wait time in line	Long wait in line at local post office	Sent to USPS to assist & respond to PRC & customer	4/18/11	
4/18/11	Business Owners				Service	Retail	PO closing	Comment on closing of Treharris post office - further comments	Requested more information from customer on location - location outside US	4/18/11	
4/12/11	Federal, State & local govt	Jefferson City	MO		Service	Retail	PO closing	Comment on possible closing of Mora and Ionia, MO post offices	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/19/11	

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4/18/11	Consumer	San Francisco	CA		Service	Retail	Coll box	Service inquiry on collection schedules in Davis, CA	Sent to USPS to assist & respond to PRC & customer	4/19/11	Returning customer
4/18/11	Consumer	San Francisco	CA		Service	Retail	Coll box	Service inquiry on collection schedules in Dixon, CA	Sent to USPS to assist & respond to PRC & customer	4/19/11	Returning customer
4/18/11	Consumer	Brookings	OR		Service	Delivery	Undelivered Mail	Mail expected by customer not being delivered - copy of letter to PMG	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/19/11	
4/18/11	Consumer	Los Angeles	CA		Service	Delivery	Undelivered Mail	Mail not being delivered to second floor of senior center	Sent to USPS to assist & respond to PRC & customer	4/19/11	
4/19/11	Consumer	Wesleyville	PA		A2011-12	Retail	PO closing	Comment on possible closing of Wesleyville, PA branch post office	Acknowledged comments and placed copy in commenter file	4/19/11	
4/18/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/19/11	

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4/19/11	Consumer	Yazoo City	MS		Service	Retail	Lobby hours	Post office closed on tax filing day	Sent to USPS to assist & respond to PRC & customer	4/19/11	
4/18/11	Federal, State & local govt	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/19/11	
4/11/11	Federal, State & local govt	Mason City	IA		Service	Retail	PO closing	Comment on possible closing of Orchard, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/19/11	

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4/19/11	Consumer	Peach Orchard	AR		Service	Retail	PO closing	Comment on possible closing of Peach Orchard, AR post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/20/11	
4/20/11	Consumer	Brooklyn	NY	Certified Mail	Service	Delivery	Misdelivery	Envelope delivered back to customer - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/20/11	
4/20/11	Consumer				RFI	Information		Question on post office structuring	Referred to USPS CA	4/20/11	
4/19/11	Consumer	Bronx	NY		Service	Delivery	Undelivered Mail	Mail not being delivered to residence and other service issues	Sent to USPS to assist & respond to PRC & customer	4/20/11	
4/20/11	Consumer	Dallas	TX		Service	Delivery	Mode of delivery	Concerns over proposed physical location for delivery of mail to office building if customer does not rent post office box	Sent to USPS to assist & respond to PRC & customer	4/20/11	

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4/19/11	Consumer	Los Angeles	CA		Service	Delivery	Undelivered Mail	Mail not being delivered to second floor of senior center - further questions answered by PAGR	Sent to USPS to assist & respond to PRC & customer	4/19/11	
4/19/11	Consumer				Philatelic	RFI		Question on shrink wrapping stamp sheets	Sent to USPS to assist & respond to PRC & customer - Answered by USPS CA	4/19/11	
4/19/11	Consumer	Newark	NJ		RFI	Information	Other	Request for forwarding address of individual	Referred to USPS Records Manager	4/20/11	
4/12/11	Consumer		WV		Service	Delivery	RTS	Mail not being forwarded to new address	Problem resolved	4/12/11	
4/13/11	Consumer			International surface mail	RFI	Information		Question on delivery schedules	Answered by PAGR	4/13/11	
4/19/11	Consumer				Service	Delivery	Prison mail	Issues with prison mail administration	Provided contact information for ACLU	4/19/11	
4/19/11	Consumer				Service	Delivery	Claim	Claim for contents missing from package	Provided contact information for USPS CA to file appeal	4/19/11	

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4/20/11	Federal, State & local govt	Marianna	FL		Service	Retail	PO closing	Comment on possible closing of the Bascom, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/20/11	
4/11/11	Postal Employee	Fifield	WI		Service	Delivery	PO closing	Comment on USPS proposed regulations for closing post offices published in the Federal Register	Thanked for comments on provided contact information to submit comment directly to USPS on the proposed regulations	4/20/11	
4/6/11	Postal Employee	Eureka Springs	AR		Service	Delivery	PO closing	Comment on USPS proposed regulations for closing post offices published in the Federal Register	Thanked for comments on provided contact information to submit comment directly to USPS on the proposed regulations	4/20/11	

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4/13/11	Consumer	Cutchogue	NY		Service	Delivery	PO closing	Comment on USPS proposed regulations for closing post offices published in the Federal Register	Thanked for comments on provided contact information to submit comment directly to USPS on the proposed regulations	4/20/11	
4/5/11	Consumer	Fifield	WI		Service	Delivery	PO closing	Comment on USPS proposed regulations for closing post offices published in the Federal Register	Thanked for comments on provided contact information to submit comment directly to USPS on the proposed regulations	4/20/11	
4/20/11	Consumer	Chicago	IL		Service	Delivery	RTS	Misaddressed letter returned to sender	Sent to USPS to assist & respond to PRC & customer	4/21/11	Returning customer
4/19/11	Consumer	Walker	WV		Service	Delivery	Missing mail	Packages missing in mail	Sent to USPS to assist & respond to PRC & customer	4/20/11	
4/19/11	Consumer	Chesapeake	VA		Service	Delivery	Missing mail	Packages missing in mail	Sent to USPS to assist & respond to PRC & customer	4/20/11	

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4/20/11	Consumer				Rates			Comment on shape based rates and request for template	Sent to USPS to assist & respond to PRC & customer	4/20/11	
4/20/11	Consumer	Los Angeles	CA		Service	Delivery	Undelivered Mail	Mail not being delivered to second floor of senior center - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/20/11	
4/20/11	Consumer	Greenville	SC		Service	Delivery	Missing mail	Contents of package missing in mail - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/20/11	
4/4/11	Consumer				N2010-1		3 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	4/20/11	
4/21/11	Consumer	Cedar Point	IL		Service	Retail	PO closing	Receipt of USPS form Proposal and Comment Notice for Post Office Closing or Consolidation	Forwarded form to USPS CA	4/21/11	
4/21/11	Federal, State & local govt		MD		Service	Retail	PO closing	Comment on possible closing of the Still Pond, MD post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	4/21/11	

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4/22/11	Consumer	Akron	OH		Service	Retail	PO closing	Comment on possible closing of East Akron, OH Goodyear Heights post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	4/25/11	
4/13/11	Federal, State & local govt	Lauderhill	FL		Service	Retail	Coll box	No collection box in front of City Hall or post office in town	Sent to USPS to assist & respond to PRC & customer	4/22/11	
4/22/11	Federal, State & local govt	Lauderhill	FL		Service	Retail	Coll box	No collection box in front of City Hall or post office in town - further information	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/25/11	
4/24/11	Consumer	Poulsbo	WA		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	4/25/11	
4/22/11	Consumer	Jacksonville	NC		Personnel			Comment on collective bargaining	Acknowledged comments	4/22/11	
4/22/11	Mailer				MT2011-4	Information		Question on Mail Works Guarantee program	Answered by PAGR	4/22/11	

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4/14/11	Consumer	Eugene	OR		Service	Retail	PO closing	Comment on possible closing of Eugene, OR main post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/22/11	
4/21/11	Consumer	Akron	OH		Service	Retail	PO closing	Comment on possible closing of East Akron, OH Goodyear Heights post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/22/11	
4/22/11	Consumer	Dallas	TX		Service	Retail	PO closing	Comment on possible closing of World Trade Center post office Dallas, TX	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/22/11	

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

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

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4/21/11	Consumer	Dallas	TX		Service	Retail	PO closing	Comment on possible closing of World Trade Center post office Dallas, TX	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/21/11	
4/21/11	Consumer	Alexandria	VA		RFI	Information		Question on job application process	Referred to OAS	4/22/11	
4/23/11	Consumer			Certified Mail	Service	Delivery	Delayed Mail	Certified letters not delivered in timeframe quoted	Sent to USPS to assist & respond to PRC & customer	4/25/11	
4/24/11	Postal Employee				USPS financial situation	Suggestion		Consolidate rural routes	Forwarded form to USPS CA	4/24/11	
4/25/11	Consumer	Warren	MI		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments and placed copy in commenter file	4/25/11	

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

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

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

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

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

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

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4/26/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/26/11	
4/26/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/26/11	
4/26/11	Federal, State & local govt	Washington	DC		Service	Retail	PO closing	Comment on closing of N. Mentor Ave., Washington Station post office in Pasadena, CA - further questions	Answered by PAGR and OGC	4/26/11	
4/25/11	Consumer	Hales Corners	WI		MT2011-4	Information		Question on Mail Works Guarantee program	Answered by PAGR	4/26/11	

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4/24/11	Postal Employee	Minneapolis	MN		Service	Delivery	AMP	Concerns over possible consolidation of Twin Cities and Eagan mail processing facilities	Answered by PAGR not in Commission's jurisdiction	4/26/11	
4/16/11	Consumer	Akron	OH		Service	Retail	PO closing	Comment on possible closing of East Akron, OH Goodyear Heights post office - further comments	Answered by PAGR	4/26/11	
4/25/11	Consumer	Owaneco	IL		Service	Retail	PO closing	Comment on possible closing of Owaneco, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/27/11	
4/27/11	Consumer				Other			Customer comment received by Commissioner	Answered by PAGR	4/27/11	
4/27/11	Consumer				Service	Delivery	PO closing	Questions on post office closing procedures	Provided copy of regulations	4/27/11	

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4/27/11	Federal, State & local govt	Mallard	IA		Service	Retail	PO closing	Comment on possible closing of Mallard, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/27/11	
4/26/11	Federal, State & local govt	Arlington	IA		Service	Retail	PO closing	Post office closed due to lease dispute	Sent to USPS to assist & respond to PRC & customer	4/27/11	
4/26/11	Consumer	Summerfield	KS		Service	Retail	PO closing	Comment on possible closing of Summerfield, KS post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/26/11	
4/25/11	Consumer	Baltimore	MD		Service	Retail	Stamps	Stamp coil not with other purchases made by customer	Sent to USPS to assist & respond to PRC & customer	4/27/11	

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4/25/11	Consumer	Columbus	GA		Service	Delivery	Other	Carrier driving across lawn when delivering mail	Sent to USPS to assist & respond to PRC & customer	4/27/11	
4/26/11	Consumer	Ida	AR		Service	Retail	PO closing	Comment on possible closing of Ida, AR post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/27/11	
4/25/11	Federal, State & local govt	Bowling Green	KY		Service	Delivery	AMP	Request to reconsider the relocation of Bowling Green, KY mail processing facilities	Sent to USPS to assist & respond to PRC & customer	4/27/11	
4/27/11	Consumer				RFI	Information		Question on UPS filing library references	Answered by PAGR and OAC	4/27/11	
4/27/11	Mailer	Martinez	GA	Media Mail	Service	Delivery	Missing mail	Media Mail packages missing in mail - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/27/11	
4/27/11	Consumer	San Antonio	TX		Service	Delivery	Other	Additional comments on delivery	Referred to USPS OIG	4/27/11	

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4/28/11	Postal Employee				USPS financial situation			Question on purchasing equipment and financial situation	Answered by PAGR		
4/28/11	Consumer	Brooklyn	NY	Certified Mail	Service	Delivery	Misdelivery	Envelope delivered back to customer - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/29/11	
4/28/11	Federal, State & local govt	Greeley	CO		Service	Delivery		Comment on New Raymer post office and lack of postmaster	No action necessary at this time	4/28/11	
4/28/11	Consumer	Akron	OH		Service	Retail	PO closing	Comment on possible closing of East Akron, OH Goodyear Heights post office	Question to customer regarding appeal and e-filing	4/28/11	
4/28/11	Consumer	Louisburg	KS		Service	Retail	Other	Problem cashing money order at local post office	Sent to USPS to assist & respond to PRC & customer	4/28/11	
4/27/11	Mailer				Service	Delivery		Questions on Nonprofit Standard bulk mail processing and forms	Answered by PAGR; requested additional information	4/27/11	
4/29/11	Consumer	Eugene	OR		Service	Retail	PO closing	Comment on possible closing of Eugene, OR main post office	Status update on lease where post office is located	4/29/11	

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4/22/11	Consumer	Dallas	TX		Service	Retail	PO closing	Comment on possible closing of World Trade Center post office Dallas, TX	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/29/11	
4/22/11	Consumer	Dallas	TX		Service	Retail	PO closing	Comment on possible closing of World Trade Center post office Dallas, TX	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/29/11	
4/25/11	Consumer				Service	Retail	PO closing	Comment on possible closing of World Trade Center post office Dallas, TX	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/29/11	

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4/25/11	Consumer	Dallas	TX		Service	Retail	PO closing	Comment on possible closing of World Trade Center post office Dallas, TX	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	4/29/11	
4/29/11	Media	Ft Smith	AR		Service	Retail	AMP	Question on possible closing of Rogers Ave. Station post office in Ft Smith, AR and appeals process	Answered by PAGR	4/29/11	
4/29/11	Consumer	Peoria	AZ		Service	Delivery	Missing mail	Inbound international registered mail missing	Copy of letter from USPS to customer	4/29/11	
4/29/11	Consumer	Eugene	OR		Service	Retail	PO closing	Comment on possible closing of Eugene, OR main post office	Status update on lease where post office is located	4/29/11	
4/20/11	Consumer	S Charleston	WV		Service			Unspecified complaint	No action necessary at this time	4/20/11	
4/27/11	Media				RFI	Information		Updating Commission listing in consumer handbook	Answered by PAGR	4/27/11	
4/27/11	Consumer				RFI	Information		Question on residency to receive legal documents through the mail	Referred to USPS CA	4/27/11	

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4/27/11	Consumer				Service	Fraud		Questions on reporting mail fraud	Referred to USPS IS	4/27/11	
5/2/11	Consumer	Chicago	IL		Service	Facility	Other	Service issues with lobby locks at Arlington Height, IL post office	Sent to USPS to assist & respond to PRC & customer	5/3/11	Returning customer
4/20/11	Consumer	Chicago	IL		Service	Facility	PO closing	Questions on post office closing procedures in Rio Grande District	Replied that issue is not within Commission jurisdiction	5/3/11	Returning customer
4/28/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/3/11	
4/28/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/3/11	

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4/25/11	Consumer	Gold Canyon	AZ		Service	Delivery	Unsolicited mail	Customer received unwanted mail	Provided customer with information on how to register on Do Not Mail lists	5/3/11	
4/28/11	Postal Employee	Jacksonville	NC		USPS financial situation	Suggestion		Suggestions to improve financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	5/3/11	
5/2/11	Consumer	Eugene	OR		Service	Retail	PO closing	Comment on possible closing of Eugene, OR main post office - further questions	Answered by PAGR	5/2/11	
5/1/11	Consumer				Personnel			Uniforms not being worn by temporary employees	No contact information provided to respond	5/1/11	
5/1/11	Consumer				Personnel			Uniforms not being worn by temporary employees	No contact information provided to respond	5/1/11	
5/1/11	Consumer	Ft Smith	AR		A2011-13	Retail	PO closing	Question on e-filing	Answered by Dockets	5/2/11	
5/2/11	Federal, State & local govt		WV		Service	Retail	PO closing	Questions information to relay to constituents regarding post office closings	Answered by PAGR Director	5/2/11	

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5/2/11	Consumer	New York City	NY		Service	Delivery	Change of address	Fraudulent change of addresses submitted in customer's name	Sent to USPS to assist & respond to PRC & customer	5/2/11	
5/2/11	Consumer	Owaneco	IL		Service	Retail	PO closing	Comment on possible closing of Owaneco, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/3/11	
5/2/11	Consumer	Owaneco	IL		Service	Retail	PO closing	Comment on possible closing of Owaneco, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/3/11	

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5/3/11	Consumer	Owaneco	IL		Service	Retail	PO closing	Comment on possible closing of Owaneco, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/3/11	
5/3/11	Consumer	Strasburg	MO		Service	Retail	PO closing	Comment on possible closing of Strasburg, MO post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/3/11	
5/2/11	Federal, State & local govt	Painesville	OH		Philatelic			Constituent with concerns regarding purchasing of philatelic materials	Referred to USPS Government Relations	5/3/11	
5/3/11	Consumer				USPS financial situation			Comment on USPS financial situation	No response necessary	5/3/11	
5/2/11	Postal Employee				Personnel	Fraud		Whistleblower complaint	Referred to USPS OIG	5/4/11	
5/3/11	Consumer	Clifton	VA		Other			Question on job application process	Answered by PAGR	5/3/11	

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5/2/11	Consumer	Eugene	OR		Service	Retail	PO closing	Comment on possible closing of Eugene, OR main post office - further questions	Answered by PAGR	5/4/11	
5/4/11	Consumer	Eugene	OR		Service	Retail	PO closing	Comment on possible closing of Eugene, OR main post office - further questions	Answered by PAGR	5/4/11	
5/4/11	Consumer	Stormville	NY		Rates	Information		Request for international rate schedule	Sent schedules	5/4/11	
5/2/11	Consumer				Service	Retail	PO closing	Comment on possible closing of World Trade Center post office Dallas, TX	Forwarded comments to USPS CA	5/4/11	
5/4/11	Consumer	Owaneco	IL		Service	Retail	PO closing	Comment on possible closing of Owaneco, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	

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

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

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

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

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5/2/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	
5/4/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	
5/4/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	

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

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5/4/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	
5/4/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	
5/2/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	

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5/2/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	
5/3/11	Consumer	Belle Harbor	NY		Service	Delivery	Misdelivery	Customer receiving other people's mail	Sent to USPS to assist & respond to PRC & customer	5/4/11	
5/4/11	Consumer				Service	Delivery	Claim	Claims filed against the Postal Service	Sent to USPS to assist & respond to PRC & customer	5/4/11	
5/4/11	Consumer				A2009-1	Information		Question on how to file comments related to Docket	Answered by PAGR	5/5/11	
5/5/11	Consumer	Mansfield	MA		RFI	Information	Other	Contractor wishing to do business with the Postal Service	Provided link on USPS website to submit unsolicited proposals	5/5/11	
5/4/11	Consumer			International surface mail	Service	Delivery	Missing mail	Package missing in mail sent to India	Sent to USPS to assist & respond to PRC & customer	5/5/11	

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5/5/11	Consumer			International surface mail	Service	Delivery	Missing mail	Package missing in mail sent to India - further comments	Sent to USPS to assist & respond to PRC & customer -relayed to USPS CA	5/5/11	
5/5/11	Consumer			International surface mail	Service	Delivery	Missing mail	Package missing in mail sent to India - further comments	Sent to USPS to assist & respond to PRC & customer -relayed to USPS CA	5/5/11	
5/5/11	Consumer	Washington	DC		Service	Retail	Wait time in line	Long wait in line at local post office	Sent to USPS CA	5/5/11	
5/5/11	Consumer	Pink Hill	NC		Service	Facility	Other	Grass not mowed in a month	Sent to USPS CA	5/5/11	
5/4/11	Consumer	Eastview	KY		Service	Retail	PO closing	Comment on possible closing of four post offices in Kentucky	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/6/11	
5/5/11	Consumer				Service	Employee behavior		Allegations of improper conduct by mail carrier - continuing problem	Sent to USPS to assist & respond to PRC & customer	5/6/11	

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5/6/11	Consumer	Manchester	NH		Service	Delivery	RTS	Mail addressed to residence being returned to sender	Sent to USPS to assist & respond to PRC & customer	6/6/11	
5/5/11	Consumer	Ft Smith	AR		A2011-13	Retail	AMP	Comment on possible closing of Rogers Ave. Station post office in Ft Smith, AR	Acknowledged comments and placed copy in commenter file	5/6/11	
5/6/11	Postal Employee	Kingston	TN		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	5/6/11	
4/29/11	Federal, State & local govt	Campbellton	FL		Service	Retail	PO closing	Question on filing p o closing appeal	Answered by PAGR	4/29/11	
5/1/11	Consumer	Wesleyville	PA		A2011-12	Retail	PO closing	Comment on possible closing of Wesleyville, PA branch post office - request for status of letter of intervention	Letter received and posted in Docket	5/1/11	
5/1/11	Business Owners				RFI	Information		Question on locations of post office closings	Answered by PAGR		
5/2/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation	No action necessary	5/2/11	

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

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

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

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5/9/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/10/11	
5/9/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/10/11	
5/7/11	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	5/9/11	

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5/4/11	Postal Employee	Gouverneur	NY		Service	Retail	PO closing	Comment on possible closing of Hailesboro, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/9/11	
5/9/11	Consumer	Stormville	NY		Rates	Information		Request for international rate schedule	Sent schedules	5/9/11	
5/9/11	Consumer	Washington	DC		Service	Employee behavior	Rudeness	Clerk rude to customer	Sent to USPS to assist & respond to PRC & customer	5/9/11	
5/10/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/11/11	

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

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

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

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

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5/10/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/11/11	
5/10/11	Federal, State & local govt	Marianna	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/11/11	
5/9/11	Consumer			International surface mail	Service	Delivery	Missing mail	Package missing in mail sent to India - further comments	Sent to USPS to assist & respond to PRC & customer -relayed to USPS CA	5/9/11	

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5/9/11	Consumer	Detroit	MI		Service	Retail	PO closing	Comment on possible closing of Fisher Finance Unit post office in Detroit, MI	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/9/11	
5/9/11	Consumer	Cumberland	RI		Service	Retail	PO closing	Comment on possible closing of Valley Falls Station post office in Cumberland, RI	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/9/11	
5/9/11	Consumer	Stormville	NY		Service	Delivery	Prison mail	Issues with prison mail administration	Provided contact information for ACLU	5/10/11	
5/9/11	Consumer	Lohrville	IA		Service	Retail	PO closing	Comment on possible closing of Lohrville, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/10/11	

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5/9/11	Consumer	Los Alamitos	CA		Rates	Information		Question on cost to deliver a single piece First-Class flat	Answered by OAC	5/11/11	
5/6/11	Consumer				RFI	Information	Other	Contractor wishing to do business with the Postal Service	Provided link on USPS website to submit unsolicited proposals	5/10/11	
5/10/11	Consumer				RFI	Information	Other	Question on the Mailbox Rule	Emailed information from USPS website	5/11/11	
5/10/11	Consumer	Anderson	SC		Service	Delivery	RTS	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC & customer	5/11/11	
5/10/11	Postal Employee				USPS financial situation	Suggestion		Install more curbside mailboxes	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	5/11/11	
5/10/11	Postal Employee				Personnel			Comment on staffing	Referred to USPS OIG	5/11/11	

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5/10/11	Consumer	Innis	LA		Service	Retail	PO closing	Comment on possible closing of Innis, LA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/11/11	
5/11/11	Postal Organization	Harwich	MA		Service	Retail	PO closing	Request for list of post offices that are under consideration for closing	Sent to USPS to assist & respond to PRC & customer	5/11/11	
5/6/11	Consumer			Priority Mail	Service	Delivery	Missing mail	Packages missing in mail	Transferred directly to USPS CA	5/6/11	
5/9/11	Consumer	Detroit	MI		Service	Retail	PO closing	Comment on possible closing of Fisher Finance Unit post office in Detroit, MI	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/9/11	
5/11/11	Consumer	Atlanta	GA	Priority Mail	Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	5/11/11	
5/11/11	Consumer	Peachtree City	GA	Certified Mail	Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	5/12/11	

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5/11/11	Postal Employee	Dolton	IL		USPS financial situation	Suggestion		Suggestions to improve financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	5/12/11	
5/12/11	Consumer				Service	Retail	Stamps	Customer could not purchase amount of stamps requested	Sent to USPS to assist & respond to PRC & customer	5/12/11	
5/13/11	Consumer	Thornton	CO		Service	Delivery	Misdelivery	Customer receiving other people's mail	Sent to USPS to assist & respond to customer	5/13/11	
5/12/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/13/11	

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5/12/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/13/11	
5/12/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/13/11	
5/12/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/13/11	

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5/12/11	Federal, State & local govt	Northfield	MN		Service	Retail	PO closing	Comment on possible closing of Northfield, MN branch post office - further questions	Answered by PAGR	5/12/11	
5/13/11	Federal, State & local govt	Columbus	OH		Service	Retail	PO closing	Comment on possible closing of Maple Heights, OH post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/13/11	
5/11/11	Postal Employee	Washington	MD		Personnel	Fraud		Whistleblower complaint	Referred to USPS OIG	5/13/11	
5/13/11	Consumer	Delta Junction	AK	Priority Mail	Service	Delivery	Delayed Mail	Package not delivered in timeframe quoted	Sent to USPS to assist & respond to PRC & customer	5/13/11	
5/13/11	Consumer	Cypress	CA		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	5/13/11	
5/13/11	Consumer	Longwood	FL		Philatelic			Stamp collector with concerns regarding purchasing of philatelic materials	Sent to USPS to assist & respond to PRC & customer	5/13/11	
5/12/11	Consumer				RFI	Information		Question on postal regulations 611.1 to 694	Sent to USPS to assist & respond to PRC & customer	5/13/11	

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5/13/11	Consumer	Lohrville	IA		Service	Retail	PO closing	Comment on possible closing of Lohrville, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/13/11	
5/13/11	Federal, State & local govt	Lohrville	IA		Service	Retail	PO closing	Comment on possible closing of Lohrville, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/13/11	
5/13/11	Consumer	Lohrville	IA		Service	Retail	PO closing	Comment on possible closing of Lohrville, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/13/11	

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5/13/11	Consumer	Lohrville	IA		Service	Retail	PO closing	Comment on possible closing of Lohrville, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/13/11	
5/13/11	Consumer		MD		RFI	Information		Question on how delivery costs for metered mail are calculated	Answered by OAC	5/13/11	
5/13/11	Consumer	Dallas	TX		Service	Retail	PO closing	Comment on possible closing of World Trade Center post office Dallas, TX	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/13/11	
5/15/11	Postal Employee				USPS	financial situation		Comment on purchasing equipment and financial situation	Acknowledged comments	5/16/11	
5/16/11	Consumer	Bago City			Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	5/16/11	

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5/13/11	Consumer	Cedar Park	TX		Service	Delivery	Mail theft	Contents of letters & cards taken from envelopes	Sent to USPS to assist & respond to PRC & customer	5/16/11	
5/13/11	Business Owners	Boise	ID		Service	Employee behavior	Rudeness	Carrier rude to customer	Sent to USPS to assist & respond to PRC & customer	5/16/11	
5/14/11	Consumer	Cedarville	CA		Service	Retail	PO closing	Comment on possible closing of Lake City, CA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/16/11	
5/11/11	Postal Employee	Brick	NJ		USPS financial situation			Comment on purchasing equipment and financial situation	Acknowledged comments	5/11/11	
5/16/11	Consumer	Golden Eagle	IL		Service	Retail	PO closing	Comment on possible closing of Golden Eagle, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/20/11	

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5/19/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/20/11	
5/19/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/20/11	
5/19/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/20/11	

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5/19/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/20/11	
5/19/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/20/11	
5/19/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/20/11	

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5/19/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/20/11	
5/19/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/20/11	
5/16/11	Consumer				Service	Delivery	Claim	Claims filed against the Postal Service - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	5/16/11	
5/16/11	Consumer	Batanga s City			Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	5/16/11	

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5/18/11	Consumer	Lohrville	IA		Service	Retail	PO closing	Comment on possible closing of Lohrville, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/18/11	
5/17/11	Consumer	Lohrville	IA		Service	Retail	PO closing	Comment on possible closing of Lohrville, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/17/11	
5/13/11	Consumer	Perkins	GA		Service	Retail	PO closing	Comment on possible closing of Perkins, GA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/17/11	

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5/17/11	Consumer	San Angelo	TX		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	5/17/11	
5/16/11	Consumer	Watertown	NY	Certified Mail	Service	Delivery	Other	Certified Mail return receipt not signed by addressee	Sent to USPS to assist & respond to PRC & customer	5/17/11	
5/16/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	5/17/11	
5/17/11	Consumer	Caulfield	MO		N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comments	5/17/11	
5/17/11	Consumer	Quasqueton	IA		Service	Retail	PO closing	Comment on possible closing of Quasqueton, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/17/11	
5/17/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	No contact information provided to respond	5/17/11	

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5/17/11	Postal Employee	Alexandria	VA		USPS financial situation	Suggestion		Suggestions to improve financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	5/18/11	
5/17/11	Consumer				Service	Delivery	Delayed Mail	Magazines delivered late	Sent to USPS to assist & respond to PRC & customer	5/18/11	
5/19/11	Consumer	Anderson	SC		Service	Delivery	RTS	Mail not being forwarded to new address - acknowledged letter	No action necessary at this time	5/19/11	
5/18/11	Consumer	Peachtree City	GA	Certified Mail	Service	Delivery	Missing mail	Package missing in mail - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	5/18/11	

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5/18/11	Consumer	Owaneco	IL		Service	Retail	PO closing	Comment on possible closing of Owaneco, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/18/11	
5/13/11	Consumer	Raleigh	NC		Service	Retail	PO closing	Comment on possible closing of Crabtree Valley post office in Raleigh, NC	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/18/11	
5/13/11	Consumer	Raleigh	NC		Service	Retail	Lobby hours	Request to extend lobby hours in alternate post office due to closing of local post office	Sent to USPS to assist & respond to PRC & customer	5/18/11	
5/19/11	Consumer	Orlando	FL		Service	Delivery	Undelivered Mail	Mail not being delivered to residence	Sent to USPS to assist & respond to PRC & customer	5/19/11	

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5/19/11	Consumer	Perkins	GA		Service	Retail	PO closing	Comment on possible closing of Perkins, GA post office - customer acknowledged receipt of information	No action necessary	5/19/11	
5/16/11	Consumer	San Francisco	CA		Service	Retail	Coll box	Mail deposited in collection before last collection time postmarked the next day	Sent to USPS to assist & respond to PRC & customer	5/17/11	Returning customer
5/13/11	Consumer				Service	Retail	PO closing	Question on post office closing list	Answered by PAGR	5/13/11	
5/18/11	Postal Employee	Tacoma	WA		USPS			financial situation Comment on purchasing equipment and financial situation	Acknowledged comments	5/18/11	
5/19/11	Postal Employee				Service	Delivery	Delayed Mail	Flats take 1 to 3 weeks from local SCF	Acknowledged comments	5/20/11	
5/20/11	Postal Employee	Warren	MI		USPS	Suggestion		financial situation Suggestions to improve financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	5/20/11	

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5/20/11	Consumer	Anderson	SC		Service	Delivery	RTS	Mail not being forwarded to new address - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	5/20/11	
5/19/11	Consumer	Kansas City	MO		Service	Delivery	Undelivered Mail	Mail expected by customer not being delivered	Sent to USPS to assist & respond to PRC & customer	5/19/11	
5/18/11	Consumer	Grove Oak	AL		Service	Retail	PO closing	Comment on possible closing of Grove Oak, AL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/24/11	
5/21/11	Consumer				Service	Delivery	Delayed Mail	Delivery service performance not as expected	Requested additional contact information	5/23/11	
5/23/11	Consumer	Washington	DC		Service	Delivery		Comments made on blog concerning delivery issues	Sent to USPS to assist & respond to PRC & customer	5/23/11	
5/23/11	Postal Employee				Service	Delivery	Delayed Mail	Flats take 1 to 3 weeks from local SCF - further comments	Sent to USPS to assist & respond to PRC & customer	5/23/11	

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5/20/11	Consumer	Great Falls	MT		Service	Delivery	RTS	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC & customer	5/23/11	
5/23/11	Consumer	Apopka	FL		Service	Delivery	Delayed Mail	Magazines delivered late	Sent to USPS to assist & respond to PRC & customer	5/23/11	
5/23/11	Consumer	Lincoln	NE		Other	Suggestion		Suggestion for advertising campaign	Sent to USPS to assist & respond to PRC & customer	5/23/11	
5/23/11	Consumer	Owaneco	IL		Service	Retail	PO closing	Comment on possible closing of Owaneco, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/23/11	

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5/23/11	Consumer	Owaneco	IL		Service	Retail	PO closing	Comment on possible closing of Owaneco, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/23/11	
5/20/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	5/20/11	
5/20/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	5/20/11	
5/23/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	5/23/11	
5/23/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	5/23/11	
5/23/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	5/23/11	
5/23/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	5/23/11	

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5/23/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	5/23/11	
5/18/11	Consumer				RFI	Information	Other	Question on filing process for complaint	Answered by PAGR	5/18/11	
5/18/11	Consumer	City of Glendale	AZ		Service	Retail	PO closing	Question on post office closing list	Answered by PAGR	5/18/11	
5/24/11	Federal, State & local govt	Council Bluffs	IA		Service	Retail	PO closing	Question on behalf of constituent regarding post office closing procedures	Answered by PAGR Director	5/24/11	
5/23/11	Federal, State & local govt	Moraga	CA		Service	Retail	PO closing	Comment on possible closing of Country Club Station post office in Moraga, CA	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/24/11	
5/17/11	Consumer	Chicago	IL		Service	Retail	PO closing	Comments on possible post office closings in Iowa	Acknowledged comments	5/24/11	Returning customer
5/23/11	Consumer	Rockwell City	IA		Service	Retail	AMP	Comment on possible closing of Fort Dodge, IA mail processing operations	Answered by PAGR not in Commission's jurisdiction	5/24/11	

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5/20/11	Consumer				USPS financial situation	RFI		Question on possibility of USPS going bankrupt and consequences for employees and vendors	Answered by PAGR and OGC	5/24/11	
5/23/11	Consumer	Rippey	IA		Service	Retail	PO closing	Comment on possible closing of the Rippey, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/24/11	
5/24/11	Federal, State & local govt	Sterling	CO		Service	Retail	PO closing	Comment on possible closing of the New Raymer post office in Colorado	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/24/11	
5/24/11	Consumer	West Hills	CA		Service	Delivery	Claim	Request review of insurance claim	Sent to USPS to assist & respond to PRC & customer	5/24/11	

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5/24/11	Consumer	Lompoc	CA	Delivery confirmation	Service	Delivery		Request for information on missing return receipts	Sent to USPS to assist & respond to PRC & customer	5/24/11	
5/24/11	Media				R2010-4	Rates		Questions on Appeals Court decision to remand exigent rate case	Answered by PAGR	5/24/11	
5/24/11	Media				R2010-4	Rates		Questions on Appeals Court decision to remand exigent rate case	Answered by PAGR	5/24/11	
5/24/11	Media				R2010-4	Rates		Questions on Appeals Court decision to remand exigent rate case	Answered by PAGR	5/24/11	
5/25/11	Media				R2010-4	Rates		Questions on Appeals Court decision to remand exigent rate case	Answered by PAGR	5/25/11	
5/25/11	Media				R2010-4	Rates		Questions on Appeals Court decision to remand exigent rate case	Answered by PAGR	5/25/11	
5/23/11	Consumer	Rhinecliff	NY		Service	Retail	PO closing	Comment on possible closing of the Rhinecliff, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/24/11	

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5/19/11	Consumer	Lapeer	MI		Rates			Comment on parcel rate structure	Answered by PAGR	5/24/11	
5/24/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	5/25/11	
5/24/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	5/25/11	
5/24/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	5/25/11	
5/24/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	5/25/11	
5/24/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	5/25/11	
5/23/11	Consumer	Lohrville	IA		Service	Retail	PO closing	Comment on possible closing of Lohrville, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/25/11	

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5/23/11	Consumer	Lohrville	IA		Service	Retail	PO closing	Comment on possible closing of Lohrville, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/25/11	
5/23/11	Consumer	Lohrville	IA		Service	Retail	PO closing	Comment on possible closing of Lohrville, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/25/11	
5/23/11	Consumer	Graceville	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/25/11	

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5/23/11	Consumer	Graceville	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/25/11	
5/23/11	Consumer	Campbellton	FL		Service	Retail	PO closing	Comment on possible closing of Campbellton, FL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/25/11	
5/24/11	Consumer	Los Angeles	CA		C2011-2			Comment on e-filing procedures	Provided link to Commission website with complaint process Guide	5/25/11	
5/24/11	Consumer	Lawrenceville	NJ	Priority Mail	Service	Delivery	Delayed Mail	Package not delivered in timeframe quoted	Sent to USPS to assist & respond to PRC & customer	5/25/11	

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5/25/11	Consumer	Cypress	CA		Service	Delivery	Delayed Mail	Magazines delivered late	Sent to USPS to assist & respond to PRC & customer	5/23/11	
5/24/11	Federal, State & local govt	Jenkintown	PA		Service	Retail	PO closing	Courtesy copy of letter to Philadelphia District Manager regarding Gwynedd, PA post office closing	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/25/11	
5/24/11	Consumer	Rhinecliff	NY		Service	Retail	PO closing	Comment on possible closing of the Rhinecliff, NY post office - further comments	Acknowledged comments	5/25/11	
5/25/11	Consumer	Merrillville	IN		Service	Delivery	RTS	Mail not being forwarded to new address	No contact information provided to respond	5/25/11	
5/23/11	Consumer			Priority Mail	Service	Delivery	Missing mail	Package missing in mail	Provided USPS CA contact information	5/23/11	
5/24/11	Consumer				RFI	Information	Other	Requested Zip Code information	Provided USPS CA contact information	5/24/11	
5/25/11	Consumer				Service	Delivery	RTS	Mail not being forwarded to new address	Provided USPS CA contact information	5/25/11	
5/26/11	Consumer		MT		RFI	Information		Contact information for Montana CA	Provided USPS CA contact information	5/26/11	
5/27/11	Consumer	Washington	DC		Service	Fraud	Missing mail	Checks missing in mail	Referred to USPS IS	5/27/11	

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5/26/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/26/11	
5/26/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/26/11	
5/26/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	5/26/11	

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5/26/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	5/26/11	
5/26/11	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	5/26/11	
5/26/11	Media				R2010-4	Rates		Questions on Appeals Court decision to remand exigent rate case	Answered by PAGR	5/26/11	
5/26/11	Consumer	Miami	FL	Certified Mail	Service	Delivery		Comment on tracking of Certified Mail item	Acknowledged comments	5/27/11	
5/26/11	Consumer				Service	Delivery	Mode of delivery	Customer denied hardship delivery request	Sent to USPS to assist & respond to PRC & customer	5/27/11	
5/26/11	Consumer			International surface mail	Service	Delivery	Other	Packages erroneously delivered back to shipper in Russia	Sent to USPS to assist & respond to PRC & customer	5/27/11	
5/26/11	Federal, State & local govt	Mulvane	KS		Service	Retail	Other	Comment on DUO program	Answered by Chairman's Office	5/27/11	
5/27/11	Media				R2010-4	Rates		Questions on Appeals Court decision to remand exigent rate case	Answered by PAGR	5/27/11	

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5/27/11	Consumer	Leonardsville	NY		Service	Retail	PO closing	Comment on possible closing of Leonardsville, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/31/11	
5/31/11	Consumer				Service	Employee behavior		Comment on employee behavior	No contact information provided to respond	5/31/11	
5/31/11	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	5/31/11	
5/31/11	Consumer	Raleigh	NC		Service	Retail	PO closing	Comment on possible closing of Crabtree Valley post office in Raleigh, NC	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/1/11	
5/31/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	6/1/11	
5/31/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	6/1/11	

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5/31/11	Consumer	Gwynedd	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	6/1/11	
5/31/11	Consumer	Thawville	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/1/11	
5/31/11	Consumer	Thawville	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/1/11	

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5/31/11	Consumer	Thawville	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/1/11	
5/31/11	Consumer	Thawville	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/1/11	
5/31/11	Consumer	Thawville	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/1/11	

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5/31/11	Consumer	Thawville	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/1/11	
5/31/11	Consumer	Thawville	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/1/11	
5/31/11	Consumer	Thawville	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/1/11	

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6/1/11	Consumer	Thawville	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/1/11	
5/31/11	Federal, State & local govt	Mt Eden	KY		Service	Retail	PO closing	Comment on possible closing of Mt Eden KY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/7/11	
5/31/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Rosedale, WI post office	Sent to USPS to assist & respond to PRC & customer	6/1/11	Returning customer
1/3/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Kiel, WI post office	Sent to USPS to assist & respond to PRC & customer	6/1/11	Returning customer

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5/27/11	Media				R2010-4	Rates		Questions on Appeals Court decision to remand exigent rate case	Answered by PAGR	5/27/11	
5/31/11	Federal, State & local govt				RFI	Information	Other	Question on USPS and workmen's compensation	Referred to USPS and Dept, of Labor	5/31/11	
5/31/11	Consumer	Corcoran	CA		RFI	Information		Question on packages services	Mailed regulations and rates	6/1/11	
5/31/11	Consumer				RFI	Information	Other	Question on terms and appointments of Commissioners	Answered by PAGR	6/1/11	
6/1/11	Media	Gloversville	NY		RFI	Information	Other	Question on nomination of Commissioner	Answered by PAGR	6/1/11	
6/1/11	Media	Denton	MD		RFI	Retail	PO closing	Question on USPS considering closing 2000 plus post offices	Answered by PAGR	6/1/11	
6/1/11	Consumer	Woodgate	NY		Service	Retail	PO closing	Comment on possible closing of Woodgate, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/1/11	
6/1/11	Consumer				RFI	Information	PO closing	Request for current list of stations and branches under consideration for closure	List not yet available	6/1/11	

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6/1/11	Consumer	Lexington	KY		Service	Delivery	Other	Mailbox knocked over by carrier	Sent to USPS to assist & respond to PRC & customer	6/1/11	
5/28/11	Consumer	Woodland Hills	CA		Service	Delivery	Mode of delivery	Mail not being placed in boxes but being left at leasing office	Sent to USPS to assist & respond to PRC & customer	6/1/11	
5/31/11	Consumer	New Caledonia		International surface mail	Rates	Information		Question on restrictions to mailing packages to France	Sent to USPS to assist & respond to PRC & customer	6/1/11	
6/1/11	Consumer	Anderson	SC		Service	Delivery	RTS	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC & customer - status update	6/1/11	
6/1/11	Consumer	Woodgate	NY		Service	Retail	PO closing	Comment on possible closing of Woodgate, NY post office - questions on appeals process	Answered by PAGR	6/1/11	
6/2/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	No contact information provided to respond	6/2/11	

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6/2/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/2/11	
6/2/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/2/11	
6/3/11	Consumer	Lansdale	PA		A2011-15	Retail	PO closing	Comment on possible closing of Gwynedd, PA post office	Acknowledged comments and placed copy in commenter file	6/7/11	

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6/6/11	Consumer	Thawville	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/7/11	
6/3/11	Consumer	Thawville	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/7/11	
6/3/11	Consumer	Weston	WV		Service	Retail	Stamps	Customer paid for stamps not delivered	Sent to USPS to assist & respond to PRC & customer	6/3/11	
6/1/11	Consumer	Marcy	NY		Service	Delivery	Prison mail	Issues with prison mail administration	Provided contact information for ACLU	6/3/11	

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6/3/11	Consumer	Beallsville	MD		Service	Retail	PO closing	Request for emails of postal officials in advance of meeting on closing of Beallsville, MD post office	Referred to USPS CA	6/3/11	
6/3/11	Consumer	Beallsville	MD		Service	Retail	PO closing	Request that emails be forwarded to postal officials in advance of meeting on closing of Beallsville, MD post office	Referred to USPS CA	6/3/11	
6/2/11	Postal Employee				Service	Delivery	Other	Comment on media coverage of USPS	Acknowledged comments	6/3/11	
6/5/11	Consumer				Other			Erroneously received e-mail intended for another website	No contact information provided to respond	6/5/11	
6/6/11	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	6/6/11	
6/3/11	Consumer	Cave Junction	OR		Service	Delivery	Undelivered Mail	Mail not being delivered to residence	Sent to USPS to assist & respond to PRC & customer	6/6/11	
6/5/11	Consumer	Lakewood	CO	International surface mail	Service	Delivery	Missing mail	Package missing in mail sent to Nigeria	Sent to USPS to assist & respond to PRC & customer	6/6/11	

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6/6/11	Consumer	Seattle	WA		Service	Delivery	Misdelive ry	Customer receiving other people's mail also problem reporting incident through USPS website	Sent to USPS to assist & respond to PRC & customer	6/6/11	
6/5/11	Consumer	Woodga te	NY		Service	Retail	PO closing	Comment on possible closing of Woodgate, NY post office - further comments	Acknowledged comments	6/6/11	
6/6/11	Consumer						Stamps	Question how businesses can sell stamps at their locations	Referred to USPS CA	6/6/11	
6/6/11	Consumer	Leland	MS		Service	Delivery	Undelive red Mail	Mail not being delivered due to alleged dangerous dog issue	Sent to USPS to assist & respond to PRC & customer	6/6/11	
6/6/11	Postal Employee	Alexandr ia	VA		USPS financial situation	Suggestion		Suggestions to improve financial situation - further comments	Acknowledged comments	6/6/11	
6/6/11	Consumer	Susanvill e	CA		Rates		Prison mail	Stamp being sold at higher than cost	Answered by PAGR	6/7/11	
6/1/11	Consumer	Homer	NY		Service	Retail	PO closing	Comment on possible closing of Etna, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/7/11	

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6/2/11	Consumer	Leonardsville	NY		Service	Retail	PO closing	Comment on possible closing of Leonardsville, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/7/11	
6/8/11	Consumer	Tariffville	CT		Service	Retail	PO closing	Comment on possible closing of Tariffville, CT post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/8/11	
6/8/11	Consumer	Washington	DC		Service	Retail	Stamps	Collection times not posted on blue boxes	Sent to USPS to assist & respond to PRC & customer	6/8/11	
6/8/11	Consumer	Wallington	NJ		Service	Retail	Delayed Mail	Package delayed in mail	Sent to USPS to assist & respond to PRC & customer	6/8/11	
6/7/11	Postal Employee				Service	Delivery	Other	Concerns with package pick up for customer	Answered by PAGR	6/8/11	

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6/6/11	Consumer	Woodgate	NY		Service	Retail	PO closing	Comment on possible closing of Woodgate, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/6/11	
6/7/11	Postal Employee	Edison	NE		Service	Retail	PO closing	Comment on possible closing of Edison, NE post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/7/11	
6/7/11	Consumer				RFI	Information		Request for Zip Code and census information in 2000	Referred to USPS CA	6/7/11	
6/9/11	Media				R2010-4	Rates		Questions on Appeals Court decision to remand exigent rate case	Answered by PAGR	6/9/11	
6/9/11	Media	Akron	OH		A2011-16	Rates		Questions on East-Akron Station, OH and the p o closing process	Answered by PAGR	6/9/11	
6/8/11	Consumer	Fort Pierce	FL		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	6/9/11	

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6/9/11	Business Owners	Atlanta	GA		Service	Delivery	Undelivered Mail	Mail not delivered to customers that was dropped in office building mail collection box	Sent to USPS to assist & respond to PRC & customer	6/9/11	
6/9/11	Consumer				Service	Delivery	Hold mail	Problem cancelling hold mail request	Sent to USPS to assist & respond to PRC & customer	6/9/11	
6/9/11	Consumer				Service	Delivery	Hold mail	Problem cancelling hold mail request - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	6/9/11	
6/9/11	Consumer	Rahway	NJ		Service	Delivery	RTS	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC & customer	6/9/11	
6/9/11	Consumer				Other			Erroneously received e-mail intended for another website	No contact information provided to respond	6/9/11	
6/9/11	Consumer		IA		Service	Delivery	Mail damage	Packages damaged in mail	Sent to USPS to assist & respond to PRC & customer	6/9/11	
6/8/11	Consumer		NZ	International surface mail	Service	Delivery	Missing mail	Packages missing in mail sent to Australia	Sent to USPS to assist & respond to PRC & customer	6/9/11	

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6/10/11	Consumer	Grant	IA		Service	Retail	PO closing	Comment on possible closing of Grant, IA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/14/11	
6/10/11	Consumer	Columbus	GA		Service	Delivery	Missing mail	Refused package not returned to sender	Sent to USPS to assist & respond to PRC & customer	6/10/11	
6/10/11	Business Owners		NJ		Service	Delivery	Missing mail	Refused package not returned to sender	Sent to USPS to assist & respond to PRC & customer	6/10/11	
6/6/11	Consumer	Zionville	NC		Service	Retail	PO closing	Comment on possible closing of Zionville, NC post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/10/11	
6/10/11	Consumer	El Paso	TX		Service	Delivery	Missing mail	Package scanned as delivered not received by customer	Sent to USPS to assist & respond to PRC & customer	6/10/11	

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5/27/11	Consumer	Geyserville	CA		USPS financial situation	RFI		Question on possibility of USPS going bankrupt and consequences for employees and vendors - further questions	Answered by PAGR and OGC	6/10/11	
6/11/11	Consumer	Chula Vista	CA		Service	Other		Passport appointment cancelled without notice	Sent to USPS to assist & respond to PRC & customer	6/13/11	
6/13/11	Consumer	Los Angeles	CA	International surface mail	Service	Delivery	Missing mail	Package missing in mail sent from India	Sent to USPS to assist & respond to PRC & customer	6/13/11	
6/13/11	Consumer	Zionville	NC		Service	Retail	PO closing	Comment on possible closing of Zionville, NC post office - further comments	Acknowledged by PAGR	6/13/11	
6/13/11	Consumer	Sioux City	IA		Service	Delivery	Change of address	Fraudulent change of addresses submitted in customer's name	Sent to USPS to assist & respond to PRC & customer	6/13/11	
6/13/11	Postal Employee				N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	No contact information provided to respond	6/13/11	
6/10/11	Consumer	Livingston	TX		Service	Delivery	Claim	Claims filed against the Postal Service	Requested additional information	6/14/11	
6/14/11	Consumer				USPS financial situation			Comment on USPS financial situation	No contact information provided to respond	6/14/11	

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6/14/11	Consumer				USPS financial situation			Comment on USPS financial situation	No contact information provided to respond	6/14/11	
6/14/11	Consumer				USPS financial situation			Comment on USPS financial situation	No contact information provided to respond	6/14/11	
6/14/11	Consumer				USPS financial situation			Comment on USPS financial situation	No contact information provided to respond	6/14/11	
6/14/11	Consumer	Thawville	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	No contact information provided to respond	6/14/11	
6/11/11	Consumer	Florissant	MO		Service	Retail	PO Box	Copy of letter to PMG regarding non payment of post office box fee	No action necessary	6/11/11	
6/14/11	Consumer	Livingston	TX		Service	Delivery	Claim	Claims filed against the Postal Service - further information	Sent to USPS to assist & respond to PRC & customer	6/14/11	
6/14/11	Postal Employee	Tucson	AZ		USPS financial situation	Suggestion		Suggestions to improve financial situation	Thanked for suggestions and referred to PRC website for more information on the Commission's role in ensuring the Postal Service's financial viability	6/15/11	

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6/14/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/15/11	
6/14/11	Consumer	Thawville	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/15/11	
6/14/11	Consumer	Atlanta	GA		Service	Delivery	Hold mail	Problem cancelling hold mail request	Sent to USPS to assist & respond to PRC & customer	6/15/11	
6/14/11	Consumer	Seattle	WA		Service	Delivery	RTS	Mail being returned due to lack of curbside mailbox	Sent to USPS to assist & respond to PRC & customer	6/15/11	

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6/8/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Dodgeville, WI post office	Sent to USPS to assist & respond to PRC & customer	6/15/11	Returning customer
6/8/11	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection box schedules at post offices in Spencer and Petersburg, IN	Sent to USPS to assist & respond to PRC & customer	6/15/11	Returning customer
6/8/11	Consumer	Chicago	IL		Service	Delivery	Delayed Mail	Magazines consistently arriving 2-3 weeks late	Sent to USPS to assist & respond to PRC & customer	6/15/11	Returning customer
6/9/11	Consumer	Chicago	IL		Service	Delivery	Delayed Mail	Magazines consistently arriving 2-3 weeks late	Sent to USPS to assist & respond to PRC & customer	6/15/11	Returning customer
6/15/11	Business Owners	Doral	FL		Service	Delivery	Delayed Mail	Packages nor being picked up by carrier	Sent to USPS to assist & respond to PRC & customer	6/15/11	
6/15/11	Consumer	Maple Height	OH		Service	Retail	PO closing	Comment on possible closing of Maple Heights, OH post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/16/11	

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6/15/11	Consumer	Maple Height	OH		Service	Retail	PO closing	Comment on possible closing of Maple Heights, OH post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/16/11	
6/15/11	Consumer	Los Angeles	CA		C2011-2			Comment on e-filing procedures - further comments	Answered by Dockets and OGC	6/17/11	
6/16/11	Consumer				N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	No contact information provided to respond	6/16/11	
6/16/11	Consumer	Winter Haven	FL		Service	Delivery	RTS	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC & customer	6/16/11	
6/15/11	Consumer	Seattle	WA		Service	Delivery	RTS	Mail being returned due to lack of curbside mailbox - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	6/16/11	
6/14/11	Consumer	El Paso	TX		Service	Delivery	Missing mail	Package scanned as delivered not received by customer - further information	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	6/16/11	
6/16/11	Media	Fort Worth	TX		Service	Retail	Other	Questions on possible sale of Fort Worth post office	Answered by PAGR	6/16/11	

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6/20/11	Consumer				Service	Delivery	Mode of delivery	Customer wants to give up rural delivery for delivery to post office	Referred to USPS CA	6/20/11	
6/16/11	Consumer	Fort Pierce	FL		Service	Delivery	Missing mail	Package missing in mail - additional comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	6/20/11	
6/17/11	Consumer	Irvine	KY		Service	Retail	PO closing	Comment on possible closing of Waco, KY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/20/11	
6/18/11	Consumer	Waters	MI		Service	Retail	PO closing	Comment on possible closing of Waters, MI post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/20/11	
6/17/11	Consumer	Bronx	NY		Service	Delivery	Undelivered Mail	Carrier did not deliver package to residence	Sent to USPS to assist & respond to PRC & customer	6/20/11	

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6/19/11	Consumer	Menemsha	MA		Service	Delivery	RTS	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC & customer	6/20/11	
6/20/11	Consumer				Service	Delivery	Other	Questions on USPS delivery policy	Sent to USPS to assist & respond to PRC & customer	6/20/11	
6/20/11	Consumer	Crescent Lake	OR		Service	Delivery	Other	Courtesy copy of letter to USPS concerning curbside delivery for HOA tract	No response necessary	6/20/11	
6/19/11	Consumer							Comment on PayPal tax policy	No contact information provided to respond	6/19/11	
6/20/11	Consumer	Brunswick	GA		Service	Delivery	Other	Question on regulations regarding mailbox access	Answered by PAGR	6/20/11	
6/20/11	Consumer	Columbus	GA		Service	Delivery	Missing mail	Refused package not returned to sender - further information	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	6/20/11	
6/20/11	Media				R2011-5	RFI		Questions on contents of docket filing	Answered by PAGR	6/20/11	
6/17/11	Consumer	Los Angeles	CA		Service	Delivery	Undelivered Mail	Checks missing in mail	Sent to USPS to assist & respond to PRC & customer	6/21/11	

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6/20/11	Consumer				Service	Retail	PO closing	Request for list of post offices that are under consideration for closing	Referred to USPS CA	6/21/11	
6/21/11	Consumer				Service	Delivery	PO closing	Comment on post office closings in Nebraska	No contact information provided to respond	6/21/11	
6/14/11	Consumer			International surface mail	Service	Delivery	Mail theft	Letter regarding theft of mail to Kazakhstan	No response necessary	6/14/11	
6/21/11	Federal, State & local govt	Waverly	WA		Service	Retail	PO closing	Comment on possible closing of Waverly, WA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/21/11	
6/21/11	Consumer	Marcy	NY		Service	Delivery	Prison mail	Issues with prison mail administration - further questions	Answered by PAGR	6/21/11	
6/21/11	Consumer	Lewisburg	PA		Service	Delivery	Prison mail	Issues with prison mail administration	Provided contact information for ACLU	6/21/11	
6/21/11	Postal Organization	Roxana	IL		Service	Retail	PO closing	Comment on possible closing of Roxana City, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/21/11	

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6/21/11	Consumer	Salr Rock	WV		Service	Delivery	Undelivered Mail	Allegations of mail theft by postmaster	Sent to USPS to assist & respond to PRC & customer	6/21/11	
6/21/11	Postal Organization	Roxana	IL		Service	Retail	PO closing	Comment on possible closing of Roxana City, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/21/11	
6/21/11	Postal Employee	Etna	NY		Service	Retail	PO closing	Comment on possible closing of Etna, NY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/22/11	

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6/21/11	Consumer	Kankakee	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/22/11	
6/21/11	Consumer	Kankakee	IL		Service	Retail	PO closing	Comment on possible closing of Thawville, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/22/11	
6/22/11	Consumer	Wartburg	TN		Service	Delivery	Prison mail	Issues with prison mail administration	Provided contact information for ACLU	6/22/11	
6/15/11	Consumer				RFI	Information		Question on addressing mail	Answered by PAGR	6/15/11	
6/21/11	Federal, State & local govt	Fort Post	NY		RFI	Information		Request for PRC Annual Reports	Mailed copies of Reports	6/21/11	
6/21/11	Consumer				RFI	Information		Question on DMM regulations	Answered by PAGR	6/21/11	

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6/22/11	Postal Employee	Salt Lake City	UT		USPS financial situation			Comment on purchasing equipment and financial situation	Acknowledged comments	6/22/11	
6/22/11	Consumer				USPS financial situation	Suggestion		Suggestions to improve financial situation	No response necessary	6/22/11	
6/22/11	Consumer				RFI	Information		Contact information for USPS	Referred to USPS CA	6/22/11	
6/19/11	Consumer				R2010-4	Information		Question on Commission's exigent decision	Answered by PAGR	6/22/11	
6/22/11	Media		NY		RFI	Information		Question on USPS stopping FERS payments	Answered by PAGR	6/22/11	
6/22/11	Consumer	Lynn Center	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	

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6/22/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	
6/22/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	
6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	

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6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	
6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	
6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	

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6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	
6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	
6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	

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6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	
6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	
6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	

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6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	
6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	
6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	

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6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	
6/21/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/23/11	
6/24/11	Media				RFI	Information		Question on USPS stopping FERS payments	Answered by PAGR	6/24/11	
6/24/11	Media				R2010-4	Information		Question on Commission's exigent decision	Answered by PAGR	6/24/11	

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6/24/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/24/11	
6/23/11	Consumer	Columbus	OH		Service	Delivery	Undelivered Mail	Carrier not delivering mail due branches obstructing mailbox	Sent to USPS to assist & respond to PRC & customer	6/24/11	
6/23/11	Postal Employee				USPS			financial situation stopping FERS payments	Acknowledged comments	6/24/11	
6/19/11	Postal Employee				USPS			financial situation APWU contract	Acknowledged comments	6/24/11	
6/24/11	Consumer				RFI	Information		Question on the universal service obligation from Iran	Answered by PAGR and OAC	6/24/11	
6/24/11	Consumer	Martinsville	OH		Service	Delivery	Mode of delivery	Delivery changed to P O box instead of street delivery due to 1/4 mile rule	Sent to USPS to assist & respond to PRC & customer	6/24/11	
6/24/11	Consumer				RFI	Information		Question on Village Post Office concept	Answered by PAGR	6/24/11	

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6/22/11	Consumer	Woodgate	NY		RFI	Information		Question on legislative actions pending on Postal Service financial issues and recent PostalVision 2020 conference	Answered by PAGR	6/24/11	
6/27/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/28/11	
6/27/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/28/11	

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6/27/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/28/11	
6/27/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/28/11	
6/27/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/28/11	

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6/25/11	Consumer				RFI	Information		Question on the universal service obligation from Iran - further questions	Answered by PAGR and OAC	6/27/11	
6/25/11	Consumer				RFI	Information	Other	Questions expired terms of Commissioners	Answered by PAGR	6/27/11	
6/26/11	Consumer		KY		Service	Delivery	Mail damage	Contents of package damaged on delivery	Sent to USPS to assist & respond to PRC & customer	6/27/11	
6/26/11	Postal Employee				Service	Delivery		Comment on delivering to vacant residences	Replied that issue is not within Commission jurisdiction	6/27/11	
6/27/11	Postal Employee	Wareham	MA		Service	Delivery	AMP	Comment on Wareham Annex AMP	Replied that issue is not within Commission jurisdiction	6/27/11	
6/27/11	Consumer				RFI	Information	Other	Request for e-mail address for International Mail Specialist	Answered by PAGR	6/27/11	
6/24/11	Consumer				RFI	Information		Question on cost savings of 3 day a week delivery	Answered by PAGR and OAC	6/28/11	
6/28/11	Consumer	Sunset Beach	NC		Service	Fraud		Customer received bogus money order in mail	Sent to USPS to assist & respond to PRC & customer	6/28/11	
6/28/11	Consumer	Loma	CO		Service	Delivery	Mail theft	Contents of package missing	Sent to USPS to assist & respond to PRC & customer	6/28/11	

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6/28/11	Consumer	Chicago	IL		Service	Delivery	Undelivered Mail	Mail not being delivered to residence	Sent to USPS to assist & respond to PRC & customer	6/28/11	
6/28/11	Consumer	River Ridge	LA		Service	Delivery	RTS	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC & customer	6/28/11	
6/27/11	Consumer	LaBelle	PA		Other			Copy of letter to Rep. Chaka Fattah	No response necessary	6/27/11	
6/27/11	Consumer				Service	Retail	PO closing	Request for list of post offices that are under consideration for closing	Referred to USPS CA	6/27/11	
6/27/11	Consumer	Cumberland	RI		A2011-18	Information		Question on e-filing	Referred to Docket Section	6/27/11	
6/20/11	Consumer				RFI	Information	Other	Questions on POM	Answered by PAGR	6/20/11	
6/20/11	Consumer	Washington	DC		Service	Delivery	Undelivered Mail	Mail not being delivered to residence	Referred to USPS CA	6/20/11	
6/24/11	Consumer	San Francisco	CA		Service	Retail	Coll box	Service inquiry on collection schedules in Freeport, NY	Sent to USPS to assist & respond to PRC & customer	6/29/11	Returning customer
6/16/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Rosendale and Kiel, WI post offices	Sent to USPS to assist & respond to PRC & customer	6/29/11	Returning customer
6/17/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Sturgeon Bay, WI post office	Sent to USPS to assist & respond to PRC & customer	6/29/11	Returning customer

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6/22/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at South Jersey District post offices	Sent to USPS to assist & respond to PRC & customer	6/29/11	Returning customer
6/22/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Medford, WI post office	Sent to USPS to assist & respond to PRC & customer	6/29/11	Returning customer
6/22/11	Federal, State & local govt	Washington	DC		Service	Delivery	PO closing	Copy of letter to Cincinnati District Manager regarding Higginsport, OH post office closing	Placed on file	6/22/11	
6/29/11	Consumer	Comstock	NY		RFI	Information		Request for mailing forms	Sent forms	6/29/11	
6/29/11	Consumer	Leland	MS		Service	Delivery	Undelivered Mail	Mail not being delivered due to alleged dangerous dog issue - further information	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	6/29/11	
6/29/11	Consumer	Rupert	GA		Service	Delivery	PO closing	Copy of letter to Georgia District Manager regarding Rupert, GA post office closing	No response necessary	6/29/11	
6/24/11	Postal Employee	Evansville	IN		Personnel	Employee behavior		Allegations regarding postmaster	Referred to USPS OIG	6/29/11	
6/27/11	Federal, State & local govt	Mammoth	AZ		Service	Delivery	PO closing	Copy of letters to Congressional Representatives regarding Hayden and Winkelman, AZ post office closings	Placed on file	6/29/11	

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6/28/11	Consumer	Andover	IL		Service	Retail	PO closing	Comment on possible closing of Andover, IL post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/30/11	
6/29/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/30/11	
6/29/11	Consumer	Lemhi	ID		Service	Retail	PO closing	Comment on possible closing of Lemhi, ID post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/30/11	

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6/9/11	Federal, State & local govt	Natrona Heights	PA		Service	Retail	PO closing	Question on emergency suspension of Export, PA post office	Answered by PAGR Director	6/30/11	
6/29/11	Federal, State & local govt	Fort Worth	TX		Service	Retail	PO closing	Comment on behalf of constituent on possible closing of Saginaw, TX post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/30/11	
6/22/11	Consumer	Francitas	TX		Service	Retail	PO closing	Comment on possible closing of Francitas, TX post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) and forwarded comments to USPS CA	6/30/11	
6/29/11	Consumer	Chicago	IL		Service	Retail	Lobby hours	Comment on lobby hours at Cottage Grove, WI post office	Sent to USPS to assist & respond to PRC & customer	6/30/11	Returning customer
6/29/11	Consumer				Service	Delivery	Missing mail	Packages missing in mail	Sent to USPS to assist & respond to PRC & customer	6/30/11	

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6/30/11	Consumer	East Alton	IL		Service	Delivery	Other	No outgoing mail slot in apartment building	Sent to USPS to assist & respond to PRC & customer	6/30/11	
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From	711	Product	39	Issue	645	Issue	564
Consumer	576	Certified Mail	11	Delivery	180	RTS	17
Media Mailer	24	Priority Mail Delivery confirmation	8	Suggestion Retail	18	PO closing PO Box	324
Postal Employee	16	Media Mail	2	RFI	351	6 Days	3
Business Owners	41	International surface mail	2	Employee behavior	10	Mail theft	6
Federal, State & local govt	9		16	Other	8	Rudeness	5
Postal Organization	45			Information	2	Delayed Mail	4
	3				57		16
				Fraud	6	Hold mail	4
				Facility	3	Other	43
				Rates	10	Prison mail	11
						Claim	7
						Undelivered Mail	22
						Coll box	10
						AMP	8
						Missing mail	38
						5 Days	9
						Misdelivery	7
						Mail damage	3
						Lobby hours	11
						Wait time in line	2
						Mode of delivery	5
						3 Days	1
						Stamps	5
						Unsolicited mail	1
						Change of address	2