FREISTATT Docket: 1364133 - 65654

Postal Regulatory Commission
Submitted 8/1/2013 1:00:36 PM
Filing ID: 87489
Accepted 8/1/2013

Item	Document	Date Posted
1.	Request/approval to study for discontinuance	08/04/2011
2.	Notice (if appropriate) to Headquarters of suspension	03/26/2013
3.	Notice (if appropriate) to customers/district personnel of suspension	03/26/2013
4.	Highway map with community highlighted	08/09/2011
5.	Inspection Service/local law enforcement vandalism reports	08/09/2011
6.	Form 4920, Post Office Fact Sheet	08/05/2011
7.	NEPA Worksheet	08/09/2011
8.	Financial Workbook	08/23/2011
9.	Recommendation and Service Replacement Type	08/24/2011
10.	PM Letter Instructions Cover letter, questionnaire, and enclosures	08/23/2011
11.	Community meeting roster	08/23/2011
12.	Community meeting letter	08/23/2011
13.	Proposal checklist	08/25/2011
14.	District notification to Government Affairs	08/23/2011
15.	Instructions to postmaster/OIC to post proposal	08/26/2011
16.	Invitation for comments exhibit	08/26/2011
17.	Proposal exhibit	08/26/2011
18.	Comment form exhibit	08/26/2011
19.	Instructions for postmaster/OIC to remove proposal	11/03/2011
20.	Postal Service response letters to returned customer questionnaires	10/12/2011
21.	Analysis of questionnaires	10/20/2011
22.	Community meeting analysis	09/12/2011
23.	Round-date stamped proposals and invitations for comments from affected offices	11/03/2011
24.	Notification of taking proposal and comments under internal consideration	10/25/2011
25.	Postal Service response letters to returned Proposal comments	11/03/2011
26.	Proposal Analysis of comments	12/01/2011
27.	Petition and Postal Service response letter (if appropriate)	12/01/2011
28.	Congressional inquiry and Postal Service response letter (if appropriate)	12/01/2011
29.	Log of Post Office discontinuance actions	12/01/2011
30.	Certification of record	12/08/2011
31.	Transmittal to vice president, Delivery and Retail, from district manager, Customer Service and Sales	12/08/2011
32.	Headquarters acknowledgment of receipt of record	01/31/2012
33.	Vice president, Delivery and Retail, instruction letter	05/31/2013
34.	Instruction letter to postmaster/OIC on posting	06/14/2013
35.	Final determination from Headquarters	06/14/2013
36.	Round-date stamped final determination cover sheets	07/24/2013
37.	Postal Bulletin Post Office Change Announcement	
51.	Notice of Appeal	07/23/2013

UNITED STATES POSTAL SERVICE®

08/04/2011

MARK MARTINEZ
DISTRICT MANAGER
MID-AMERICA PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the 7 congressional district.

Post Office Name:	FREISTATT		
Zip+4 Code:	65654-9998		
EAS Level:	11		
Finance Number:	282904		
County:	LAWRENCE		
Proposed Admin Office:	MONETT	ADMIN Miles Away:	7.0
Near Office Name:	MONETT	Near Miles Away:	7.0

Number of Customers:

Post Office Box:	1
Total Customers:	88

ZIP Code Change: Yes ☐ NO ☑ ZIP Code

Maintain Town Name: Yes ☑ NO ☐

This office is not vacant and HR will have to begin the RIF process.
(Please check below the rational for this study. You can check more than one box.)

☐	Emergency Suspension	☑	Office Workload
☑	Insufficient Customer Demand	☑	Reasonable Alternate Access
☐	Special Circumstances		

RICK BELCHER
Manager, Post Office Operations

Approval to Study for Discontinuance:

DISTRICT MANAGER
MID-AMERICA PFC

08/04/2011
DATE

cc: *Area Manager, Public Affairs and Communication*

UNITED STATES POSTAL SERVICE

NOTICE OF POST OFFICE EMERGENCY SUSPENSION

A. Suspended Office

Name: FREISTATT State: MO Zip Code: 65654
Area: WESTERN District: MID-AMERICA PFC
Congressional District: 7 County: LAWRENCE
EAS Grade: 11 Finance Number: 282904

Post Office: ☑ Classified Station ☐ Classified Branch ☐ CPO ☐

Effective date of suspension: 03/29/2013 Date CPO Established:

Justification (specific reason(s) for suspension):
Failed lease negotiations

Alternate Service Provided (i.e. rural delivery to roadside mailboxes, CBUs, ect.):
CBUs

Effect on Employees (include Career/Noncareer Employees):
The Postmaster was already the OIC in another office.

Hours of Operation:

Retail Hours Saturday 9:00 am - 11:00 am Monday - Friday 8:00 am - 12:00 pm and 1:00 pm - 4:00 pm
(Include lunch break)

87 General Deliveries
1 Post Office Box
88 Total Customers

B. Administrative Office

Name: MONETT State: MO Zip Code: 65708
EAS Grade: 20 Finance Number: 285424 Miles Away: 9.0
PO Boxes Available: 93

Hours of Operation

Retail Hours Saturday 8:30 - 11:30 Monday - Friday 8:30 - 11:30
(Include lunch break)

C. Nearest Office

Name: STOTTS CITY State: MO Zip Code: 65756
EAS Grade: 4 Finance Number: 287656 Miles Away: 8.0
PO Boxes Available: 141

Hours of Operation

Retail Hours Saturday 11:30 - 1:30 Monday - Friday 12:00 - 4:00
(Include lunch break)

D. Postmaster Organization Notification:

Notified: YES ☑ NO ☐ Date of Notification: 03/26/2013

E. Plan of Action (HQ must be notified with 90 days):

Prepared by: MICHAEL MORI Date: 04/26/2013
Title: MID-AMERICA PFC Post Office Review Coordinator

Approved By:

Date 04/12/2013

Gail M. Hendrix

GAIL HENDRIX
DISTRICT MANAGER
MID-AMERICA PFC

cc: Area PO Review Coordinator
District PO Review Coordinator
Nation League of Postmasters
National Association of Postmasters of the United States

03/26/2013

Dear Postal Customer:

The FREISTATT POST OFFICE is currently suspended. Failed lease negotiations. Therefore, it will be necessary to suspend services at the FREISTATT POST OFFICE at the close of business on 03/29/2013. This change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective postal services.

While the office is suspended, . Please contact the postmaster of the MONETT for advice regarding the potential placement of mailboxes. Customers presently receiving rural delivery will not experience a change in service, with the possible exceptions of picking up parcels and accountable mail at the MONETT that the carrier was unable to deliver. FREISTATT POST OFFICE route customers will continue to use FREISTATT, MO 65654 as their last line of delivery.

Rural delivery is particularly beneficial to senior citizens, people with disabilities, and working people because no one has to pick up the mail from the post office. You will have 24-hour access to your mail. In addition, the rural carrier can provide all the retail services provided at the FREISTATT POST OFFICE. Enclosed is information about some of the services available from the carrier. Most transactions do not require meeting a carrier at the mailbox. Stamps By Mail order envelopes and Money Order Application forms are available for your convenience; or you may place a note in the mailbox, with payment, and the carrier will provide the requested services. When an accountable item requiring a signature, such as a certified letter, cannot be delivered on the first day, the carrier will return the item to the MONETT Post Office. You may pick up the article at the MONETT Post Office, request redelivery on another day convenient for you, or authorize the carrier to deliver the item to another person.

Customers who wish to obtain Post Office box service may do so at the MONETT, located 9.0 miles away. The MONETT Post Office has 24-hour lobby access for customer convenience. Window service hours at MONETT are 8:30 - 11:30 Monday through Friday and 8:30 - 11:30 on Saturday. Post Office box lobby hours are Monday through Friday and on Saturday. Post Office boxes are available at this location *(check office for fees)*. If applicable, Post Office Box refunds can be received at the FREISTATT PO.s

Retail services are also available at the STOTTS CITY Post Office, located 8.0 miles away. Window service hours at STOTTS CITY Post Office are from 12:00 - 4:00, Monday through Friday, and 11:30 - 1:30 on Saturday. Post Office box lobby hours are , Monday through Friday, and on Saturday.

If you have any questions concerning the placement of rural mailboxes or the services available to you through the rural carrier, please contact the MONETT postmaster.

I realize with change there is always concern. No final decision to permanently discontinue the Post Office has been made. A community meeting will be held at or near the MONETT in the coming weeks to explain our plans and solicit your comments concerning possible alternate means of providing postal and other services. In the interim, we are confident that carrier delivery will continue to provide FREISTATT POST OFFICE customers with effective and regular postal services.

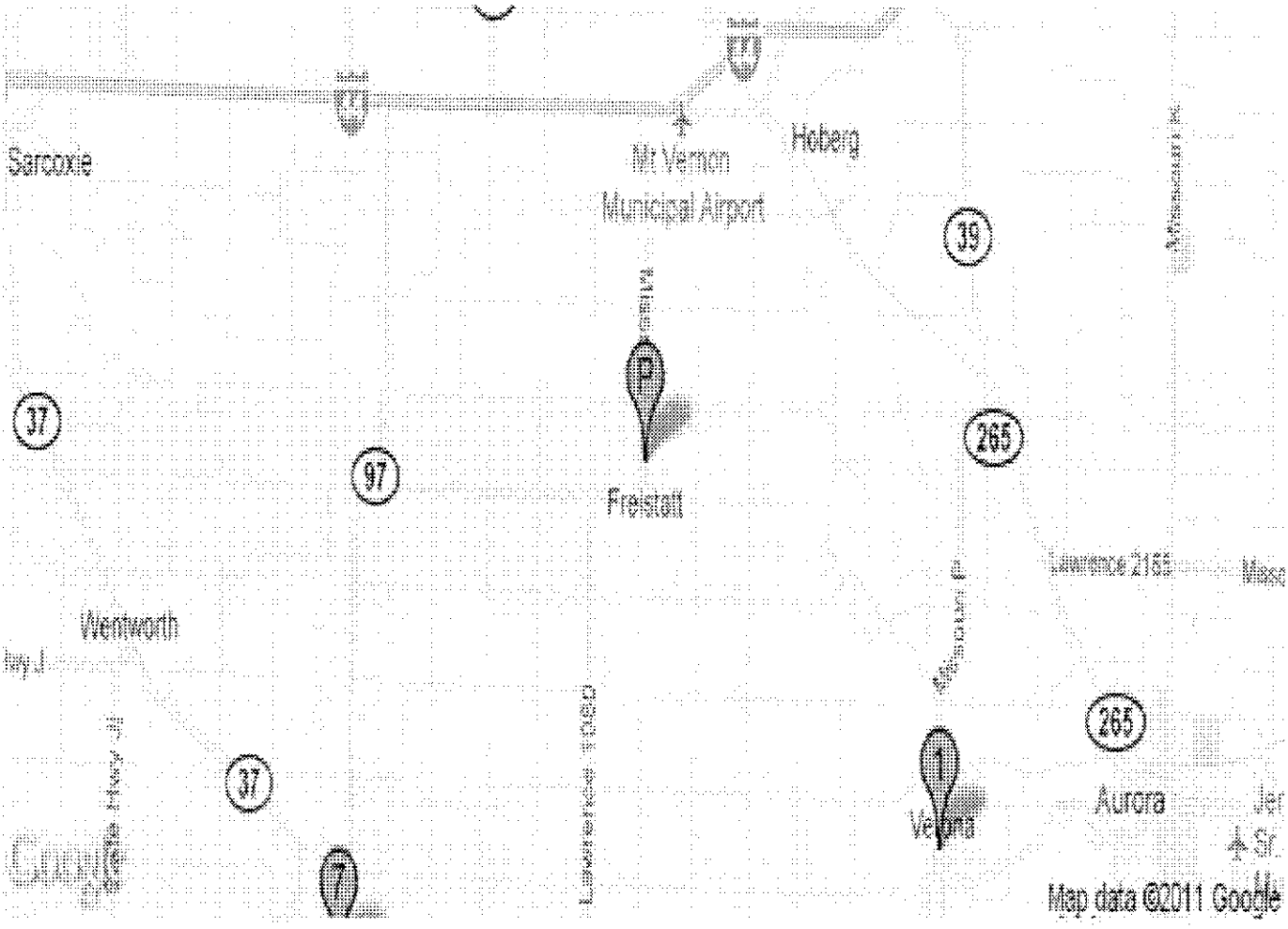
Sincerely.

HARRY BELCHER
Manager, Post Office Operations

Enclosure: Official Record

cc:
Postmaster/OIC FREISTATT PO
Postmaster MONETT / STOTTS CITY
Post Office Review Coordinator

• Alternate access points include nearby
(1) VERONA *(Post Office 6.9)* , (2) MONETT *(Post Office 7.0)* , (3) US BANK #S1D04074 *(Stamp Sales 7.0)* , (4) MOUNT VERNON *(Post Office 7.1)* , (5) WAL-MART SUPERCENTER #00048 *(Stamp Sales 7.5)* , (6) US BANK #S1D03618 *(Stamp Sales 7.5)* and (7) PIERCE CITY *(Post Office 7.8)* .



UNITED STATES POSTAL SERVICE

08/10/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the FREISTATT Post Office, 65654 - 9998, located in LAWRENCE County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please enter your findings in the yellow blocks below. Once complete please click submit. You can print from above. Signatures are captured electronically.

Thank you for your assistance in this matter

JOANNE DEAN
Post Office Review Coordinator
MID-AMERICA PFC

NBR records of mail theft or vandalism: 0

Comments/Findings:

cc: Official Record

UNITED STATES POSTAL SERVICE

Discontinuance Feasibility Study Survey

1. Retail Facility Name:	2. State and ZIP + 4 Code®:
Freistatt Post Office	MO 65654-9998

3. Facility Information

a. Provide specific information about the facility, including structural defects, safety hazards, lack of running water or restrooms, and security issues. Include facility servicing documentation for all structural defects and safety hazards.

No known structural defects

b. Is the facility accessible to persons with disabilities?	☐ YES	☑ NO

4. Community Information

a. Local government provided by:

b. Police protection provided by: Lawrence County Sheriff

c. Fire protection provided by: Freistatt Rural Fire Department

d. Is the retail facility a state or national historic landmark?	☐ YES	☑ NO
e. Are there special historic events related to the community?	☐ YES	☑ NO

If answer to 4e is "Yes," explain:

f. Describe the geographic and economic makeup of the community (retirees, commuters, farmers, etc.). Provide information on population and business activity trends.

Commuters and farmers, no known new business activity

g. Provide the names of schools in the service area.

Tinity Lutheran School

h. Provide the names of religious institutions in the service area.

Trinity Lutheran Church

i. Provide the names of organizations in the service area, including nonprofit organizations.

j. Provide the names of businesses in the service area, including small and home-based businesses.

MFA Farmers Exchange, Schoen Equipment, Freistatt Farmers Mutual Insurance, Freistatt Housing Commission, Long Term Recovery, Braille Workers Inc. #69, Mystical Elevators, School Board Do., Strategic Trans LLC, Larson Farm and Lawn John Deere, 4M Trucking LLC, Harmon Electric, Clark Construction, Morning Moon Alpacas, Micro-Turn 60, Amusement Services, Village of Freistatt Fire Dept., Ness Orchard, Mattlage Trucking Inc, Ortwein Auto Repair, Schoen Heating and Air

5. Retail Information	
a. Does the facility have an APC?	☐ YES ☑ NO
b. Does the facility have a DDU drop?	☐ YES ☑ NO
c. Does the facility have a FedEx drop box?	☐ YES ☑ NO
d. Is the facility a Postal One! site?	☐ YES ☑ NO

If the facility is a non-*Postal One!* site, attach a copy of PS Form 25, *Trust Fund Account*, and PS Form 3809, *Record or Permit Imprint Mailings*, for current permit mailers.

6. Delivery Information
a. Number of customers who receive duplicate delivery service: 0
b. Approximate time of day the carriers begin delivery to the community: 7:30 a.m.
c. Describe how the mail is received and dispatched.
HCR driver brings mail and picks up dispatch
d. List potential CBU/parcel locker sites and their distance from the facility.

7. Administrative Office Information	
a. Facility Name: Monett Post Office	b. State and ZIP + 4 Code®: MO 65708-9998
c. Number of miles from the facility under study: 7.0	

8. Nearest Office Information	
a. Facility Name: Monett Post Office	b. State and ZIP + 4 Code®: MO 65708-9998
c. Number of miles from the facility under study: 7.0	

9. Other Information	
a. Do Postal Service employees offer assistance to senior citizens?	☐ YES ☑ NO
b. Do Postal Service employees offer assistance to handicapped citizens?	☐ YES ☑ NO

c. If the answer to 9a or 9b is "Yes," what provisions can be made for these services if the facility is discontinued?
d. List the non-postal services provided by the facility. Include items such as public bulletin board, school bus stop, community meeting location, voting place, and government form distribution center.
Public bulletin board, school bus stop, place for community meetings and a voting place
e. If mail theft or vandalism has been reported to the Postmaster/OIC, describe the situation reported.
no

10. Photos of Facility
Provide digital photos of the facility. Include photos of front, back, full property view, and additional structures on the property.

PREPARED BY:	
Printed Name: Joanne Dean	Title: PO Discontinuance Coordinator
Signature:	Date: 08/23/2011

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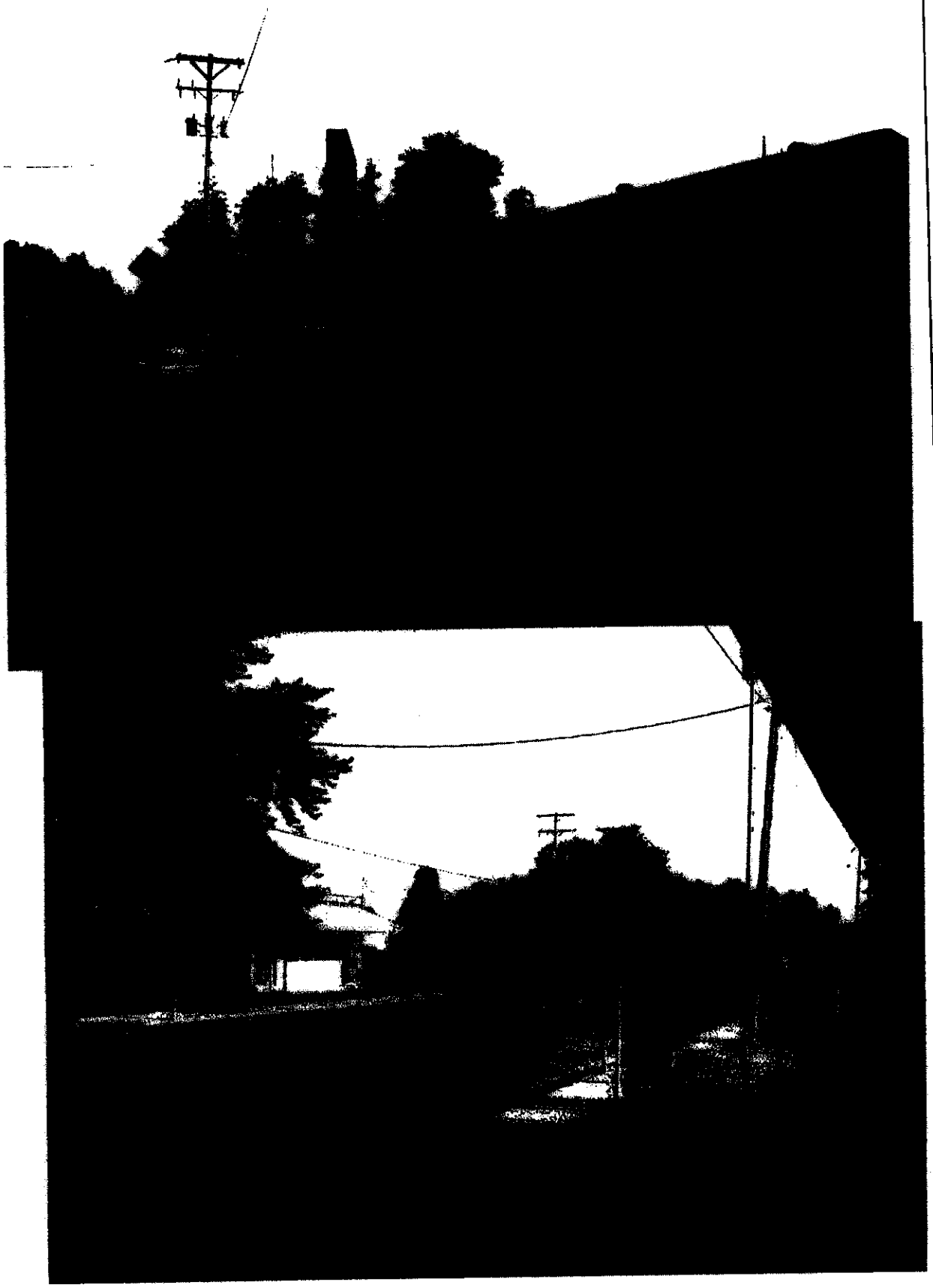

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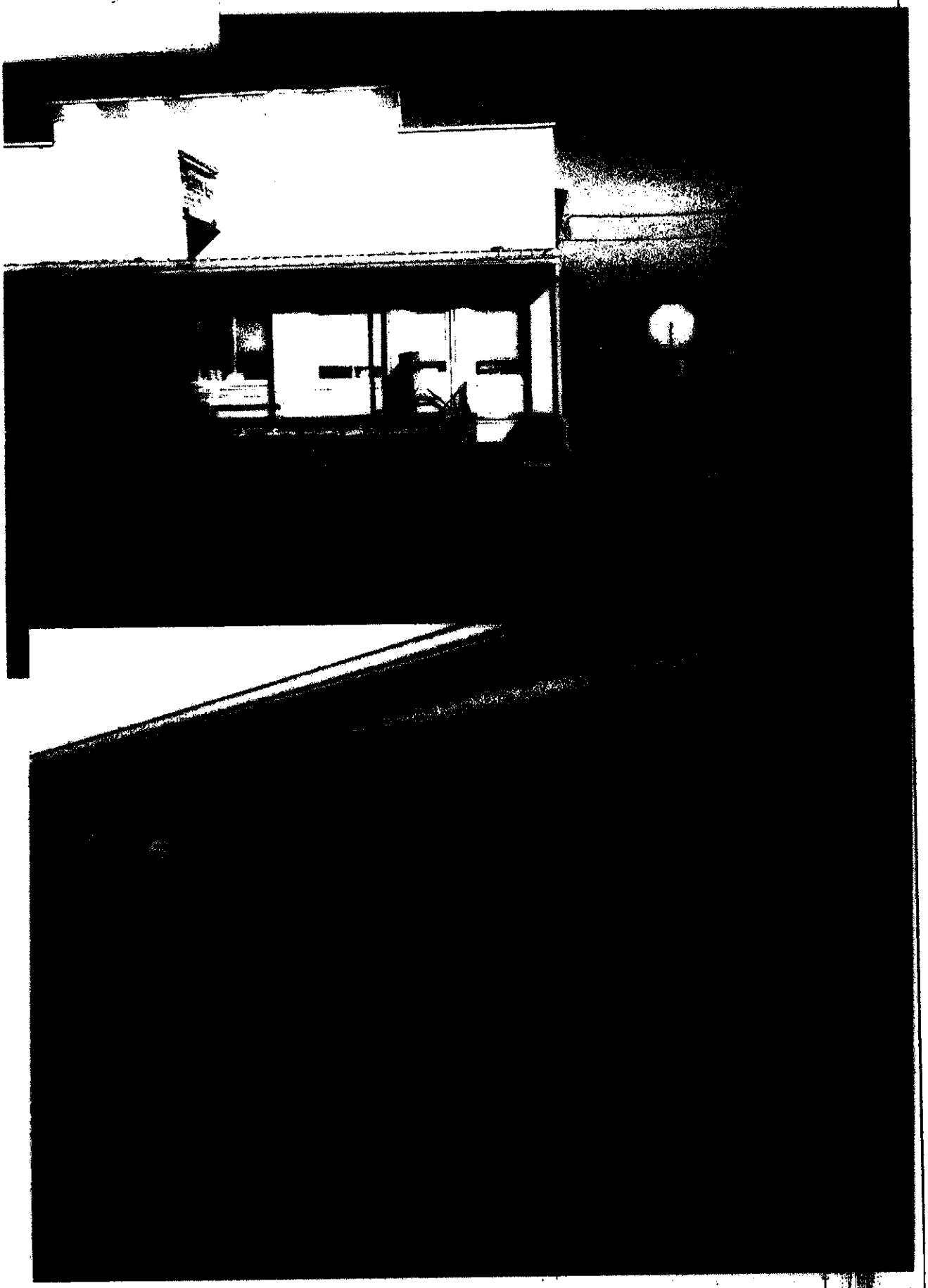

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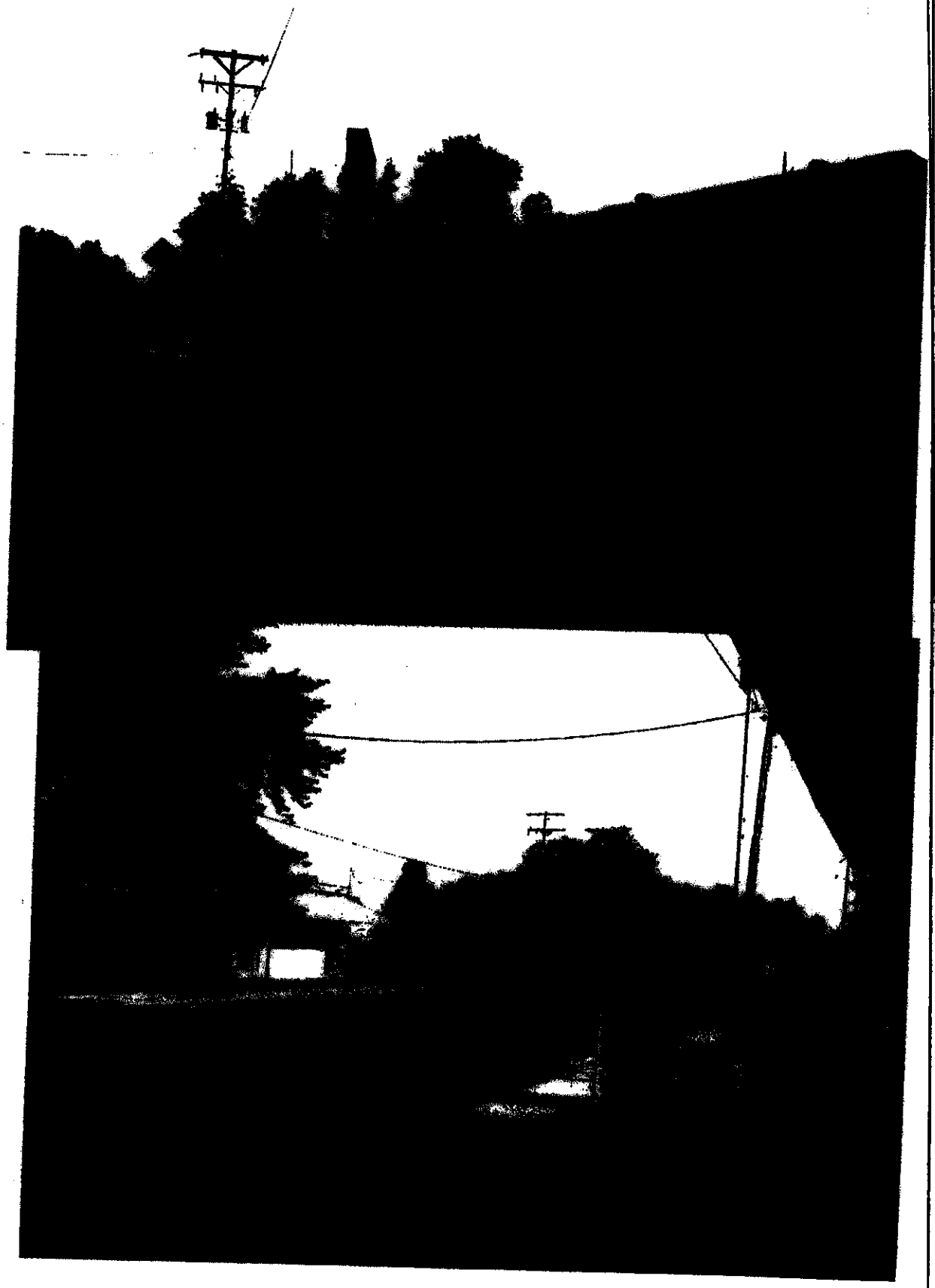

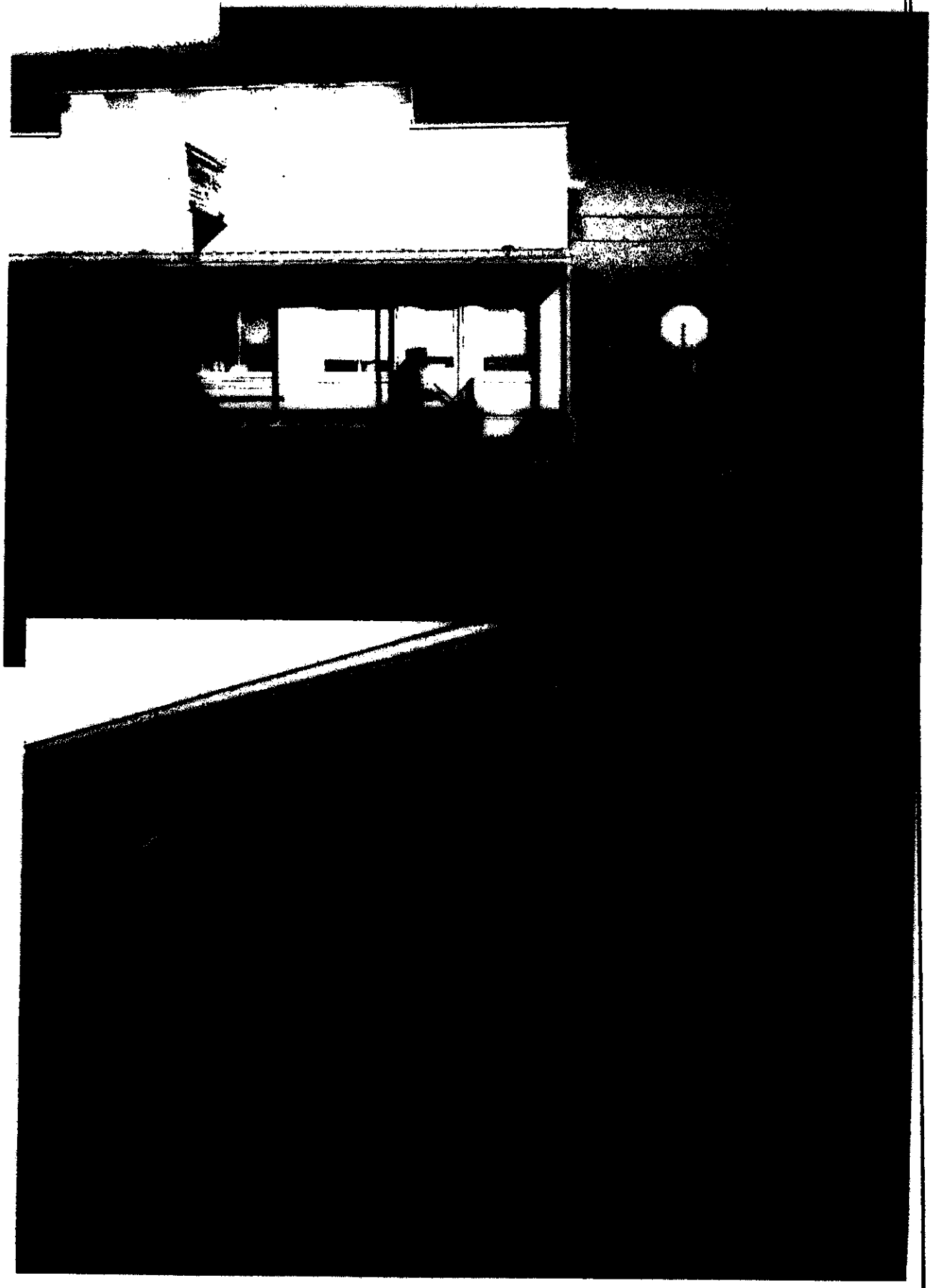

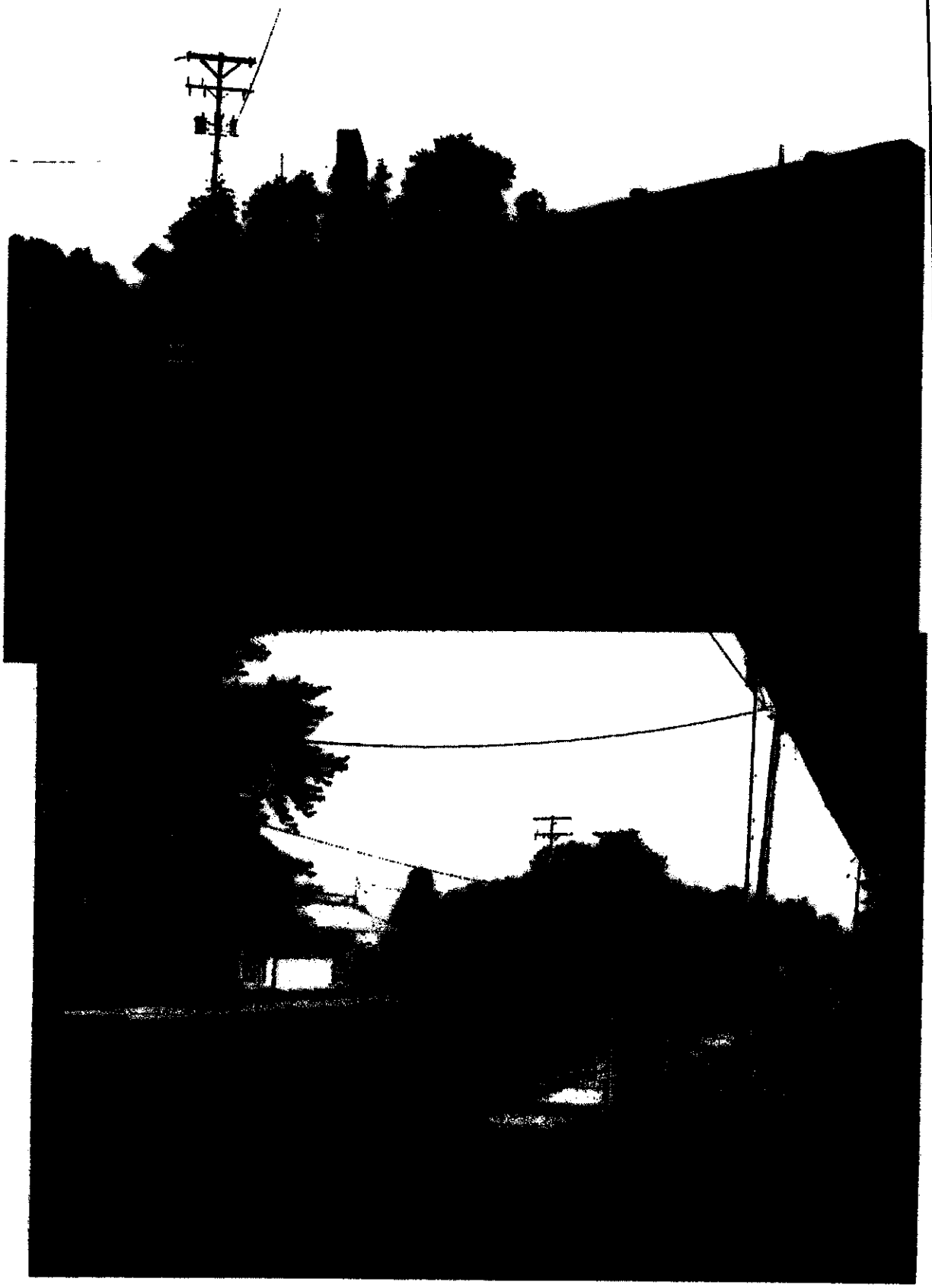

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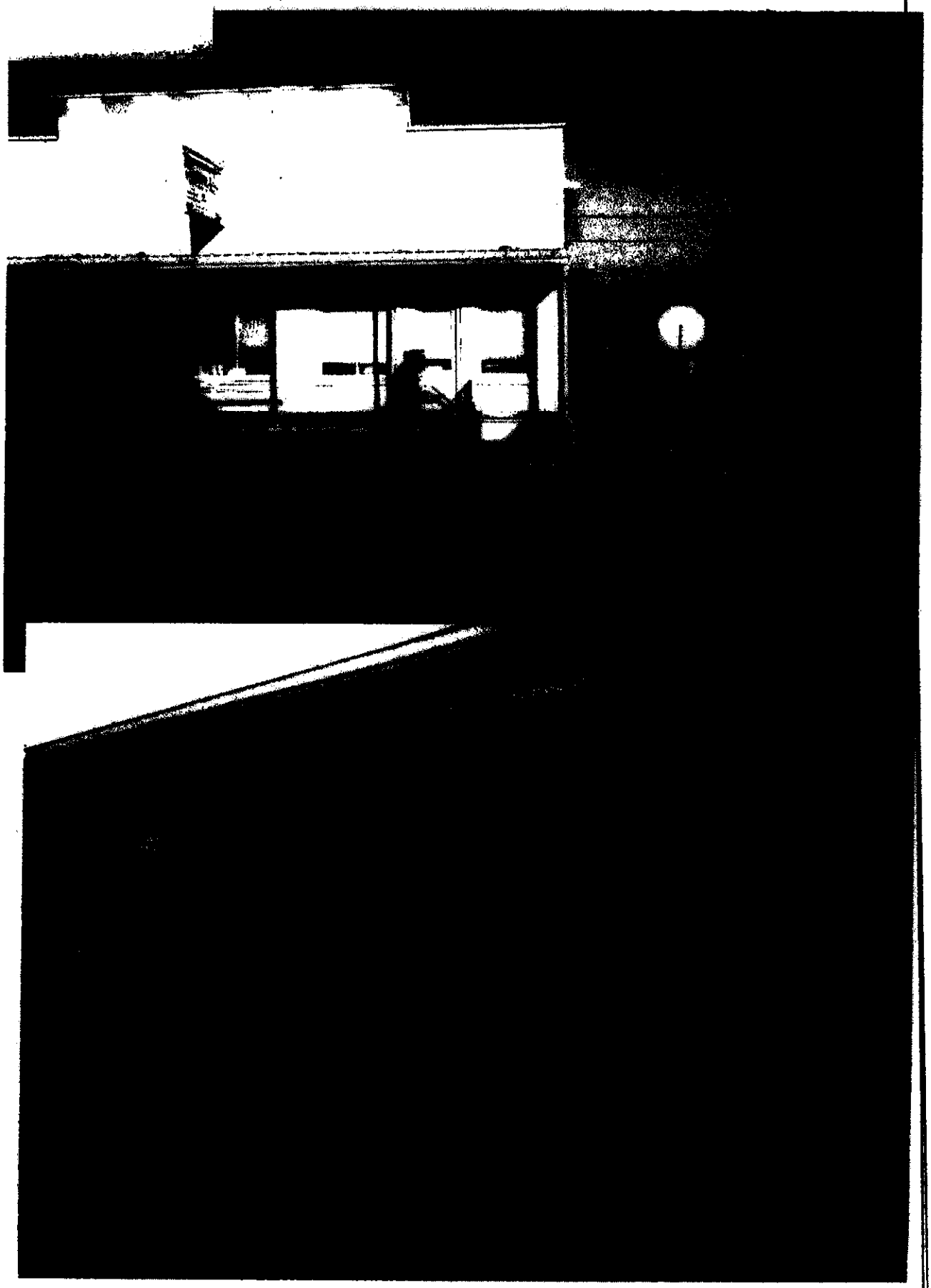


UNITED STAT
POSTAL SERV

USPS Handbook PO-101 NEPA Checklist

Per USPS Handbook PO-101, all Post Office, Classified Station, or Classified Branch closings must include an 'Official Record' compiled and managed by the USPS Discontinuance Coordinator (DC). This Checklist and any subsequent, related documentation or memorandum is to be kept as part of the Official Record.

The National Environmental Policy Act (NEPA) requires USPS to consider potential environmental impacts of certain actions, including facility closings. See 39 CFR Part 775.

See the reverse side of this form for further guidance on individual assessment items.

Project Name and Description: Freistatt Post Office	
Address (street, city, state, zip code): 303 N MAIN ST FREISTATT, MO 65654-9998	
Site Size (sq. ft. or acres): 2170	Building Size (in sq. ft.): 426

To the best of your knowledge, does this closing impact any of the following items? (Check one)

1.	Coastal area	No
2.	Historic, cultural, or archaeological resources (approx. bldg. age: 0)	No
3.	Traffic	No
4.	Adverse impact to natural resources (e.g. – air, water, soil) – DESCRIBE:	No
5.	Is the proposed action listed as a Categorical Exclusion in 39 CFR, Part 775? Likely 'yes' as action falls under closure of Post Offices under 39 U.S.C 404(b).	No
6.	If the action is Categorically Excluded, are there any other extraordinary environmental circumstances? If yes, describe:	No

JOANNE DLAN
Coordinator

08/23/2011
Date

RICK BELCHER
MPOO

08/23/2011
Date

For technical questions concerning the application of a Categorical Exclusion or should it be unclear if an item below has an environmental impact, contact charlotte.parrish@usps.gov prior to finalizing the form.

APPENDIX B
USPS Handbook PO-101 NEPA Checklist

Additional Assessment Item Guidance for the subject site and any adjacent surroundings:

1. Coastal area – There is a law called the 'Coastal Zone Management Act' (CZMA) which concerns property actions if they are in such a zone. Indicators of such zone likelihood would be proximity to a major water body, not necessarily ocean or bay. For example, the Gowanus Canal in Brooklyn, NY has some CZMA requirements as it eventually feeds into the Atlantic Ocean. Many of the coastal designations ultimately feed into a coastal water body. But this observation would not include water bodies such as small streams, small lakes or ponds.

2. Historic, cultural or archaeological resources – Buildings over 50 years old can be considered for formal historic designation. There is a spot for noting building age on the form. There may be other circumstances you are aware of – e.g., formal historic designation, local interest in making the site historic, certainty that the site is in an official historic district. You also need to consider any art resources under this item such as murals, frescos or other permanently affixed postal items of historic or artistic value.

3. Traffic – This consideration has to be isolated for the closure only, not for any other location impacted by the closure (that is a separate process). So, an example might be if a closed facility also provided access to some other area and now that access will not be maintained or as easily used. General traffic considerations relate to noise and air quality impacts, but that is not typically for closures.

4. Adverse impact to natural resources (e.g. – air, water, soil) – Look for obvious concerns such as an ongoing remediation at the site. USPS still has obligations to comply even if the facility is not operational, but vacancy could impact progress and efficiency of such a clean-up. Explain very briefly, but contact charlotte.parrish@usps.gov for further guidance before finalizing the form.

Freistatt Post Office Discontinuance Financial Summary			
Investment Facilities			
	Existing	Proposed	Total Cost
Construction/Rennovation	$ 0	$ 0	$ 0

Existing & Proposed Facilities				
	Existing	Proposed	1st YR Operating Saving	10 YR Operating Saving
Building Maintenance	$ 0	$ 0	$ 0	$ 0
Utilities	$ 0	$ 0	$ 0	$ 0
Transportation	$ 0	$ 195	$ -195	$ -2,097
EAS Craft & Labor	$ 80,418	$ 10,100	$ 70,318	$ 756,034
Contracts	$ 0	$ 0	$ 0	$ 0
Rent	$ -975	$ 0	$ -975	$ 37,056
		Total	$ 69,148	
		First Full Year Savings	$ 69,148	
			POD 10YR NPV	$ 621,471
			ROI	100 %

District	MID-AMERICA	
Date	8/22/11	
	Existing	Proposed Facilities
Finance #/Sublocation #	282904-002	0
Facility Type	Post Office	0
Facility Name	FREISTATT	0
Size (Gross SF)	426	0
Finance #/Sublocation #		0
Facility Type		0
Facility Name		0
Size (Gross SF)		0
Proposed Completion Date	1/18/12	1/18/12
Data Fiscal Year	2010	
Projected Move-In Date	1/18/12	

	Cash Flow Factors*
Discount Rate	4.5%
(Sustaining Low Risk)	
USPS Labor	1.6%
Non-USPS Labor	2.6%
Energy-related cost items	2.0%
All Other costs	1.6%
Supervisor Productive Workyear	1822
Bargaining Productive Workyear	1745

**Note: from the June 16, 2011 Decision Analysis Report/Cost of Borrowing/New Facility Start-Up Costs Update memo from the VP Finance and Planning*

FREISTATT

POD Analysis

Cash Flow (000)

8/22/2011

PROJECT YEAR	0	1	2	3	4	5	6	7	8	9	10	Total	Residual
I. Investment													
Existing Facility Renovation													
Proposed Facilities Construction													
Sale of Existing Facility Sensitivity													
Total Investment													
Residual Value													
Net Investment													
II. Operating Variances from Baseline													
Building Maintenance													
Utilities													
Transportation		0	0	0	0	0	0	0	0	0	0	-2	
Labor		70	71	73	74	75	76	77	79	80	81	756	
Contracts													
Rent		-1	-4	4	4	4	4	4	4	4	4	37	
Total Operating Variance		69	75	76	78	79	80	81	83	84	85	791	
III.Total Savings/Cost (I+II)		69	75	76	78	79	80	81	83	84	85	791	
IV. Net Cash Flow (III-IV)		69	75	76	78	79	80	81	83	84	85	791	
VI. Net Cash Flow		66	69	67	65	63	62	60	56	57	55	621	
Discounted @ 4.500%													
VII. Net Present Value	$921												
VIII. Return on Investment	N/A												

Filename: MD_POD_Linked.xls

POD Financial Summary

	Existing	Proposed Facilities
	FREISTATT	0
		0

Investment

Construction/Renovation	$ -	$ -	$ -
		Total	$ -

	Existing	Proposed Facilities	First Operating Year Variance	10-Year Operating Variance
Building Maintenance	$ -	$ -	$ -	$ -
Utilities	$ -	$ -	$ -	$ -
Transportation	$ -	$ 195	$ (195)	$ (2,097)
EAS & Craft Labor	$ 80,418	$ 10,100	$ 70,318	$ 756,034
Contracts	$ -	$ -	$ -	$ -
Rent	$ (975)	$ -	$ (975)	$ 37,056
		Total	$ 69,148	$ 790,994

First Full Year Savings	$ 69,148
POD 10-year NPV	$ 621,471
ROI	N/A

Concurrence:

District Finance Preparer's Signature — Date: 8/22/2011

Christopher Atchley
Print Name

District Finance Manager's Signature — Date: 8/22/2011

Christopher Atchley
Print Name

District MID-AMERICA
Date 8/22/11
Investment

Construction/Renovation/Build-out Costs*		Budget Line Item	Existing	Proposed Facilities
FREISTATT		3B	$ -	XXXXXXXXXXXX
	0	0	XXXXXXXXXX	$ -
	0	0	XXXXXXXXXX	$ -
Sub-totals			$ -	$ -
	Total		$ -	

* Construction/Renovation/Contract Postal Office-Unit Build-out costs must be entered as a negative number.

District: MID-AMERICA
Date: 8/22/11

Building Maintenance

Are USPS building maintenance staff needed at the proposed facilities? NO

(Answer "No" if proposed facilities are existing Postal facilities with adequate building maintenance staff)

Existing Facility

Facility Name: FREISTATT

	Workhrs	Workhr Rate	Annual Cost
LDC 37 - Bldg Maint Equip Mech	0	$ -	$ -
LDC 38 - Custodian	0	$ -	$ -
Existing Facility Total			$ -

Proposed Facilities

Facility Name: 0			
LDC 37 - Bldg Maint Equip Mech	0	$ -	$ -
LDC 38 - Custodian	0	$ -	$ -
Sub-total			$ -
Facility Name: 0			
LDC 37 - Bldg Maint Equip Mech	0	$ -	$ -
LDC 38 - Custodian	0	$ -	$ -
Sub-total			$ -
Proposed Facilities Subtotal			$ -
VARIANCE			$ -

Projected Building Maintenance

		Space	Factor	Workhours
LDC 37 - Bldg Maint Equip Mech				
	0	0	17.0455	0
	0	0	17.0455	0
LDC 38 - Custodian				
	0	0	6.8182	0
	0	0	6.8182	0

District	MID-AMERICA			
Date	8/22/11			
Utilities				
Are the proposed facilities existing Postal facilities where the relocated operations will be housed in space that is already conditioned and lighted?	YES			
Existing		Size	Cost PSF	Annual Cost
Facility Name:	FREISTATT	426	$ -	$ - (see note)
Proposed Facilities				
Facility Name:	0	-	$ -	$ 0
	0	-	$ -	$ 0
	Proposed Facilities Total			$ -
VARIANCE				$ -

Note : Make sure answer is Yes on Input-Rent tab when existing facility is USPS owned.

District	MID-AMERICA	
Date	8/22/11	
Transportation		
		Annual Cost
Existing Facility		
Carrier Vehicles/EMA		$ -
HCR (Highway Contract Route)		$ -
PVS (Postal Vehicle Service)		$ -
Existing Facility Total		$ -
Proposed Facilities		
Carrier Vehicles/EMA		$ 195
HCR (Highway Contract Route)		$ -
PVS (Postal Vehicle Service)		$ -
Proposed Facilities Total		$ 195
VARIANCE		$ (195)

District MID-AMERICA
Date 8/22/11

LABOR TABLE

Labor Rate from Data Source
NWRS LURS Report AP13 FY 2010
First Operating Year 2012

1822 Non-Bargaining
1745 Bargaining

LDC/FN	POSITION TITLE	LABOR RATE	HOURS
0	TOTAL F0 - OPERATIONS SUPPORT	$0.0000	1822
1	TOTAL F1 - MAIL PROCESSING	$0.0000	1745
20	20 SUPV DELVY SVCS	$0.0000	1822
25	25 RURAL DELIVERY	$0.0000	1745
2C	SUBTOTAL 2B - CITY CARRIER	$0.0000	1745
37	37 BUILDING SYS EQUIP	$0.0000	1745
38	38 BUILDING SERVICES	$0.0000	1745
3A	SUBTOTAL 3A - VEHICLE SERVICES	$0.0000	1745
3B	SUBTOTAL 3B - PLANT & EQUIPMENT MAI	$0.0000	1745
4	TOTAL F4 - CUSTOMER SERVICES	$13.0700	1745
5	TOTAL F5 - FINANCE	$0.0000	1822
6	TOTAL F6 - HUMAN RESOURCES	$0.0000	1822
7	TOTAL F7 - CUSTOMER SERVICE & SALES	$0.0000	1822
8	TOTAL F8 - ADMINISTRATION	$37.7197	1822

District MID-AMERICA
Date 8/22/11
Labor

Existing Facility

FREISTATT

LDC/FN	Description	FTE's		Workhrs	Annual Cost
8	TOTAL F8 - ADMINISTRATION	1.2		2,132	$ 80,418
0	POSITION TITLE	-		0	$ -
0	POSITION TITLE	-		0	$ -
0	POSITION TITLE	-		0	$ -
0	POSITION TITLE	-		0	$ -
0	POSITION TITLE	-		0	$ -

Existing Facility Total $ 80,418

Proposed Facilities

MONETT PO

LDC/FN	Description	FTE's	Labor Rate	Workhrs	Annual Cost
25	25 RURAL DELIVERY	0.2	$ 35.07	288	$ 10,100
	POSITION TITLE	-	$ -	0	$ -
	POSITION TITLE	-	$ -	0	$ -
	POSITION TITLE	-	$ -	0	$ -
	POSITION TITLE	-	$ -	0	$ -
	POSITION TITLE	-	$ -	0	$ -

Sub-total $ 10,100

0

LDC/FN	Description				
	POSITION TITLE	-	$ -	0	$ -
	POSITION TITLE	-	$ -	0	$ -
	POSITION TITLE	-	$ -	0	$ -
	POSITION TITLE	-	$ -	0	$ -
	POSITION TITLE	-	$ -	0	$ -
	POSITION TITLE	-	$ -	0	$ -

Sub-total $ -

Proposed Facilities Total $ 10,100

Variance $ 70,318

District MID-AMERICA
Date 8/22/11
Contracts

			Annual Cost
Existing Facility			
Facility Name:	FREISTATT	0	$ -
		0	$ -
		0	$ -
		0	$ -
		0	$ -
Existing Facility Total			$ -
Proposed Facilities			
Facility Name:	0	0	$ -
		0	$ -
		0	$ -
		0	$ -
		0	$ -
		Sub-total	$ -
Facility Name:	0	0	$ -
		0	$ -
		0	$ -
		0	$ -
		0	$ -
		Sub-total	$ -
Proposed Facilities Total			$ -
VARIANCE			$ -

District	MID-AMERICA		
Date	8/22/11		
Rent			
Will existing facility lease expire/terminate upon facility discontinuance?	YES		
Lease Expiration Date	1/16/12		
			Annual Cost
		Existing Facility	
Facility Name:	FREISTATT	Base Rent	$ 3,900
		Lease Buyout (one-time cost)	$ (4,875)
		CAM (Common Area Maintenance)	$ -
		Taxes	$ -
		Restoration (one-time cost)	$ -
		Other Recurring Cost	$ -
Existing Facility Total			$ (975)
		Proposed Facilities	
Facility Name:		0 Base Rent	$ -
		CAM (Common Area Maintenance)	$ -
		Taxes	$ -
		0	$ -
		0	$ -
		Sub-total	$ -
		0 Base Rent	$ -
		CAM (Common Area Maintenance)	$ -
		Taxes	$ -
		0	$ -
		0	$ -
		Sub-total	$ -
Proposed Facilities Total			$ -
VARIANCE			$ -

UNITED STATES POSTAL SERVICE

A. Office

Name: FREISTATT State: MO Zip Code: 65654
Area: WESTERN District: MID-AMERICA PFC
Congressional District: 7 County: LAWRENCE
EAS Grade: 11 Finance Number: 282904

Post Office: ☑ Classified Station ☐ Classified Branch ☐ CPO ☐

The Postal Service is proposing to close the Freistatt MO , Post Office and provide delivery and retail services bv a rural route administered bv the Monett Post Office, located seven miles away.

Prepared by: MICHAEL MORI Date: 07/29/2013
Title: MID-AMERICA PFC Post Office Review Coordinator
Tele No: (816) 374-9547 Fax No: (816) 374-9505

UNITED STATES POSTAL SERVICE.

08/15/2011

Postal Customer
FREISTATT, MO 65654

This letter provides notice that the U.S. Postal Service is conducting a discontinuance feasibility study of facility operations at the Freistatt Post Office into the Monett Post Office.

The office is being studied due to declining office workload, which may indicate that maintaining this facility is not warranted. Over the past several years, this office has experienced a steady decline in revenue and/or volume. There are a number of alternate sites within a short radius of this office to provide the sales of stamps and the mailing of most package items..

A discontinuance feasibility study involves a review of delivery and retail operations of a postal facility. The purpose of the study is to evaluate the facility's operations in a continuing effort to meet customers' retail needs, improve productivity, increase efficiency, and cut costs.

Customer needs have changed dramatically. Many customers receive and pay their bills online and communicate by email and text message. In addition, many customers demand easier, more convenient access to Postal Service products and services when and where they want them – online, on their smart phones and at the stores they frequent.

If a decision is ultimately made to discontinue the Freistatt Post Office and you are a Post Office Box customer, you will have the option of Post Office Box delivery at the **Monett Post Office** To request delivery, submit a request for establishment of rural delivery service, PS Form 4027, Petition for Change in Rural Delivery, is available at the Freistatt Post Office. The Monett Post Office has retail hours from 830 to 1630 Monday through Friday and 830 to 1130 on Saturday, which is 7.0 miles away.

Retail services would continue to be available through a variety of channels beyond traditional brick-and-mortar facilities, such as the www.usps.com website, non-city delivery carriers, stamp consignment locations , and Stamps by Mail, Fax, and Phone.

We value your opinions during this review process. As the Postal Manager responsible for all Post Offices in your area, I would like your input concerning your postal needs. We encourge you to complete and return the enclosed survey in the pre-addressed postage-paid envelope provided. Your responses along with others received, will be included in the study and considered carefully before any final determination regarding discontinuance is made. Please submit your response no later than 09/04/2011.

A community meeting will he held to explain the study findings and to address community concerns. Postal representatives will be at the Freistatt Community Building on 08/25/2011 from 5:00 to 6:00 to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

Written comments may be hand-delivered to the Freistatt Post Office or mailed to:

District Discontinuance Coordinator
MID-AMERICA PFC
300 W Pershing Rd suite 210
Kansas City MO, 64108-9000

The study consists of a publicly available record, so please be advised that any information or responses that you furnish will be visible to others.

A proposal that further explains the nature and justification of the proposed change in service and requests for customer comment may be posted prior to the community meeting. Comments received from the questionnaire, community meeting, and proposal will be considered prior to making a final determination.

If you have any questions concerning this discontinuance feasibility study, please contact Joanne Dean, District Discontinuance Coordinator Contact at (816) 374-9686.

Sincerely,

Rick Belcher
Manager, Post Office Operations

Enclosures:
Customer Survey/Pre-addressed postage-paid envelope
Summary of Postal Service Retail Facility Change Regulations

UNITED STATES POSTAL SERVICE

08/23/11

OIC/POSTMASTER

SUBJECT: FREISTATT Post Office

Enclosed are questionnaires addressed to customers of the FREISTATT Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 08/25/2011 for further review.

Joanne I Dean

Joanne Dean
Post Office Review Coordinator
Enclosures

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/04/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☐ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☐
b. Mailing Letters	☐	☐	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Sending Priority Mail	☐	☐	☐	☐
i. Carrier pickup	☐	☐	☐	☐
k. Buying stamp-collecting material	☐	☐	☐	☐
l. Entering permit or bulk mailings	☐	☐	☐	☐
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☐
n. School bus stop	☐	☐	☐	☐
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☐
p. Public bulletin board	☐	☐	☐	☐
q. Community gathering place	☐	☐	☐	☐
r. Other	☐	☐	☐	☐

3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☐ NO
usps.com website	☐ YES	☐ NO
Stamps by Mail	☐ YES	☐ NO
Stamps by Phone	☐ YES	☐ NO
Stamps Online	☐ YES	☐ NO
Click-N-Ship	☐ YES	☐ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☐ NO

4. Do you currently use local businesses in the community?

   ☐ Yes ☐ No

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

   ☐ Yes ☐ No

6. Do you currently use businesses in nearby communities?

   ☐ Yes ☐ No

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

   ☐ Yes ☐ No

8. How do you currently receive your mail?

   ☐ Carrier ☐ PO Box ☐ Other

Additional Comments:

Name: _____ Address: _____

City, State Zip: _____

UNITED STATES
POSTAL SERVICE

POST OFFICE ON WHEELS
SERVICES AVAILABLE FROM RURAL AND HIGHWAY CONTRACT ROUTE CARRIERS

You can eliminate almost all trips to the Post Office, because doing business with the Postal Service is as close as your mailbox. The carrier can provide virtually all postal services to you, and most transactions do not require meeting the carrier at the mailbox. Some of the most frequently used services are:

MAILING PACKAGES

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package MUST have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the Post Office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

PURCHASING STAMPS BY MAIL

The Stamps by Mail program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, *Stamp Purchase Order (Rural)*, available from the Post Office or the carrier. Commemorative stamps and stamp-collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the United States Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the Post Office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as Certified, Registered, Express Mail, Delivery Confirmation, Signature Confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the Post Office during their absence. Upon return, the customer asks the Post Office to resume delivery.

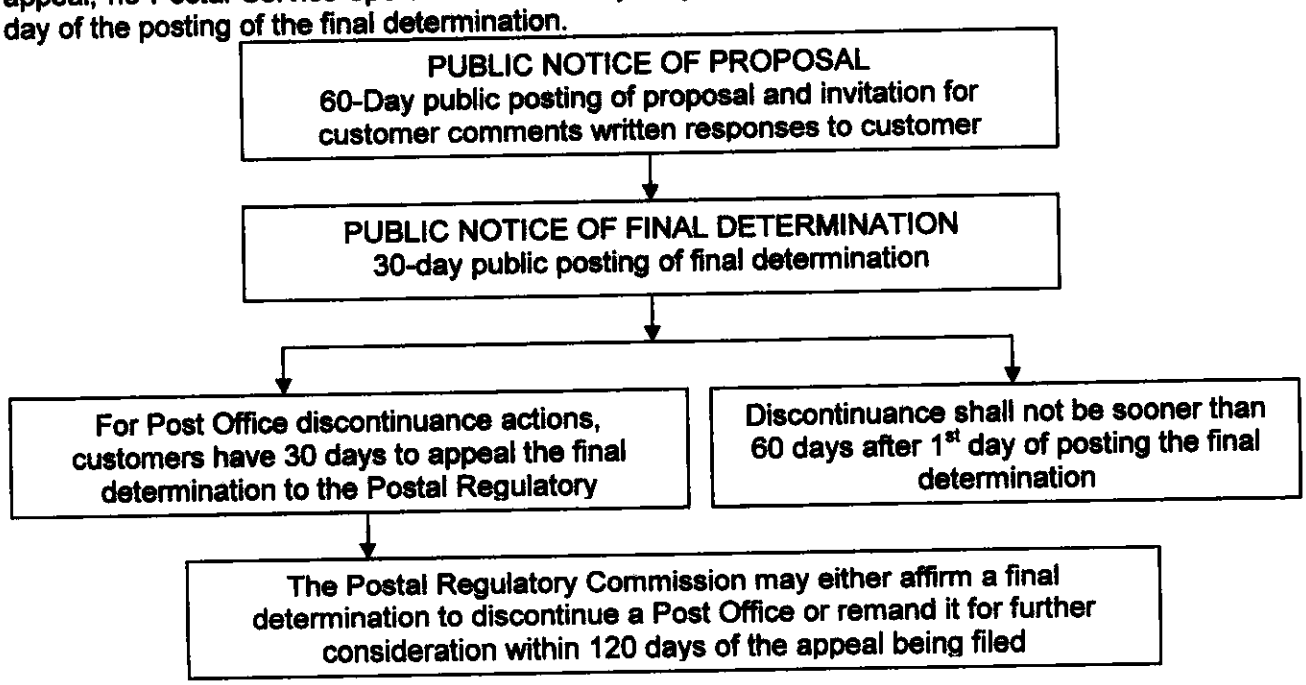
UNITED STATES POSTAL SERVICE

Summary of Postal Service Retail Facility Change Regulations

The Postal Service has published regulations governing the discontinuance of Postal Service-operated retail facilities. These regulations are designed to ensure that the reasons for proposing such changes in the provision of postal services are fully disclosed at a stage when customers can make helpful contributions toward a final determination. The full text of the applicable statutory requirements for Post Offices appears in Title 39, United States Code, Section 404(d), while the regulations for Postal Service-operated retail facilities appear in Title 39, Code of Federal Regulations, Part 241.3.

Under postal regulations, Postal Service Headquarters or field personnel initiate an initial feasibility study to examine the continuation of a Post Office, Classified Station, or Classified Branch. After conducting the feasibility study, if warranted, the Postal Service may decide to proceed with a proposal to discontinue the facility. The proposal must explain the services recommended as substitutes and the rationale that supports this recommendation. The written proposal is prominently posted for 60 days at affected retail facilities, along with an "Invitation for Comments," which solicits written feedback from customers. At the end of the 60-day comment period, additional review is made at lower and upper levels of postal management.

After consideration of customer comments, if warranted, the Postal Service may decide to proceed with a final determination to discontinue the retail facility under study. Any such final determination is posted in affected retail facilities for 30 days. For discontinuance actions associated with Post Offices, customers may appeal the final determination to the Postal Regulatory Commission in Washington, DC. The Postal Regulatory Commission may either affirm the Postal Service's determination to discontinue a Post Office or remand the matter to the Postal Service for further consideration. If a final determination is remanded by the Postal Regulatory Commission, the Postal Service may choose to repost the final determination or proposal with additional support, restart the discontinuance feasibility study, or suspend the discontinuance process. The Postal Regulatory Commission has up to 120 days to consider and decide an appeal. Even without an appeal, no Postal Service-operated retail facility may be closed sooner than 60 days after the first day of the posting of the final determination.



Community Meeting Roster

Postal Service Respresentive (Names and Titles):
FRANCES BOMAN, POSTMASTER
BOBBI JENKINS, POSTMASTER

Date: 08/25/2011
Time 5:00

Total Number of Customers Present: 89

Place: Freistatt Community Building

This document will be placed in an administrative record that, if discontinuance goes forward, becomes available for public inspection.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number

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Community Meeting Roster

...es and Titles)

Date 8/25/11

Time 6:00

Frances Boman

Bobbi Jenkins

Total Number of Customers Present.

Place Freistatt

Post

This document will be placed in an administrative record that, if discontinuance goes forward, becomes available for public inspection.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Roy Thompson	102 N Main	65654	235-6833
Florence Thompson	104 N. Main	65654	235-4983
Jannie Stolz	119 W 2nd	65654	235-3447
Linda Ehrhardt	406 North Main	65654	235-5346
Peggy Moore	200 W 3th #4	65654	
HERMAN LEHDE	17976 L Hor. 10 Tr	65723	235-3850
Roy Oleman	527 N. Main	65654	235-6815
Pamela Jones	42 S. Main	65708	~~235~~ ~~[illegible]~~ 669-0413
Joyce Ness	123 E 4th	65654	236-8694
Elizabeth Hurst	508 N. Main	65654	417.737.1438
Wale Walker	200 3RD #3	65654	489-48-2340
Andrea Ehrhardt	515 N. Main	65654	417.354-2068
Ed Brownfield	511 N. MAIN	65654	268-5831
[illegible] Bowman	PO Box 60	65654	235-3933
[illegible] Bowman	PO Box 60	65654	235-3933

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Community Meeting Roster

...es and Titles)

Date 8/28/11

Time 5:00

Frances Bowman I.C.
Bobbi Jenkins I.C.

Total Number of Customers Present.

Place Freistatt

Post

This document will be placed in an administrative record that, if discontinuance goes forward, becomes available for public inspection.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Charles Jahn	126 E 3rd St	65654	235-6580
Eva Jahn	126 E. 3rd St	65654	235-6580
Helen Fritz	9521 Lawrence 2190	65708	235-6383
Wayne Fritz	9521 LAWRENCE 2190	65708	235-6383
Rebecca Morgan	9654 Lawrence 2170	65708	417-733-1096
Nadine Overmann	9654 Lawrence 2170	65708	417-235-5709
Barrett R. BUCHMUELLER	215 N. MAIN St	Freistatt, MO 65654	417 235 3019
REP. DON RUZICKA	1328 DEER LN MT. VERNON	65712	417 466-7609
Adam Voskamp	10059 Lawrence 2150 Mt. Vernon MO	65712	417 235-9555
[illegible]	1804 Hemingway Dr	65708	417-235-7967
City Clerk Deborah Schoen	105 E. Third Freistatt	65654	417-235-9952
Connie Worm	18377 Law. 1090	Monett 65708	417 235-5080
Wilbur Clark	11786 Lawrence 2190	Verona 65769	417-669-1026
Hershel Worm	18377 Lawrence 2090	Monett Mo	417-235-5080
Steve Vanderhoof	3261 Fox Grape	Springfield MO	660 886 0205

Community Meeting Roster

ames and Titles)

Frances Boman, IC

Bobbi Jenkins, IC

Date 8/25/11

Time 500

Total Number of Customers Present:

Place Freistatt, Mo

Post

This document will be placed in an administrative record that, if discontinuance goes forward, becomes available for public inspection.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Karen Schmedeke		65712	417-466-6157
Thomas Springer			
[illegible]		65654	417 2357840
Joe Pennington			417-285-4285
[illegible] Pennington			↓ ↓ ↓
Sandy Voskamp		65654	
Joan Sipes		65654	
Rhett Sipes		65654	
[illegible] & Sherrill Conway		65654	235-2005
Pete & Grace Dodd		65654	235-5394
[illegible]		65708	235-4873
Willie Heseman		65708	235-5357
Delphine Heseman		65769	235-3074
[illegible]		65708	236-2920
Judy Rehde		65723	235-3850
Erna May Doss		65708	235-5049
Chris Losdun		65769	235-8108
Mary Hoseman		65708	235-5357
[illegible]		65769	417 8618958

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Community Meeting Roster

Date 8/25/11
Time 5:00

(Names and Titles)

Frances Bruan I.C.

Bibbi Jenkins I.C.

Total Number of Customers Present:

Place Freistatt

Post

This document will be placed in an administrative record that, if discontinuance goes forward, becomes available for public inspection.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Matt Johnson		65769	417 861 8679
Kathy Johnson		"	"
Evelyn Bracht		65708	23-5048
Dorothy Esterloh	2 W 2nd Staff	65654	235 5273
JOE Rasch	Lawrence W. Comm		466-3666
Antje Lash		65654	417-236-2886
Carole A. Neubacher	218 N. Main Freistatt, MO	65654	417-235-5931
[illegible]	200 [illegible] Freistatt MO	65654	417-235-7588
Ralph McClung	7647 Lawrence 2210	65708	417-235-3058
Susan Senninger	522 N Main	65654	417-235-7167
Robert Senninger	522 N. Main St	65654	417-235-7167
Adell Bremer	1201 N 14 Monett	65708	417-235-5958
Carol Dunlin	6369 Lawrence 2190 Pierce City	65723	417-235-6887
[illegible]	17850 H Hwy	65708	417 235 3368
[illegible]	7650 Hwy PP	65723	417-669-6886

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Community Meeting Roster

mes and Titles)

Frances Bowane I.C.
Bobbi Jenkins

Date 8-25-11
Time 5:10

Total Number of Customers Present:

Place Freistatt

Post

This document will be placed in an administrative record that, if discontinuance goes forward, becomes available for public inspection.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Alice Helmkamp	115 E 3rd St	65654	417-235-3722
DelpHA Bowling	124 E. 3rd St.	65654	417-236-0198
Gene Bowling	124 E. 3rd ST.	65654	417-236-0198
Robert BRANDT	112 E 3rd st	65654	417-235-0357
Shirley M. Brandt	112 E 3rd St	65654	417-235-0357
Ethel Helmkamp	312 N. Washington St	65654	417-235-3981
Sue Mooday	19083 Law. 1070 Pierce City	65723	417-235-7950
David Holle	10088 Law. 2200 Verona Mo	65769	417 737-2222
Tessie Holle	"		"
Elaine Greimann	222 N Main St	65654	417-235-8818
[illegible]	17335 Law. Mt. Verona Mo	65712	417-235-7196
Freistatt Mutual Ins. (Carla Brown)	411 N. Main Freistatt, Mo	65654	417-235-5366
Steve Greimann	222 N. Main St	65654	417-235-8818
HOWARD LASH	101 W. THIRD ST.	FREISTATT, MO 65654	417-236-2886
Fawn Hansen	16736 Law 1055	Pierce City, MO 65723	417-669-8838

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Community Meeting Roster

Names and Titles)

Frances Boman PM, I.C.
Bobbi Jenkins, PM. I.C.

Date 8/25/11
Time 5:00

Total Number of Customers Present:

Place Freistatt

Post

This document will be placed in an administrative record that, if discontinuance goes forward, becomes available for public inspection.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Mike Harmon	124 West 2nd St.	65654	417-236-0349
Norman D Dotson	200 W. 3rd St #11	65654	417-393-5386
Steven Downs	116 E 7th	65654	417-239-1829
Jennifer Hurst	508 N. Main St.	65654	417 737 3006
Stanley Bell	1232 Lawrence 2170	64873	417-476-2440
Christopher Jones	213 Washington Ave	65654	408-393-6063
Stephanie Jones	213 Washington Ave	65654	408 393 7046
Michael Mackey	229 Washington	65654	48:9-3999
Jane Matthews P.M.	18158 Laur 1125 Verona	Mo 65768	417-498-6422

UNITED STATES POSTAL SERVICE

08/15/2011

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way postal services are provided. Our tentative plans will only lead to a formal proposal if we are satisfied that a maximum degree of regular and effective service can be provided.

The office is being studied due to the workload of the office is 1.86 which currently is not a level to support a postal operated facility. The revenue and/or the volume of this office has been in a steady decline over the past several years. There are a number of alternate sites within a short radius of this office to provide the sales of stamps and the mailing of most package items.

If you would like an opportunity to discuss alternatives with us, a postal representative will be at Freistatt Community Building on 08/25/2011 from 5:00 to 6:00 to answer questions and provide information about our service.

If you have any questions, you may contact Joanne Dean at (816) 374-9686.

Thank you for your assistance.

Sincerely,

RICK BELCHER
Manager, Post Office Operations

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UNITED STATES
POSTAL SERVICE

February 5, 2012

MEMO TO RECORD

SUBJECT: Relocation Expense

The relocation expense for the Freistatt Discontinuance Study is $1666.

Kim Silance

Kim Silance
MID-AMERICA PFC Post Office Review Coordinator

Proposal Checklist

Section I — **Responsiveness to Community Postal Needs**

- ✓ Tell what we are doing and why.
- ✓ Is reason for discontinuance justified and documented in the record?
- ✓ If suspended, what type of alternate service customers are now receiving?
- ✓ Hours of service
- ✓ Last four fiscal years of revenue and revenue units.
- ✓ Nearest Post Office, office level, miles away, hours of service. (if applicable)
- ✓ Administrative/emanating office — office level, miles away, hours of service.
- ✓ Questionnaires: Mailed Out.
- ✓ Community meeting. Date Set.
- ✓ Advantages and disadvantages of proposed alternate service.

Section II — **Effect on the Community**

- ✓ Brief background of area, community government, police, fire, etc.
- ✓ Number of businesses, social organizations, schools, etc.
- ✓ Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.?
- ✓ What is the historical value of the office?
- ✓ Is an address change necessary?
- ✓ Will the community identity be preserved?

Section III — **Effect on Employees**

- ✓ Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained.

Section IV — **Economic Savings**

- ✓ Ten Year savings as follows:

Total ten year savings	$ 621,171
Cost of relocation	$ 1,666

Section V — **Other Factors**

- ✓ The Postal Service has identified no other factors for consideration (if appropriate).

Section VI — **Summary**

- ✓ The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective and regular service must be paramount.

Section VII — **Notices**

- ✓ Appropriate notice is made that this is a proposal and not a final determination. If a final determination is made to discontinue the office, information on the appeal process will be provided at that time.

Checklist Completed By: Bobbi Jenkins 8/26/11
Investigative Coordinator — Date

Reviewed and Certified By: Bobbi Jenkins for Joanne Rass 8/26/11
District PO Review Coordinator — Date

UNITED STATES POSTAL SERVICE.

08/23/2011

SENIOR VICE PRESIDENT
GOVERNMENT RELATIONS AND PUBLIC POLICY
475 L'ENFANT PLAZA SW RM 10804
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close
the FREISTATT Post Office
Docket No. 1364133

This is to advise you that on 08/29/2011, I will post for public comment a proposal to close the FREISTATT Post Office in LAWRENCE, Congressional District No. 7.

If you have any questions, please call JOANNE DEAN District Review Coordinator at (816) 374-9686.

MARK MARTINEZ
District Manager
MID-AMERICA PFC District

cc: Manager, Customer Service Operations
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920
Proposal

UNITED STATES POSTAL SERVICE.

08/29/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of
FREISTATT Proposal
Docket No. 1364133 - 65654

Please post the enclosed proposal to close the FREISTATT Post Office in the lobby. The proposal must be posted in a prominent place from 08/29/2011 through close of business on 10/30/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (816) 374-9686.

JOANNE DEAN
Post Office Review Coordinator
MID-AMERICA PFC District

Enclosures: PS Form 4920
Proposal
Invitation for Comments
Comment Forms
Official Record

Date of Posting: 08/29/2011

Date of Removal: 10/30/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE FREISTATT, MO POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

To the customers of the FREISTATT Post Office:

The Postal Service is considering the close of the FREISTATT Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 08/29/2011 through 10/30/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the FREISTATT. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

JOANNE DEAN
300 W PERSHING RD SUITE 210
KANSAS CITY , MO 64108-9000

For more information, you may call JOANNE DEAN at (816) 374-9686 or write to the above address.

Thank you for your assistance.

Sincerely,

RICK BELCHER
300 W PERSHING RD SUITE 210
KANSAS CITY , MO 64108-9000

Date of Posting: 08/29/2011

MONETT MO 65708
AUG 29 2011
USPS

Date of Removal: 10/30/2011

PROPOSAL TO CLOSE
THE FREISTATT, MO POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1364133 - 65654

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Freistatt, MO Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Monett Post Office, located seven miles away.

The office is being studied for possible closing or consolidation due to the following reasons; Due to declining office workload, which may indicate that maintaining this facility is not warranted. The revenue and/or the volume this office has been in a steady decline over the past several of years. There are a number of alternate sites within a short radius of this office to provide the sales of stamps and the mailing of most package items.

The Post Office facility had severe building deficiencies that included: No known structural defects. The Freistatt Post Office provides retail service from 800 to 1200 - 1300 to 1600 Monday through Friday and 900 to 1100 on Saturday. Revenue has seen a slight increase over the last several years.
The revenue trend is as follows: FY 07 $ 21,759, FY 08 $ 22,929, FY 09 $ 23,450 and FY 10 $ 23,813.

On August 25, 2011, representatives from the Postal Service were available at Freistatt Community Building to answer questions and provide information to customers.

On or about August 18, 2011, questionnaires were distributed to delivery customers of the Freistatt Post Office. Questionnaires were also available over the counter for retail customers at the Freistatt Post Office.

If this proposal is implemented, delivery and retail services will be provided by the Monett Post Office, an EAS-20 level office. Window service hours at the Monett Post Office are from 830 to 1630, Monday through Friday, and 830 to 1130 on Saturday.

Some advantages of the proposal are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Freistatt is an unincorporated community located in Lawrence County. The community is administered politically by . Police protection is provided by the Lawrence County Sheriff. Fire protection is provided by the Freistatt Rural Fire Department. The community is comprised of Commuters and farmers, no known new business activity and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: MFA Farmers Exchange, Schoen Equipment, Freistatt Farmers Mutual Insurance, Freistatt Housing Commission, Long Term Recovery, Braille Workers Inc. #69, Mystical Elevators, School Board Do., Strategic Trans LLC, Larson Farm and Lawn John Deere, 4M Trucking LLC, Harmon Electric, Clark Construction, Morning Moon Alpacas, Micro-Turn 60, Amusement Services, Village of Freistatt Fire Dept., Ness Orchard, Mattlage Trucking Inc, Ortwein Auto Repair, Schoen Heating and Air, . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Freistatt Post Office will be available at the Monett Post Office. Government forms normally provided by the Post Office will also be available at the Monett Post Office or by contacting your local government agency.

This Freistatt Post Office is not listed as a historic landmark. The community name will be maintained for customer addressing, and the Zip Code is not expected to change.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community and every effort will be made to maintain the identity.

III. EFFECT ON EMPLOYEES

There is currently a Postmaster assigned to this unit. The Postmaster may be moved to another facility if possible. Finally there are 1 PMR(s) assigned to this unit. The PMR(s) may be separated from the Postal Service.

IV. ECONOMIC SAVINGS

The Postal Service estimates a ten year savings of $ 621,471 with a breakdown as follows:

Building Maintenance	$ 0
Utilities	$ 0
Transportation	$ -2,097
EAS Craft & Labor	$ 756,034
Contracts	$ 0
Rent	$ 37,056
Relocation One-Time Cost	$ 0
Total Ten Year Savings	$ 621,471

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Freistatt, MO Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Monett Post Office, located seven miles away.

The Postmaster assigned to this unit may be moved to another facility if possible. The 1 PMR(s) assigned to this unit may be separated from the Postal Service. The mail volume has declined. Effective and regular service will continue to be provided by rural route service.

The Freistatt Post Office provided delivery and retail service to 88 PO Box or general delivery customers and no delivery route customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated $ 621,471 over the next ten years. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Freistatt Post Officeand Monett Post Office during normal office hours.

B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

08/29/2011 Date

RICK BELCHER
Manager, Post Office Operations

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the FREISTATT Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Name of Postal Customer | Signature of Postal Customer

Mailing Address

City, State, and ZIP Code | Date

UNITED STATES POSTAL SERVICE

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 10/30/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

Kim Silance

KIM SILANCE
Post Office Review Coordinator
300 W PERSHING RD SUITE 210
KANSAS CITY , MO 64108-9000

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UNITED STATES POSTAL SERVICE

12/01/2011

WILLIAM PAPAS

11956 LAWRENCE 2190
MONETT MO 65708

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Stotts City Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Sitance at (913) 782-3765.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☒ Personal reasons ☐ Business-related reasons ☐ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☐	☐	☒
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☒
p. Public bulletin board	☐	☐	☐	☒
q. Community gathering place	☐	☐	☐	☒
r. Other	☐	☐	☐	☒

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☒ YES	☐ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☒ Carrier ☐ PO Box ☐ Other

Additional Comments:

Name: William P. Papas Address: 11956 Lawrence 2190

UNITED STATES POSTAL SERVICE.

12/01/2011

MARY HERRMANN

10665 LAWRENCE 2180
MONETT MO 65708

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Stotts City Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

12/01/2011

CHRIS LOSACK

17808 LAWRENCE 1110
VERONA MO 65769

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Stotts City Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☐	☒	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☒	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☐	☐	☒
j. Carrier pickup	☐	☒	☐	☐
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☒
p. Public bulletin board	☐	☐	☐	☒
q. Community gathering place	☐	☐	☐	☒
r. Other				

3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☒ YES	☐ NO
usps.com website	☒ YES	☐ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☒ Carrier ☐ PO Box ☐ Other

Additional Comments:

It will cost more long term than to leave this post office open

Name: Mary Hermann Address: 10665 Lawrence 2180
Mouett. Mo 65708

UNITED STATES POSTAL SERVICE.

12/01/2011

KATHY JOHNSON

MILLER MO 65707

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Stotts City Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

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RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☒ Personal reasons ☐ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☒	☐
i. Sending Priority Mail	☐	☐	☐	☒
j. Carrier pickup	☐	☒	☐	☐
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☒
p. Public bulletin board	☐	☐	☐	☒
q. Community gathering place	☐	☐	☐	☒
r. Other				

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☒ YES	☐ NO
usps.com website	☐ YES	☐ NO
Stamps by Mail	☐ YES	☐ NO
Stamps by Phone	☐ YES	☐ NO
Stamps Online	☐ YES	☐ NO
Click-N-Ship	☐ YES	☐ NO
Buy stamps or mail packages at grocery or other retail store	☒ YES	☐ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☐ YES ☒ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☒ PO Box ☐ Other

Additional Comments:
Elderly community and I see the need for them to have this post office. Postmaster Jane Mattlage goes above and beyond to help these people. Only post office I can buy breast cancer stamps in our area

Name: Kathy Johnson Address: Miller Mo.

UNITED STATES POSTAL SERVICE

12/01/2011

ALBERT TIESEL

MONETT MO 65708

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of a bus stop at the Post Office. Customers may contact the county school board to determine if they would be willing to erect a small building, which would shelter children from the wind while they wait on the school bus. Or contact neighboring businesses to ascertain if they would allow children to wait on the bus at their business.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Stotts City Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☑ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Sending Priority Mail	☐	☐	☑	☐
j. Carrier pickup	☐	☑	☐	☐
k. Buying stamp-collecting material	☐	☐	☐	☑
l. Entering permit or bulk mailings	☐	☐	☐	☑
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☑
n. School bus stop	☑	☐	☐	☐
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☑	☐
p. Public bulletin board	☐	☑	☐	☐
q. Community gathering place	☐	☑	☐	☐
r. Other	☐	☑	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☑ NO
usps.com website	☐ YES	☑ NO
Stamps by Mail	☐ YES	☑ NO
Stamps by Phone	☐ YES	☑ NO
Stamps Online	☐ YES	☑ NO
Click-N-Ship	☐ YES	☑ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☑ NO

4. Do you currently use local businesses in the community?

☑ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☐ YES ☑ NO

6. Do you currently use businesses in nearby communities?

☐ YES ☑ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☐ YES ☑ NO

8. How do you currently receive your mail?

☐ Carrier ☑ PO Box ☐ Other

Additional Comments:

Name: Albert Tiesel Address: Monett MO.

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UNITED STATES POSTAL SERVICE.

12/01/2011

LOZ MEJIA

203 5TH ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
- You expressed a concern about the loss of a bus stop at the Post Office. Customers may contact the county school board to determine if they would be willing to erect a small building, which would shelter children from the wind while they wait on the school bus. Or contact neighboring businesses to ascertain if they would allow children to wait on the bus at their business.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Stotts City Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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☒ Personal reasons ☐ Business-related reasons ☐ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☐	☐	☒
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☒	☐	☐	☐
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☒
p. Public bulletin board	☐	☐	☐	☒
q. Community gathering place	☐	☐	☐	☒
r. Other	☐	☐	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☑ NO
usps.com website	☐ YES	☑ NO
Stamps by Mail	☐ YES	☑ NO
Stamps by Phone	☐ YES	☑ NO
Stamps Online	☐ YES	☑ NO
Click-N-Ship	☐ YES	☑ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☑ NO

4. Do you currently use local businesses in the community?

☑ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☐ YES ☑ NO

6. Do you currently use businesses in nearby communities?

☑ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☑ YES ☐ NO

8. How do you currently receive your mail?

☑ Carrier ☐ PO Box ☐ Other

Additional Comments:

Name: Luz M. Mejia Address: 203 5th St Freistatt, MO

UNITED STATES POSTAL SERVICE

12/01/2011

CAROL MCCLURG

7647 LAWRENCE 2210
MONETT MO 65708

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about the waiting time at the administrative Post Office. The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster, window operations will be monitored to ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the Post Office for service.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Stotts City Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210

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Kansas City , MO, 64108-9000

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Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than [redacted] in the postage-paid envelope provided.

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1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☐	☐	☒
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☒
p. Public bulletin board	☐	☐	☐	☒
q. Community gathering place	☐	☐	☐	☒
r. Other	☐	☐	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☒ Carrier ☐ PO Box ☐ Other

Additional Comments: Service is so quick at the Freistatt post office & at Monett at certain times you have to wait in line while immigrants are purchasing postal money orders & parking is easy at Freistatt.

Name: Carol McClung

Address: 7647 Lawrence 2210
Monett

UNITED STATES POSTAL SERVICE

12/01/2011

AARON OBERMANN

120 W 3RD ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
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PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about the loss of a bus stop at the Post Office. Customers may contact the county school board to determine if they would be willing to erect a small building, which would shelter children from the wind while they wait on the school bus. Or contact neighboring businesses to ascertain if they would allow children to wait on the bus at their business.

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Stotts City Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☒	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☒	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Sending Priority Mail	☐	☐	☒	☐
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☒	☐
n. School bus stop	☒	☐	☐	☐
o. Assisting senior citizens, persons with disabilities, etc.	☒	☐	☐	☐
p. Public bulletin board	☐	☒	☐	☐
q. Community gathering place	☒	☐	☐	☐
r. Other	☐	☐	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☒ Other

Additional Comments:

Name: AARON N. Oleemann Address: 120 W 3RD FREISTATT

12/01/2011

JOAN SIPES

121 W 1ST ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

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- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Stotts City Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

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RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

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a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Sending Priority Mail	☐	☐	☒	☐
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☒	☐	☐	☐
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☒
p. Public bulletin board	☐	☐	☒	☐
q. Community gathering place	☐	☐	☒	☐
r. Other	☐	☐	☐	☒

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☒ Other

Additional Comments: I Feel Safe Mailing my things from Freistatt Post office. I've had mail lost at both Mt. Vernon Post office and Monett Post office.

Name: Joan Sipes Address: 121 W 1st St Freistatt MO 65654

The Postmaster at Monett is not a very helpful person. The employees at Mt. Vernon + Monett are not Friendly. The Postmistress at Freistatt is helpful Shell go out of her way to help. I find it very Sad that this Post office is being Considered to close

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UNITED STATES POSTAL SERVICE

12/01/2011

CHRIS LOSACK

17808 LAWRENCE 1110
VERONA MO 65769

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Stotts City Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided

The study consists of a publicly available record. so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons. business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☑ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Sending Priority Mail	☐	☐	☐	☐
j. Carrier pickup	☐	☐	☐	☐
k. Buying stamp-collecting material	☐	☐	☐	☐
l. Entering permit or bulk mailings	☐	☐	☐	☐
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☐
n. School bus stop	☐	☐	☐	☐
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☐
p. Public bulletin board	☐	☐	☐	☐
q. Community gathering place	☐	☑	☐	☐
r. Other	☐	☑	☐	☐

3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☑ YES	☐ NO
usps.com website	☐ YES	☐ NO
Stamps by Mail	☐ YES	☐ NO
Stamps by Phone	☐ YES	☐ NO
Stamps Online	☐ YES	☐ NO
Click-N-Ship	☐ YES	☐ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☐ NO

4. Do you currently use local businesses in the community?

☑ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☑ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☑ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☑ YES ☐ NO

8. How do you currently receive your mail?

☑ Carrier ☐ PO Box ☐ Other

Additional Comments: If I would have Known, that it mattered where I buy my stamps - I would have gave Freistatt all of my business - I feel we were told too late.

Name: Chris Losack
Losack Dairy
11103 Lawrence 2180
Verona, MO 65769

Address: 17808 Lawrence 1110
Verona, MO 65769

UNITED STATES POSTAL SERVICE

12/01/2011

JOE PENNINGTON

15893 HWY H
MOUNT VERNON MO 65712

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Stotts City Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record. so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons. or both?

☐ Personal reasons ☐ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail. Registered Mail. Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Sending Priority Mail	☐	☐	☑	☐
j. Carrier pickup	☐	☐	☐	☑
k. Buying stamp-collecting material	☐	☐	☐	☑
l. Entering permit or bulk mailings	☐	☐	☐	☑
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☑
n. School bus stop	☐	☐	☐	☑
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☑
p. Public bulletin board	☐	☐	☐	☑
q. Community gathering place	☐	☐	☐	☑
r. Other	☐	☐	☐	☑

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☑ NO
usps.com website	☐ YES	☑ NO
Stamps by Mail	☐ YES	☑ NO
Stamps by Phone	☐ YES	☑ NO
Stamps Online	☐ YES	☑ NO
Click-N-Ship	☐ YES	☑ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☑ NO

4. Do you currently use local businesses in the community?

☑ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☑ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☑ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☑ YES ☐ NO But I go to Freistatt Daily

8. How do you currently receive your mail?

☑ Carrier ☐ PO Box ☐ Other

Additional Comments:
Go to Freistatt Daily

Name: Joe C. Pennington

Address: 15893 Hwy H Mt. Vernon Mo 65712

UNITED STATES POSTAL SERVICE

12/01/2011

KENNETH KNAUST

210 N MAIN HWY H
MONETT MO 65708

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Stotts City Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☐	☒	☐
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☒
p. Public bulletin board	☐	☐	☐	☒
q. Community gathering place	☐	☐	☐	☒
r. Other	☐	☐	☐	☐

3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☒ YES	☐ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☐ YES ☒ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☒ Carrier ☐ PO Box ☐ Other

Additional Comments: I Feel That Freistatt is a Viable Community with Lots of Opportunity since it is Centrally Located between Mt. Vernon and Monett, Mo. Since There are at least 8-Business's in Town that Have Survived the Great Recession of 2008 and are Actually Expanding we Need to Keep a Post Office Open for the Residents of This Town Along w/ the Many People That Travel Thru Town Commuting Back and Forth to Work Plus Hwy H is the Gateway From N.W. Ark. + S.W. Mo to I-44 and Many Truckers Use This Postal Facility Because of Easy Access for Trucks

Name: Kenneth Knauer Address: 210 N. Main Hwy H Monett, Mo

Kenneth Knauer

UNITED STATES POSTAL SERVICE

12/01/2011

HOWARD LASH

101 W 3RD ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Stotts City Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☑ Personal reasons ☐ Business-related reasons ☐ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☒	☐	☐
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e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
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j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☒	☐	☐
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☒	☐	☐
p. Public bulletin board	☐	☐	☒	☐
q. Community gathering place	☐	☒	☐	☐
r. Other	☐	☒	☐	☐

3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
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Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☒ Other

Additional Comments: The Freistatt Post Office is not just a postal facility, it is the center of life for this entire community. If it were to be closed, a significant part of the life of the community would die along with it. In addition, the Freistatt Post Office is conveniently and strategically located on a main road connecting Northwestern Arkansas with Interstate 44. Therefore closing the Post Office would affect far more people — including many Interstate truck drivers — than just the local residents. So please consider keeping the Freistatt Post Office in operation!

Name: Howard D. Rash

Address: 101 W. Third St. (3rd) Street
Freistatt, MO 65654

UNITED STATES POSTAL SERVICE

12/01/2011

RUSS NEELY

20650 HWY ++
PIERCE CITY MO 65723

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Stotts City Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE

12/01/2011

RUSS NEELY

20650 HWY PP
PIERCE CITY MO 65723

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Stotts City Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

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RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☐	☒	☐
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☒	☐
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☒
p. Public bulletin board	☐	☐	☒	☐
q. Community gathering place	☐	☐	☒	☐
r. Other	☐	☐	☒	☐

3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO Some

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☒ Carrier ☐ PO Box ☐ Other

Additional Comments:
I have only one leg, which makes it difficult to park and use the Monett and Pierce City P.O.'s.

Name: Russ Neely Address: 20650 Hwy PP, Pierce City 65723

I have scraped the bottom of 3 cars going to the Pierce City P.O. The Freistatt PO gives me from helping me to select the right stamp for me to the best method to use for certified mail and shipping methods for packages that I can't (because of disability) get at Monett or Pierce City.

UNITED STATES POSTAL SERVICE

12/01/2011

LORENE DATSON

200 W 3RD ST APT 2
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Stotts City Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

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RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☒	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☐	☐	☒
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☒	☐	☐
o. Assisting senior citizens, persons with disabilities, etc.	☐	☒	☐	☐
p. Public bulletin board	☐	☐	☐	☒
q. Community gathering place	☐	☐	☐	☒
r. Other				

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☐ YES ☒ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☒ Other general delivery

Additional Comments:

Name: Lorene Datson

Address: 200 W 3rd St apt 2. Freistatt Mo 65654

UNITED STATES POSTAL SERVICE

12/01/2011

CARI PAYNTER

407 N WASHINGTON ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
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PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about the loss of a bus stop at the Post Office. Customers may contact the county school board to determine if they would be willing to erect a small building, which would shelter children from the wind while they wait on the school bus. Or contact neighboring businesses to ascertain if they would allow children to wait on the bus at their business.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the lobby remaining open at the Post Office. Office hours are determined by the workload at the office. The Post Office workload analysis determined that the present office hours should sufficiently meet customer needs.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Stotts City Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silence at (913) 782-3785.

Sincerely,

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RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☒ Personal reasons ☐ Business-related reasons ☐ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☒ - B/c of the hours	☐	☐
e. Pick up general delivery mail	☐	☒	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☐	☐	☒
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☒	☐	☐	☐
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☒	☐
p. Public bulletin board	☐	☐	☐	☒
q. Community gathering place	☐	☐	☐	☒
r. Other	☐	☐	☐	☐

Because of the hours would pick up daily if hours were extended

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☒ YES	☐ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☐ YES ☒ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☒ Other

Additional Comments: We would like to have the post office stay open but EXTEND their hours to accomodate peo that wor

Name: Cari Paynter

Address: 407 N. Washington Freistatt

UNITED STATES POSTAL SERVICE

12/01/2011

STEVE & ELAINE GREIMANN

222 N MAIN ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Stotts City Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

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RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

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1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☑ Business-related reasons ☐ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Sending Priority Mail	☐	☐	☐	☐
j. Carrier pickup	☐	☐	☐	☐
k. Buying stamp-collecting material	☐	☐	☐	☑
l. Entering permit or bulk mailings	☐	☐	☐	☑
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☑
n. School bus stop	☐	☐	☐	☑
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☑
p. Public bulletin board	☑	☐	☐	☐
q. Community gathering place	☐	☐	☐	☑
r. Other	☐	☐	☐	☑

When the need arises

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☒ Other

Additional Comments: This is an elderly community with transportation and computer availability issues. The community installed a walkway for them to be able to use the Post Office. It is also a wonderful way to keep informed of local happenings. This

Name: Steve & Elaine Greimann Address: 222 N Main St
Freistatt, MO 65654

Post Office is easily accessable to truckers and commuters. As a victim of mail fraud I NEVER mail bills through the mailbox. I love being able to hand my bill to my postal worker. I just wonder where a mailbox would go since in front of my house is parking for the church and school.

UNITED STATES POSTAL SERVICE

12/01/2011

CARL ED BROWNFIELD

511 N MAIN ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You express concern about the number of miles on the customer notification letter information was taken from an internet mapping site. If this information is incorrect; the record will be changed to reflect the correct distance.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Stotts City Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE

12/01/2011

DEBORAH SCHOEN

105 E 3RD ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Stotts City Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☑ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☑
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Sending Priority Mail	☐	☐	☑	☑
j. Carrier pickup	☐	☐	☐	☑
k. Buying stamp-collecting material	☐	☐	☑	☐
l. Entering permit or bulk mailings	☐	☐	☐	☑
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☑
n. School bus stop	☐	☐	☐	☑
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☑
p. Public bulletin board	☐	☑	☐	☐
q. Community gathering place	☐	☐	☐	☑
r. Other	☐	☐	☐	☑

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☑ YES	☐ NO
usps.com website	☐ YES	☑ NO
Stamps by Mail	☐ YES	☑ NO
Stamps by Phone	☐ YES	☑ NO
Stamps Online	☐ YES	☑ NO
Click-N-Ship	☐ YES	☑ NO
~~Buy stamps or mail packages at grocery or other retail store~~	☐ YES	☑ NO

4. Do you currently use local businesses in the community?

☑ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☐ YES ☑ NO

6. Do you currently use businesses in nearby communities?

☑ YES ☐ NO Springfield

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☑ YES ☐ NO But Don't want to spend 5.00 on gas everytime I go.

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☑ Other General Del.

Additional Comments: Don't think they should take away when Someone else is going to have a Job in Janes place Sorting mail and delieving don't want to drive to anyother town to do bussiness such as buying money order

Name: Carl Ed Brownfield Address: 511 N. MAIN ST.

and getting letters certified and sure don't want to spend $5.00 gas each time all of use have to go to another town. wanted you!

Don't Kill our town

UNITED STATES POSTAL SERVICE.

12/01/2011

THELMA BARNES

17335 LAWRENCE 1110
MOUNT VERNON MO 65712

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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Sincerely,

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RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

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1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☑ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Sending Priority Mail	☐	☐	☑	☐
j. Carrier pickup	☐	☐	☐	☐
k. Buying stamp-collecting material	☐	☐	☐	☐
l. Entering permit or bulk mailings	☐	☐	☐	☐
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☐
n. School bus stop	☐	☐	☐	☐
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☐
p. Public bulletin board	☐	☐	☐	☐
q. Community gathering place	☐	☑	☐	☐
r. Other	☐	☑	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☑ YES	☐ NO
usps.com website	☐ YES	☑ NO
Stamps by Mail	☐ YES	☑ NO
Stamps by Phone	☐ YES	☑ NO
Stamps Online	☐ YES	☑ NO
Click-N-Ship	☐ YES	☑ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☑ NO

4. Do you currently use local businesses in the community?

☑ YES ☐ NO

5. If you answered "yes" in Question 4. would you continue to use these businesses if the Freistatt Post Office is discontinued?

☑ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☐ YES ☑ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☑ YES ☐ NO

8. How do you currently receive your mail?

☑ Carrier ☐ PO Box ☐ Other

Additional Comments:

Name: Thelma Barnes

Address: 17335 Lawrence 1110
Mt. Vernon, Mo. 65712

I do Braille Bibles for the Blind that is shipped all over the world. We send around 40 Books a week that is ~~mailed~~ mailed at the Freistatt post office. Also we have a Lutheran School that depends on the Freistatt Post Office. And also we have a lot of older people that depends on their mail to pick it up in

UNITED STATES POSTAL SERVICE.

12/01/2011

EVERLYN BRACKET

9125 LAWRENCE 2170
MONETT MO 65708

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Stotts City Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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☐ Personal reasons ☑ Business-related reasons ☐ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☐	☐	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Sending Priority Mail	☐	☐	☐	☐
j. Carrier pickup	☐	☐	☐	☐
k. Buying stamp-collecting material	☐	☐	☐	☐
l. Entering permit or bulk mailings	☐	☐	☐	☐
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☐
n. School bus stop	☐	☐	☐	☐
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☐
p. Public bulletin board	☐	☐	☐	☐
q. Community gathering place	☐	☐	☐	☐
r. Other	☐	☐	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☐ NO
usps.com website	☐ YES	☐ NO
Stamps by Mail	☐ YES	☐ NO
Stamps by Phone	☐ YES	☐ NO
Stamps Online	☐ YES	☐ NO
Click-N-Ship	☐ YES	☐ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☐ NO

4. Do you currently use local businesses in the community?

☑ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☑ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☐ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☐ YES ☐ NO

8. How do you currently receive your mail?

☑ Carrier ☐ PO Box ☐ Other

Additional Comments:

Name: Evelyn Bracht

Address: 9125 Lawrence 2170
Monett, Mo
65708

UNITED STATES POSTAL SERVICE

12/01/2011

CHARLES JOBE

126 E 3RD ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Stotts City Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Postal Service Customer Questionnaire

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☒ Personal reasons ☒ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Sending Priority Mail	☐	☐	☐	☐
j. Carrier pickup	☐	☐	☐	☐
k. Buying stamp-collecting material	☐	☐	☐	☐
l. Entering permit or bulk mailings	☐	☐	☐	☐
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☐
n. School bus stop	☐	☐	☐	☐
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☐
p. Public bulletin board	☐	☐	☐	☐
q. Community gathering place	☐	☐	☐	☐
r. Other	☐	☐	☐	☐

MANAGER
DISTRICT
2011
CITY MO 64108-9000

3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☒ PO Box ☒ Other

Additional Comments:

Name: Charles N Jobe

Charles Jobe

Address: 126 E. 3rd St

UNITED STATES POSTAL SERVICE.

12/01/2011

LUZ MEJIA

203 5TH ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about the loss of a bus stop at the Post Office. Customers may contact the county school board to determine if they would be willing to erect a small building, which would shelter children from the wind while they wait on the school bus. Or contact neighboring businesses to ascertain if they would allow children to wait on the bus at their business.

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Sincerely,

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300 W Pershing Rd suite 210
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UNITED STATES POSTAL SERVICE

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b. Mailing Letters	☐	☒	☐	☐
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d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☐	☐	☒
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l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
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o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☒
p. Public bulletin board	☐	☐	☐	☒
q. Community gathering place	☐	☐	☐	☒
r. Other	☐	☐	☐	☒

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

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usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☐ YES ☒ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☐ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☒ PO Box ☐ Other

Additional Comments:

Name: Luz M Mejia

Address: 203 5th St Freistatt MO 65654

UNITED STATES POSTAL SERVICE.

12/01/2011

JAMES & LINDA STEELE

19565 LAWRENCE 1090
MONETT MO 65708

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Stotts City Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

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RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☒	☐	☐
i. Sending Priority Mail	☐	☐	☐	☒
j. Carrier pickup	☐	☒	☐	☐
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☒	☐	☐
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☒
p. Public bulletin board	☐	☒	☐	☐
q. Community gathering place	☐	☐	☐	☐
r. Other				

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☒ YES	☐ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☒ Carrier ☐ PO Box ☐ Other

Additional Comments:

Please see attache Letter

Name: James & Linda Steele Address: 19565 Lawrence 1090
Monett, Mo. 65708

UNITED STATES POSTAL SERVICE

12/01/2011

PAMELA GLASSCO

223 WASHINTON ST
FREISTATT MO 65654

Dear Postal Service Customer:

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Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

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☒ Personal reasons ☐ Business-related reasons ☐ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
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d. Pick up Post Office box mail	☐	☒	☐	☐
e. Pick up general delivery mail	☐	☒	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☐	☐	☒
j. Carrier pickup	☐	☒	☐	☐
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☒
p. Public bulletin board	☐	☐	☐	☒
q. Community gathering place	☐	☐	☐	☒
r. Other	☐	☐	☐	☒

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☒ YES	☐ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
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6. Do you currently use businesses in nearby communities?

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7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☒ PO Box ☐ Other

Additional Comments:

Name: Pamela Glassco Address: 223 Washington St

UNITED STATES POSTAL SERVICE

10/20/2011

C.K. BOWNMAN

105 W HWY H
FREISTATT, MO 65654

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Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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☐ Personal reasons ☐ Business-related reasons ☐ Both

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e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Sending Priority Mail	☐	☐	☒	☐
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☒	☐
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
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o. Assisting senior citizens, persons with disabilities, etc.	☒	☐	☐	☐
p. Public bulletin board	☐	☐	☐	☒
q. Community gathering place	☐	☐	☒	☐
r. Other	☐	☐	☐	☒

3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

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Stamps by Phone	☐ YES	☒ NO
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Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☒ PO Box ☐ Other

Additional Comments:

Mercis turn Co

Name: [illegible]

Address: 105 W. Hy. H

UNITED STATES POSTAL SERVICE

10/20/2011

BARRETT BUCHMUELLER

215 N MAIN ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about the loss of a bus stop at the Post Office. Customers may contact the county school board to determine if they would be willing to erect a small building, which would shelter children from the wind while they wait on the school bus. Or contact neighboring businesses to ascertain if they would allow children to wait on the bus at their business.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

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Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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POSTAL SERVICE

Postal Service Customer Questionnaire

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8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☒ Other

Additional Comments:

Name: Barrett R. Buchmueller Address: 215 N. Main St
Freistatt, MO 65654

UNITED STATES POSTAL SERVICE

10/20/2011

GILBERT & GRACE DOSS

313 N WASHINGTON ST
FREISTATT, MO 65654

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Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE

10/20/2011

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313 N WASHINGTON ST
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UNITED STATES POSTAL SERVICE

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e. up general delivery mail	☑	☐	☐	☐
f. ng money orders	☐	☐	☑	☐
g. aining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. ling Express Mail	☐	☐	☐	☑
i. ling Priority Mail	☐	☐	☐	☑
j. er pickup	☐	☐	☐	☑
k. ing stamp-collecting material	☐	☐	☐	☑
l. ing permit or bulk mailings	☐	☐	☐	☑
m. aining other federal agency forms (e.g., Selective Service, Duck Stamps, ssport Applications)	☐	☐	☐	☑
n. ool bus stop	☐	☐	☐	☑
o. isting senior citizens, persons with disabilities, etc.	☐	☐	☐	☑
p. lic bulletin board	☐	☐	☐	☑
q. munity gathering place	☑	☐	☐	☐
r. er	☐	☐	☐	☑

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☑ NO
usps.com website	☐ YES	☑ NO
Stamps by Mail	☐ YES	☑ NO
Stamps by Phone	☐ YES	☑ NO
Stamps Online	☐ YES	☑ NO
Click-N-Ship	☐ YES	☑ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☑ NO

4. Do you currently use local businesses in the community?

☑ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☑ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☑ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☑ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☑ Other local postmistress @ post office

Additional Comments: We feel the P.Office is a vital asset to our community and we definitely would like to keep it open. Government seems to be so anxious to take every thing away from small communities and it just isn't fair.

Name: Gilbert (Joe) Grace Rose

Address: 313 N. Washington
Freistatt, Mo. 65754

UNITED STATES POSTAL SERVICE.

10/20/2011

ERNA SCHOEN

8547 LAWRENCE 2160
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1 Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☒ Personal reasons ☐ Business-related reasons ☐ Both

2 Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☐	☐	☒
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☐
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☒	☐
p. Public bulletin board	☐	☐	☐	☒
q. Community gathering place	☐	☐	☐	☒
r. Other	☐	☐	☐	☒

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☐ YES ☒ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☐ YES ☒ NO

8. How do you currently receive your mail?

☒ Carrier ☐ PO Box ☐ Other

Additional Comments: I am 88 years old. I am not able to use the Monett or Mt Vernon post office.

Name: Ena Schoen Address: 8547 Lawrence 2160, Mt Vernon

I live 4 miles from Freistatt and am still able to drive there. I would have to get some one else to do my things for me.

UNITED STATES POSTAL SERVICE

10/20/2011

SCHOEN EQUIPMENT INC

524 N MAIN ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Sllance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

10/20/2011

SCHOEN EQUIPMENT INC.

524 N MAIN ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☒ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☒	☐	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☐	☒	☐
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☒
p. Public bulletin board	☐	☐	☒	☐
q. Community gathering place	☒	☐	☐	☐
r. Other	☒	☐	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☒ Other Freistatt Post Office

Additional Comments: If you close our Post Office, you will wipe Freistatt off the map—literally!

Name: Deborah Schoen, Sec.
Schoen Equipment Inc.

Address: 524 N. Main St.
Freistatt, MO. 65654

UNITED STATES POSTAL SERVICE.

10/20/2011

DEBORAH SCHOEN

105 E 3RD ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☒ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☒	☐	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☐	☒	☐
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☒	☐
p. Public bulletin board	☐	☐	☒	☐
q. Community gathering place	☒	☐	☐	☐
r. Other	☐	☒	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☐ YES ☒ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☒ Other Freistatt Post Office

Additional Comments: Please do not close our Post Office We will lose our identity if you do!

Name: Deborah Schoen, Clerk Address: 105 E. Third St.
Village of Freistatt Freistatt, MO. 65654

UNITED STATES POSTAL SERVICE

10/20/2011

BOB SENNINGER

522 N MAIN ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about permit mailing that was input at the Post Office. Administrative responsibility for the permit account will be or has been transferred to the administrative Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Sllance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE

10/20/2011

BOB SENNINGER

522 N MAIN ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about the waiting time at the administrative Post Office. The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster, window operations will be monitored to ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the Post Office for service.

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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POSTAL SERVICE.

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☑ Personal reasons ☑ Business-related reasons ☑ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Sending Priority Mail	☐	☐	☑	☐
j. Carrier pickup	☐	☐	☐	☑
k. Buying stamp-collecting material	☐	☐	☐	☑
l. Entering permit or bulk mailings	☐	☐	☑	☐
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☑
n. School bus stop	☐	☐	☐	☑
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☑
p. Public bulletin board	☐	☐	☐	☑
q. Community gathering place	☐	☐	☐	☑
r. Other	☐	☐	☐	☑

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☑ YES	☐ NO
usps.com website	☐ YES	☑ NO
Stamps by Mail	☐ YES	☑ NO
Stamps by Phone	☐ YES	☑ NO
Stamps Online	☐ YES	☑ NO
Click-N-Ship	☐ YES	☑ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☑ NO

4. Do you currently use local businesses in the community?

☑ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☑ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☑ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☑ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☑ PO Box ☐ Other

Additional Comments: Besides being a private citizen customer, I own 2 businesses and do various direct mailings at this Freistatt Post Office. This is a high traffic office serving several local businesses and an easy access for highway traffic. I would hate to lose this post office. As for using other post offices in Mt. Vernon - 9.5 miles away or Monett post office - 9 miles away, they are usually busy with only one window open and I typically only purchase a stamp or two th If the Freistatt post office is closed I don't know how our mail would be secure.

Name: Bob Senninger Address: 522 N. Main Street

UNITED STATES POSTAL SERVICE

10/20/2011

DAWN & GENE PRUETT

200 W 3RD ST APT 19
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE

10/20/2011

DAWN & GENE PRUETT

200 W 3RD ST APT 19
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Page Nbr: 115

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☒ Personal reasons ☐ Business-related reasons ☐ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☐	☒	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☐	☐	☒
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☒
p. Public bulletin board	☐	☐	☐	☒
q. Community gathering place	☐	☐	☐	☒
r. Other	☐	☐	☐	☒

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☒ PO Box ☐ Other

Additional Comments:

The staff and service of this post office is excellent: very friendl helpful Mefficient.

Name: Dawn & Gene Pruett

Address: 200 W 3rd St Apt 19
Freistatt MO 65654

UNITED STATES POSTAL SERVICE

10/20/2011

MICHAEL MACKEY

229 WASHINGTON
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☑ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☑	☐	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☑	☐	☑	☐
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
h. Sending Express Mail	☐	☑	☐	☐
i. Sending Priority Mail	☐	☐	☑	☐
j. Carrier pickup	☐	☐	☐	☑
k. Buying stamp-collecting material	☐	☐	☐	☑
l. Entering permit or bulk mailings	☐	☐	☐	☑
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☑
n. School bus stop	☐	☑	☐	☑
o. Assisting senior citizens, persons with disabilities, etc.	☑	☐	☐	☐
p. Public bulletin board	☑	☐	☐	☐
q. Community gathering place	☐	☐	☐	☑
r. Other	☐	☐	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☑ NO
usps.com website	☐ YES	☑ NO
Stamps by Mail	☐ YES	☑ NO
Stamps by Phone	☐ YES	☑ NO
Stamps Online	☐ YES	☑ NO
Click-N-Ship	☐ YES	☑ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☐ NO

4. Do you currently use local businesses in the community?

☑ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☑ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☑ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☐ YES ☑ NO

8. How do you currently receive your mail?

☐ Carrier ☑ PO Box ☐ Other

Additional Comments:

Name: [illegible] Michael Mackey

Address: 229 Washington

UNITED STATES POSTAL SERVICE.

10/20/2011

CHELSEA HOOVER

217 N WASHINGTON ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

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☑ Personal reasons ☐ Business-related reasons ☐ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☑	☐	☐
e. Pick up general delivery mail	☐	☑	☐	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Sending Priority Mail	☐	☐	☐	☑
j. Carrier pickup	☐	☐	☐	☐
k. Buying stamp-collecting material	☐	☐	☐	☑
l. Entering permit or bulk mailings	☐	☐	☐	☑
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☑
n. School bus stop	☐	☐	☐	☑
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☑
p. Public bulletin board	☐	☑	☐	☐
q. Community gathering place	☐	☑	☐	☐
r. Other	☐	☑	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☑ YES	☐ NO
usps.com website	☐ YES	☑ NO
Stamps by Mail	☐ YES	☑ NO
Stamps by Phone	☐ YES	☑ NO
Stamps Online	☐ YES	☑ NO
Click-N-Ship	☐ YES	☑ NO
Buy stamps or mail packages at grocery or other retail store	☑ YES	☐ NO

4. Do you currently use local businesses in the community?

☑ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☐ YES ☑ NO

6. Do you currently use businesses in nearby communities?

☑ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☑ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☑ PO Box ☐ Other

Additional Comments:

Name: Chelsea Hoover

Address: 217 N. Washington St.
Freistatt, MO 65654

UNITED STATES POSTAL SERVICE

10/20/2011

ETHEL HERLMKAMP

312 N WASHINGTON ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

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Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

10/20/2011

ETHEL HELMKAMP

312 N WASHINGTON ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of a bus stop at the Post Office. Customers may contact the county school board to determine if they would be willing to erect a small building, which would shelter children from the wind while they wait on the school bus. Or contact neighboring businesses to ascertain if they would allow children to wait on the bus at their business.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

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Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

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1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☐	☐	☒
j. Carrier pickup	☐	☐	☒	☐
k. Buying stamp-collecting material	☐	☐	☒	☐
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☒	☐	☐	☐
o. Assisting senior citizens, persons with disabilities, etc.	☐	☒	☐	☐
p. Public bulletin board	☒	☐	☐	☐
q. Community gathering place	☒	☐	☐	☐
r. Other	☒	☐	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☒ YES	☐ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☒ YES	☐ NO
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4. Do you currently use local businesses in the community?

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5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☒ PO Box ☐ Other from Postmaster!

Additional Comments:

Name: Ethel M. Helmkamp Address: 312 N Washington St
Freistatt, MO. 65654
9999

UNITED STATES POSTAL SERVICE.

10/20/2011

RICHARD KNIGHT

101 E 5TH ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

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Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

Docket: 1364133-65654
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Page Nbr: 129

Postal Service Customer Questionnaire

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☐ Personal reasons ☐ Business-related reasons ☒ Both

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d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Sending Priority Mail	☐	☐	☒	☐
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☒
p. Public bulletin board	☐	☐	☐	☒
q. Community gathering place	☐	☐	☐	☒
r. Other	☐	☐	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☑ NO
usps.com website	☑ YES	☐ NO
Stamps by Mail	☐ YES	☑ NO
Stamps by Phone	☐ YES	☑ NO
Stamps Online	☐ YES	☑ NO
Click-N-Ship	☐ YES	☑ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☑ NO

4. Do you currently use local businesses in the community?

☑ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☑ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☑ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☑ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☑ PO Box ☐ Other

Additional Comments:

Name: Rene Knight
Richard Knight

Address: 101 E. Fifth ST 65654

UNITED STATES POSTAL SERVICE

10/20/2011

EVA JOBE

126 E 3RD ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the loss of a bus stop at the Post Office. Customers may contact the county school board to determine if they would be willing to erect a small building, which would shelter children from the wind while they wait on the school bus. Or contact neighboring businesses to ascertain if they would allow children to wait on the bus at their business.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier

(in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

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If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

10/20/2011

EVA JOBE

126 E 3RD ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE.

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☑ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	■	ever once in a while ☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	■	ever once in a while ☐
h. Sending Express Mail	☐	☐	☐	ever once in a while ☐
i. Sending Priority Mail	☐	☐	☐	ever once in a while ☐
j. Carrier pickup	☐	☐	☐	■
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	ever once in a while ☐
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☒	☐	☐	☐
o. Assisting senior citizens, persons with disabilities, etc.	☒	☐	☐	☐
p. Public bulletin board	☒	☐	☐	☐
q. Community gathering place	☐	☐	☐	☑
r. Other	☐	☐	☐	☑

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☒ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☒ Other

Additional Comments:

Name: Eva L. Jobe Address: 126 E. 3rd Freistatt MO. 6565

UNITED STATES POSTAL SERVICE.

10/20/2011

C. GRANT

411 N MAIN ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about irregular hours that the rural route serves the community. Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative Post Office.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1 Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ■ Both

2 Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	■	☐
b. Mailing Letters	■	☐	☐	☐
c. Mailing Parcels	☐	☐	☐	■
d. Pick up Post Office box mail	■	☐	☐	☐
e. Pick up general delivery mail	■	☐	☐	☐
f. Buying money orders	☐	☐	☐	■
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	■	☐
h. Sending Express Mail	☐	☐	■	☐
i. Sending Priority Mail	☐	☐	■	☐
j. Carrier pickup	☐	☐	☐	■
k. Buying stamp-collecting material	☐	☐	☐	■
l. Entering permit or bulk mailings	☐	☐	☐	■
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	■
n. School bus stop N/A	☐	☐	☐	☐
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	■
p. Public bulletin board	☐	☐	☐	■
q. Community gathering place	☐	☐	☐	■
r. Other Convenience	■	☐	☐	☐

3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	■ YES	☐ NO
usps.com website	☐ YES	■ NO
Stamps by Mail	☐ YES	■ NO
Stamps by Phone	☐ YES	■ NO
Stamps Online	☐ YES	■ NO
Click-N-Ship	☐ YES	■ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	■ NO

4. Do you currently use local businesses in the community?

☐ YES ■ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☐ YES ☐ NO

6. Do you currently use businesses in nearby communities?

■ YES ☐ NO

7 Do you have a means of transportation available to get to another Post Office in the vicinity?

■ YES ☐ NO

8 How do you currently receive your mail?

☐ Carrier ■ PO Box ☐ Other

Additional Comments:

Carrier delivery at irregular times is not an acceptible alternative for this insurance Company.

Name: C G Grant Address: 411 N Main Freistatt, MO 65654

If the Freistatt PO is closed the nearest Box service would be Mount Vernon, MO/a 24 mile round trip. I am aware there are no business size boxes currently available in Mount Vernon.

10/20/2011

FREISTATT MUTUAL INSURANCE

411 N MAIN ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about delivery time. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

- You expressed a concern about an address change on your bank checks and stationery. Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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POSTAL SERVICE

Postal Service Customer Questionnaire

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1 Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☒ Business-related reasons ☐ Both

2 Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☒
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☐	☐	☒
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☒
p. Public bulletin board	☐	☐	☒	☐
q. Community gathering place	☐	☐	☐	☒
r. Other	☒	☐	☐	☐

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3 Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☒ YES	☐ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☒ PO Box ☐ Other

Additional Comments: As a business, mid-day rural delivery is not an option. The Mt. Vernon Post Office is a 24 mile roundtrip. If we have to change our address, all the preprinted envelope

Name: Freistatt Mutual Ins Address: 411 N. Main, Freistatt

and letterhead will be obsolete. This is a big expense for a small company. I'm not sure the other Freistatt business will survive without the post office in town.

UNITED STATES POSTAL SERVICE.

10/20/2011

CARLA BROWN

411 N MAIN ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
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Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ■ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	■	☐
b. Mailing Letters	■	☐	☐	☐
c. Mailing Parcels	☐	☐	☐	■
d. Pick up Post Office box mail	■	☐	☐	☐
e. Pick up general delivery mail	■	☐	☐	☐
f. Buying money orders	☐	☐	■	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	■	☐
h. Sending Express Mail	☐	☐	☐	■
i. Sending Priority Mail	☐	☐	☐	■
j. Carrier pickup	☐	☐	☐	■
k. Buying stamp-collecting material	☐	☐	☐	■
l. Entering permit or bulk mailings	☐	☐	☐	■
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	■
n. School bus stop	☐	☐	☐	☐
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	■
p. Public bulletin board	☐	☐	☐	■
q. Community gathering place	☐	☐	☐	■
r. Other Very Convenient	■	☐	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop Freistatt Post Office	■ YES	☐ NO
usps.com website	☐ YES	■ NO
Stamps by Mail	☐ YES	■ NO
Stamps by Phone	☐ YES	■ NO
Stamps Online	☐ YES	■ NO
Click-N-Ship	☐ YES	■ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	■ NO

4. Do you currently use local businesses in the community?

■ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☐ YES ☐ NO ?

6. Do you currently use businesses in nearby communities?

■ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

■ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ■ PO Box ☐ Other

Additional Comments: We receive excellent customer service here. Many out of town persons use the Freistatt Post Office because of its location, right on their way to work in Joplin, Springfield or surrounding areas.

Name: Carla J Brown (Freistatt Mutual Ins. Co.)

Address: 411 N. Main, Freistatt, Mo. 65

UNITED STATES POSTAL SERVICE

10/20/2011

LOUANNA CHAPMAN

11067 LAWRENCE 1150
MOUNT VERNON, MO 65712

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

- You express concern about the number of miles on the customer notification letter Information was taken from an internet mapping site. If this information is incorrect; the record will be changed to reflect the correct distance.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1 Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☒ Both

2 Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☐	☒	☐
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☒	☐
p. Public bulletin board	☐	☒	☐	☐
q. Community gathering place	☒	☐	☐	☐
r. Other	☒	☐	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop I work in Freistatt	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☐ YES ☒ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☒ Carrier ☐ PO Box ☐ Other

Additional Comments: The Monett Post Office is not 3 miles from Freistatt. Rural delivery is not acceptable to the business in Freistatt. Many out of town people, especially truck drivers, use Freistatt Post Office because it is right on the hig

Name: Joanna Chapman

Address: 11020 Lawrence 1150
Mt Vernon, MO 65712

UNITED STATES POSTAL SERVICE.

10/20/2011

JENNIFER HURTST

508 N MAIN ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

10/20/2011

JENNIFER HURST

508 N MAIN ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
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300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☒ Personal reasons ☐ Business-related reasons ☐ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☐	☒	☒
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☐	☐	☐
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☐
p. Public bulletin board	☐	☐	☐	☐
q. Community gathering place	☒	☐	☐	☐
r. Other	☐	☐	☒	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☒ Other

Additional Comments:
Our Post Office is where we recieve our mail since we don't have mail delivery to our home (no carrier). It gives us a chance to catch up on village happenings since everyone stops there and not always at the local exchange (the only other place in town). We also get a lot of out of village traffic stoppi through that can not be taken into consideration. Many friends from surrounding areas have told me they stop at Freistatt Post Office on their way in or out of town because of the convenience. The close Post Office is Monett (approx 9 miles - not 3 miles) and is approximately a 13 minute drive. This will be a problem for some elderly in the community. It is hard enough for some of them to get to the Freistatt Post Office blocks away - Please don't add miles! We al have problems with some places recognizing our street address - they plac it in Monett. We have to use the General Delivery address a lot - Not easy!

Name: Jennifer Hurst Address: 508 N. Main St. Freistatt, M

UNITED STATES POSTAL SERVICE.

10/20/2011

SUSAN SENNINGER

522 N MAIN
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

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Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO. 64108-9000

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POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☒	☐	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Sending Priority Mail	☐	☐	☒	☐
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n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☒	☐
p. Public bulletin board	☐	☐	☐	☒
q. Community gathering place	☒	☐	☐	☐
r. Other	☐	☐	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
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Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☒ PO Box ☐ Other

Additional Comments:

Misinformation in Cover letter. Monett post office is 8 miles South of Freistatt. Mt. Vernon post office is 8 miles no

Name: Susan Serninger

Address: 522 N. Main
Freistatt, MO 65654

"Kirbyville post office" is 87 miles from Freistatt, MO

In addition, many daily delivery trips will be necessary from Monett to service a large John Deere Machinery business, insurance co., farmers cooperative, Lutheran Church, Christian Day School, Blind Assc. etc. if our local PO is Clos

UNITED STATES POSTAL SERVICE.

10/20/2011

TRINITY LUTHERAN SCHOOL

218 N MAIN ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

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Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Sending Priority Mail	☐	☐	☑	☐
j. Carrier pickup	☐	☐	☐	☑
k. Buying stamp-collecting material	☐	☐	☐	☑
l. Entering permit or bulk mailings	☐	☐	☐	☑
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☑
n. School bus stop	☐	☐	☐	☑
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☑
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q. Community gathering place	☐	☐	☐	☑
r. Other	☐	☐	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☑ NO
usps.com website	☐ YES	☑ NO
Stamps by Mail	☐ YES	☑ NO
Stamps by Phone	☐ YES	☑ NO
Stamps Online	☐ YES	☑ NO
Click-N-Ship	☐ YES	☑ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☑ NO

4. Do you currently use local businesses in the community?

☑ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☑ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☑ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☑ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☑ Other

Additional Comments:

Name: Trinity Lutheran School

Address: 218 N. Main St.
Freistatt, MO
65654

UNITED STATES POSTAL SERVICE.

10/20/2011

TRINITY LUTHERAN CHURCH

207 N MAIN ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☒	☐	☐
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☒	☐	☐
p. Public bulletin board	☐	☒	☐	☐
q. Community gathering place	☐	☐	☐	☒
r. Other Mailing matter for the blind —	☐	☒	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	■ NO
usps.com website	☐ YES	■ NO
Stamps by Mail	☐ YES	■ NO
Stamps by Phone	☐ YES	■ NO
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Click-N-Ship	☐ YES	■ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	■ NO

4. Do you currently use local businesses in the community?

■ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

■ YES ☐ NO

6. Do you currently use businesses in nearby communities?

■ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

■ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ■ Other

Additional Comments:

Name: Trinity Lutheran Church

Address: 207 N. Main St.
Freistatt, MO 65654

10/20/2011

LACY CREED

1206 N CENTRAL
MONETT, MO 65708

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

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- You expressed a concern about permit mailing that was input at the Post Office. Administrative responsibility for the permit account will be or has been transferred to the administrative Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

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Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☑ Business-related reasons ☐ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☑	☐	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Sending Priority Mail	☐	☐	☑	☐
j. Carrier pickup	☐	☐	☑	☐
k. Buying stamp-collecting material	☐	☐	☐	☑
l. Entering permit or bulk mailings	☐	☐	☑	☐
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☑
n. School bus stop	☐	☐	☐	☑
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☑
p. Public bulletin board	☐	☐	☑	☐
q. Community gathering place	☐	☐	☐	☑
r. Other	☐	☐	☑	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☑ NO
usps.com website	☐ YES	☑ NO
Stamps by Mail	☐ YES	☑ NO
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☑ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☑ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☐ Other

Additional Comments:

Name: Lacy Creed

Address: ~~#01~~ 1206 N. Central
Monett, MO 65708

10/20/2011

ALEJANDRO & MARIA MACIOS

207 5TH ST
FREISTATT, MO 65654

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- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

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Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided

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1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☒ Personal reasons ☐ Business-related reasons ☐ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☐	☒	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☐	☐	☒
j. Carrier pickup	☐	☐	☐	☐
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☒	☐
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☒	☐	☐	☐
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☒
p. Public bulletin board	☐	☐	☒	☐
q. Community gathering place	☒	☐	☐	☐
r. Other	☐	☒	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
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Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

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5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☐ YES ☒ NO

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☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☒ Other

Additional Comments:

Name: Alejandro & Maria Macias Address: 207 5th St Freistatt, M
65654

UNITED STATES POSTAL SERVICE

10/20/2011

NORMON WATSON

200 W 3RD ST APT 11
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

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- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

- You express concern about the number of miles on the customer notification letter Information was taken from an internet mapping site. If this information is incorrect; the record will be changed to reflect the correct distance.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO. 64108-9000

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POSTAL SERVICE

Postal Service Customer Questionnaire

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h. Sending Express Mail	☐	☐	☒	☐
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n. School bus stop — I am Too Old For School	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc. I am Disabilitie	☐	☐	☒	☐
p. Public bulletin board	☐	☐	☐	☐
q. Community gathering place I meet other towns people	☒	☐	☐	☐
r. Other AT the post office that live in town	☐	☐	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☑ NO
usps.com website	☐ YES	☑ NO
Stamps by Mail	☐ YES	☑ NO
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☑ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☑ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☐ YES ☑ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☐ YES ☑ NO I am wheel Chair Bound and I dont think I can make to any other Post Office in the Vicinity and Back Monett Post Office is more than 3 mi

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☐ Other

Additional Comments:

Name: Tomon D Watson

Address: 200 W. 3rd St. Apt. 11
Freistatt, MO. 65654

UNITED STATES POSTAL SERVICE

10/20/2011

MARTHA HERNANDEZ

213 5TH ST
FREISTATT, MO 65654

Dear Postal Service Customer:

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In response to your letter:

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PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

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Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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☐ Personal reasons ☐ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☒	☐	☐
d. Pick up Post Office box mail	☐	☒	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☒	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☒	☐	☐	☐
h. Sending Express Mail	☐	☒	☐	☐
i. Sending Priority Mail	☒	☐	☐	☐
j. Carrier pickup	☐	☒	☐	☐
k. Buying stamp-collecting material	☐	☐	☒	☐
l. Entering permit or bulk mailings	☐	☐	☒	☐
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☒	☐	☐
n. School bus stop	☐	☒	☐	☐
o. Assisting senior citizens, persons with disabilities, etc.	☐	☒	☐	☐
p. Public bulletin board	☐	☐	☒	☐
q. Community gathering place	☐	☐	☐	☒
r. Other	☐	☐	☒	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☒ YES	☐ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☒ YES	☐ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☐ YES ☒ NO

8. How do you currently receive your mail?

☒ Carrier ☐ PO Box ☐ Other

Additional Comments:

Name: Martha Hernandez Address: 213 5th Freistatt, MO

UNITED STATES POSTAL SERVICE.

10/20/2011

DON PORTER

121 E 4TH ST
FREISTATT, MO 65654

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RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE

10/20/2011

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121 E 4TH ST
FREISTATT, MO 65654

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Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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POSTAL SERVICE

Postal Service Customer Questionnaire

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e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Sending Priority Mail	☐	☐	☒	☐
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☒	☐
p. Public bulletin board	☐	☐	☒	☐
q. Community gathering place	☐	☐	☒	☐
r. Other	☐	☐	☐	☐

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Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☒ YES	☐ NO
Stamps by Mail	☐ YES	☒ NO
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5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

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6. Do you currently use businesses in nearby communities?

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7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☒ PO Box ☐ Other

Additional Comments:

Name: Don Porter Address: 121 E 4TH. ST.

10/20/2011

ANTJE LASH

101 W 3RD ST
FREISTATT, MO 65654

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Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Postal Service Customer Questionnaire

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e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☒	☐	☐
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
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o. Assisting senior citizens, persons with disabilities, etc.	☐	☒	☐	☐
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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

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7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☐ YES ☒ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☒ Other

Additional Comments:

Name: Antje Lash

Address: 101 W. Third St.
Freistatt

UNITED STATES POSTAL SERVICE

10/20/2011

FLORENCE THOMPSON

104 N MAIN ST
FREISTATT, MO 65654

Dear Postal Service Customer:

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Kansas City , MO, 64108-9000

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POSTAL SERVICE

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8. How do you currently receive your mail?

☐ Carrier ☑ PO Box ☐ Other

Additional Comments: We want to Keep our Post Office!

Name: Florence Thompson Address: 104 N. Main - Freistatt, MO

UNITED STATES POSTAL SERVICE

10/20/2011

SHAYLA DOSS

200 W 3RD ST APT 16
FREISTATT, MO 65654

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Kansas City , MO, 64108-9000

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1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☑ Personal reasons ☐ Business-related reasons ☐ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Sending Priority Mail	☐	☐	☐	☐
j. Carrier pickup	☐	☐	☐	☐
k. Buying stamp-collecting material	☐	☐	☐	☐
l. Entering permit or bulk mailings	☐	☐	☐	☐
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☐
n. School bus stop	☐	☐	☐	☐
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☐
p. Public bulletin board	☐	☐	☐	☐
q. Community gathering place	☐	☐	☐	☐
r. Other	☐	☐	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☑ NO
usps.com website	☐ YES	☑ NO
Stamps by Mail	☐ YES	☑ NO
Stamps by Phone	☐ YES	☑ NO
Stamps Online	☐ YES	☑ NO
Click-N-Ship	☐ YES	☑ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☑ NO

4. Do you currently use local businesses in the community?

☑ YES ☐ NO

5. If you answered "yes" in Question 4. would you continue to use these businesses if the Freistatt Post Office is discontinued?

☑ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☑ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☐ YES ☑ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☑ Other General Delivery

Additional Comments:

Name: Shayla Ross Address: 300 W. 3rd ST #16

UNITED STATES POSTAL SERVICE.

10/20/2011

SANDRA VOSTAMP

120 W 2ND ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about the loss of a bus stop at the Post Office. Customers may contact the county school board to determine if they would be willing to erect a small building, which would shelter children from the wind while they wait on the school bus. Or contact neighboring businesses to ascertain if they would allow children to wait on the bus at their business.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

10/20/2011

SANDRA VOSTAMP

120 W 2ND ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Sending Priority Mail	☐	☐	☒	☐
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☒	☐	☐	☐
o. Assisting senior citizens, persons with disabilities, etc.	☒	☐	☐	☐
p. Public bulletin board	☒	☐	☐	☐
q. Community gathering place	☒	☐	☐	☐
r. Other	☐	☐	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☐ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☒ Other [illegible]

Additional Comments:

Name: [illegible] Address: 120 [illegible]

[illegible]

UNITED STATES POSTAL SERVICE.

10/20/2011

BONNIE WORM

18377 LAWRENCE 1090
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about the waiting time at the administrative Post Office. The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster, window operations will be monitored to ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the Post Office for service.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO. 64108-9000

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Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☒	☐
i. Sending Priority Mail	☐	☐	☒	☐
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☒	☐
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☒
p. Public bulletin board	☐	☐	☐	☒
q. Community gathering place	☐	☐	☐	☒
r. Other	☐	☐	☒	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☒ YES	☐ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☒ Carrier ☐ PO Box ☐ Other

Additional Comments:
Why would I drive 7 miles to buy stamps when I can get them 1/2 mile from my house, And there are no long lines

Name: Bonnie Warm

Address: 18377 Law, 1090

UNITED STATES POSTAL SERVICE

10/20/2011

E. NEELY

20650 HWY PP
PIERCE CITY, MO 65723

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

- You expressed a concern about the waiting time at the administrative Post Office. The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster, window operations will be monitored to ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the Post Office for service.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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VALLEY STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☑ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Sending Priority Mail	☐	☐	☑	☐
j. Carrier pickup	☐	☐	☑	☐
k. Buying stamp-collecting material	☐	☐	☐	☑
l. Entering permit or bulk mailings	☐	☐	☐	☑
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☑
n. School bus stop	☐	☐	☑	☐
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☑	☐
p. Public bulletin board	☐	☐	☑	☐
q. Community gathering place	☐	☐	☑	☐
r. Other				

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☑ YES	☐ NO
usps.com website	☐ YES	☑ NO
Stamps by Mail	☐ YES	☐ NO
Stamps by Phone	☐ YES	☑ NO
Stamps Online	☐ YES	☑ NO
Click-N-Ship	☐ YES	☑ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☑ NO

4. Do you currently use local businesses in the community?

☑ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☐ YES ☑ NO

6. Do you currently use businesses in nearby communities?

☑ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☑ YES ☑ NO

8. How do you currently receive your mail?

☑ Carrier ☐ PO Box ☐ Other

Additional Comments:
Pierce city is hard to get to because of the entrance the car hits Bottom and will tear our car up. Monett has to many Steps and my husband because he has one leg you also have to stand in line too long

Name: Elderly

Address: 20650 Hwy PP Pierce City

UNITED STATES POSTAL SERVICE

10/20/2011

EVELYN STEWART

117 W 2ND
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☒ Personal reasons ☐ Business-related reasons ☐ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☒	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☐	☐	☒
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☒
p. Public bulletin board	☐	☐	☐	☒
q. Community gathering place	☐	☐	☐	☒
r. Other	☐	☐	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☒ Other

Additional Comments:

Name: Evelyn E. Stewart

Address: 117 W 2nd Freistatt Mo.

UNITED STATES POSTAL SERVICE

10/20/2011

ROCKY ACRES FARMS

19083 LAWRENCE 1070
PIERCE CITY, MO 65723

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9666.

Sincerely,

Rick Belcher

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Sending Priority Mail	☐	☐	☒	☐
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☒	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☒
p. Public bulletin board	☐	☐	☒	☐
q. Community gathering place	☐	☒	☐	☐
r. Other	☐	☒	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☒ Carrier ☐ PO Box ☐ Other

Additional Comments: Freistatt Post Office is A very Convenient office. Located on a main highway with A throughfare to Arkansas from I-44. Semi-tractor drive use this Post Office because they no where else to mail conviently.

Name: Rocky Acres Farms
Sue Matthage, owner

Address: 19083 Lawrence 1070
Pierce City MO 65723

UNITED STATES POSTAL SERVICE

10/20/2011

ROY OBERMAN

524 N MAIN
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
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HOLDING MAIL
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Sincerely,

Rick Belcher

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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POSTAL SERVICE

Postal Service Customer Questionnaire

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☐ Personal reasons ☐ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels occasionally	☒	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation occasionally	☒	☐	☐	☐
h. Sending Express Mail	☐	☒	☐	☒
i. Sending Priority Mail	☐	☒	☐	☐
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☒
p. Public bulletin board	☐	☐	☐	☒
q. Community gathering place	☐	☐	☐	☒
r. Other	☐	☐	☐	☒

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☒ Other

Additional Comments:

Name: Roy Oleman

Address: 524 N. Main
Freistatt Mo. 68

UNITED STATES POSTAL SERVICE.

10/20/2011

BETTY MYERS

200 W 3RD #13
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of a bus stop at the Post Office. Customers may contact the county school board to determine if they would be willing to erect a small building, which would shelter children from the wind while they wait on the school bus. Or contact neighboring businesses to ascertain if they would allow children to wait on the bus at their business.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

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Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

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1 Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☑ Both

2 Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Sending Priority Mail	☐	☐	☑	☐
j. Carrier pickup	☐	☐	☐	☑
k. Buying stamp-collecting material	☐	☐	☐	☑
l. Entering permit or bulk mailings	☐	☐	☐	☑
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☑
n. School bus stop	☑	☐	☐	☐
o. Assisting senior citizens, persons with disabilities, etc.	☑	☐	☐	☐
p. Public bulletin board	☐	☐	☑	☐
q. Community gathering place	☐	☐	☐	☑
r. Other	☐	☐	☐	☑

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

	☑ YES	☑ NO
Post Office in vicinity of where you work or shop	☐ YES	☑ NO
usps.com website	☐ YES	☑ NO
Stamps by Mail	☐ YES	☑ NO
Stamps by Phone	☐ YES	☑ NO
Stamps Online	☐ YES	☑ NO
Click-N-Ship	☐ YES	☑ NO
Buy stamps or mail packages at grocery or other retail store		

4. Do you currently use local businesses in the community?

☑ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☐ YES ☑ NO

6. Do you currently use businesses in nearby communities?

☑ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☐ YES ☑ NO

8. How do you currently receive your mail?

☐ Carrier ☑ PO Box ☐ Other

Additional Comments:

Name: Betty L. Myers

Address: 200 W 3rd, #13 Freistatt, MO 65654

UNITED STATES POSTAL SERVICE

10/20/2011

BOBBY CHRISMAN

524 N MAIN ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about permit mailing that was input at the Post Office. Administrative responsibility for the permit account will be or has been transferred to the administrative Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

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1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☒	☐	☐	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Picking up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☒	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
h. Sending Express Mail	☐	☒	☐	☐
i. Sending Priority Mail	☐	☒	☐	☐
j. Carrier pickup	☐	☐	☒	☐
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Using permit or bulk mailings	☐	☐	☒	☐
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q. Community gathering place	☐	☐	☐	☒
r. Other	☐	☐	☐	☒

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
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Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

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5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

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7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☒ Other

Additional Comments:

Name: Bobby Chrisman Address: 524 N Main, Freistatt

UNITED STATES POSTAL SERVICE.

10/20/2011

JOE BIGHAM

POB 24
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

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Sincerely,

Rick Belcher

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210

Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Sending Priority Mail	☐	☐	☑	☐
j. Carrier pickup	☐	☐	☐	☑
k. Buying stamp-collecting material	☐	☐	☐	☑
l. Entering permit or bulk mailings	☐	☐	☐	☑
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☑
n. School bus stop	☐	☐	☐	☑
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☑
p. Public bulletin board	☐	☑	☐	☐
q. Community gathering place	☐	☐	☐	☑
r. Other	☐	☐	☐	☑

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☒ YES	☐ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☒ PO Box ☐ Other

Additional Comments:

Name: Joe Bigham

Address: PO Box 24
Freistatt, MO 65654

11916 Lawrence 2180
Verona, MO. 65769

UNITED STATES POSTAL SERVICE

10/20/2011

DON AYERS

121 E 4TH ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☒ Personal reasons ☒ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☐	☐	☒
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☒
p. Public bulletin board	☐	☐	☐	☒
q. Community gathering place	☐	☐	☐	☒
r. Other	☐	☐	☐	☒

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☒ Other

Additional Comments:

Name: Ron Ayers

Address: 121 E. 4th St
FREISTATT

UNITED STATES POSTAL SERVICE.

10/20/2011

BOB CONWAY

200 W 3RD ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☒	☐	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☒	☒
i. Sending Priority Mail	☐	☐	☐	☒
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☒	☐
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☒	☐	☐
p. Public bulletin board	☐	☒	☐	☐
q. Community gathering place	☐	☐	☐	☒
r. Other	☐	☐	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☑ NO
usps.com website	☐ YES	☑ NO
Stamps by Mail	☐ YES	☑ NO
Stamps by Phone	☐ YES	☑ NO
Stamps Online	☐ YES	☑ NO
Click-N-Ship	☐ YES	☑ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☑ NO

4. Do you currently use local businesses in the community?

☑ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☐ YES ☐ NO ?

6. Do you currently use businesses in nearby communities?

☑ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☑ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☑ PO Box ☐ Other post person hands it to me

Additional Comments:

Name: Rob Conway Address: 200 W 3rd St Freistatt MO

UNITED STATES POSTAL SERVICE

10/20/2011

SHARON CAMPBELL

200 W 3RD ST APT. 8
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

Rick Belcher

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210

Kansas City , MO, 64108-9000

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V POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☑ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☑	☐	☐	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☑	☑	☐	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☑	☐	☐
i. Sending Priority Mail	☐	☑	☐	☐
j. Carrier pickup	☐	☐	☐	☑
k. Buying stamp-collecting material	☐	☐	☐	☑
l. Entering permit or bulk mailings	☐	☐	☑	☐
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☑
n. School bus stop	☐	☐	☐	☑
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☑
p. Public bulletin board	☐	☐	☑	☐
q. Community gathering place	☐	☐	☐	☑
r. Other	☐	☐	☐	☑

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☑ NO
usps.com website	☐ YES	☑ NO
Stamps by Mail	☐ YES	☑ NO
Stamps by Phone	☐ YES	☑ NO
Stamps Online	☐ YES	☑ NO
Click-N-Ship	☐ YES	☑ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☑ NO

4. Do you currently use local businesses in the community?

☑ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☐ YES ☑ NO

6. Do you currently use businesses in nearby communities?

☑ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☐ YES ☑ NO

8. How do you currently receive your mail?

☐ Carrier ☑ PO Box ☐ Other

Additional Comments:

Name: L Sharon Campbell Address: 200 W. 3rd St Apt 8
Freistatt, MO
65654

UNITED STATES POSTAL SERVICE

10/20/2011

DONNA SPRINGER

301 N WASHINGTON ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the loss of a bus stop at the Post Office. Customers may contact the county school board to determine if they would be willing to erect a small building, which would shelter children from the wind while they wait on the school bus. Or contact neighboring businesses to ascertain if they would allow children to wait on the bus at their business.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO. 64108-9000

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POSTAL SERVICE.

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☒ Personal reasons ☐ Business-related reasons ☐ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Sending Priority Mail	☐	☐	☒	☐
j. Carrier pickup	☒	☐	☐	☐
k. Buying stamp-collecting material	☐	☐	☐	☐
l. Entering permit or bulk mailings	☐	☐	☐	☐
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☒	☐	☐	☐
o. Assisting senior citizens, persons with disabilities, etc.	☒	☐	☐	☐
p. Public bulletin board	☒	☐	☐	☐
q. Community gathering place	☐	☐	☐	☒
r. Other	☐	☐	☐	☒

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☑ NO
usps.com website	☐ YES	☑ NO
Stamps by Mail	☐ YES	☑ NO
Stamps by Phone	☐ YES	☑ NO
Stamps Online	☐ YES	☑ NO
Click-N-Ship	☐ YES	☑ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☑ NO

4. Do you currently use local businesses in the community?

☑ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☑ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☑ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☐ YES ☑ NO

8. How do you currently receive your mail?

☐ Carrier ☑ PO Box ☐ Other

Additional Comments:

Name: Donna Springer Address: 301 N. Washington

UNITED STATES POSTAL SERVICE.

10/20/2011

ROBERT BRANDT

112 E 3RD ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
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HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Page Nbr: 250

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☒ Personal reasons ☐ Business-related reasons ☐ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Sending Priority Mail	☐	☐	☒	☐
j. Carrier pickup	☐	☐	☐	☐
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☒	☐
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☒	☐
p. Public bulletin board	☐	☒	☐	☐
q. Community gathering place	☐	☒	☐	☐
r. Other	☐	☒	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☒ PO Box ☐ Other

Additional Comments: Accompanying letter is in error Kirbyville is 8 Miles away. Menett P.O is about 75 Miles away

Name: Robert W. BRANDT

Address: 112 E 3rd St
Freistatt, MO
65654

UNITED STATES POSTAL SERVICE

10/20/2011

PEGGY MOORE

200 W 3RD ST APT 4
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about the loss of a bus stop at the Post Office. Customers may contact the county school board to determine if they would be willing to erect a small building, which would shelter children from the wind while they wait on the school bus. Or contact neighboring businesses to ascertain if they would allow children to wait on the bus at their business.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO. 64108-9000

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Page Nbr: 254

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☑ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Sending Priority Mail	☐	☑	☐	☐
j. Carrier pickup	☐	☐	☐	☐
k. Buying stamp-collecting material	☐	☑	☐	☐
l. Entering permit or bulk mailings	☐	☐	☐	☑
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☑
n. School bus stop	☐	☑	☐	☐
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☑	☐
p. Public bulletin board	☐	☐	☐	☐
q. Community gathering place	☐	☐	☑	☐
r. Other	☐	☐	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☐ NO
usps.com website	☐ YES	☐ NO
Stamps by Mail	☐ YES	☐ NO
Stamps by Phone	☐ YES	☐ NO
Stamps Online	☐ YES	☐ NO
Click-N-Ship	☐ YES	☐ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☐ NO

4. Do you currently use local businesses in the community?

☑ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☑ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☑ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☐ YES ☑ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☑ Other General Del.

Additional Comments:

Name: Peggy Moore

Address: 200 W. 3rd St #4
Freistatt, MO
63654

UNITED STATES POSTAL SERVICE

10/20/2011

LELAND DOSS

114 E 5TH ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about permit mailing that was input at the Post Office. Administrative responsibility for the permit account will be or has been transferred to the administrative Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

- You express concern about the number of miles on the customer notification letter Information was taken from an internet mapping site. If this information is incorrect, the record will be changed to reflect the correct distance.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☑ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Sending Priority Mail	☐	☑	☐	☐
j. Carrier pickup	☐	☑	☐	☐
k. Buying stamp-collecting material	☐	☐	☑	☐
l. Entering permit or bulk mailings	☐	☐	☑	☐
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☑	☐
n. School bus stop	☐	☐	☐	☑
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☑
p. Public bulletin board	☐	☑	☐	☐
q. Community gathering place	☐	☑	☐	☐
r. Other	☐	☐	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☑ YES	☐ NO
usps.com website	☐ YES	☑ NO
Stamps by Mail	☐ YES	☑ NO
Stamps by Phone	☐ YES	☑ NO
Stamps Online	☐ YES	☑ NO
Click-N-Ship	☐ YES	☑ NO
Buy stamps or mail packages at grocery or other retail store	☑ YES	☐ NO

4. Do you currently use local businesses in the community?

☑ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☑ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☑ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☑ YES ☐ NO

8. How do you currently receive your mail?

☑ Carrier ☐ PO Box ☐ Other

Additional Comments: Mr Fetcher [redacted]s needs to come to Freistatt - in first place Monett Post Office is 8 Miles instead of 3 mi. + Kirbyville is southeast of Springfield which would make it approx. 50 mi away.

Name: Leland Doss
Chief. Freistatt Fire Dept.

Address: [redacted] 114 E 5TH Street
Freistatt MO

UNITED STATES POSTAL SERVICE

10/20/2011

WAYNE FRITZ

9521 LAWRENCE 2190
MONETT, MO 65708

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE

10/20/2011

WAYNE FRITZ

9521 LAWRENCE 2190
MONETT, MO 65708

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You express concern about the number of miles on the customer notification letter Information was taken from an internet mapping site. If this information is incorrect; the record will be changed to reflect the correct distance.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ■ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	■	☐
b. Mailing Letters	☐	■	☐	☐
c. Mailing Parcels	☐	■	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	■
e. Pick up general delivery mail	☐	☐	☐	■
f. Buying money orders	☐	☐	■	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	■	☐	☐
h. Sending Express Mail	☐	☐	☐	■
i. Sending Priority Mail	☐	☐	☐	■
j. Carrier pickup	☐	☐	☐	■
k. Buying stamp-collecting material	☐	☐	☐	■
l. Entering permit or bulk mailings	☐	☐	☐	■
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	■
n. School bus stop	☐	☐	☐	■
o. Assisting senior citizens, persons with disabilities, etc.	☐	■	☐	☐
p. Public bulletin board	☐	☐	☐	■
q. Community gathering place	☐	☐	☐	■
r. Other	☐	■**	☐	☐

** Lutheran Braille Workers Shipping Braille Bibles All over the world to Blind People. We average approximately 47 Books per Week.

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	■ YES	☐ NO
usps.com website	☐ YES	■ NO
Stamps by Mail	☐ YES	■ NO
Stamps by Phone	☐ YES	■ NO
Stamps Online	☐ YES	■ NO
Click-N-Ship	☐ YES	■ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	■ NO

4. Do you currently use local businesses in the community?

☐ YES ■ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☐ YES ■ NO

6. Do you currently use businesses in nearby communities?

☐ YES ■ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

■ YES NO

8. How do you currently receive your mail?

■ Carrier ☐ PO Box ☐ Other

Additional Comments: My 2003 Missouri Map Does not even list a Kirbyville Mo. and Monett Post office is more like 7½ miles from Freistatt, Mo

Name: Wayne Fritz

Address: 9521 Lawrence 2190
Monett, Mo. 65708

UNITED STATES POSTAL SERVICE.

10/20/2011

DELPHA BOWLING

124 E 3RD ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

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Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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☐ Personal reasons ☐ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☐	☒	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☐	☐	☒
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☒
p. Public bulletin board	☐	☐	☐	☒
q. Community gathering place	☒	☐	☐	☐
r. Other	☐	☐	☐	☐

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Page Nbr: 266

3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☐ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☒ Other

Additional Comments:

Name: Delpha Bowling

Address: 624 E. 3rd St

UNITED STATES POSTAL SERVICE

10/20/2011

NORMAN BOWMAN

123 W HWY H
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE

10/20/2011

NORMA BOWMAN

123 W HWY H
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of a bus stop at the Post Office. Customers may contact the county school board to determine if they would be willing to erect a small building, which would shelter children from the wind while they wait on the school bus. Or contact neighboring businesses to ascertain if they would allow children to wait on the bus at their business.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

Rick Belcher

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☒	☐	☐
i. Sending Priority Mail	☐	☐	☒	☐
j. Carrier pickup	☐	☐	☐	☐
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☐
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☐	☐	☐
o. Assisting senior citizens, persons with disabilities, etc	☐	☐	☐	☐
p. Public bulletin board	☐	☐	☐	☐
q. Community gathering place	☐	☐	☐	☐
r. Other	☐	☐	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☒ YES	☐ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☒ PO Box ☐ Other

Additional Comments:

Name: Norma Bussman Address: 123 W Hwy-H Freistatt MO

UNITED STATES POSTAL SERVICE.

10/20/2011

JUDITH & HERMAN LEHDE, JR.

19976 LAWRENCE 1070
PIERCE CITY, MO 65723

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

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300 W Pershing Rd suite 210
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UNITED STATES POSTAL SERVICE.

10/20/2011

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Rick Belcher

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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POSTAL SERVICE

Postal Service Customer Questionnaire

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☐ Personal reasons ☐ Business-related reasons ☒ Both

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Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☐	☒	☐
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☒
p. Public bulletin board	☐	☐	☒	☐
q. Community gathering place	☐	☐	☐	☒
r. Other	☐	☐	☐	☒

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☒ YES	☐ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
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4. Do you currently use local businesses in the community?

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5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☒ Carrier ☐ PO Box ☐ Other

Additional Comments:

Name: JUDITH E. HERMAN LEHDE, JR Address: 19976 LAWRENCE 1070
PIERCE CITY, MO 65723

UNITED STATES POSTAL SERVICE.

10/20/2011

CARL DUSTMAN

200 W 3RD #12
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO. 64108-9000

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Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

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1 Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☐ Both

2 Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Sending Priority Mail	☐	☐	☐	☑
j. Carrier pickup	☐	☐	☑	☐
k. Buying stamp-collecting material	☐	☐	☐	☐
l. Entering permit or bulk mailings	☐	☐	☐	☑
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☑
n. School bus stop	☐	☐	☐	☑
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☑	☐
p. Public bulletin board	☐	☐	☑	☐
q. Community gathering place	☐	☐	☑	☐
r. Other	☐	☐	☐	☑

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3 Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☑ NO
usps.com website	☐ YES	☑ NO
Stamps by Mail	☐ YES	☑ NO
Stamps by Phone	☐ YES	☑ NO
Stamps Online	☐ YES	☑ NO
Click-N-Ship	☐ YES	☑ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☑ NO

4. Do you currently use local businesses in the community?

☑ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☑ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☑ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☐ YES ☑ NO

8. How do you currently receive your mail?

☐ Carrier ☑ PO Box ☐ Other

Additional Comments:

I AM ON FIXED INCOME. I CANNOT AFFORD TO DRIVE ANY
TO GET MY MAIL EVERY DAY

Name: Carl Dunlap
DUSTMAN

Address: 200 W 3RD # 12
FREISTATT MO 65654

UNITED STATES POSTAL SERVICE

10/20/2011

SUSAN DROLLINGER

6009 LAWRENCE 2160
PLEASANT HOPE, MO 65725

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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Sincerely,

Rick Belcher

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
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m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☒
p. Public bulletin board	☐	☐	☐	☒
q. Community gathering place	☐	☐	☐	☒
r. Other	☐	☐	☐	☐

The postmaster, Jane goes the extra mile & is more reliable than most postal employees.

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

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☒ YES ☐ NO

8. How do you currently receive your mail?

☒ Carrier ☐ PO Box ☐ Other

Additional Comments:

It would be far more effective to stop bailing out "Failed" businesses as AIG group, Bank of America, and give back to Main Street instead of Wall Street

Name: Susan Drollinger

Address: 6009 Lawrence 2160
Pierce City, MO
65723

UNITED STATES POSTAL SERVICE.

10/20/2011

MIKE HARMON

124 W 2ND ST
FREISTATT, MO 65654

Dear Postal Service Customer:

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Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO. 64108-9000

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POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than [redacted] in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☒	☐	☐	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Sending Priority Mail	☐	☐	☒	☐
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☒	☐
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☒	☐
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☒	☐	☐	☐
p. Public bulletin board	☒	☐	☐	☐
q. Community gathering place	☒	☐	☐	☐
r. Other	☐	☐	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☐ YES ☒ NO

8. How do you currently receive your mail?

☐ Carrier ☒ PO Box ☐ Other

Additional Comments:

Name: [illegible] Harmon

Address: 124 West 2nd St.
Freistatt, Mo

UNITED STATES POSTAL SERVICE.

10/20/2011

AMY MATTLAGE

200 W 3RD ST APT 15
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

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Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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V UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than [redacted] in the postage-paid envelope provided.

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☐ Personal reasons ☒ Business-related reasons ☐ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
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e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☐	☒	☐
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☒	☐	☐	☐
p. Public bulletin board	☐	☒	☐	☐
q. Community gathering place	☐	☐	☐	☒
r. Other	☐	☐	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☒ Other General Delivery

Additional Comments:

Name: Amy Mattlage Address: 200 W 3rd #15

UNITED STATES POSTAL SERVICE

10/20/2011

RAY THOMPSON

102 N MAIN ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

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If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

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RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

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1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☑ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☑	☑	☐	☐
c. Mailing Parcels	☐	☑	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Sending Priority Mail	☐	☐	☑	☐
j. Carrier pickup	☐	☐	☑	☐
k. Buying stamp-collecting material	☐	☐	☐	☑
l. Entering permit or bulk mailings	☐	☐	☐	☑
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☑
n. School bus stop	☐	☐	☐	☑
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☑	☐
p. Public bulletin board	☐	☐	☐	☑
q. Community gathering place	☑	☐	☐	☐
r. Other	☐	☐	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☒ YES	☐ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☐ YES ☒ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☐ YES ☒ NO

6. Do you currently use businesses in nearby communities?

☐ YES ☒ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☐ YES ☒ NO

8. How do you currently receive your mail?

☐ Carrier ☒ PO Box ☐ Other

Additional Comments:

FREISTATT POST OFFICE IS AN ASSET TO THE COMMUNITY CONSIDERING THE AGE OF PEOPLE IN THE COMMUNITY,

Name: Ray Thompson Address: 102 N MAIN FREISTATT

AMUSEMENT SERVICE CO.
102 NORTH MAIN
FREISTATT, MO 65654

UNITED STATES POSTAL SERVICE.

10/20/2011

DOROTHY OSTERLOH

200 W 3RD ST APT 7
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
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- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

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Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2014 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☒	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☒	☐	☐	☐
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o. Assisting senior citizens, persons with disabilities, etc.	☒	☐	☐	☐
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q. Community gathering place	☐	☒	☐	☐
r. Other	☐	☐	☐	☒

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☒ YES	☐ NO
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4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☐ Other go to Post office to get Mail

Additional Comments:
Hope it doesnot close

Name: Dorothy Osterloh Address: 200 W 3rd ST. apt 7 Freistatt Mo

UNITED STATES POSTAL SERVICE.

10/20/2011

LINDA EHRHARDT

406 N MAIN ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

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Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

10/20/2011

LINDA EHRHARDT

406 N MAIN ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about permit mailing that was input at the Post Office. Administrative responsibility for the permit account will be or has been transferred to the administrative Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

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- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

- You express concern about the number of miles on the customer notification letter Information was taken from an Internet mapping site. If this information is incorrect; the record will be changed to reflect the correct distance. The Kirbyville information was an error on the form, not related to the Freistatt community.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than [redacted] in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☒	☐	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☐	☒	☐
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☒	☐	☐
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☒	☐	☐	☐
p. Public bulletin board	☐	☒	☐	☐
q. Community gathering place	☒	☐	☐	☐
r. Other	☒	☐	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☐ YES ☒ NO

6. Do you currently use businesses in nearby communities?

☐ YES ☒ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☒ Other

Additional Comments: Kirbyville is located 70-80 miles from Freistatt, MO. Where does the 3 miles come from?

Name: Linda Ehrhardt

Address: 406 North Main St.
Freistatt, MO 65654

UNITED STATES POSTAL SERVICE.

10/20/2011

FREISTATT FARMERS MARKET

236 NORTH MAIN ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about permit mailing that was input at the Post Office. Administrative responsibility for the permit account will be or has been transferred to the administrative Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE

10/20/2011

FREISTATT FARMERS EXCHANGE

236 NORTH MAIN ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

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Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

10/20/2011

FREISTATT FARMERS EXCHANGE

236 NORTH MAIN ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of a bus stop at the Post Office. Customers may contact the county school board to determine if they would be willing to erect a small building, which would shelter children from the wind while they wait on the school bus. Or contact neighboring businesses to ascertain if they would allow children to wait on the bus at their business.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

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RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

10/20/2011

FREISTATT FARMERS EXCHANGE

236 NORTH MAIN ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

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Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☒	☐	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Sending Priority Mail	☐	☐	☒	☐
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☐
l. Entering permit or bulk mailings	☐	☒	☐	☐
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☒	☐	☐	☐
o. Assisting senior citizens, persons with disabilities, etc.	☒	☐	☐	☐
p. Public bulletin board	☒	☐	☐	☐
q. Community gathering place	☒	☐	☐	☐
r. Other	☐	☐	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☒ YES	☐ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☐ YES ☒ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☒ PO Box ☐ Other

Additional Comments:
Hope you keep this Post Office open!!

Name: Freistatt Farmers Exchange Address: 236 North Main
Freistatt, Mo 65658

10/20/2011

J. R. SHEPHARD

200 W 3RD APT
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☒ Personal reasons ☐ Business-related reasons ☐ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☐	☒	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☐	☐	☒
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☐	☒
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☐	☐	☐	☒
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☒	☐
p. Public bulletin board	☐	☐	☐	☒
q. Community gathering place	☐	☐	☐	☒
r. Other	☐	☐	☐	☒

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☐ YES ☒ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☐ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☒ Other

Additional Comments:

Name: J. R. Shepherd Address: 200 W. 3rd Apt # Freistatt

UNITED STATES POSTAL SERVICE.

10/20/2011

ORVILLE OSTERLOH

230 N. MAIN ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

   ☐ Personal reasons ☑ Business-related reasons ☑ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☑	☐	☐	☐
b. Mailing Letters	☑	☑	☐	☐
c. Mailing Parcels	☑	☑	☑	☐
d. Pick up Post Office box mail	[redacted]	☐	☐	☑
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Sending Priority Mail	☐	☐	☐	☑
j. Carrier pickup	☐	☐	☑	☐
k. Buying stamp-collecting material	☐	☐	☐	☑
l. Entering permit or bulk mailings	☐	☐	☑	☐
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☑
n. School bus stop	☐	☑	☑	☐
o. Assisting senior citizens, persons with disabilities, etc.	☑	☐	☐	☐
p. Public bulletin board	☑	☐	☐	☐
q. Community gathering place	☑	☐	☐	☐
r. Other				

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☑ NO
usps.com website	☐ YES	☑ NO
Stamps by Mail	☐ YES	☑ NO
Stamps by Phone	☐ YES	☑ NO
Stamps Online	☐ YES	☑ NO
Click-N-Ship	☐ YES	☑ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☑ NO

4. Do you currently use local businesses in the community?

☑ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued? CERTAINLY LESS IF AT ALL.

☐ YES ☑ NO

6. Do you currently use businesses in nearby communities?

☑ YES ☐ NO SOME (Wal/Mart, DOCTOR etc,

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☑ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☑ PO Box ☐ Other Pick up at Post office

Additional Comments: SURE WOULD HATE TO LOSE, P.O. PROPERTY Values would depreciate DIMISH VALUES + attraction to the Village.

Name: Orville Osterloh Address: 230 N. MAIN FREISTATT, MO 65654

UNITED STATES POSTAL SERVICE.

10/20/2011

ELMER CONWAY

123 5TH ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

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- You expressed a concern about the loss of a bus stop at the Post Office. Customers may contact the county school board to determine if they would be willing to erect a small building, which would shelter children from the wind while they wait on the school bus. Or contact neighboring businesses to ascertain if they would allow children to wait on the bus at their business.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or

comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

   [ ] Personal reasons [ ] Business-related reasons [X] Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	[ ]	[X]	[ ]	[ ]
b. Mailing Letters	[X]	[ ]	[ ]	[ ]
c. Mailing Parcels	[ ]	[ ]	[X]	[ ]
d. Pick up Post Office box mail	[X]	[ ]	[ ]	[ ]
e. Pick up general delivery mail	[X]	[ ]	[ ]	[ ]
f. Buying money orders	[ ]	[ ]	[X]	[ ]
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	[ ]	[ ]	[X]	[ ]
h. Sending Express Mail	[ ]	[ ]	[X]	[ ]
i. Sending Priority Mail	[ ]	[ ]	[X]	[ ]
j. Carrier pickup	[ ]	[ ]	[ ]	[X]
k. Buying stamp-collecting material	[ ]	[ ]	[ ]	[X]
l. Entering permit or bulk mailings	[ ]	[ ]	[ ]	[X]
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications) YEARLY	[ ]	[ ]	[ ]	[ ]
n. School bus stop	[X]	[ ]	[ ]	[ ]
o. Assisting senior citizens, persons with disabilities, etc.	[X]	[ ]	[ ]	[ ]
p. Public bulletin board	[X]	[ ]	[ ]	[ ]
q. Community gathering place	[ ]	[ ]	[ ]	[X]
r. Other	[ ]	[ ]	[ ]	[X]

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☒ YES	☐ NO
usps.com website	☒ YES	☐ NO
Stamps by Mail	☒ YES	☐ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☐ YES ☒ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO once in a while Groceries & Auto Parts

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☒ Other Pickup Daily at P.O.

Additional Comments:

Name: Elmer F. Conway

Address: 123 5th ST. Freistatt MO.
Phone 417-235-2005 65654

UNITED STATES POSTAL SERVICE.

10/20/2011

ALICE HELMKAMP

115 E 3RD ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

- You expressed a concern about how the loss of the Post Office would negatively impact the historical dimension of the community. The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses.

- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Freistatt Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons ☐ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Freistatt Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Sending Priority Mail	☐	☐	☒	☐
j. Carrier pickup	☐	☐	☐	☐
k. Buying stamp-collecting material	☐	☐	☐	☐
l. Entering permit or bulk mailings	☐	☐	☐	☐
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☐
n. School bus stop	☐	☐	☐	☐
o. Assisting senior citizens, persons with disabilities, etc.	☐	☐	☐	☐
p. Public bulletin board	☒	☐	☐	☐
q. Community gathering place	☒	☐	☐	☐
r. Other	☐	☐	☐	☐

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3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	■ NO
usps.com website	☐ YES	■ NO
Stamps by Mail	☐ YES	■ NO
Stamps by Phone	☐ YES	■ NO
Stamps Online	☐ YES	■ NO
Click-N-Ship	☐ YES	■ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	■ NO

4. Do you currently use local businesses in the community?

■ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

■ YES ☐ NO

6. Do you currently use businesses in nearby communities?

■ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

■ YES ☐ NO BUT I LIVE HERE!

8. How do you currently receive your mail?

☐ Carrier ■ PO Box ☐ Other

Additional Comments: Freistatt, MO Post office IS NOT located 3 miles from Monett, MO Post office and certainly IS NOT located 3 miles from Kirbyville, MO Post Office Freistatt Post office has been in continuous service for 127 years-That is ONE HUNDRED TWENTY-SEVEN years and is part of our history.

Name: Alice Helmkamp Address: 115 E Third St Freistatt MO 65654

There are still a number of businesses in Freistatt, as well as the business conducted by the Village Board of Trustees and Village Clerk, the Church, School and the residents who depend on the Post Office The closing of this Office would/could create a hardship on all concerned

I respectfully request you reconsider the closing of such a necessary part of our lives.

UNITED STATES POSTAL SERVICE

10/20/2011

MELANIE DOWNS

116 5TH ST
FREISTATT, MO 65654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Freistatt Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about permit mailing that was input at the Post Office. Administrative responsibility for the permit account will be or has been transferred to the administrative Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.

- You expressed a concern about the loss of a bus stop at the Post Office. Customers may contact the county school board to determine if they would be willing to erect a small building, which would shelter children from the wind while they wait on the school bus. Or contact neighboring businesses to ascertain if they would allow children to wait on the bus at their business.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Freistatt Post Office should be pursued, a formal proposal will be posted in the Monett Post Office, Mount Vernon Post Office and Freistatt Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

RICK BELCHER
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Freistatt Post Office. Please take a few minutes to complete this survey and return it no later than 09/06/2011 in the postage-paid envelope provided.

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☐ Personal reasons ☐ Business-related reasons ☒ Both

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Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☒	☐	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☒	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Sending Priority Mail	☐	☐	☒	☐
j. Carrier pickup	☐	☐	☐	☒
k. Buying stamp-collecting material	☐	☐	☐	☒
l. Entering permit or bulk mailings	☐	☐	☒	☐
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	☐	☐	☐	☒
n. School bus stop	☒	☐	☐	☐
o. Assisting senior citizens, persons with disabilities, etc.	☒	☐	☐	☐
p. Public bulletin board	☐	☒	☐	☐
q. Community gathering place	☒	☐	☐	☐
r. Other	☐	☐	☐	☐

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3 Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	☐ YES	☒ NO
usps.com website	☐ YES	☒ NO
Stamps by Mail	☐ YES	☒ NO
Stamps by Phone	☐ YES	☒ NO
Stamps Online	☐ YES	☒ NO
Click-N-Ship	☐ YES	☒ NO
Buy stamps or mail packages at grocery or other retail store	☐ YES	☒ NO

4. Do you currently use local businesses in the community?

☐ YES ☒ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Freistatt Post Office is discontinued?

☐ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☐ YES ☒ NO

8. How do you currently receive your mail?

☐ Carrier ☒ PO Box ☐ Other

Additional Comments:

Name: Melanie Durand Address: 116 5th St.

Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the FREISTATT Post Office on 08/15/2011. Additionally, during the survey period, questionnaires were available at the FREISTATT Post Office to walk-in retail customers.

1. **Number of Questionnaires**

Total Questionnaires distributed	88
Favorable to proposal	0
Unfavorable to proposal	42
Expressing no opinion	46
Total questionnaires received	0

Postal Concerns

The following postal concerns were expressed

1. **Concern (No Opinion):**

Customer expressed a concern about irregular hours that the rural route serves the community.

Response:

Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative Post Office.

2. **Concern (No Opinion):**

Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.

Response:

The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses.

3. **Concern (No Opinion):**

Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

Response:

Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

4. **Concern (No Opinion):**

Customers were concerned about having to travel to another Post Office for service.

Response:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

5. **Concern (No Opinion):**

Customers were concerned about later delivery of mail.

Response:

The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

6. **Concern (No Opinion):**

Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

7. **Concern (No Opinion):**

Customers were concerned about obtaining services from the carrier.

Response:

Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
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PURCHASING POSTAL MONEY ORDERS
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SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

8. **Concern (No Opinion):**

Customers were concerned about obtaining services from the carrier.

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

9. **Concern (No Opinion):**

Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

10. **Concern (No Opinion):**

Customer expressed a concern about the PO Box lobby remaining open additional hours at the Post Office.

Response:

Office hours are determined by the workload at the office. The Post Office workload analysis determined that the present office hours should sufficiently meet customer needs.

11. **Concern (No Opinion):**

Customers wanted to know why the customer lines were so long at the administrative Post Office.

Response:

The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster, window operations will be monitored to ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the Post Office for service.

12. **Concern (No Opinion):**

Customers were concerned about having to make an address change on their bank checks and stationery.

Response:

Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.

13. **Concern (No Opinion):**

Customers were concerned about permit mailing.

Response:

Administrative responsibility for the permit account will be or has been transferred to the administrative Post Office.

Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.

Nonpostal Concerns

The following nonpostal concerns were expressed

1. Concern (No Opinion):

   Customer expressed a concern about nonpostal services.

   Response:
   Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

2. Concern (No Opinion):

   Customer expressed a concern about the loss of the community bulletin board at the Post Office.

   Response:
   Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

3. Concern (No Opinion):

   Customer stated that the number of miles listed between the offices on the customer notification letter was incorrect.

   Response:
   Information was taken from an internet mapping site. If this information is incorrect; the record will be changed to reflect the correct distance.

4. Concern (No Opinion):

   Customer stated that the number of miles listed between the offices on the customer notification letter was incorrect.

   Response:
   Information was taken from an internet mapping site. If this information is incorrect; the record will be changed to reflect the correct distance. The Kirbyville information was an error on the form, not related to the Freistatt community.

5. Concern (No Opinion):

   Customers expressed a concern about the loss of a bus stop at the Post Office.

   Response:
   Customers may contact the county school board to determine if they would be willing to erect a small building, which would shelter children from the wind while they wait on the school bus. Or contact neighboring businesses to ascertain if they would allow children to wait on the bus at their business.

6. Concern (No Opinion):

   Customers expressed concern for loss of community identity.

   Response:
   A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

7. Concern (No Opinion):

   Customers felt the loss of a Post Office would have a detrimental effect on the business community.

   Response:
   Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

8. Concern (No Opinion):

   Customers were concerned about the loss of a gathering place and an information center.

   Response:
   Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

Postal Concerns

1. Concern (UnFavorable):
Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

Response:
Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

2. Concern (UnFavorable):
Customers felt inclement weather and poor road conditions might impede delivery.

Response:
Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

3. Concern (UnFavorable):
Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. Quoting the PRC which said if the Postal Service closed 1000 Post Offices, it would only save 0.7% of the postal budget.

Response:
The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

4. Concern (UnFavorable):
Customers were concerned about obtaining services from the carrier.

Response:
The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

5. Concern (UnFavorable):
Customers suggested cutting management positions from the top down instead of taking services away from customers.

Response:
The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

6. Concern (UnFavorable):
Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.

Response:
Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

7. Concern (UnFavorable):
Customers inquired about mailbox installation and maintenance.

Response:
Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

8. Concern (UnFavorable):

Customer expressed a concern about package delivery and pickup.

Response:
Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

9. Concern (UnFavorable):
Customers were concerned about having to travel to another Post Office for service.

Response:
Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

10. Concern (UnFavorable):
Customers were concerned about later delivery of mail.

Response:
The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

11. Concern (UnFavorable):
Customers were concerned about obtaining services from the carrier.

Response:
Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

at the post office during their absence. Upon return the customer asks the post office to resume delivery.

12. Concern (UnFavorable):
Customer stated they send out perforated billing statements and the Postmaster hand cancels them for delivery the next day so they are not torn up in the machines.

Response:
Administrative responsibility will be or has been transferred to the administrative Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.

13. Concern (UnFavorable):
Customers felt the cost of postage was increasing while service was decreasing.

Response:
The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.

14. Concern (UnFavorable):
Customer was concerned about the rural carrier who services the area to become overburnded with the additional boxes they would be serving and the cost of that increase to the Postal Service.

Response:
An overburned route will be looked at by the Administrative Postmaster to determine the best solution of changing the route to accomodate the new boxes and realign with another route close by so they do not become overburneded.

15. Concern (UnFavorable):
Customers were concerned about having to make an address change on their bank checks and stationery.

Response:
Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.

16. Concern (UnFavorable):
Customers were concerned about the limited hours of operation at the Post Office.

Response:
Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis indicated the office level had declined and qualified for for less hours of service per week. Carrier service will provide 24-hour access to the mail.

17. Concern (UnFavorable):
Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.

Response:
The rural carrier will accept any letters or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

18. Concern (UnFavorable):
Customers were concerned about obtaining accountable mail and large parcels.

Response:
If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USP

19. Concern (UnFavorable):
Customers felt the route should emanate from a different office than the one proposed because that office is closer.

Response:
The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. While one office may be closer for some customers, it may be further away for others.

20. Concern (UnFavorable):
Customers were concerned about senior citizens.

Response:

carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

Nonpostal Concerns

1. Concern (UnFavorable):
Customers were concerned about the loss of a gathering place and an information center.

Response:
Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

2. Concern (UnFavorable):
Customers felt the loss of a Post Office would have a detrimental effect on the business community.

Response:
Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

3. Concern (UnFavorable):
Customer stated that the number of miles listed between the offices on the customer notification letter was incorrect.

Response:
Information was taken from an internet mapping site. If this information is incorrect; the record will be changed to reflect the correct distance.

4. Concern (UnFavorable):
Customer expressed a concern about leaving money in the mailbox.

Response:
A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

5. Concern (UnFavorable):
Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.

Response:
Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

6. Concern (UnFavorable):
Customers were concerned about senior citizens.

Response:
The Village Post Office will continue to provide stamp sales and package mailing services. The Village Post Office operator will provide special assistance to senior citizens and those who face special challenges.

7. Concern (UnFavorable):
Customers expressed concern for loss of community identity.

Response:
A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

8. Concern (UnFavorable):
Customers felt the Post Office should remain open since they paid taxes.

Response:
The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

9. Concern (UnFavorable):
Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.

Response:
Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which

can offset their greater expenses.

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Page Nbr: 1

Date of Posting: 08/29/2011

FREISTATT MO 65654
AUG 29 2011
USPS

Date of Removal: 10/30/2011

FREISTATT MO 65654
OCT 31 2011
USPS

PROPOSAL TO CLOSE
THE FREISTATT, MO POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

Docket: 1364133-65654
Item Nbr: 23
Page Nbr: 2

Date of Removal: 10/30/2011

FREISTATT MO 65654 AUG 29 2011 USPS

FREISTATT MO 65654 OCT 31 2011 USPS

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE FREISTATT, MO POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

To the customers of the FREISTATT Post Office:

The Postal Service is considering the close of the FREISTATT Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 08/29/2011 through 10/30/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the FREISTATT. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

JOANNE DEAN
300 W PERSHING RD SUITE 210
KANSAS CITY , MO 64108-9000

For more information, you may call JOANNE DEAN at (816) 374-9686 or write to the above address.

Thank you for your assistance.

Sincerely,

Rick Belcher

RICK BELCHER
300 W PERSHING RD SUITE 210
KANSAS CITY , MO 64108-9000

Docket: 1364133-65654
Item Nbr: 23
Page Nbr: 3

Date of Posting: 08/29/2011

AUG 29 65756 USPS

Date of Removal: 10/30/2011

MO 65756 OCT 31 2011 USPS STOTS CITY

PROPOSAL TO CLOSE
THE FREISTATT, MO POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

Docket: 1364133-65654
Item Nbr: 23
Page Nbr: 4

Date of Removal: 10/30/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE FREISTATT, MO POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

To the customers of the FREISTATT Post Office:

The Postal Service is considering the close of the FREISTATT Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 08/29/2011 through 10/30/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

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JOANNE DEAN
300 W PERSHING RD SUITE 210
KANSAS CITY , MO 64108-9000

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Thank you for your assistance.

Sincerely,

RICK BELCHER
300 W PERSHING RD SUITE 210
KANSAS CITY , MO 64108-9000

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Page Nbr: 5

Date of Posting: 08/29/2011

MONETT MO 65708
AUG 29 2011
USPS

Date of Removal: 10/30/2011

MONETT MO 65
OCT 31 2011
USPS

PROPOSAL TO CLOSE
THE FREISTATT, MO POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

Docket: 1364133-65654
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Page Nbr: 6

+65654

ing: 08/29/2011

MONETT MO 65708
AUG 29 2011
USPS

Date of Removal: 10/30/2011

UNITED STATES POSTAL SERVICE

MONETT MO 65708
USPS

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE FREISTATT, MO POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

omers of the FREISTATT Post Office:

Service is considering the close of the FREISTATT Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 08/29/2011 through 10/30/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

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Please return the comment form to:

JOANNE DEAN
300 W PERSHING RD SUITE 210
KANSAS CITY , MO 64108-9000

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Thank you for your assistance.

Sincerely,

Rick Belcher

RICK BELCHER
300 W PERSHING RD SUITE 210
KANSAS CITY , MO 64108-9000

A. Office

Name: FREISTATT State: MO Zip Code: 65654
Area: WESTERN District: MID-AMERICA PFC
Congressional District: 7 County: LAWRENCE
EAS Grade: 11 Finance Number: 282904

Post Office: ☑ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 23. The round dated copies of the proposal have been received.

Prepared by: Kim Silance Date: 11/30/2011
Title: MID-AMERICA PFC Post Office Review Coordinator
Tele No: (913) 782-3765 Fax No: (913) 782-5643

NOTICE OF TAKING PROPOSAL AND COMMENTS UNDER INTERNAL CONSIDERATION

Date 10/25/2011

Postal Customers of the Freistatt Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Freistatt Post Office, which was posted 08/29/2011 through 10/30/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Freistatt Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

RICK BELCHER
300 W PERSHING RD SUITE 210
KANSAS CITY , MO 64108-9000

UNITED STATES POSTAL SERVICE.

11/30/2011

ANTJE LASH

101 THIRD ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

11/30/2011

ANTJE LASH

101 W THIRD ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter. Priority supplies can also be ordered from USPS.com at no charge and shipped to your address.

- You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

- You stated that the town was incorporated and should have a postmaster. The installation of the walkway was not a postal improvement project, however, we are sure it provides much needed access across the highway. Should the Post Office be discontinued, a CPO will give a member of the community an opportunity to bid on the CPO and will provide the same level of service to the community.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the FREISTATT Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Having our local Postoffice in Freistatt guarantees the propper mail delivery, services we need which goes beyond selling stamps and handing out our mail. We sell on Ebay and received tremendous help to ship it the best way, that's why I did not use UPS. We receive our mail on time and our mail will be send on time

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Many small buisinesses depend on reliable postal service, also in winter when the weather is bad. This is possible through our local post office in Freistatt. This is the service which is guaranteed by the government and which supports the economy of small villages like ours.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

This post office needs to be open, we have too many older citizens who can't travel to get the postal services in an other place. Besides this it would be devastating for the economy in our village, we need these small buisinesses! We shop a lot online, often big packages, we prefer to pick them up rather than find them on the porch.

Name of Postal Customer: Antje Lash

Signature of Postal Customer: Antje Lash

Mailing Address: 101. W. Third St

City, State, and ZIP Code: Freistatt, MO 65654

Date: Sept 1., 11

UNITED STATES POSTAL SERVICE

11/30/2011

LOREN BARNES

17335 LAWRENCE 1111\0
MOUNT VERNON MO 65712

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
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PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

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Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

11/30/2011

LOREN BARNES

17335 LAWRENCE 1110
MOUNT VERNON MO 65712

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the mailbox installation and maintenance. Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers.
- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.
- You expressed a concern about those customers with disabilities who are not able to go to the Post Office to pick up their mail. Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

Docket: 1364133-65654
Item Nbr: 25
Page Nbr: 7

Comments

TS I wish to make concerning the proposed discontinuance of the PRESTATT Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Most of the eldery here don't have vechicels so it would be very difficult for them to get to the post office in monett of Mt Vernon in a timely manner. please take all this in consideration before you close our post office.

thank You

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

This is a community that has a lot of elderly people and the postal service is very important to them because most of them don't have cars or have the ability to go to mt vernon or monett for postal service.

We have a lot of trucks and trafic comes through here that uses post office and the trucks would be unable to use the monett or mt vernon post office

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

"H" Hiway is a very important road that connects I44 and 60 and also Hiway 37 goes into Ark. a lot of those trucks are able to stop at the postoffice. They are unable to do that in monett or mount Vernon

It would be very difficult for the elderly people to have to wait for a mail carrier if they had a package to mail.

Loren Barnes
Name of Postal Customer

Loren A. Barnes
Signature of Postal Customer

17335 Lawrence 1110
Mailing Address

Mt Vernon Mo. 65712
City, State and Zip Code

Date

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Questions

an District, Discontinuance Coordinator, 300 W. Pershing Rd.,
4108

The following are **QUESTIONS** I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting **YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS *(BELOW)* IN A TIMELY MANNER.**

Do you plan to have mail delivered to each resident if our post office is closed or will it be delivered to a group of boxes where it could be stolen or taking by someone that doesn't live in the area?

Our postmaster has spent her life in this area, knows everyone in the area. So they can talk to her and she will help them in any that she can. If they have to use monett or mt Vernon it will be very difficult for them.

The good thing about the Freistatt post office is that it is wheelchair accessible and Monett and mt Vernon would not be, because they 7 or 9 miles from Freistatt.

Loren Barnes
Name of Postal Customer

Loren A. Barnes
Signature of Postal Customer

19335 Lawrence 1110
Mailing Address

MT VERNON MO 65712
City, State and ZIP Code

Date

UNITED STATES POSTAL SERVICE.

11/30/2011

J. MARK MCDOWELL

211 S MAIN, STE 200
JOPLIN MO 64801

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE

11/30/2011

J. MARK MCDOWELL

211 S MAIN STE 200
JOPLIN MO 64801

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE.

11/30/2011

J. MARK MCDOWELL

211 S MAIN, STE 200
JOPLIN MO 64801

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the mailbox installation and maintenance. Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers.
- You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

11/30/2011

J. MARK MCDOWELL

211 S. MAIN, STE 200
JOPLIN MO 64801

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Notification will be posted in the Post Office when a Final Determination is made.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE.

11/30/2011

J. MARK MCDOWELL

211 S MAIN, STE 200
JOPLIN MO 64801

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Page Nbr: 14

Questions

erican District, Discontinuance Coordinator, 300 W. Pershing Rd.,
..., O. 64108

The following are **QUESTIONS** I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting **YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS *(BELOW)* IN A TIMELY MANNER.**

1. Without a pobox, where will elderly and disabled citizens of Freistatt securely receive mail order prescriptions and home medical supplies. ✓

2. If a postal receptacle or box is required, at my residence, will low income elderly and disabled persons be required to purchase and install the box. ✓

3. Will delivery to, and mailing from a box at a private residence be as secure as using the local post office. ✓

4. If the local post office closes, will postal money orders be available within the same day, as they are now. ✓

5. If the local post office closes, where will a person who currently walks or "scooters" to the local post office be able to weigh packages and buy appropriate postage for outgoing mail. ✓

6. If the local post office does close, will residents of Freistatt be given an appropriate notice so arrangements can be made. ✓

J. Mark McDowell for Freistatt Housing Commission and Bell Management
Name of Postal Customer

J. Mark McDowell
Signature of Postal Customer

Commerce Banking Center
Mailing Address

211 S. Main, Suite 200
City, State and ZIP Code

Joplin, MO. 64801

10-14-11
Date

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Comments

IENTS I wish to make concerning the proposed discontinuance of the FREISTATT Post Office:

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

1. With the decline of services available in Freistatt, if the post office closes there will be no place to purchase money orders.

2. Where will residents of Freistatt weigh outgoing mail and buy postage as may be needed daily.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

1. For many elderly and disabled residents of remote communities, a daily visit the the local post office is one of the few physical and social outings that remains available to them.

2. The local post office is quite often the "main identity" of a remote community. Closing would have a negative effect on the community.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

1. Where will residents of Freistatt be able to securely receive and mail packages. This is a big concern for elderly and disabled persons, many of which transportation is not readily available.

2. If the local post office closes, and a box at each residence is required, will low income elderly and disabled persons be required to buy and install boxes. Will adequate notice be given.

J. Mark McDowell for Freistatt Housing Commission and Bell Management
Name of Postal Customer

J Mark McDowell
Signature of Postal Customer

Commerce Banking Center
Mailing Address

211 S. Main, Suite 200
City, State and Zip Code

Joplin, MO. 64801

10-14-11
Date

UNITED STATES POSTAL SERVICE.

11/30/2011

CHRIS LOSACK

11103 LAWRENCE 2180
VERONA MO 65769

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

- You expressed a concern about the services available from the rural carrier. I recognize your interest in ensuring that the residents of the Freistatt community continue to have convenient access to essential Postal services. As you may be aware, the U.S. Postal Service is an exceptional government agency in that we are totally self-supporting. All of our income is derived from the sale of our products and services and not operational subsidies from taxpayers. The ongoing effects of the economic slowdown and the rate at which correspondence is migrating from traditional Postal hard copy services to electronic media continue to negatively impact mail volume and the related revenue. Mail volume has plummeted from 213 billion pieces in 2006 to 170 billion pieces in 2010 and is expected to continue to fall to 150 billion pieces by the end of the decade. In the face of such difficulties, the Postal Service is pursuing solutions and strategies to mitigate the impact. Efforts have focused on improving efficiencies and making sure the processing and delivery networks are as streamlined as possible through such activities as mail processing consolidations and carrier route adjustments. We are also moving to better align our facility network to match today's community activity and usage. The Freistatt Post Office is currently being reviewed for possible discontinuance. The review is ongoing, and no final decisions have been made. If the review of the Huggins Post Office leads to closure, the office name and ZIP Code will be retained for use in local mailing addresses to preserve community identity.

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

11/30/2011

CHRIS LOSACK

11103 LAWRENCE 2180
VERONA MO 65769

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about delivery time. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Comments

I wish to make concerning the proposed discontinuance of the

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Freistatt Post office is located in an ideal location for doing business - drive up or walk up - do your business, get your mail and leave. If you have to put up additional boxes for mail delivery to all of the senior citizens - I believe you will cause injury to some of them. It is much better for them to go to the postoffice.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The people in Freistatt rely on their postoffice - it is the hub of the community. They go there for whatever they need and the postmaster takes wonderful care of them, answering all of our questions and walking us through whatever process needs to be done for certain Services (registered letters etc.) She also provides human contact - a friendly smile and words of encouragement to our seniors who have no one else.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Rural mail carriers do a wonderful job - I do not believe that they would want to/or be able to take as good of care of the seniors in Freistatt as your current postmaster does. Do you really think that they would want to linger at every stop to sell one stamp? I doubt this - as this would really add extra time to their day. Also - older people like to get their mail at very regular times. Rural carriers schedules vary - I don't believe they will like to listen to all the complaints they wil get when their mail is 2 hours late.

Chris Losack
Name of Postal Customer

CL Losack
Signature of Postal Customer

11103 Lawrence 2180 OR 17808 Lawrence 1110
Mailing Address
Verona, MO 65769

Verona, MO 65769
City, State and Zip Code

10-14-11
Date

(11103 is my business address)
Lawrence 2180

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Questions

tan District, Discontinuance Coordinator, 300 W. Pershing Rd., 64108

The following are QUESTIONS I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS *(BELOW)* IN A TIMELY MANNER.

#1 How can you justify closing the post Office in Freistatt on the basis of not having a high enough walk-in revenue?

#2 If the "walk-in" revenues are the basis for which you can close a post office - why is this policy not advertised? -

#3 Why are the people who purchase the goods and services at a post office not told that it matters which post office they use for these goods and services?

I did not realize it mattered which post office is used. I thought all of the money went into one place. When I write a check for postage I make it out to Postmaster or U.S.P.S.

I did not realize it affected my local post offices or I would have made sure which locations got all of my business, not just some of it.

Chris Losack
Name of Postal Customer

C Losack
Signature of Postal Customer

11103 Lawrence 2180 or 17808 Lawrence 1110
Mailing Address

Verona, Mo 65769
City, State and ZIP Code

10-14-11
Date

11103 Lawrence 2180
is my business address

UNITED STATES POSTAL SERVICE.

11/30/2011

4M TRUCKING, LLC

8545 LAWRENCE 2190
MONETT MO 65708

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

11/30/2011

4M TRUCKING, LLC

8545 LAWRENCE 2190
MONETT MO 65708

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about cutting management positions from the top down instead of taking services away from customers. The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210

Kansas City , MO, 64108-9000

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Questions

an District, Discontinuance Coordinator, 300 W. Pershing Rd., 4108

The following are QUESTIONS I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS *(BELOW)* IN A TIMELY MANNER.

1. I'm a business owner and I want to know why you would like to make things harder on business in this economy. Time is money right?

2. I'm an overnight customer. several weekly. I use the freistatt post office because it is so easy. I don't have to wait in line very long. Time is money right?

3. What are the options that I would have that will be as easy for us?

4. What will you gain that will justify closing the post office in freistatt that trimming upper management salary wouldn't fix?

4M Trucking LLC
Name of Postal Customer

4M Trucking LLC
Signature of Postal Customer

8545 Lawrence 2190
Mailing Address

Monett Mo 65708
City, State and ZIP Code

10/5/2011
Date

Docket: 1364133-65654
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Comments

TS I wish to make concerning the proposed discontinuance of the PRESTATT Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Please don't close the Post office
It is so very important & vital to our community

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Small town america is why this contry is so great. If you destroy small town america just watch what happens!

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

We & I need the post office it is so convient for my business, I have really relied on it

4 M Trucking LLC
Name of Postal Customer

4 M Trucking LLC
Signature of Postal Customer

8545 Lawrence 2190
Mailing Address

Monett MO 65708
City, State and Zip Code

10/5/2011
Date

UNITED STATES POSTAL SERVICE

11/30/2011

CAROL MCCLURG

7647 LAWRENCE 2210
MONETT MO 65708

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE

11/30/2011

CAROL MCCLURG

7647 LAWRENCE 2210
MONETT MO 65708

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

- You expressed a concern about the waiting time at the administrative Post Office. The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster, window operations will be monitored to ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the Post Office for service.

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about the economic savings of the proposed discontinuance. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Questions

ican District, Discontinuance Coordinator, 300 W. Pershing Rd., 64108

The following are **QUESTIONS** I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting **YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS *(BELOW)* IN A TIMELY MANNER.**

#1 How is money going to be saved if our current post master is transferred to another location & local carriers have to work longer hours at an extra cost? Rental on current post office building is very inexpensive compared to extra time for other post offices to pay extra workers. Will extra workers be employed at Monett? There are sometimes long waits when there are immigrants purchasing postal money orders or several people mailing packages at Monett.

#3 Why was it stated that Postmaster does not assist senior citizens when she is most helpful to everyone & ready to give advice on mailing packages, etc.

#4 Why was it stated Freistatt P.O. was not handicapped accessible when there has been a ramp on that building for years with handicap crossing of the highway recently made which I have personally seen people in wheelchairs using.

CAROL McCLURG
Name of Postal Customer

Carol McClurg
Signature of Postal Customer

7647 LAWRENCE 2210
Mailing Address

Monett, Mo. 65708
City, State and ZIP Code

10-6-11
Date

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Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the FREISTATT Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

If Freistatt P.O. closes all that extra mail will be put on one Monett rural carrier. With all that volume, it looks like Monett would have to add employees as you lots of time have to wait at the inside windows for service now when all the immigrants are there purchasing postal money orders

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Service at Freistatt P.O. is great. You don't have to wait in line & get excellent service. Business is easy to stop at — no parking problem

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Consider where & who will do all the mail both inside the office like stamps & packages & who will do it elsewhere & what that will cost.

Carol McClung
Name of Postal Customer

Carol McClung
Signature of Postal Customer

7647 Lawrence 2210
Mailing Address

Monett, Mo. 65708
City, State, and ZIP Code

9-9-11
Date

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Comments

I'S I wish to make concerning the proposed discontinuance of the

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

The post offices in other towns will have extra work to do and rural carriers will be getting in additional hours & will have longer routes. Service at Freistatt is very effective & fast & friendly customer service is given every time.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Rural carriers do not have capability of accepting packages or insuring them on the day we mail them & we never have any idea the time they will be at our house. Freistatt is very convenient for all these services.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Freistatt is on the connecting highway from I-44 to Arkansas. Just this past week MoDOT repaired the highway all the way from Monett to I-44. Therefore traffic through there makes it more convenient to use this post office. We use it because of convenience & good service.

CAROL McCLURG
Name of Postal Customer

Carol McClurg
Signature of Postal Customer

7647 Lawrence 2210
Mailing Address

Monett, Mo. 65708
City, State and Zip Code

10-6-11
Date

UNITED STATES POSTAL SERVICE.

11/30/2011

LORI ANN MCKNIGHT

8545 LAWRENCE 2190
MONETT MO 65708

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about cutting management positions from the top down instead of taking services away from customers. The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

11/30/2011

LORI MCKNIGHT

8454 LAWRENCE 2190
MONETT MO 65708

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Comments

'S I wish to make concerning the proposed discontinuance of the FREISTATT Post Office:

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

If its closed I will have to drive on into Monett to over night mail.

It will be a more timeloy option for me.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

It will hurt people that have went to the post office in freistatt for years. They will not have the personal contact & help that is provided to them that you ~~still~~ do not even understand what small town life is like.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Please Save our post office. Things are not always so cut & dry. We care and need it.

Lori McKnight
Name of Postal Customer

Signature of Postal Customer

8545 Laurene 2190
Mailing Address

Monett MO 65708
City, State and Zip Code

10-7-11
Date

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Questions

ican District, Discontinuance Coordinator, 300 W. Pershing Rd.,
, Kansas City, MO. 64108

The following are QUESTIONS I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS *(BELOW)* IN A TIMELY MANNER.

1. Why is money the most important factor in the postal Services concerns. Why is closing a very busy + vital Branch such as the freistatt Post Office even a option when So many jobs in upper management still getting a large salary ~~when~~ that have no realy bearing on the service you are all about providing paid. Keeping the freistatt post office open is So very important to the people in the community you should listen?

2. Why would you close a post office that is a prime location with a Interstate and the commerce on Monett in its path?

3. Why would you stop the Valuable service you are providing to the Community by closing the postoffice

Lori Ann McKnight
Name of Postal Customer

Signature of Postal Customer

8545 Lawrence 2190
Mailing Address

Monett MO 65708
City, State and ZIP Code

10-7-11
Date

UNITED STATES POSTAL SERVICE.

11/30/2011

RALPH MCCLURG

7647 LAWRENCE 2210
MONETT MO 65708

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

11/30/2011

RALPH MCCLURG

7647 LAWRENCE 2210
MONETT MO 65708

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- There are no plans in the near future to increase the parking lot at the Monett Post Office.
- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the FREISTATT Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

My family and business use the Freistatt Post Office because of it's convenience on "H" hiway + proximity to our residence + place of business. Loss of it would result in further distance travelled + poorer parking access when we mail packages + letters.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Loss of the Freistatt Post Office would lessen the community togetherness and caring for each other. Many elderly residents would be greatly inconvenienced.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The Freistatt Post Office is efficiently operated and a center of community networking. It is handicap accessible and has very low rent + utility cost. It is the only Post Office in the region that is accessible to truck drivers + is on the highest traveled lettered highway in the state.

Ralph McClure
Name of Postal Customer

Ralph McClure
Signature of Postal Customer

7647 Lawrence 2210
Mailing Address

Monett, MO 65708
City, State, and ZIP Code

9/12/2011
Date

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Questions

ian District, Discontinuance Coordinator, 300 W. Pershing Rd.,
)4108

The following are **QUESTIONS** I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting **YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS *(BELOW)* IN A TIMELY MANNER.**

Questions: If you close the Freistatt Post Office, will you make more parking space at the Monett Post Office? I pull a large trailer most of the time and the Freistatt Post Office is easy to park in front of while I conduct business. There is seldom room to park my rig at Monett.

Ralph McClung, Sport Flight, Inc
Name of Postal Customer

Ralph McClung
Signature of Postal Customer

7647 Lawrence 2240
Mailing Address

Monett, MO 65708
City, State and ZIP Code

10-8-11
Date

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Comments

'S I wish to make concerning the proposed discontinuance of the

. FREISTATT Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I see nothing favorable about closing the Freistatt Post office for our business.

Closing the Freistatt Post office would make it very inconvenient for me. I pull a large trailer which is almost impossible to park at the Monett Post Office but is easily parked at the Freistatt Post Office.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The proposal will increase fuel consumption of most Postal Patrons by forcing them to go to Monett or Mt. Vernon.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The Freistatt Post Office provides great customer service with utmost courtesy. It is easy to access for trucks/trailers and it is easily accessed by handicapped Patrons.

Our address is Monett but we use the Freistatt Post Office because of its easy access.

Ralph McClure, Sport Flight, Inc
Name of Postal Customer

Ralph McClure
Signature of Postal Customer

7647 Lawrence 2210
Mailing Address

Monett, MO 65708
City, State and Zip Code

10-8-11
Date

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UNITED STATES POSTAL SERVICE.

11/30/2011

ROBERT WALKER

1303 FRISCO AVE
MONETT MO 65708

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Questions

ican District, Discontinuance Coordinator, 300 W. Pershing Rd.,
64108

The following are QUESTIONS I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS *(BELOW)* IN A TIMELY MANNER.

1. Having read in The Monett Times That The Freistatt Post Office didn't have handicap Accessible Ramp. That is False, I went To Freistatt and walked up The Ramp.

2. The one person working There greeted me with A smile, And Asked if she could be of Assistance. I said I wanted stamps, which she provided while making small talk About The weather.

3. I understand That The person who owns The property That The USPS rents is willing To charge Less money

Robert R Walker
Name of Postal Customer

Robert R Walker
Signature of Postal Customer

1303 Frisco Ave
Mailing Address

Monett, Mo 65708
City, State and ZIP Code

10-11-2011
Date

UNITED STATES POSTAL SERVICE.

11/30/2011

NADINE OBERMANN

9654 LAWRENCE 2170
MONETT MO 65708

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

11/30/2011

NADINE OBERMANN

9654 LAWRENCE 2170
MONETT MO 65708

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the FREISTATT Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I get all my stamps, and other postal service I need through the Freistatt Post Office. Since I only live 1½ miles from ~~from~~ Freistatt; this is very convient for me. Otherwise I would have to travel 7 or 8 miles to Monett or Mt. Vernon to buy my stamps.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

My understanding is - if the Post Office is closed, they may have to add another carrier because the addition of all the customers in Freistatt would be too many to add to the present carriers ~~rou~~ route in this area. Some of the elderly people dont drive and would have to find transportation to Monett or Mt. Vernon to take care of their postal needs

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I attend a Braille Workshop at the Fellowship Hall located in the school at Freistatt, and we ship at least 47 or more books of the Bible through the Post Office. If it closes, that means someone will have to take them to Monett or Mt. Vernon every week.

Nadine M. Obermann
Name of Postal Customer — Signature of Postal Customer

9654 Lawrence 2170
Mailing Address

Monett, MO 65708 — 9-6-11
City, State, and ZIP Code — Date

UNITED STATES POSTAL SERVICE.

11/30/2011

HOWARD LASH

101 W THIRD ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about the loss of the Communities' Identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about those customers with disabilities who are not able to go to the Post Office to pick up their mail. Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made

to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

11/30/2011

HOWARD LASH

101 W THIRD ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the FREISTATT Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

DISCONTINUANCE OF THE FREISTATT POST OFFICE WOULD HAVE A SIGNIFICANTLY NEGATIVE IMPACT ON THE LEVEL OF POSTAL SERVICES WE RECEIVE. IN ORDER TO RECEIVE OR SEND ITEMS THAT COULD NOT BE CONVENIENTLY HANDLED BY RURAL CARRIER, WE WOULD HAVE TO MAKE A 14-MILE ROUND TRIP TO EITHER THE MONETT OR MT. VERNON POST OFFICES! HAVING VALUABLE PARCELS SITTING ALL DAY IN A MAILBOX, OR EVEN WORSE, OUT IN THE OPEN ON OUR FRONT PORCH IS A FAR LESS DESIRABLE OPTION THAN HAVING THEM SAFELY IN THE LOCAL POST OFFICE AWAITING PICKUP. MY WIFE AND I HAVE FAMILY AND FRIENDS IN EUROPE, AND SO WE FREQUENTLY SEND AND RECEIVE INTERNATIONAL LETTERS AND PARCELS. HAVING TO SCHEDULE A 14-MILE ROUND TRIP EACH TIME, IN ORDER TO CORRECTLY HANDLE THE CUSTOMS FORMS AND PAY THE CORRECT POSTAGE, WOULD BE QUITE BURDENSOME.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

DISCONTINUANCE OF THE FREISTATT POST OFFICE WOULD HAVE A POSITIVELY DEVASTATING EFFECT ON THE COMMUNITY OF FREISTATT. THE POST OFFICE SERVES AS A VIRTUAL LIFELINE FOR THE COMMUNITY TO THE OUTSIDE WORLD. THE POST OFFICE ALSO SERVES AS AN UNOFFICIAL SOCIAL CENTER FOR THE COMMUNITY. MANY FREISTATT RESIDENTS DO NOT HAVE CARS AND MANY ARE SENIOR CITIZENS. INTERNET SERVICE TO THIS RURAL COMMUNITY IS NOMINAL AT BEST, AND MANY RESIDENTS DO NOT HAVE COMPUTERS. THE FREISTATT POST OFFICE ALSO OFFERS A UNIQUE STRATEGIC ADVANTAGE TO LONG-HAUL TRUCKERS, WHO CAN PULL UP IN A BIG RIG AND MAIL LOGS, WHEREAS NO OTHER CITY POST OFFICE FROM ARKANSAS TO INTERSTATE 44 OFFERS THAT CONVENIENCE.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

THE LATE CHESTER GEORGE, A RESIDENT OF FREISTATT SENIOR HOUSING, WORKED TIRELESSLY TO HAVE A SPECIAL CROSSWALK CONSTRUCTED IN FRONT OF THE POST OFFICE FOR THE BENEFIT OF ALL THE MOBILITY IMPAIRED RESIDENTS WHO USE THE FREISTATT POST OFFICE. FOR HIS SELFLESS EFFORTS, CHESTER GEORGE WAS AWARDED THE 2010 FREISTATT COMMUNITY SERVICE AWARD. HE PASSED AWAY ONLY A FEW WEEKS AFTER RECEIVING THE AWARD. PLEASE DON'T LET CHESTER GEORGE'S LABOR OF LOVE BE COMPLETELY IN VAIN. PLEASE DON'T LEAVE THE RESIDENTS OF FREISTATT, INCLUDING ALL THE ELDERLY WHO LIVE IN FREISTATT SENIOR HOUSING, WITHOUT A CONVENIENTLY LOCATED COMMUNITY POST OFFICE. PLEASE DON'T CLOSE THE FREISTATT POST OFFICE.

HOWARD D. LASH — Howard D. Lash
Name of Postal Customer — Signature of Postal Customer

101 WEST THIRD STREET
Mailing Address

FREISTATT, MO 65654 — SEPTEMBER 1, 2011
City, State, and ZIP Code — Date

UNITED STATES POSTAL SERVICE.

11/30/2011

CAROL DURBIN

6369 LAWRENCE 2170
PIERCE CITY MO 65723

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the FREISTATT Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I work at the Freistatt Farmers Exchange accross the street from the Freistatt Post Office. I've worked there for 26 years. We mail out all of our statements - soil test and all other business at the Post Office. I can't imagine the Post Office not being there - but I personally do a lot of business there seeing as my working hours are 8-5!

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Our Post Office is in the "Heart" of our Community. If you close our Post Office - the "Heart" will stop beating. You know what happens when the "Heart" stops!

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

There are a lot of elderly people that live in the Freistatt Community. Some of those people don't even drive. I think it would be very up setting to them if our Post Office would close.

Carol Durbin
Name of Postal Customer

Carol Durbin
Signature of Postal Customer

6369 Lawrence 2170
Mailing Address

Pierce City, Mo. 65723
City, State, and ZIP Code

September 6, 2011
Date

UNITED STATES POSTAL SERVICE.

11/30/2011

DELPHA BOWLING

124 E THIRD ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about delivery time. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Questions

erican District, Discontinuance Coordinator, 300 W. Pershing Rd.,
). 64108

The following are QUESTIONS I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS *(BELOW)* IN A TIMELY MANNER.

1. Freistatt is a village with city limits. If you close our Freistatt P.O., I would like to have a mailbox on my house and door-to-door delivery. Can you provide this? If not, why is Freistatt considered any different from Monett and Mt. Grove who receive door-to-door delivery?
2. Why did you claim in your published report that our Freistatt P.O. was not handicap accessible when we have a ramp and I have witnessed wheel chair ridden customers going to and from our P.O. on a daily and weekly basis without any problems in gaining access?
3. If you are trying to save money, our mayor has spoken directly with the owner of the building and the owner has informed him that your lease agreement is negotiable why have you not asked him to lower the lease amount?
4. ~~Our Postmaster does assist senior citizens. Why did your~~ Claim in your published report that our Postmaster does not assist senior citizens when she indeed has helped seniors (including myself) purchasing money orders and have delivering mail during inclement weather?

DeLoua Bowling
Name of Postal Customer

124 E. 3rd St
Mailing Address

Freistatt, MO. 65654
City, State and ZIP Code

Deloua Bowling
Signature of Postal Customer

SEP 29 2011
Date

DISTRICT MANAGER
AMERICA DISTRICT
KANSAS CITY, MO 64108-9000

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Comments

ITS I wish to make concerning the proposed discontinuance of the

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

If the P.O. closes I don't think we will get the service we now get. If we have a rural carrier and our mail gets put in the wrong mail box it could take one or more days to get our mail. If your not at home when rural carrier comes then you have to get to Mt. Vernon or Monett to get it and some seniors don't have a car. Here the ~~[illegible]~~ postmaster will deliver it.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Our Freistatt P.O. is the main gathering for all of our local residents. If you close our P.O. we will lose our community identity which will virtually wip us off the map.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The Freistatt P.O. is located on H highway which is the corridor for getting from I-44 and state Hwys. 60 and 37. It is one of a few (and maybe the only) facilities that allows ample parking for truckers to mail their logs in on a timely basis. Rural people have also found Freistatt P.O. to be much handier and use the Freistatt P.O. on a regular basis. MO-DOT has determined H Hwy as the corridor for interstate travel receiving enough traffic to justify repaving H Hwy from Monett to interstate in the near future

Delpha Bowling
Name of Postal Customer

Delpha Bowling
Signature of Postal Customer

124 E. 3rd St
Mailing Address

Freistatt, MO 65654
City, State and Zip Code

9-24-11
Date

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UNITED STATES POSTAL SERVICE.

11/30/2011

LINDA EHRHARDT

406 N MAIN ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE

11/30/2011

LINDA EHRHARDT

406 N MAIN ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

11/30/2011

LINDA EHRHARDT

406 N MAIN ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about those customers with disabilities who are not able to go to the Post Office to pick up their mail. Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the FREISTATT Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Several residents get prescription drugs through the mail on Saturday. What would happen if they had to go two days without. Also a lot of cards, sympathy, birthday, anniversary, etc, and packages are delivered on the special day.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Not a computer/inter-net community. Could count on one hand those who have. 90% over 65 and use new cross-walk to post office which cost around $10,000.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The north/east corner is all Spanish & do not have checking or bank accounts. All purchase money orders along with several others. This is quite an asset to post office revenue.

LINDA EHRHARDT — Linda Ehrhardt

Name of Postal Customer — Signature of Postal Customer

406 North Main ST

Mailing Address

Freistatt, MO 65654 — 9-6-11

City, State, and ZIP Code — Date

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Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the FREISTATT Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I walk to the post office every day to keep in contact with my sisters through the mail. Having lost my husband 14 months ago there is no way I could afford the gas to drive 7-10 miles to get my mail.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Trinity Lutheran Church + School have survived 135 years. They depend greatly on the post office in Freistatt for survival.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

We cater to disabled + handicap residents where as a postal delivery person does not have the time or care.

Linda Ehrhardt — Linda Ehrhardt
Name of Postal Customer — Signature of Postal Customer

406 North Main St.
Mailing Address

Freistatt, Missouri 65654 — 9/3/11
City, State, and ZIP Code — Date

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UNITED STATES POSTAL SERVICE.

11/30/2011

ROBERT & SHIRLEY BRANDT

112 E THIRD ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about delivery time. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Comments

I wish to make concerning the proposed discontinuance of the

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We had a meeting in which a P.O representative explained how we would be served by a rural carrier. It all sounded fairly good. But when we talked to people served by a rural carrier they indicated that the service was not as good as the representative indicated. It seemed like the regular mail delivery was O.K. (see #3)

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Our post office has been here over 100 years it's part of our community. Small towns are a vital part of our nation. They offer a life style not available in larger cities. By closing the small town post offices you will be destroying a vital part of our community and will take away a service the people and businesses have depended on.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

(continued from #1
But the special services like package pick up and delivery, purchasing money orders etc was not as efficient as the P.O. representative indicated

Robert W. BRANDT
Name of Postal Customer

Robert W Brandt
Signature of Postal Customer

112 E 3rd St
Mailing Address

Trenton MO 65654
City, State and Zip Code

Sept 12 '11
Date

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Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the FREISTATT Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

(a) Rural delivery is not as punctual as P.O.
(b) " " would be later in the day which could affect usage by the business in our village
(c) Rural delivery times are varied making it hard to get personal attention and services.

2. **Effect on Your Community.** Please ~~describe any~~ favorable or unfavorable effects that you believe the proposal would have on your community.

(a) Promote loss of community spirit
(b) Loss of the place for socializing
(c) Loss of village identity
(d) The church, school (Pre K-8), business and surrounding community heavily depend on it.
(e) Retirement Village across the street relies on it for services and socialization

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

(a) The P.O. is adjacent to a busy road (a connecting link from I 44 to Arkansas) which allows people to use it on their busy schedules without a detour to another P.O. in larger town. Truckers use this P.O. because it is an easy access on their route (a recent count had 900 trucks passing through per day)

Robert & Shirley Brandt — Shirley M. Brandt / Robert Brandt
Name of Postal Customer — Signature of Postal Customer

112 E. Third St.
Mailing Address

Freistatt, Mo. 65654 — Sept. 1, 2011
City, State, and ZIP Code — Date

(over)

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) The village, $10,000 + to install a cross walk for the retirement village resident which is situated across the road from P.O.

) The church, school and business have many large boxes coming and going which would be difficult for the rural carrier to add to his regular route.

d) The Braille Printshop weekly send many large boxes. We're concerned that the rural carrier will not be able to provide a safe, dry place to carry them with his regular deliveries. The large boxes weigh 11 lbs.

(e) We do not have a village newspaper so citizens depend on the P.O. for local information

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UNITED STATES POSTAL SERVICE.

11/30/2011

FLORENCE THOMPSON

104 N MAIN ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

- You expressed a concern about reducing/alternating the number of hours the post office operates. Hours are determined by the workload at the post office.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE

11/30/2011

FLORENCE THOMPSON

104 N MAIN ST.
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern about reducing/alternating the number of hours the post office operates. Hours are determined by the workload at the post office.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE

11/30/2011

FLORENCE THOMPSON

104 N MAIN ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Comments

§ I wish to make concerning the proposed discontinuance of the

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Will the Postman deliver mail to me, when my red flag is up, if I don't have a delivery? Will he or she stop?

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Our Freistatt P.O. is a main gathering for all our local residents. If you close our Post office we won't know what's going on in our little village!

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

We would be o.k. with no mail delivery on Saturday, if that would keep our Post office!

Florence Thompson
Name of Postal Customer

Signature of Postal Customer

104 N. Main
Mailing Address

Freistatt, Mo. 65654
City, State and Zip Code

9-26-11
Date

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Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the FREISTATT Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

✓ It is handy, any time of the Day we can mail or buy stamps!

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that ~~you believe the proposal~~ would have on your community.

✓ There are alot of People in our little Town that do not drive or have cars!

3. ✓ **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

It would be OK. with me if we had no Saturday mail!
"Too - its nice to see Jane smilling and greeting everyone by name, it start the day right!"

Florence B. Thompson — Florence B. Thompson
Name of Postal Customer — Signature of Postal Customer

104 N. Main
Mailing Address

Freistatt, MO. 65654 — 9-1-11
City, State, and ZIP Code — Date

UNITED STATES POSTAL SERVICE.

11/30/2011

RAYMOND THOMPSON

102 N MAIN ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the FREISTATT Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I DON'T THINK THE PEOPLE MAKING THIS DECISION UNDERSTANDS THE IMPACT THIS WOULD HAVE ON OUR COMMUNITY, DO TO THE AGE AND LOCATION OF PEOPLE

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

RAYMOND THOMPSON
Name of Postal Customer

Signature of Postal Customer

102 N MAIN
Mailing Address

FREISTATT MD 65654
City, State, and ZIP Code

9-1-11
Date

UNITED STATES POSTAL SERVICE.

11/30/2011

ANTJE LASH

101 W THIRD ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about inclement weather and poor road conditions, that this might impede delivery. Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Comments

ITS I wish to make concerning the proposed discontinuance of the

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I have a lot of international mail of different weights, we sell on ebay and need boxes from the P.O. Boxes, how can all this accomplished with no P.O ? I can't afford the time to travel to Monett to use that P.O for the above mentioned purposes.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

It will mean a hardship for the senior citizens, less people might use USPS at all and smaller companies might switch to UPS or Fed Ex with parcels and packages. It would mean a hardship for these two groups.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The P.O is located on the High Way which enables truck drivers to have service from an P.O, it has so much traffic that it was recently repaved. For rural people it is much easier than fiddling in Monett. Freistatt used taxpayers money to install a safe crosswalk for the senior citizens, it was done in good faith that the P.O office is permanent.

Antje Lash
Name of Postal Customer

Antje Lash
Signature of Postal Customer

101 W. Third St.
Mailing Address

Freistatt, MO 65654
City, State and Zip Code

10-12-2011
Date

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Questions

ierican District, Discontinuance Coordinator, 300 W. Pershing Rd.,
.. .O. 64108

The following are QUESTIONS I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS *(BELOW)* IN A TIMELY MANNER.

Freistatt has city limits. If the Postoffice in Freistatt would be closed I would prefer door to door delivery. Can you provide this? If not why do other places like Mt Vernon have it?

Order a lot on line and some companies don't deliver to post boxes, how can you guarantee the delivery?

Our Post master assists senior citizens, how will they, were many have no cars the needed service? Why do you claim that our Post master doesn't assit the senior citizens?

How can you justify closing Freistatt P.O. on the statement "walk in review wasn't high enough" when Federal law PROHIBITS the closing of a P.O. just to save money?

Antje Lash
Name of Postal Customer

Antje Lash
Signature of Postal Customer

101 W. Third St.
Mailing Address

Freistatt, Mo 65654
City, State and ZIP Code

10/12/2011
Date

UNITED STATES POSTAL SERVICE

11/30/2011

DON PORTER

121 E 4TH ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the FREISTATT Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

LOSING OUR POST OFFICE WOULD CREATE A GREATER INCONVIENANCE

DISTRICT MANAGER
MID-AMERICA DISTRICT
AUG 31 2011
KANSAS CITY, MO 64108-9000

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

SAME AS ABOVE

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

THE POST OFFICE PROVIDES ALL THE SERVICES AS THERE MUCH LARGER AND FARTHER AWAY

DON PARTER
Name of Postal Customer

Signature of Postal Customer

121 E. 4TH ST.
Mailing Address

FREISTATT, MO. 65654
City, State, and ZIP Code

8/30/11
Date

UNITED STATES POSTAL SERVICE.

11/30/2011

ORVILLE OSTERLOH

230 N MAIN ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
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Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Comments

sh to make concerning the proposed discontinuance of the

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

- As a senior citizen it would be very difficult for me to regularly get to Monett or Mt. Vernon (about 10 miles away) to do my postal business. The Freistatt PO office offers convenience and ease of service that I and many others in the rural area depend on.
- My children do not live near by and so it is extremely helpful to have a local postmaster who can help me when I need assistance mailing to my children or other needs.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

- Our Freistatt P.O. is part of our community identity adding life and vigor to the community. By closing it, you will take away life and vigor & inconvenience local citizens, There are many other who live here who have the same needs
- Highway H is a corridor for Interstate Travel and for getting from I 44 to Highways 60 and 37. It is a handy place of business for many truckers and farmers as well as those living in town and in towns around here. It would be very inconvenient for many to have this business shut down.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

- The village of Freistatt installed a crosswalk to insure safe accessibility to the P.O. at a cost of $10,216.83. This money and effort would be wasted if you close our P.O.
- our revenues have increased over the years and most likely will continue to increase since those passing through and the Freistatt community is much larger and bigger than the town's population.

Please do not contribute to the demise of small town America by closing our Freistatt P.O.

Orville Osterloh
Name of Postal Customer

Orville Osterloh
Signature of Postal Customer

230 N. Main
Mailing Address

Freistatt, MO 65654
City, State and Zip Code

9/16/11
Date

UNITED STATES POSTAL SERVICE

11/30/2011

NORMAN WATSON

200 W 3RD ST #11
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

- You expressed a concern about delivery time. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who

would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

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Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE

11/30/2011

NORMAN WATSON

200 W 3RD ST
FREISTATT MO 65654

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- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
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Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Comments

I wish to make concerning the proposed discontinuance of the

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I believe that proposal to close my Postal Services and the Freistatt P.O. when you have a Rural Carrier It will take longer to get are mail, As it is NOW all we have to go to the P.O. now to pick up are mail And if you close Freistatt P.O. a lot of us are Senior Citizens and walk to the P.O. If you take the Freistatt P.O. some of would give up walking

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

will a lot of Senior Citizens go to the to know what going on in town a you meet other Senior citizens there at the P.O. and if you take to P.O. away from us (I mean the town) it could turn into a town with out a town.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

What I dont get If Federal Law prohibits the closing of a P.O. office why is you are trying to close the Freistatt P.O when you say it is not making figure to justify for your cut-off figures of 22,500. when in fact in the past three years the truth of the matter is there is solid proof in the Financial Records of the Freistatt, the total Revenue for 2010 was 30,400 and I seems that this amount justify closing it per your cut-off figures of 22,500.

Norman D. Watson
Name of Postal Customer

Norman D Watson
Signature of Postal Customer

200 W. 3rd St.
Mailing Address

Freistatt, Mo. 65654
City, State and Zip Code

9-15-11
Date

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Comments

I wish to make concerning the proposed discontinuance of the

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

How are we going to get our mail by 8:45 am I have have medical Supplies delivery by mail and if it is late I have to explain to my doctor why.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

For one thing a lot of people in our community meet at time of mail pick up at our Freistatt P.O. and if you take away some people would not see each other.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I would like know you can close our post office when it is against the Federal law prohibits the closing of a P.O. Just to save money.

Norman D. Watson
Name of Postal Customer

Norman D Watson
Signature of Postal Customer

200 W 3rd St. #11
Mailing Address

Freistatt, MO. 65654
City, State and Zip Code

10/1/11
Date

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Questions

:an District, Discontinuance Coordinator, 300 W. Pershing Rd.,
34108

The following are **QUESTIONS** I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting **YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS (BELOW) IN A TIMELY MANNER.**

1) If Federal law prohibits the closing of a P.O. I moved in to Senior Housing a year ago because the P.O. handy to get to. If you close down the P.O. I will have to moved some where Els.

2) I Just dont Know How you can published a report that our Freistatt P.O. was not Handicap Accessible. I am in a Wheel Chair and I use a ramp. and I dont have any problems going to the p.o. daily and weekly.

3) I Just dont Know How someone can say the Postmaster of are post Office Help us senior Citizens in Which I am a senior in the town of Freistatt. Stee us with our money order I didnt Know That they Change The postmaster has Help me to understands

4) If you close the P.O. in Freistatt will the rural carrier deliver as early as I can pick the mail now 8 AMS

5) How can you Insure my packages will be sent in the same timely manner. can you create the Rural carrier will deliver my mail will have be by my mail Box to waigth for Him or Ste.

6) It seem to Me that you are going to close the P.O. Just For the reason Just to close it down P.O.

7) If you are trying to save money on the Building why dont you try to negotiable on your Lease and Close the P.O on Saterdays.

8) If you close our Freistatt P.O. I would like to have Lock mail Box + door to door delivery.

DISTRICT MANAGER
DELIVERY DISTRICT
SEP 19 2011
KANSAS CITY, MO 64108-9000

Norman D. Watson
Name of Postal Customer

Norman D. Watson
Signature of Postal Customer

200 W 3rd street
Mailing Address

Freistatt, mo. 65654
City, State and ZIP Code

9-15-11
Date

UNITED STATES POSTAL SERVICE

11/30/2011

JOYCE NESS

123 E 4TH ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

11/30/2011

JOYCE NESS

123 E. 4TH ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You express concern about the number of miles on the customer notification letter Information was taken from an internet mapping site. If this information is incorrect; the record will be changed to reflect the correct distance. The reference to Kirbyville was in error while printing, we know Kirbyville is not close to Freistatt, as was explained in the meeting.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

11/30/2011

JOYCE NESS

123 E 4TH ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the waiting time at the administrative Post Office. The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster, window operations will be monitored to ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the Post Office for service.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

POST OFFICE

DISTRICT DISCONTINUANCE COORDINATOR - BOBBY JENKINS

I HAVE ALREADY ANSWERED THE "DISCONTINUANCE FEASIBILITY STUDY" FORM SENT TO ME. HOWEVER, AFTER GIVING THIS SITUATION MORE THOUGHT I HAVE A NUMBER OF ISSUES THAT NEED ADDRESSING.

1) REGARDING THE LETTER RECEIVED FROM RICK BELCHER, MANAGER, P.O. OPERATIONS:

NOT SURE WHO DID HIS RESEARCH, BUT THE INFORMATION ABOUT POST OFFICES NEAR FREISTATT IS GROSSLY IN ERROR.

MONETT CITY LIMITS IS 2 MILES FROM FREISTATT AND THEN ANOTHER MILE TO 1½ MILES FURTHER. (NOT THE 3 MILES STATED IN LETTER).

KIRBYVILLE IS AN HOUR + 30 MINUTES+ FROM FREISTATT (NOT THE 3 MILES AS STATED IN LETTER).

2) FREISTATT IS COMPRISED OF A LOT OF SENIOR CITIZENS. THEY DO NOT RECEIVE OR PAY THEIR BILLS ON LINE; THEY DO NOT COMMUNICATE BY E-MAIL OR TEXT MESSAGING. OUR CITIZENS ARE MORE PERSONAL AND SEND SYMPATHY, GET WELL, BIRTHDAY + ANNIVERSARY CARDS THROUGH THE POSTAL SERVICE, AND MOST DO NOT OWN COMPUTERS.

3) OUR VILLAGE RECENTLY MADE A CROSSWALK ACROSS HIGHWAY TO ACCOMODATE THE SENIORS LIVING IN SENIOR HOUSING ACROSS THE HIGHWAY FROM THE POST OFFICE TO MAKE OUR POST OFFICE MORE ACCESABLE TO THEM.

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4) AS I STATED ON MY SURVEY FORM, SEMIS REGULARLY COME THROUGH FREISTATT & USE OUR POSTAL FACILITY. BEING RIGHT ON H HWY IT IS EASILY ACCESSABLE FOR THEM. THEY WOULD NOT BE ABLE TO ACCESS THE MONETT POST OFFICE BECAUSE OF ITS SIDE STREET LOCATION, NOR WOULD THEY BE ABLE TO ACCESS THE MT. VERNON POST OFFICE BECAUSE OF ITS SIDE STREET LOCATION. AND, KIRBYVILL'S LOCATION IS OUT OF QUESTION.

5) GRANTED, FREISTATT HAS A SMALL POPULATION, BUT PEOPLE LIVING IN THE SURROUNDING AREA USE IT FOR MAILING PACKAGES OR BUYING POSTAGE SINCE IT IS CLOSER THAN GOING TO MONETT, MT. VERNON, OR KIRBYVILLE.

6) AS I STATED IN MY SURVEY, I DO A LOT OF MY SHOPPING BY MAIL. (SHOPPING IN STORES OR MALLS IS NOT MUCH OF AN OPTION FOR ME DUE TO MY BAD BACK PROBLEMS.) SINCE I RECEIVE A NUMBER OF PACKAGES THROUGH THE POST OFFICE, THEY ARE EASILY PICKED UP HERE. IF I HAD TO PUT UP A MAILBOX, MOST WOULD NOT FIT, EVEN IN A LARGE MAILBOX. THEN I WOULD HAVE TO GO TO MONETT POST OFFICE WITH MY PARK SLIP, FIND HANDICAP PARKING, WALK THE GREAT DISTANCE INTO THE POST OFFICE & THEN WAIT IN LONGER LINES TO RECEIVE MY PACKAGES.

ON BEHALF OF MY SELF & OTHER PEOPLE USING THE FREISTATT POSTAL FACILITY, I IMPLORE YOU TO KEEP IT OPEN.

Joyce Nass
123 E. 4th St.
FREISTATT, MO 65654

CC: RICK BELCHER

UNITED STATES POSTAL SERVICE.

11/30/2011

ALICE HELMKAMP

115 E 3RD ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

11/30/2011

ALICE HELMKAMP

115 E THIRD ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

- You expressed a concern about the economic savings of the proposed discontinuance. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

- You expressed a concern about inclement weather and poor road conditions, that this might impede delivery. Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

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Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Questions

n District, Discontinuance Coordinator, 300 W Pershing Rd.
108

DISTRICT MANAGER
MID-AMERICA DISTRICT
SEP 30 2011
RECEIVED

The following are QUESTIONS I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS (BELOW) IN A TIMELY MANNER.

(1) How can you justify closing the Freistatt Post Office on the basis of your statement "walk-in revenue was not high enough" when FEDERAL LAW prohibits closing a Post Office just to save money?

(2) Why did you claim in your published report that the Freistatt Post Office WAS NOT HANDICAP ACCESSIBLE? We have handicap parking and a ramp and I have witnessed wheelchair ridden customers going to and from our Post Office on a DAILY and weekly basis without any problems, WITHOUT any problems in gaining access!

(3) WHY DID YOU NOT notify the owner of the building of the possible closing of the Freistatt Post Office? (our mayor spoke to the owner of the building, the owner informed him that your lease agreement is NEGOTIABLE)

(4) WHY DID YOU claim in your Published Report that our Postmaster does not ASSIST Senior citizens? As a matter of fact our Postmaster DOES assist Seniors and anyone else who needs keep with money orders or any other business AND has hand delivered mail to many of us during inclement weather when we could not get out in the snow!

(5) Freistatt is a Village with city limits. If you close our Post Office I would like a mail box on my house and door to door delivery CAN YOU PROVIDE THIS? If not, WHY is Freistatt any different from Monett or Mt Vernon who receive door to door delivery?

(6) Will I have to stand by a mailbox and WAIT for assistance from a rural carrier? If so, how can I SAFELY do this in inclement weather?

Alice M Helmkamp
Name of Postal Customer

Alice M Helmkamp
Signature of Postal Customer

115 East Third STREET
Mailing Address

FREISTATT MO 65654
City, State and ZIP Code

9-27-11
Date

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Questions

District, Discontinuance Coordinator, 300 W. Pershing Rd.,
08

The following are QUESTIONS I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS (BELOW) IN A TIMELY MANNER.

(1) Do you know where Freistatt, MO 65654 Post Office actually is? Freistatt, MO is located in Lawrence County on H-highway which is a corridor from I-44 US 60 and MO 37 South into Arkansas

(2) Do you know that due to the layout of Freistatt there are deep ditches on either side of H-highway along the Northern part of the Village and sidewalks with curbs along much of the rest of the Village which will make rural carrier delivery impossible to individual and/or clustered mailboxes?

(3) Do you know that the seniors who live in the Senior Housing in Freistatt, MO and others of us who are seniors that live in the Village of Freistatt are very concerned that our checks and medication will be taken from our mailboxes and that we may very well become victims of Identity Theft?

Alice M Helmkamp
Name of Postal Customer

Alice M Helmkamp
Signature of Postal Customer

115 East Third St
Mailing Address

Freistatt, MO 65654
City, State and ZIP Code

10/4/2011
Date

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Comments

S I wish to make concerning the proposed discontinuance of the

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Our Freistatt Post Office is the main gathering place for all of our local residents - If you close our Post Office we will lose our identity and it will kill the town - Our Postmaster is and has always been very helpful to us who are Senior Citizens. We need that assistance when mailing our packages and cash money orders. During inclement weather she often hand delivers mail on her lunch hour to those of us who cannot get out - Remember not everyone in Freistatt has a computer or internet access!

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

There are at least a half dozen businesses in Freistatt and several small independently owned enterprises as well as a church, school and City Hall who depend on this Post Office to send and receive mail in a timely manner - TRUCKERS use this Post Office to mail their logs as there is ample parking - Rural Postal customers use this Post Office for stamps and mailing packages - Freistatt is located on H Highway which is a corridor for getting from I-44 to US60 and MO37 and is now being repaved due to the heavy volume of traffic.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Federal Law Prohibits the closing of a Post Office just for the sake of saving money - Your study uses FY 2010 as a cut off period. There is solid proof in the Financial Records of the Post Office that 2010 revenue was $30,400 which is greater than your basis of walk-in revenue - The Freistatt Board of Trustees spent $10,216 for a crosswalk on H Highway for our SENIOR HOUSING residents so they can safely cross H Highway - The FREISTATT Post Office IS a handicap accessible facility with a RAMP and Handicap Parking!

ALICE M HELMKAMP
Name of Postal Customer

Alice M Helmkamp
Signature of Postal Customer

115 EAST THIRD STREET
Mailing Address

FREISTATT, MO 65654
City, State and Zip Code

9-27-11
Date

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UNITED STATES POSTAL SERVICE.

11/30/2011

ETHEL HELMKAMP

312 N WASHINGTON ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

- Monett and Mt. Vernon have city carriers that deliver mail door to door while Freistatt would be considered a rural delivery area.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

- You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Comments

I wish to make concerning the proposed discontinuance of the

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I like to visit there P.O. with my friends, also the ability to buy my stamps and mail my packages.

I don't have internet computer access. Am used to doing business with a person rather than a machine.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

People would not have access to doing package mailing and have someone to weigh the merchandise & give me the amount needed.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I think the expense of the P.O. will be much greater than helping individuals to get their cares taken care of. We would loose identity and in bad weather I wouldn't drive 20 miles to take care of postal needs.

Ethel M. Helmkamp — Ethel M. Helmkamp
Name of Postal Customer — Signature of Postal Customer

312 N. Washington St.
Mailing Address

FREISTATT, MO. 65654 — 9-28-11
City, State and Zip Code — Date

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Questions

erican District, Discontinuance Coordinator, 300 W. Pershing Rd.
..., ...O. 64108

DISTRICT MANAGER
MIDAMERICA DISTRICT
OCT - 4 2011
KANSAS CITY, MO 64108-9000

The following are QUESTIONS I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS (BELOW) IN A TIMELY MANNER.

1. Where Federal Law prohibits the closing of the P.O. just to save money how can you justify closing the Freistatt P.O.?
2. How can you claim in your published report that our Freistatt P.O. is not handicap accessible? Why did you claim in your published report that our Postmaster does not assist senior citizens when she indeed has helped seniors (including myself) purchasing money orders and hand delivering mail during inclement weather?
3. If you close our Freistatt P.O. I would like to have a mailbox on my house and door-to-door delivery. Can you provide this?
4. Can you provide this? If not, why is Freistatt considered any different from Monett MO and Mt. Vernon MO. who receives door to door delivery?

Ethel M. Helmkamp
Name of Postal Customer

Ethel M. Helmkamp
Signature of Postal Customer

312 N. Washington St.
Mailing Address

FREISTATT, MO. 65654
City, State and ZIP Code

9-28-11
Date

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UNITED STATES POSTAL SERVICE.

11/30/2011

PEGGY MOORE

200 W THIRD ST APT 4
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE

11/30/2011

PEGGY MOORE

200 W THIRD ST APT #4
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

11/30/2011

PEGGY MOORE

200 W THIRD ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

11/30/2011

PEGGY MOORE

200 W THIRD ST APT #4
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

Docket: 1364133-65654
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Page Nbr: 105

Comments

S I wish to make concerning the proposed discontinuance of the

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I have no transportation as many others in town do not & having to go to & from another town to mail anything special, get stamps or money orders - would be very difficult for me.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

When I am able to walk to post office, it gives me the opportunity to visit with others. Closing our P.O. would be a threat to losing our Community identity.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

It Highway is an Interstate Corridor & the Freistatt Post Office is located on the main highway. It has proven to be a convenient place for all traffic to stop & use our P.O. ~~[illegible]~~ Parking is also available for even truck traffic. Closing our P.O. would take away this convenience & hurt Postal revenue.

Peggy Moore
Name of Postal Customer

Peggy Moore
Signature of Postal Customer

200 W. Third, Apt. #4
Mailing Address

Freistatt, MO. 65654
City, State and Zip Code

9-28-11
Date

Docket: 1364133-65654
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Page Nbr: 106

Questions

can District, Discontinuance Coordinator, 300 W. Pershing Rd., 64108

The following are QUESTIONS I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS *(BELOW)* IN A TIMELY MANNER.

1. The only reasons I heard from you for closing our Freistatt P.O. were based on money. How can you close our P.O. (based on money) when Federal Law prohibits closings just to save money?
2. Our Freistatt P.O. IS handicap accessible! Why did your report state it was NOT handicap accessible?
3. Why did you state in your report that our Freistatt Postmaster does not assist senior citizens? She delivers mail to our door in inclement weather & helps a lot of people fill out money orders for paying bills.
4. I do not drive & am limited in being able to get out. Can you provid door-to-door mail delivery if you shut down the Freistatt P.O.?

DISTRICT MANAGER
MID-AMERICA DISTRICT
OCT - 4 2011
KANSAS CITY, MO 64103-9000

Peggy Moore
Name of Postal Customer

Peggy Moore
Signature of Postal Customer

200 W. Third, Apt #4
Mailing Address

Freistatt, MO. 65654
City, State and ZIP Code

9-28-11
Date

Docket: 1364133 - 65654
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UNITED STATES POSTAL SERVICE

11/30/2011

DALE WALKER

200 W 3RD ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

11/30/2011

DALE WALKER

200 W 3RD ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Page Nbr: 109

Questions

an District, Discontinuance Coordinator, 300 W. Pershing Rd.,
64108

The following are QUESTIONS I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS *(BELOW)* IN A TIMELY MANNER.

I live in the Freistatt Sur. Hsg. community and I have no transportation and I have no checking account. I rely on our Post Office to buy money orders to pay my rent and other monthly bills. I get to town every two weeks or so. If we lose our post office, I will be delinquent on bills and will have to pay a surcharge on debts.

I recieve prescriptions through the mail which I wouldn't get otherwise.

1. How can you remedy both of these problems for me?

DISTRICT MANAGER
MID-AMERICA DISTRICT
OCT -4 2011
KANSAS CITY, MO 5410

DALE WALKER
Name of Postal Customer

Dale L. Walker
Signature of Postal Customer

200 W. 3RD FREISTATT, MO. 65654
Mailing Address

City, State and ZIP Code

9-28-11
Date

UNITED STATES POSTAL SERVICE.

11/30/2011

JOAN SIPES

121 W 1ST ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

- You expressed a concern about the loss of a bus stop at the Post Office. Customers may contact the county school board to determine if they would be willing to erect a small building, which would shelter children from the wind while they wait on the school bus. Or contact neighboring businesses to ascertain if they would allow children to wait on the bus at their business.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE

11/30/2011

JOAN SIPES

121 W 1ST ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Questions

can District, Discontinuance Coordinator, 300 W. Pershing Rd
64108

MANAGER, POST OFFICE OPERATIONS
MID AMERICA DISTRICT
OCT - 5 2011

The following are QUESTIONS I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS *(BELOW)* IN A TIMELY MANNER.

The Monett RR Mail is not reliable
We use to have a RR and our mail was
always getting lost Are you going to
personally speak to the postmaster
in Monett? I've spoken to him before
with no results

Joan Sipes
Name of Postal Customer

Joan Sipes
Signature of Postal Customer

121 W 1st St
Mailing Address

Freistatt, MO 65654
City, State and ZIP Code

9-16-11
Date

Docket: 1364133-65654
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Comments

S I wish to make concerning the proposed discontinuance of the

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I believe We Wont recieve our mail.
The RR Cartier Mixes up mail

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

UnFavorable
The elderly Will have problems getting thier mail.
Have to drive into town to mail things
Buy Stamps. I Will NOT Ever Put Money IN The Mail box!

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

My daughter gets of the bus at the post office. Jane watches out for the kids who get off the bus. Its awesome to know Shes safe when She gets off the bus

Joan Sipes
Name of Postal Customer

Joan Sipes
Signature of Postal Customer

121 W 1st St
Mailing Address

Freistatt MO 65654
City, State and Zip Code

9-16-11
Date

UNITED STATES POSTAL SERVICE

11/30/2011

DELPHINE HESEMANN

11539 LAWRENCE 2180
VERONA MO 65769

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE

11/30/2011

DELPHINE JESEMANN

11539 LAWRENCE 2180
VERONA MO 65769

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about growth in the community. The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

11/30/2011

DELPHINE HESEMANN

11539 LAWRENCE 2180
VERONA MO 65769

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Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

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HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Comments

I wish to make concerning the proposed discontinuance of the

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

I believe it would be a very bad thing to close the Freistatt P.O for our community. It is a small community and the post office employees are always willing to help.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

We have a Braille Unit in Freistatt if the PO closes - we will have to go to Monett 8 miles and Mt. Vernon approx 9 miles - which also create a hardship.

Delphine J. Hesemann
Name of Postal Customer

Delphine J. Hesemann
Signature of Postal Customer

11539 Lawrence 2180
Mailing Address

Verona, MO. 65769
City, State and Zip Code

9/30/11
Date

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Page Nbr: 118

Questions

h District, Discontinuance Coordinator, 300 W. Pershing Rd
108

MANAGER POST OFFICE OPERATIONS
MID-AMERICA DISTRICT
OCT 5 2011

The following are QUESTIONS I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS (BELOW) IN A TIMELY MANNER.

The revenue at the Freistatt Post Office has gone up the last 3 yrs, so business is increasing - I understand this is on stamps sold only - adding pkgs mailed - money orders - surely it meets "quota" of $27,500. Why close a PO when revenue is increasing?

I do send pkgs frequently, and always go to Freistatt Post Office to do my mailing - I know immediately how much it costs - no waiting till next day - and know how soon it will arrive - Parcel Post or Priority Mail. How do I have the option with rural carrier?

Our Post Office is very handicapped accessible - why do you state it is "not handicapped accessible"?

Have you asked the owner of the PO Bldg to lower the rent?

Delphine J. Hesemann
Name of Postal Customer

Delphine J. Hesemann
Signature of Postal Customer

11539 Law. 2180
Mailing Address

Verona, MO. 65769
City, State and ZIP Code

9/30/11
Date

UNITED STATES POSTAL SERVICE.

11/30/2011

MELANIE DOWNS

116 E 5TH ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Page Nbr: 120

Comments

I wish to make concerning the proposed discontinuance of the

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

The integrity of our U.S. mail would be greatly diminished if you take our Freistatt P.O. away from us.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Our Freistatt PO is the main gathering for all of our local residents. If you close our post office we will lose our community identity which will virtually wipe us off the map.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Melanie Downs
Name of Postal Customer

Melanie Downs
Signature of Postal Customer

116 E. 5th St.
Mailing Address

Freistatt MO 65654
City, State and Zip Code

9-30-2011
Date

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Page Nbr: 121

Questions

ican District, Discontinuance Coordinator, 300 W. Pershing Rd.,
... City, MO. 64108

MANAGER, POST OFFICE OPERATIONS
MID-AMERICA DISTRICT
OCT - 5 2011

The following are QUESTIONS I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS *(BELOW)* IN A TIMELY MANNER.

1) Our Postmaster does assist senior citizens. Why did you claim in your published report that our postmaster does not assist senior citizens when she, indeed, has helded seniors purchasing money orders and hand delivering mail during inclement weather?

2) How can you justify closing the Freistatt P.O. on the basis of your statement, "Walk-in revenue was not high enough" when Federal Law prohibits the closing of a P.O. just to save money?

Melanie Downs
Name of Postal Customer

Melanie Downs
Signature of Postal Customer

116 E 5th St.
Mailing Address

Freistatt, MO 65654
City, State and ZIP Code

9-30-2011
Date

Docket: 1364133 - 65654
Item Nbr: 25
Page Nbr: 123

UNITED STATES POSTAL SERVICE

11/30/2011

DONALD STILL

200 W 3RD ST APT. 10
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

11/30/2011

DONALD STILL

200 W 3RD APT. 10
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- There are many ways a person identity can be stolen. Most identity theft occurs through online and in-person commercial transactions, after theft of a wallet, or when an acquaintance or family member misuses personal information. The U.S. Postal Service works diligently to protect Americans from identity theft crimes involving the mail. A Federal Trade Commission (FTC) survey on identity theft determined that only 2 percent of all victims reported that the theft was connected to the mail.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

11/30/2011

DONALD STILL
200 W 3RD ST APT. 10
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient.
- You expressed a concern about delivery time. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE

11/30/2011

DONALD STILL

200 W 3RD ST APT 10
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Comments

I wish to make concerning the proposed discontinuance of the FREISTATT Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Our PO. is the main gathering for all of our local residents we will lose our community identity which will virtually wipe us off the map. Freistatt PO. is Between I-44 and Hwy 60 + 37 so it is an ample parking for truckers to stop and mail their Logs

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

I am afraid of the possibility of becomming a victim of identity theft if I am forced to have mail dallivered to a mail Box on the Curb.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I don't Drive and don't have anyone to take me Back and forth to Monett which is 8.5 miles away or Mt Vernon which is 9.7 miles away.

Donald Still
Name of Postal Customer

Donald Still
Signature of Postal Customer

200 W. 3rd St. Apt. 10
Mailing Address

Freistatt, Mo, 65654
City, State and Zip Code

9-29-11
Date

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Page Nbr: 127

Questions

an District, Discontinuance Coordinator, 300 W. Pershing Rd.,
4108

The following are **QUESTIONS** I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting **YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS (BELOW) IN A TIMELY MANNER.**

How do you justify closing Freistatt P.O. on the basis of your statement, Walk to Revenue was not high enough when Federal Law prohibits the closing of a P.O. just to save money?

Why did you say Freistatt P.O. was not Handicap accessible? When it is.

Why did you say our Postmaster Does not assist Senior Citizens when she does.

If the Freistatt P.O. is closed I understand that a rural carrier will deliver my mail to my door

I have meds. delivered to my Apt. at a certain time are they going to deliver at a that time all the time

Why have you not notified the owner of the building of the possible closing of the Freistatt P.O.?

Freistatt is a Village with city limits. Can you provide door to door delivery?

Donald Still
Name of Postal Customer

Donald Still
Signature of Postal Customer

200 W. 3rd St. Apt. 10
Mailing Address

Freistatt, MO. 65654
City, State and ZIP Code

9-29-11
Date

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UNITED STATES POSTAL SERVICE

11/30/2011

DAWN PRUETT

200 W. 3RD ST APT. 19
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

11/30/2011

DAWN PRUETT

200 W 3RD ST APT. 19
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

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Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Comments

I wish to make concerning the proposed discontinuance of the

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Postal service is reliable, dependable now. I'm not sure the same service can be provided with changes.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Postal changes will adversely affect the "community" aspect of Freistatt, where the post office is one place of meeting, greeting and sharing neighbor's concerns.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The mileage between Freistatt & other towns would cost more in fuel, etc. driving daily to another post office.

Dawn Pruett – DAWN PRUETT
Name of Postal Customer

Dawn Pruett
Signature of Postal Customer

200 W 3rd St Apt. 19
Mailing Address

Freistatt, MO 65654
City, State and Zip Code

9/30/14
Date

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Item Nbr: 25
Page Nbr: 13a

Questions

ian District, Discontinuance Coordinator, 300 W. Pershing Rd.,
34108

The following are **QUESTIONS** I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting **YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS *(BELOW)* IN A TIMELY MANNER.**

What is the annual income generated by the Freistatt Post Office (FPO)? Should this fact even be pertinent? The Government is supposed to be FOR the people.

Was there an adequate survey done of the FPO? There has been handicap accessible facilities since I have lived in Freistatt.

Your published report claimed our Postmaster does not assist senior citizens. I have experienced courteous help with letters & packages being delivered by her when weather dictated.

Who will take care of our payment for moneyorders in a prompt time & manner?

If the P.O. closes, will you provide door-to-door delivery and the mailbox?

DAWN PRUETT
Name of Postal Customer

Dawn Pruett
Signature of Postal Customer

200 W 3rd St Apt. 19
Mailing Address

Freistatt Missouri 65654
City, State and ZIP Code

9/30/11
Date

UNITED STATES POSTAL SERVICE

11/30/2011

LORENE DOTSON

200 W 3RD ST APT. 2
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

- You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Comments

S I wish to make concerning the proposed discontinuance of the

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I dont like the idea of having to change my Address as it will cause a lost time of mail service. And make my Bill payment Late.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

If you Close our post office we will be virtually wiped off the Earth as we will no longer be a Village.

The Freistatt post office is much better than trying to find some one to take me to Monett.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

LORENE DOTSON
Name of Postal Customer

Lorene Dotson
Signature of Postal Customer

100 W 3RD ST APT 2
Mailing Address

FREISTATT MO 65654
City, State and Zip Code

9-29-11
Date

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Questions

can District, Discontinuance Coordinator, 300 W. Pershing Rd.,
64108

5 2011

The following are **QUESTIONS** I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting **YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS (BELOW) IN A TIMELY MANNER.**

1. if the Freistatt post office is closed will we have mail delivered to our door?
2. Why did you claim that our post office was not handicap accessable when in fact it is with a ramp and every thing?
3. if we have to go on a rural route will I be able to use the mail box that is allreadey on my Apt?
4. Why did you say that our postmaster does not assist senior citizens when she does as she brings us our mail in bad weather and helping in purchsing money orders and other things?

LORENE DOTSON
Name of Postal Customer

Lorene Dotson
Signature of Postal Customer

200 W 3RD ST APT 2
Mailing Address

FREISTATT MO 65654
City, State and ZIP Code

9-29-11
Date

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UNITED STATES POSTAL SERVICE

11/30/2011

SHARON CAMPBELL

200 W 3RD ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Page Nbr: 137

UNITED STATES POSTAL SERVICE.

11/30/2011

SHARON CAMPBELL

200 W 3RD ST APT. 8
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Page Nbr: 138

Questions

can District, Discontinuance Coordinator, 300 W. Pershing Rd.,
34108

OCT - 5 2011

The following are QUESTIONS I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS *(BELOW)* IN A TIMELY MANNER.

I [redacted] am receiving medicine 3-4 times a week from my Pharmacy. How will I be able to get my medicine over night?

How I will I get money orders or mail pkgs when I have no transportation

The Freistatt P.O. mistress will tell me if I have medicine if I call her

She is extremely helpful in getting my mail.

I have to depend on others to take me to Mt. Vernon or Monett. But I have to wait until it convenient for them

SHARON Campbell
Name of Postal Customer

Sharon Campbell
Signature of Postal Customer

200 W 3rd St
Mailing Address

apt 8 Freistatt, MO 65654
City, State and ZIP Code

9-30-11
Date

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Comments

I wish to make concerning the proposed discontinuance of the

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

With the Freistatt P.O. I receive my medication overnight.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

With the post office in Freistatt neighbors can keep up the well being & activities of out neighbors

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

SHARON Campbell
Name of Postal Customer

Sharon Campbell
Signature of Postal Customer

200 W. 3rd St Apt 8
Mailing Address

Freistatt, MO 65654
City, State and Zip Code

9-30-11
Date

UNITED STATES POSTAL SERVICE.

11/30/2011

SANDRA VOSKAMP

120 W 2ND ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

- You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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UNITED STATES POSTAL SERVICE.

11/30/2011

SONDRA VOSKAMP

120 W 2ND ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of a bus stop at the Post Office. Customers may contact the county school board to determine if they would be willing to erect a small building, which would shelter children from the wind while they wait on the school bus. Or contact neighboring businesses to ascertain if they would allow children to wait on the bus at their business.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE

11/30/2011

SANDRA VOSKAMP

120 W 2ND ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about those customers with disabilities who are not able to go to the Post Office to pick up their mail. Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

Docket: 1364133 - 65654
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UNITED STATES POSTAL SERVICE.

11/30/2011

SANDRA VOSKAMP

102 W 2ND ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

11/30/2011

SANDRA VOSKAMP

120 W 2ND ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

11/30/2011

SANDRA VOSKAMP

120 W 2ND ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE

11/30/2011

SANDRA VOSKAMP

120 W. 2ND ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

- You expressed a concern about inclement weather and poor road conditions, that this might impede delivery. Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Questions

can District, Discontinuance Coordinator, 300 W. Pershing Rd.,
64108

MANAGER, POST OFFICE OPERATIONS
MID AMERICA DISTRICT
OCT - 5 2011

The following are QUESTIONS I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS *(BELOW)* IN A TIMELY MANNER.

1. How can you honestly close the Freistatt P.O. on basis of your statement, Walk-in Revenue was not high enough when Federal Law prohibits the closing of a P.O. just to save money?
2. How can you claim that Freistatt P.O. is not handicap accessible. Our seniors go daily & weekly use the ramp without any problems in gaining access?
3. Why did you claim in your published report that our Postmaster does not assist seniors when she has helped them with money orders & delivering mail to them during bad & dangerous weather?
4. If the Freistatt P.O. is closed are we going to get a mailbox by our homes or a block or two away?
5. I have packages sent to me, will they be sent at a time I am home or what should I do in bad weather.
6. Have you notified the owner of the building of a possible closing of the Freistatt P.O.? Is the owner of the Freistatt P.O. building willing to negotiate the rent amount.
Have you asked them to lower the rent?

SANDRA Vostamp
Name of Postal Customer

Sandra Vostamp
Signature of Postal Customer

120 W. 2nd St.
Mailing Address

Freistatt, Mo. 65658
City, State and ZIP Code

10/1/11
Date

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Comments

'S I wish to make concerning the proposed discontinuance of the

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I work every day and depend and look forward to see people at the Freistatt P.O. If we go to a rural route will our mail be safe, since if we don't have door to door mail my mailbox will probably be right on H-highway. My daughter use to be on route delivery I changed to Freistatt because of uncertainty of the mail.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Our Freistatt P.O. is large part of our community. We meet and greet our neighbors every day. Its there that we get to know some in the community that we really don't get to see very often.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

We had a gentleman (deceased now) who worked very hard to get a crosswalk put into H-highway which is very busy, so the seniors those walking and those who are in wheel chairs can safely get to our post office. This same people would have difficulty getting into the Mt. Vernon and/or Monett offices because of parking availability + distance to go if you can even find the handicap ramps

-over

SANDRA Voskamp
Name of Postal Customer

Sandra Voskamp
Signature of Postal Customer

120 W. 2nd St
Mailing Address

Freistatt, Mo. 65664
City, State and Zip Code

10/1/11
Date

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UNITED STATES POSTAL SERVICE.

11/30/2011

DELPHA BOWLING

124 E 3RD ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the FREISTATT Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I like getting my mail in the morning. If I get a bill or other mail that needs to be mailed right away I can walk to the post office and mail it. I don't have to drive to Monett or Mt. Vernon.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community. There's a lot of eldery people in Freistatt some dont drive. People at Senior housing can walk or go to post office or use there scooter and they also visit. If something happens we call Post office Jane will tell others and we decide what we need to do to help.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Post office has been here a long time. Freistatt has a cross walk for people at senior housing. School, Church MFA and John Deer use post office.

Delpha Bowling
Name of Postal Customer

Delpha Bowling
Signature of Postal Customer

124 E. 3rd St
Mailing Address

Freistatt, MO. 65654
City, State, and ZIP Code

9-3-11
Date

UNITED STATES POSTAL SERVICE.

11/30/2011

JEWELL ROXANN SHEPHARD

200 W 3RD ST APT 14
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

11/30/2011

JEWELL ROXANN SHEPHARD

200 W 3RD ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

11/30/2011

JEWELL ROXANN SHEPHARD

200 W 3RD ST APT. 14
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Comments

TS I wish to make concerning the proposed discontinuance of the FREISTATT Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I will not have a way to get to mt. vernon or monett to get my mail or stamps or send mail. It just doesn't make sense to close a post office that is busy on a daily basses.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The community will not be the same without our little post office. Everyone goes there daily to get there mail and seys different people from the community there to if it is just to say hello or how you doing.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

lets not stop the truck drivers or anyone that maybe traveling thru on H Hwy from being able to stop and have access to the post office for what ever they may need, stamps money orders, mail there Bills letters Etc. We all need our post office.

Jewell Roxann Shepard
Name of Postal Customer

Jewell Roxann Shepard
Signature of Postal Customer

200 W. 3rd St Apt 14
Mailing Address

Freistatt, MO. 65654
City, State and Zip Code

9/24/11
Date

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Questions

erican District, Discontinuance Coordinator, 300 W. Pershing Rd., Suite 204, Kansas City, MO. 64108

The following are **QUESTIONS** I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting **YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS *(BELOW)* IN A TIMELY MANNER.**

why would you close the Freistatt post office so the Senior citizens have no access to local postal Service.

why would you close this post office to Save money and then have to pay a Route person more per day to deliver the Xtra mail in Freistatt

Why would you want to close the post office when the Hanicap ride there wheel Chairs to the post office to do there daily bussiness when there is a hanicap Ramp there, and the Postmaster is always willing to help.

Why close the post office when the crosswalk was put in accross the Highway to get to the Post office, a man name chester George Spent months working to get that cross walk put in before he passed away.

Jewell Rovann Shephard
Name of Postal Customer

Jewell Rovann Shephard
Signature of Postal Customer

200 W. 3rd ST. Apt#14
Mailing Address

Friestatt, MO 65654
City, State and ZIP Code

9/24/11
Date

DISTRICT MANAGER MID-AMERICA DISTRICT SEP 29 2011 KANSAS CITY, MO 64108

UNITED STATES POSTAL SERVICE.

11/30/2011

FREISTATT MUTUAL INSURANCE CO.

POB 80
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

- You expressed a concern about the lobby remaining open at the Post Office. Office hours are determined by the workload at the office. The Post Office workload analysis determined that the present office hours should sufficiently meet customer needs.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Comments

I wish to make concerning the proposed discontinuance of the FREISTATT Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Business Convenience.

In the event the Freistatt Post Office is closed, the Freistatt Mutual Ins. Co. (two blocks down the street) will secure a post office box in either Monett or Mount Vernon Missouri. Both of these facilities post window hours as 8:30 to 16:30. Our business opens at 8:00 am and closes at 4:00 pm. Window service is required almost daily – such as signing for registered mail, etc. A curb side mail box does not provide the security or the services our business requires. It will be a 20 to 24 mile round trip twice a day depending on the city we select. An employee will spend 1.5 to 2 hours each day or 7.5 to 10 hours each week handling the mail. I feel this is an unusual and unexpected hardship on this small insurance company.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

DISTRICT MANAGER
MID-AMERICA DISTRICT
SEP 29 2011
KANSAS CITY MO 64108-9998

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Freistatt Mutual Ins. Co.
Name of Postal Customer

Chris [illegible] manager
Signature of Postal Customer

PO Box 80 411 N. Main
Mailing Address

Freistatt, MO 65654
City, State and Zip Code

9-26-11
Date

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Optional Comment Form
h to make concerning the proposed discontinuance of the

FREISTATT Post Office.

Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Discontinuance of the Freistatt Post Office would have an unfavorable effect on the Freistatt Mutual Insurance Company. Founded in 1887, Freistatt Mutual has grown from a small county mutual to a Company with 23 agents in 20 counties across the state of Missouri. Prompt service to our customers has been our tradition. Our service to our customers will be affected because the two block walk to the Postal Services will be changed to a 24 mile drive to the next closest facility.

I have not as yet calculated the cost to change the stationary, envelopes, billing documents, notices and other forms. The short notice does not provide sufficient time to deplete the paper inventory in order to minimize the change over costs.

Effect on Your Community. Please describe any favorable or unfavorable effects that *you* believe the proposal would have on your community.

The Post Office and the Farmer's Exchange across the street are the main gathering points of the community. By eliminating the post office you will most likely cut in half the community interaction.

Other Comments. Please provide any other views or information that you believe the Postal Service should consider in decidin[g] whether to adopt the proposal.

This small community of German heritage cannot benefit nor will it be helped by a decision to close the Freistatt Post Office.

Freistatt Mutual Insurance Company

Name of Postal Customer

CG [illegible]

Signature of Postal Customer

411 N. Main
PO Box 80

Mailing Address

Freistatt, Missouri 65654

8/30/2011

City. State. and ZIP Code

Date

UNITED STATES POSTAL SERVICE.

11/30/2011

RAYMOND & FLORENCE THOMPSON

104 N MAIN ST.
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- There are many ways a person identity can be stolen. Most identity theft occurs through online and in-person commercial transactions, after theft of a wallet, or when an acquaintance or family member misuses personal information. The U.S. Postal Service works diligently to protect Americans from identity theft crimes involving the mail. A Federal Trade Commission (FTC) survey on identity theft determined that only 2 percent of all victims reported that the theft was connected to the mail.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations

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300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Questions

in District, Discontinuance Coordinator, 300 W. Pershing Rd., 1108

The following are QUESTIONS I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS *(BELOW)* IN A TIMELY MANNER.

1. Our Postmaster (Jane) does assist senior citizens! Who will?
2. Freistatt is a Village with city limits. If you close our Freistatt P.O., are you going to make house to house delivery, to my mail box on my house?
3. I am afraid of becoming a victim of identity theft, if I have a mail box on the curb!

DISTRICT MANAGER
MID-AMERICA DISTRICT
SEP 29 2011
KANSAS CITY, MO 64108-9

Raymond & Florence Thompson
Name of Postal Customer — Signature of Postal Customer

104 N. Main
Mailing Address

Freistatt, MO. 65654
City, State and ZIP Code

9-26-11
Date

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UNITED STATES POSTAL SERVICE.

11/30/2011

ORVILLE & DORIS MEYER

915 5TH ST
MONETT MO 65708

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Comments

S I wish to make concerning the proposed discontinuance of the

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Lutheran Braille Workers take 8 or more boxes of Braille books to be shipped to various parts of the world. The closing of the Freistatt Post Office would be a hardship to this organization to haul the boxes to Monett or Mt Vernon.
The same hardships would apply to the Church and School and Small businesses in the Community.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The closing of the Freistatt Post Office would be the direct opposite of what President Obama was promoting "Jobs and Small business" to improve our economic status.

Orville Meyer
Doris Meyer
Name of Postal Customer

Orville Meyer
Doris Meyer
Signature of Postal Customer

915 5th St.
Mailing Address

Monett MO 65708
City, State and Zip Code

9-23-2011
Date

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UNITED STATES POSTAL SERVICE.

11/30/2011

CARLA BROWN

411 N MAIN
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Optional Comment Form

g are comments I wish to make concerning the proposed discontinuance of the FREISTATT Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It will cost extra time & money to travel to another post office. 24 miles round trip to Mt. Vernon, Mo. or 14 miles round trip to Monett, Mo.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community. I think closing the Freistatt post office would make it very hard for some of the elderly residents & impossible for others who do not have transportation or are not physically able to travel to a surrounding post office.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

If the post office is closed I think the other businesses in Freistatt will suffer. If people have to travel to another town for their postal service, they may also do their other shopping in that town.

Carla J. Brown (Freistatt Mutual Ins.)
Name of Postal Customer

Carla J Brown
Signature of Postal Customer

411 N. Main
Mailing Address

Freistatt, Mo. 65654
City, State, and ZIP Code

8-31-11
Date

UNITED STATES POSTAL SERVICE.

11/30/2011

ORVILLE OSTERLOH

230 N MAIN
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

- You expressed a concern about those customers with disabilities who are not able to go to the Post Office to pick up their mail. Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office

during their absence. Upon return the customer asks the post office to resume delivery.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Questions

in District, Discontinuance Coordinator, 300 W. Pershing Rd., 1108

The following are QUESTIONS I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS *(BELOW)* IN A TIMELY MANNER.

① How can you justify closing the Freistatt Post Office saying walk in revenue wasn't high enough when Federal law prohibits closing a PO to only save money?

② Did your published report about the Freistatt PO say it wasn't handicap accessible? This seems very out of date. Have you been to the PO. lately to see that it is indeed handicap accessible?

③ Did you really claim in your published report that our Postmaster does not help senior citizens? Where do you get this information? I personally know both the postmaster and sub help me and many other citizens both elderly and young.

④ I have had some recent health issues. If this happens again will I be expected to drive to Mogett or Mt. Vernon to do all my mailing? This will be very difficult for me to do on a regular basis even now. With so many elderly people in town, how do you think closing the post office would be a service to us?

⑤ If you are trying to save money, have you tried to negotiate with the Freistatt PO landlord?

⑥ Freistatt is a village with city limits. If you close our PO, will you provide me a mailbox at my house and door to door delivery? If not why would other local towns have that and not us? Why is it affordable there but not here?

DISTRICT MANAGER
MID-AMERICA DISTRICT
SEP 21 2011
KANSAS CITY, MO 64999-9000

Orville Osterloh
Name of Postal Customer

Orville Osterloh
Signature of Postal Customer

230 N. Main
Mailing Address

Freistatt, MO 65654
City, State and ZIP Code

9/16/11
Date

UNITED STATES POSTAL SERVICE

11/30/2011

EVA JOBE

126 E 3RD ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

- You expressed a concern about inclement weather and poor road conditions, that this might impede delivery. Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner. Door to door delivery is utilized in larger cities for City Delivery by a City Carrier.

- You expressed a concern that the Office was closed without going through the formal discontinuance procedure. The office is currently under study.Extensive information must be analyzed before a final decision is made. Regulations require the posting of a proposal to close and a final determination before the office can be officially closed. Customers that do not agree with the final determination may appeal that determination to the Postal Regulatory Commission.

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. There are many ways a person identity can be stolen. Most identity theft occurs through online and in-person commercial transactions, after theft of a wallet, or when an acquaintance or family member misuses personal information. The U.S. Postal Service works diligently to protect Americans from identity theft crimes involving the mail. A Federal Trade Commission (FTC) survey on identity theft determined that only 2 percent of all victims reported that the theft was connected to the mail.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have

introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Comments

I wish to make concerning the proposed discontinuance of the

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

(1) with our Post master in Freistatt we can buy envelopes boxes etc. to mail things (We have the case of going to our Post office in stead of going to another town.)
(2) We will have to drive 8-9 miles to go to another Post office.
(3) Closing our Post office will put our Postmaster in another town to work & she worked hard to get job.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

(1) Some of our businesses would have to go else where to mail packages that have to be at a place at a certain time.
(2) Closing our Post office will cut down on the revenue our town brings in from people who stop to use our Post office & use other businesses in our town.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

(1) We the Freistatt Post office gets a lot of business from people who drive through town because of the convenience of where our Post office is.
(2) Freistatts Post office revenue has been higher than any of the Post offices on the list to be closed. (It is $30,400 which is greater than the cut off figure of $27,500.

Eva Jobe
Name of Postal Customer

Eva Jobe
Signature of Postal Customer

1216 E. 3rd
Mailing Address

Freistatt MO. 65654
City, State and Zip Code

9/17/11
Date

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Questions

an District, Discontinuance Coordinator, 300 W. Pershing Rd.
4108

DISTRICT MANAGER
MID-AMERICA DISTRICT
SEP 21 2011
KANSAS CITY, MO 64108-9000

The following are QUESTIONS I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS *(BELOW)* IN A TIMELY MANNER.

(1) If you close the Freistatt Post office, will it really save any money if you have to get a rural carrier to deliver it?

(2) we get medicine through the mail, can you guarantee that it will be safe in a mail box?

(3) In bad weather will our mail be delivered to our door?

(4) why can't we have a carrier deliver door to door like other towns? If not why?

(5) why don't the bosses in the Post offices go according to contract so the Postal Service don't have to continue to pay out $1000's of dollars when someone files a grievence?

(6) why are you trying to close the Freistatt Post office when the law prohibits closing to save money?

(7) what are we to do with the crosswalk we paid (City of Freistatt) to have built for our elderly & handicapped to have access to the Post office? (The crosswalk cost $10,216.88 to build)

(8) what about identity theft if I am forced to go to a mail box where the mail is delivered by a rural carrier?

Eva Jobe
Name of Postal Customer

Eva Jobe
Signature of Postal Customer

126 E. 3rd
Mailing Address

Freistatt Mo 65654
City, State and ZIP Code

9/17/11
Date

UNITED STATES POSTAL SERVICE.

11/30/2011

ROBERT BRANDT

112 E 3RD ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

- You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Questions

:an District, Discontinuance Coordinator, 300 W. Pershing Rd.,
34108

The following are QUESTIONS I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS *(BELOW)* IN A TIMELY MANNER.

Some Drugs that come to me by mail are temperature sensitive. This is especially true of medication. How will medication be delivered to my door? Mail boxes can freeze in the winter and get very hot in summer.

2. Would it be better to request that medication be delivered by UPS or Fed-ex?

DISTRICT MANAGER
MID AMERICA AREA
SEP 21 2011
KANSAS CITY MO 64195-9000

Robert W. BRANDT
Name of Postal Customer

Robert W Brandt
Signature of Postal Customer

112 E 3rd St.
Mailing Address

Freistatt MO 65654
City, State and ZIP Code

9-20-11
Date

UNITED STATES POSTAL SERVICE.

11/30/2011

CARL DUSTMAN

200 W 3RD ST #12
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about reducing/alternating the number of hours the post office operates. Hours are determined by the workload at the post office.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You expressed a concern about cutting management positions from the top down instead of taking services away from customers. The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Comments

I wish to make concerning the proposed discontinuance of the

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I KNOW THAT ANY MAIL WILL BE AT THE POST OFFICE WHEN I GO TO PICK IT UP. IF I HAD TO DRIVE TO PICK IT UP I WOULD ONLY BE ABLE TO PICK IT UP ONCE A WEEK.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

BUSINESS WOULD BE HURT AS THEY WOULD HAVE TO DRIVE ELSEWHERE TO MAIL PACKAGES AND WE WOULD ~~[illegible]~~ LOSE CONTACT WITH SOME OF OUR NEIGHBORS THAT WE MEET WHEN GETTING OUR MAIL.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

WE DON'T NEED FANCY STAMPS TO MAIL A LETTER, THEY COST MONEY TO MAKE WE DON'T NEED FANCY PLAQUES TO HANG ON WALLS, THEY COST MONEY TO MAKE, THERE ARE PLACES TO TRIM THE COST OF OPERATING AND STIL GIVE PEOPLE DECENT SERVICE. LOSING A SERVICE THAT PEOPLE HAVE DEPENDED ON SINCE THE PONY EXPRESS DAYS WOULD BE ABOUT THE WORST THING THAT COULD HAPPEN.

PAUL DUSTMAN
Name of Postal Customer

Paul Dustman
Signature of Postal Customer

200 W 3RD ST #D
Mailing Address

FREISTATT MO 65654
City, State and Zip Code

[redacted] 9-21-11
Date

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Questions

n District, Discontinuance Coordinator, 300 W. Pershing Rd.,
City, MO. 64108

SEP 23 2011
MO 64108-9000

The following are QUESTIONS I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS *(BELOW)* IN A TIMELY MANNER.

WHY WOULD YOU CLOSE A POST OFFICE THAT THE TOWN JUST SPENT THOUSANDS OF DOLLARS PUTTING ACROSS WORK IN?

√ WHY CAN'T THEY OPERATE ON SHORTER HRS AND STILL PROVIDE GOOD SERVICE?

√ WHY NOT RAISE STAMP PRICES, IT WOULD BE CHEAPER ~~THEN~~ THEN DRIVING 8 MILES TO MAIL LETTERS?

WHERE WOULD I HAVE TO GO TO GET MY MAIL?

√ WHERE ARE THE PEOPLE ON FIXED INCOME GOING TO FIND MONEY TO PAY FOR GAS TO DRIVE TO GET THEIR MAIL?

√ WOULDN'T THEY CUT THE PAY OF THE UPPER MANAGEMENT?

Carl Quelman
Name of Postal Customer

Carl Quelman
Signature of Postal Customer

200 W 3RD ST
Mailing Address

FREISTATT MO 65654
City, State and ZIP Code

[redacted] 9-21-11
Date

UNITED STATES POSTAL SERVICE.

11/30/2011

GRACE DOSS

313 N WASHINGTON ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern that the Office was closed without going through the formal discontinuance procedure. Operation of the Post Office is currently under study for discontinuance. Extensive information must be analyzed before a final decision is made. Regulations require the posting of a proposal to close and a final determination before the office can be officially closed. Customers that do not agree with the final determination may appeal that determination to the Postal Regulatory Commission.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Comments

I wish to make concerning the proposed discontinuance of the

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It would create a hardship for our Town to survive if you close our P.O. Small towns are the backbone to America. It is time for the Postal Service in the big offices to make sacrifice and not always target the rural towns, who are already sacrificing so the big shots can live lavishly.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The closing of our P.O. would definitely effect our community. With all the businesses we have in our town plus surrounding areas that use our local facility, you would be creating a hardship. We thank on for many of our senior citizens who come & meet friends & receive important information which they otherwise would not receive.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

We need our P.O. Office for our aged people who are longer drivers & are able to walk or ride their scooters to the P.O. Office. We just used taxpayer dollars to install a crosswalk strictly for the use of our senior citizen complex.

Please let us keep our P.O. We need it to survive.

Grace Doss
Name of Postal Customer

Grace Doss
Signature of Postal Customer

313 N. Washington
Mailing Address

Freistatt Mo. 65654
City, State and Zip Code

9/21/2011
Date

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Questions

can District, Discontinuance Coordinator, 300 W. Pershing Rd.,
64108

MANAGER
DISTRICT
SEP 23 2011

The following are QUESTIONS I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS *(BELOW)* IN A TIMELY MANNER.

(1) How would you justify closing the Freistatt P.O. on the basis of your statement "Walk in revenue was not high enough" when Fed. law prohibits closing a P.O. just to save money?

(2) Why do you claim in your publish report that our Freistatt P.O. is not handicap accessible - when it is?

(3) Why, in your publish report did you claim our Postmaster does "not" assist our senior citizens when she is very, very, helpful in anything + everything we need?

(4) Why have you not notified the owner of our P.O. Building of the possibility that it may be closing?

(5) With all the business in our town who depend on our P.O. how can you justify closing it?

(6) Just how would we receive our mail on a timely basis?

(7) For our total revenue - why do you only take in to account the walk-in business? This is not a true picture.

Grace (Grace) Doss
Name of Postal Customer

Grace Doss
Signature of Postal Customer

313 N. Washington
Mailing Address

Freistatt Mo. 65654
City, State and ZIP Code

9/21/2011
Date

11/30/2011

GILBERT DOSS

313 N WASHINGTON ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern that the Office was closed without going through the formal discontinuance procedure. The Post Office is only under study for discontinuance. Extensive information must be analyzed before a final decision is made. Regulations require the posting of a proposal to close and a final determination before the office can be officially closed. Customers that do not agree with the final determination may appeal that determination to the Postal Regulatory Commission.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about package delivery and pickup. Rural carriers will deliver mail and packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at

usps.com, or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Comments

S I wish to make concerning the proposed discontinuance of the

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It would create a hardship for our small town to small rural Towns are the backbone to America, it is time for the Postal Service in the big office to make sacrifice and not hit the rural towns who are already sacrifising so the higher up can live high on the hog.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

It would effect our community. It would effect all of our businesses, there mailing of statements, and packages.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

We need our P.O. for our aged people, Lots of our aged have no car and do not drive any more. Many trucks stop for we have parking, and they mail regularly.

Gilbert Doss
Name of Postal Customer

Gilbert Doss
Signature of Postal Customer

313 N. Washington
Mailing Address

Freistatt, MO. 65654
City, State and Zip Code

9-22-11
Date

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Questions

an District, Discontinuance Coordinator, 300 W. Pershing Rd.,
64108

The following are QUESTIONS I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS *(BELOW)* IN A TIMELY MANNER.

(1) How can you justify closing the Freistatt P.O. on the basis of your statement, Work in revenue was not high enough when Federal Law prohibits the closing of a P.O. just to save money

(2) Our Freistatt P.O. is handicap accessible, and wheel chair customers can come in and out without any problems.

(3) Our Postmaster does assist senior citizens, and goes out of her way to help the customers.

(4) If the Freistatt P.O. is closed rural carriers would not be good for citizens can not stand and wait for rural carrier to buy stamps.

(5) Freistatt is a Village with city limits, I would like my mail delivered to my home, as well as the Monett & Mt Vernon.

DISTRICT MANAGER
MID AMERICA DISTRICT
SEP 27 2011
KC CITY MO 64108-9000

GILBERT DOSS
Name of Postal Customer

Gilbert Doss
Signature of Postal Customer

313-N. Washington
Mailing Address

Freistatt, MO. 65654
City, State and ZIP Code

9-22-11
Date

UNITED STATES POSTAL SERVICE

11/30/2011

DOROTHY OSTERLOH

200 W 3RD ST APT 7
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You expressed a concern about inclement weather and poor road conditions, that this might impede delivery. Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

- You expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient.

- You expressed a concern about an address change on your bank checks and stationery. Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations

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300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Questions

can District, Discontinuance Coordinator, 300 W. Pershing Rd.,
64108

The following are QUESTIONS I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS *(BELOW)* IN A TIMELY MANNER.

I do drive + pick up some of the other people's mail that dont drive.
2 years ago I picked up 3 peoples mail. Some have passed away now.
In Winter our Post Master would bring our mail if we didn't get it. She would do this on her lunch hour at noon.
My Meds come by mail every 3 months. If they are just in a Box will they let us have them?
Or be safe out by the road?
This is at Senior Housing we have 20 apts.

DISTRICT MANAGER
AREA DISTRICT
SEP 27 2011
KANSAS CITY MO 64108-9000

Dorothy Osterloh
Name of Postal Customer

Dorothy Osterloh
Signature of Postal Customer

200 W 3rd St. apt 7
Mailing Address

Freistatt MO 65654
City, State and ZIP Code

9-23-11
Date

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Comments

I wish to make concerning the proposed discontinuance of the

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

not sure where we will have our mailbox at the end of the street or would they be put down the road or what?

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

We always visit with others who get their mail at Post office

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

It would be harder to get stamps + such

I am not sure if all tax + all mail will have Monett address. I will have to change checks + all mail

Dorothy Osterloh
Name of Postal Customer

Dorothy Osterloh
Signature of Postal Customer

200 W 3rd St. apt. 7
Mailing Address

Freistatt MO 65654
City, State and Zip Code

9-23-11
Date

UNITED STATES POSTAL SERVICE.

11/30/2011

TRINITY LUTHERN SCHOOL

218 N MAIN ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about delivery time. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE

11/30/2011

TRINITY LUTHERAN SCHOOL

218 N MAIN ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE

11/30/2011

TRINITY LUTHERAN SCHOOL

218 N MAIN ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- If the volume of mail constitutes a dismount for the carrier to delivery the mail to the office, that can be discussed with the administrative office. You may contact the administrative office regarding a No Mail Delivery request on Saturday, mail will be delivered on Monday as usual, including Saturdays mail.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210

Kansas City , MO, 64108-9000

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Questions

an District, Discontinuance Coordinator, 300 W. Pershing Rd., 4108

The following are QUESTIONS I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS *(BELOW)* IN A TIMELY MANNER.

1. The school orders materials that will not deliver to a P.O. Box. What do we do then?

2. If we get a mailbox, how big will it be? We often receive 2 plastic mailboxes full in one day's time. This mail would not fit in a regular mailbox.

3. The school receives regular checks through the Postal System. Since there is no school on Saturday, there would be no safe-guard protecting our mail from being tampered with by outside personnel.

4. Would the mail be delivered during school hours? The secretary works half days from 8:00 - 1:00. School is out at 3:15. If delivered after this time frame, our mail would once again be in jeopardy of being tampered with.

SEP 27 2011 KANSAS CITY MO 64193

Trinity Lutheran School — Name of Postal Customer

Carole A. Whitaker — Signature of Postal Customer

218 North Main Street — Mailing Address

Freistatt, MO 65654 — City, State and ZIP Code

9-22-11 — Date

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Comments

'S I wish to make concerning the proposed discontinuance of the

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

If Saturday mail is discontinued, our school mail would not go out until the following Monday or Tuesday (if Monday is a holiday), so, the mail could be delivered as late as a week from when the school now posts mail.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Now, we can purchase stamps and mail packages 6 days a week. If closed, our outgoing mail would be delayed at least 1 day if not more.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

We just missed the cut-off. If we had known this ahead of time, we would have used the Post Office for all mailings.

Trinity Lutheran School
Name of Postal Customer

Carol A. Kleibrecker
Signature of Postal Customer

318 North Main Street
Mailing Address

Freistatt, MO 65654
City, State and Zip Code

9-22-11
Date

UNITED STATES POSTAL SERVICE

11/30/2011

FREISTAT FARMERS EXCHANGE

236 N MAIN ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

11/30/2011

FREISTATT FARMERS EXCHANGE

236 N MAIN ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

UNITED STATES POSTAL SERVICE.

11/30/2011

FREISTAT FARMERS EXCHANGE

236 N MAIN ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Optional Comment Form

h to make concerning the proposed discontinuance of the FREISTATT Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
We use this post office daily. The Freistatt post office is the only convienient Postal Service available to us. Without it I will investigate other forms of communication with our clients to reduce the cost and Time of other Postal service from nearby offices

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
The Freistatt Post Office is a hub for this community. It is of value to us (Freistatt Farmers Exchange) and the senior housing guests behind our store use the trip to the Post office as a way to Keep active

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.
This small town relies on its Post office. I feel that other means of saving money would be more effective, ie I see at least 3 daily pick up's of mail this could be reduced to one per day or less

Freistatt Farmers Exchange Doug Arnett manager
Name of Postal Customer

Signature of Postal Customer

236 North Main
Mailing Address

Freistatt MO 65654
City, State, and ZIP Code

9-7-11
Date

UNITED STATES POSTAL SERVICE.

11/30/2011

NORMAN WATSON

200 W 3RD ST
FREISTATT MO 65654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Freistatt Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about delivery time. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully

consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

- You expressed a concern about reducing/alternating the number of hours the post office operates. Hours are determined by the workload at the post office.

- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City , MO, 64108-9000

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Questions

...an District, Discontinuance Coordinator, 300 W. Pershing Rd., ...4108

MANAGER POST OFFICE OPERATIONS
MID AMERICA DISTRICT
OCT - 5 2011

The following are **QUESTIONS** I have concerning the proposed discontinuance of the FREISTATT Post Office. I am requesting **YOUR ANSWERS TO BE IN WRITING AND MAILED TO ME AT MY MAILING ADDRESS (BELOW) IN A TIMELY MANNER.**

1. How can you justify closing the Freistatt P.O. on Revenue Base on 29500.00 yearly when in truth Freistatt P.O. indeed Gross over 30.000 Last year.
2. You say our P.O. is not wheel chair accessible you doe not know anything about the Freistatt P.O. at all I would like to you who made the Report on this, I am a Handicap person.
3. I would like to know who says our Post master does not Help the senior citizens of Freistatt. I know Better because the Post Master does Because I am a senior and I have also seen the Post master Help others too.
4. If the rural carrier is going to deliver my mail I would the mail deleliver my mail to my apartment.
5. How our ~~going to~~ the Rural carrier going to grantee my package sent in a timely manner
6. If you our going to closing of the Freistatt P.O. How came no one notified the owner of Building. ?
7. If you try to close the P.O. why not some one talk to the owner about lowing the Rent
8. Freistatt is a Village with city Limits. If you close our Freistatt P.O. Our we going to have door to door service with our mail like other towns.

Norman D. Watson
Name of Postal Customer

Norman D. Watson
Signature of Postal Customer

200 W. 3rd St. #11
Mailing Address

Freistatt Mo. 65654
City, State and ZIP Code

10/1/11
Date

1. Freistatt has a private school. All the mail is mailed or recieved at the Freistatt P.O knowing it will be safe and <u>secure</u>.
2. Braille meets every week to make bibles & they are mailed at the Freistatt P.O. (just a block away). Instead the bible chapters would have to be taken to Mt. Vernon (7 miles), Monett (7) miles or Aurora (16 miles) and Pierce City (8-10) miles. Our mail carrier could never get all these bible chapters in a vehicle at one time.
3. My granddaughter goes to Monett schools. The school bus stops at the post office. Our postmistress watches and makes sure the right person picks the children up (because she know everyone that get off that bus) The children know that if the weather is bad they can stay at the post office until it closes to be picked up. I am positive that our postmistress would stay on their own time for them to be picked up. The children can also pick the mail for their parents that work.
4. I lived some 40 years on a rural route and had wonderful carriers, but this is a different age, most people work and can't watch for the carriers. I wouldn't want to leave any money in the box anymore. I have hear from friends that some carriers in this area (over)

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o not even carry stamps even when asked. So what
o you do? You come to the Freistatt P.O where you
know you'll get what you need.
We have business in town and surrounding area
that use the Freistatt P.O. because its closer. We
also have truckers who pass through on a regular
basis going to I-44. They stop to do business
because its more convenient the to find the
post offices in Mt. Vernon and/or Monett,
are downtown.

6. All I can say If it's not broke don't fix it

Analysis of 60-Day Posting Comments

Number of comments returned

Total questionnaires distributed	56
Favorable comments	0
Unfavorable comments	56
No opinon expressed	0
Total comments returned	56

Postal Concerns

The following postal concerns were expressed

1. Concern (Favorable):
Customer concerned about identity theft.

Response:
There are many ways a person identity can be stolen. Most identity theft occurs through online and in-person commercial transactions, after theft of a wallet, or when an acquaintance or family member misuses personal information. The U.S. Postal Service works diligently to protect Americans from identity theft crimes involving the mail. A Federal Trade Commission (FTC) survey on identity theft determined that only 2 percent of all victims reported that the theft was connected to the mail.

2. Concern (Favorable):
Customer expressed a concern about mail delivery to his house, mailing of statements and packages.

Response:
Rural carriers will deliver mail and packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

3. Concern (Favorable):
Customer expressed a concern about package delivery and pickup.

Response:
Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

4. Concern (Favorable):
Customer expressed a concern about package delivery and pickup.

Response:
Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter. Priority supplies can also be ordered from USPS.com at no charge and shipped to your address.

5. Concern (Favorable):
Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices and adding hours to the carrier from the administrative office.

Response:
The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

6. Concern (Favorable):
Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices.

Response:
The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

7. Concern (Favorable):
Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. Quoting the PRC which said if the Postal Service closed 1000 Post Offices, it would only save 0.7% of the postal budget.

Response:
The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and

closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

8. **Concern (Favorable):**
Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.

Response:
The rural carrier will accept any letters or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

9. **Concern (Favorable):**
Customer expressed a concern about the PO Box lobby remaining open additional hours at the Post Office.

Response:
Office hours are determined by the workload at the office. The Post Office workload analysis determined that the present office hours should sufficiently meet customer needs.

10. **Concern (Favorable):**
Customer questioned if the Postal Service had spoken to the lessor about reducing the rental fee.

Response:
The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

11. **Concern (Favorable):**
Customer questioned why customers in Monett or Mt. Vernon receive their mail at their door and the customers in Friestatt do not receive door delivery.

Response:
Monett and Mt. Vernon have city carriers that deliver mail door to door while Freistatt would be considered a rural delivery area.

12. **Concern (Favorable):**
Customer suggested reducing/alternating the number of hours the post office operates.

Response:
Hours are determined by the workload at the post office.

13. **Concern (Favorable):**
Customer was concerned about identity theft.

Response:
There are many ways a person identity can be stolen. Most identity theft occurs through online and in-person commercial transactions, after theft of a wallet, or when an acquaintance or family member misuses personal information. The U.S. Postal Service works diligently to protect Americans from identity theft crimes involving the mail. A Federal Trade Commission (FTC) survey on identity theft determined that only 2 percent of all victims reported that the theft was connected to the mail.

14. **Concern (Favorable):**
Customer was concerned about where they would go to get their mail.

Response:
Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

15. **Concern (Favorable):**
Customer was concerned that if the Post Office did close, would the residents be given appropriate notice so arrangements can be made.

Response:
Notification will be posted in the Post Office when a Final Determination is made.

16. **Concern (Favorable):**
Customers asked why their Post Office was being discontinued while others were retained.

Response:
Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

17. **Concern (Favorable):**
Customers concerned closing the Post Office to save money is prohibited by Fedral Law.

Response:
The Post Office is only under study for discontinuance. Extensive information must be analyzed before a final decision is made. Regulations require the posting of a proposal to close and a final determination before the office can be officially closed. Customers that do not agree with the final determination may appeal that determination to the Postal Regulatory Commission.

18. **Concern (Favorable):**
Customers concerned the about closing the Post Office when Federal Law prohibits closing a Post Office just to save money.

Response:
Operation of the Post Office is currently under study for discontinuance. Extensive information must be analyzed before a final decision is made. Regulations require the posting of a proposal to close and a final determination before the office can be officially closed. Customers that do not agree with the final determination may appeal that determination to the Postal Regulatory Commission.

19. **Concern (Favorable):**
Customers expressed concern about contacting the lessor in regards to lowering the rent.

Response:
The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

20. **Concern (Favorable):**
Customers expressed concern about door to door delivery.

Response:

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

21. **Concern (Favorable):**
Customers expressed concern about having to erect a rural mailbox.

Response:
Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient.

22. **Concern (Favorable):**
Customers expressed concern about receiving door to door delivery.

Response:
The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

23. **Concern (Favorable):**
Customers expressed concern about receiving mail on their door like other larger towns.

Response:
The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

24. **Concern (Favorable):**
Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.

Response:
Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

25. **Concern (Favorable):**
Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response:
The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

26. **Concern (Favorable):**
Customers expressed concern over the convenience of Postal Service being lost.

Response:
The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

27. **Concern (Favorable):**
Customers expressed concern over the dependability of rural route service.

Response:
Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.

28. **Concern (Favorable):**
Customers expressed concern that we should contact the lessor about reducing our rental fee.

Response:
The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

29. **Concern (Favorable):**
Customers felt inclement weather and poor road conditions might impede delivery.

Response:
Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

30. **Concern (Favorable):**
Customers inquired about mailbox installation and maintenance.

Response:
Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers.

31. **Concern (Favorable):**
Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

Response:
Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

32. **Concern (Favorable):**
Customers stated the closure of the Post Office to save money is prohibited by law.

Response:
The office is currently under study.Extensive information must be analyzed before a final decision is made. Regulations require the posting of a proposal to close and a final determination before the office can be

officially closed. Customers that do not agree with the final determination may appeal that determination to the Postal Regulatory Commission.

33. **Concern (Favorable):**
Customers stated the landlord of the property would reduce the rental fee.

Response:
Post Offices are reviewed on a case-by-case basis.

34. **Concern (Favorable):**
Customers suggested cutting management positions from the top down instead of taking services away from customers.

Response:
The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

35. **Concern (Favorable):**
Customers wanted to know why the customer lines were so long at the administrative Post Office.

Response:
The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster, window operations will be monitored to ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the Post Office for service.

36. **Concern (Favorable):**
Customers were concerned about a possible address change.

Response:
Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.

37. **Concern (Favorable):**
Customers were concerned about having to make an address change on their bank checks and stationery.

Response:
Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.

38. **Concern (Favorable):**
Customers were concerned about having to travel to another Post Office for service.

Response:
Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

39. **Concern (Favorable):**
Customers were concerned about later delivery of mail.

Response:
The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the da

40. **Concern (Favorable):**
Customers were concerned about mail security and identity theft.

Response:
Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. There are many ways a person identity can be stolen. Most identity theft occurs through online and in-person commercial transactions, after theft of a wallet, or when an acquaintance or family member misuses personal information. The U.S. Postal Service works diligently to protect Americans from identity theft crimes involving the mail. A Federal Trade Commission (FTC) survey on identity theft determined that only 2 percent of all victims reported that the theft was connected to the mail.

41. **Concern (Favorable):**
Customers were concerned about mail security.

Response:
Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

42. **Concern (Favorable):**
Customers were concerned about obtaining services from the carrier.

Response:
Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

43. **Concern (Favorable):**
Customers were concerned about obtaining services from the carrier.

Response:
The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

44. **Concern (Favorable):**
Customers were concerned about senior citizens.

Response:
Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

45. **Concern (Favorable):**
Customers were concerned about the reason they were not told it matters which Post Office they use for our goods and services.

Response:
I recognize your interest in ensuring that the residents of the Freistatt community continue to have convenient access to essential Postal services. As you may be aware, the U.S. Postal Service is an exceptional government agency in that we are totally self-supporting. All of our income is derived from the sale of our products and services and not operational subsidies from taxpayers. The ongoing effects of the economic slowdown and the rate at which correspondence is migrating from traditional Postal hard copy services to electronic media continue to negatively impact mail volume and the related revenue. Mail volume has plummeted from 213 billion pieces in 2008 to 170 billion pieces in 2010 and is expected to continue to fall to 150 billion pieces by the end of the decade. In the face of such difficulties, the Postal Service is pursuing solutions and strategies to mitigate the impact. Efforts have focused on improving efficiencies and making sure the processing and delivery networks are as streamlined as possible through such activities as mail processing consolidations and carrier route adjustments. We are also moving to better align our facility network to match today's community activity and usage. The Freistatt Post Office is currently being reviewed for possible discontinuance. The review is ongoing, and no final decisions have been made. If the review of the Huggins Post Office leads to closure, the office name and ZIP Code will be retained for use in local mailing addresses to preserve community identity.

46. **Concern (Favorable):**
Will the Postal Service increase parking at the Monett Post Office for a large truck and trailer to park.

Response:
There are no plans in the near future to increase the parking lot at the Monett Post Office.

47. **Concern (UnFavorable):**
Customer is concerned that the volume of mail they receive will not fit in a mail box erected on the street. They were also concerned about checks being left in their box on Saturday.

Response:
If the volume of mail constitutes a dismount for the carrier to delivery the mail to the office, that can be discussed with the administrative office. You may contact the administrative office regarding a No Mail Delivery request on Saturday, mail will be delivered on Monday as usual, including Saturdays mail.

48. **Concern (UnFavorable):**
Customers expressed concern over the fact they don't have door to door delivery like other towns.

Response:
The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner. Door to door delivery is utilized in larger cities for City Delivery by a City Carrier.

Nonpostal Concerns

The following nonpostal concerns were expressed

1. **Concern (Favorable):**
Customer expressed a concern about leaving money in the mailbox.

Response:
A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However,

customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

2. **Concern (Favorable):**
Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response:
Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

3. **Concern (Favorable):**
Customer stated that the number of miles listed between the offices on the customer notification letter was incorrect.

Response:
Information was taken from an internet mapping site. If this information is incorrect; the record will be changed to reflect the correct distance. The reference to Kirbyville was in error while printing. we know Kirbyville is not close to Freistatt, as was explained in the meeting.

4. **Concern (Favorable):**
Customers expressed a concern about the loss of a bus stop at the Post Office.

Response:
Customers may contact the county school board to determine if they would be willing to erect a small building, which would shelter children from the wind while they wait on the school bus. Or contact neighboring businesses to ascertain if they would allow children to wait on the bus at their business.

5. **Concern (Favorable):**
Customers expressed concern for loss of community identity.

Response:
A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

6. **Concern (Favorable):**
Customers felt the loss of a Post Office would have a detrimental effect on the business community.

Response:
Businesses generally require regular and effective postal services. and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

7. **Concern (Favorable):**
Customers questioned the economic savings of the proposed discontinuance.

Response:
Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

8. **Concern (Favorable):**
Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.

Response:
Carrier service can be and. in this case. is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.

9. **Concern (Favorable):**
Customers stated the town installed a walkway in good faith that the Post Office was permanent.

Response:
The installation of the walkway was not a postal improvement project, however. we are sure it provides much needed access across the highway. Should the Post Office be discontinued, a CPO will give a member of the community an opportunity to bid on the CPO and will provide the same level of service to the community.

10. **Concern (Favorable):**
Customers were concerned about growth in the community.

Response:
The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

11. **Concern (Favorable):**
Customers were concerned about the loss of a gathering place and an information center.

Response:
Residents may continue to meet informally. socialize, and share information at the other businesses, churches and residences in town.

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CA1C460 3961

Village of Freistatt
105 E. Third Street
Freistatt, Missouri 65654
417-236-9650
James Ortwein, Eva Jobe, Ryan Buchmueller, Delpha Bowling and Robert Brandt, Trustees

October 14, 2011

Joanne Dean
Mid-American District
Discontinuance Coordinator
300 W. Pershing Rd., Suite 204
Kansas City, MO. 64108

Re: Freistatt Post Office

Joanne,

As the City Clerk for the Village of Freistatt and the Community Leader for the Save Our Freistatt Post Office Effort, I am enclosing my Questions and Comments for your answers and consideration. A local survey and results are attached for reference on some of the questions.

I am also enclosing a Petition To Save Our Freistatt Post Office for your review which contains over 200 signatures.

It is a given fact that our U.S. Congress takes a long time to agree on legislation. While you wait for them to find alternative ways to help the USPS's financial condition, many post offices are being shut down. I feel Congress will eventually come to an agreement on alternatives, but hope it will not be too late for our Freistatt Post Office.

Freistatt's future is in your hands. I hope you will consider all of the comments you have received and find that taking Freistatt off of your list of Post Office closings would, indeed, be beneficial to our local people as well as the USPS.

Respectfully,

Deborah Schoen

Deborah Schoen, City Clerk
Village of Freistatt

Enclosures (3)

KEEP IT HOME. KEEP IT LOCAL.

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SAVE OUR POST OFFICE!!

8-4-11	Ryan Stockh 16697 Lawrence 1070 Pierce City, MO 65723
8-4-11	Karl Wilke 7482 Lawrence 2150 Mt Vernon, MO 65712
8-4-11	Charles W Wiethe 7482 Lawrence 2150 Mt Vernon MO 65712
8-4-11	Glen Ball 1272 Lawrence Wentworth, MO 64873
8-4-11	Adell Bremer 1201 N 14th Monett, Mo 65708 8-5-11
	Matt Malm
8/4/11	Miandra Johoes 18802 Lawrence 1090 Monett, MO
8/4/11	Darron Johoes " "
8/4/11	Evelyn Bracht 9725 Lawrence 2170 Monett Mo 65708
8/4/11	[illegible] Lash 101 W. Third St. Freistatt 65654
8/4/11	[illegible] Knight 101 E. fifth ST Freistatt MO. 65654
8/4/11	[illegible] Oberman 20499 LC 1160 Monett 65708
8-4-11	Carol Durbin 6369 Lawrence 2170 Pierce City, Mo 65723
8-4-11	Rex Highfill 4898 Lawrence 2130 State city mo
8-4	[illegible] 6783 Lawrence 2140 Stotts City
8-4-11	Leslie Parrigo 7267 Lawrence 2140 Stotts City Mo 65756
8-4-11	[illegible] 508 N Main St Freistatt MO 65654
8-4-11	[illegible] 10059 Lawrence 2150 Mt. Vernon MO 65712
8-4-11	Calvin [illegible] 15076 Lawrence 1100 Mt. Vernon, Mo 65712
	[illegible]
8-4-11	[illegible] 9734 Lawrence 2160 Mt. Vernon, MO 65712
[illegible]-11	[illegible] 14011 Hwy H Mt. Vernon, Mo. 65712
[illegible]	[illegible] 14011 Hwy H Mt. Vernon, Mo. 65712
	David [illegible]

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me Keep it Local
Save our Post Office!

6

8-4-11	Donna Fellwock	18793 Lawrence 1100 Monett MO
8-4-11	[illegible]	" 65708
8-4-11	Bart Snyder	8576 Law 2150 Mt. Vernon, Mo.
	~~Willie Hesem~~	
8-4-11	Willie Hesemann	10665 Lawrence 2180 Monett MO.
~~8-4-11~~ 8-4-11	[illegible]	19083 Lawrence 1070 Pierce City MO
8-4-11	[illegible] Doss	21605 Lawr 1100 Monett MO
8-4-11	John Birkenbach	6885 Lawrence 2210 P.C. MO 65723
8-4-11	[illegible]	8800 LAW 2160 Mt Vernon Mo
	[illegible]	
	[illegible]	
8-4-11	Matthew Trucking Inc (Ron)	18158 Lawr 1125 Verona Mo. 65769
8-4-11	Douglas [illegible]	18729 Hwy H Monett MO 65708 8-5-11
8-4-11	Kim Moenny	6937 Lawrence 2170 Pierce City 65723
	Alison T. West	
8-4-11	Joe Pennington	15893 HWY H Mt Vernon, Mo 65712
8-4-11	[illegible]	12890 H Hwy Monett MO
8-4-11	Earl W. [illegible]	10583 LAW 2150 MT VERNON
	Edith F. Harmon	
	Michelle [illegible]	
8/4/11	Dean Lee	7931 FR 2170 Monett Mo 65708
8/4/11	Josh Spree	7678 FR 2160 Mount Vernon 65712
	[illegible]	
	[illegible]	
8-4-11	[illegible]	7592 LAWRENCE 2190 MONETT MO 65708
	[illegible]	
8-4-11	Gretchen Moore	20296 Lawrence 1100
"	Josh Moore	Monett, MO 65708

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	Name	Address
8-8-11	Rev. Barrett R. Buchanvelle	215 No. Main St Freistatt MO
8-8-11	June Fritz	9464 Lawrence 2190 Monett, Mo
8-8-11	Carole A. Kleiboeker	14579 Lawrence 1060 Stotts City, Mo
8-8-11	Merlin Buacht	8800 Lawr. 2160 Mt. Vernon
8-8-11	Bruce Dass	18640 Lawrence 1057 Pierce City, Mo
8-8-11	Alice Hehnkamp	115 E Third St. Freistatt MO 65654
8-8-11	[illegible]	18710 Hwy PP Pierce City 65723
8-8-11	Maurice Schoen	7927 Law 2210 Monett Mo 65708
8-8-11	Heather Moening	5931 Lawrence 2160 Pierce City MO 65723
8-8-11	Anthony (Tony) Washeck	12997 Farm Road 2065 Monett Mo 65708
8-8-11	Beal Thompson	104 North Main
8-8-11	Ray Thompson	102 North Main
8-8-11	Susan Drollinger	6009 Law 2160 Pierce City MO 65723
8-8-11	Melanie Downs	116 5th St.
8-8-11	[illegible]	Schoen Equipment Inc 322 N Main
8/9/11	[illegible]	210 N. Main Hwy H Monett Mo.
8/9/11	[illegible]	9521 Lawrence 2190 - Monett, Mo. 65708
8/9/11	Wilbur Clark	11786 Lawrence 2190 - Verona, Mo 65869
8/9/11	Erwin Krueger	1202 Autumn Monett 65708
8/9/11	Dan & Joan Haine	18209 Hwy - H
8/9/11	Karen Schmedeke	10801 Lawrence 2120 Mt Vernon 65712
8-9-11	Orville Meyer	[illegible] Monett Mo 65708
8-9-11	Ruth Nelson	9777 Lawrence 2120 Mt Vernon Mo
8-9-11	Judith Krueger	1202 Autumn Ct. Monett, Mo. 65708
8-9-11	Eleanor Smidt	403 Washington Street, Freistatt, Mo 65654
8-9-11	Doris Meyer	915 5th St Monett Mo 65708
8-9-11	Thelma Barnes	17335 Lawrence 1610 Mt. Vernon, Mo 65712
8-9-11	Lena Bremer	402 Honeysuckle Monett Mo 65708

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65712

8-9-11 Rose Marie Knaust 1330 Kevin Dr. Mt. Vernon, Mo
8-9-11 Loretta Pennington 15893 HWY H Mt Vernon, Mo 65712
8-9-11 Judy Lehde 19976 Lawrence 1070 Pierce City, Mo 65923

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8-9-11	Judy Nehde 19976 Lawrence 1070 Pierce City, Mo 65723
8-9-11	Bonnie Warm 18377 Lawrence 1080 Monett Mo 65708
8-9-11	Loretta Pennington 15823 Hwy-H Mt Vernon, Mo 6571[illegible]
8-9-11	Rose Marie Grant 1330 Ferrin Dr. Mt Vernon, Mo 6571[illegible]
8-9-11	Connie Austin 13863 Hwy H. Mt. Vernon, Mo 65712
8-9-11	Allene Spree 15758 Lawrence 1080, Mt Vernon Mo 65712
8-9-11	Raymond Spree 15758 Lawrence 1080, Mt. Vernon Mo 65712
8-9-11	Nadine Obermann 9654 Lawrence 2170 Monett, Mo 65708
8-9-11	Linda Ohlendt 406 North Main Freistatt, Mo 65654
"	David Spree Mt Vernon Mo 65712
"	Barbara Steinberg 65708, Monett, 106 Little Prairie Rd.
"	Kathy Schoen 7927 S 2210 Monett, Mo 65708
"	Maurice Schoen 7927 S 2210 Monett, Mo 65708
"	Nicolette Sellwood 7927 S. 2210 Monett, Mo 65708
8/9/11	[illegible] 515 North Main Freistatt, Mo 65654
8/9/11	Sue Marlage 19083 Law. 1070, Pierce City, Mo 65723
8-9-11	[illegible] 19 W 2nd Freistatt, Mo 65654
8-9-11	[illegible] 527 N. Main Freistatt, Mo. 65654
8-9-11	[illegible] 6645 Lawrence FR 2180 P.C Mo
8-9-11	Olinda Schoen 16867 Hwy H Mt Vernon, Mo 65712
8-9-11	Greg Otto 11577 Lawrence 2160 Mt Vernon Mo 65712
8-9-11	Dulcie Schoen 105 E. 3rd Street Freistatt, Mo. 65654
8-10-11	Lorene [illegible] 200 W 3rd St Freistatt Mo 65654
8-11-11	Robert Brandt 112 E 3rd St. Freistatt Mo 65654
8-11-11	Don Ayers 121 E. 4th St. Freistatt, Mo 65654
8-11-11	Jim Schoen 522 N. Main Freistatt, Mo 65654
8-10-11	Sue George 200 W 7th Freistatt
8-10-11	Bu[illegible] 7952 Lawrence 2150 Mt Vernon Mo 65712
8-10-11	Ed [illegible] 571 N MAIN ST 65654

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8-10-11	Evelyn Stewart	112 W 2nd Freistatt Mo 65654
8-10-11	Chris Lusack	17808 Lawrence 1110 Verona 65769
8-10-11	[illegible]	17808 Lawrence 1110 Verona, Mo 65769
8-10-11	Wally Walker	200 W. 3RD ST, FRIESTATT, Mo.
8-11-11	Mike Harmon	124 West 2nd St. Friestatt, Mo
8-11-11	[illegible]	312 N Washington Freistatt Mo.
8-11-11	Shirley M. Brandt	112 E. Third St., Freistatt, Mo.
8-11-11	[illegible] Bowling	124 E Third St. Freistatt, Mo.
8-11-11	[illegible]	16736 Lawrence 1055 Pierce City, MO 65723
8-11-11	[illegible]	16736 Lawrence 1055 Pierce City, MO 65723
8-11-11	[illegible]	7344 Lawrence 2200 Monett
8-11-11	Nelan Kleibocker	17632 ~~Lawrence~~ HWY 97 Wentworth Mo.
8-11-11	[illegible]	2376 Lawrence 7080 Lakewell, MO 64848
8-11-11	[illegible]	527 N Main Street Freistatt Mo 65654
8-12-11	[illegible] Bowling	124 E 3rd St. Freistatt, Mo. 65654
8-12-11	Sandy Toskamp	120 W. 2nd St. Freistatt, Mo. 65654
8-12-11	Joe Bigham	PO BOX 24 FREISTATT, MO 65654
8-12-11	Sam Roethemeier	8104 LAW 2137 STOTTS CITY, MO 65756
8-12-11	Jan Haine	HWY - H
8-12-11	[illegible] Tennill	18646 LAW 1100, Monett, Mo 65708
8-12-11	[illegible] Lombard	23869 Law. 1050 Pierce City, Mo 65723
8-12-11	Steven Kleibocker	17050 Lawrence 1030 Wentworth MO. 64873
8-12-11	Mary Hesemann	10665 Lawrence 2180 Monett MO 65708
8-12-11	Leann Hesemann	10665 Lawrence 2180 Monett Mo 65708
8-12-11	Gilbert Moss	313 N. Washington Freistatt Mo. 65654
8-12-11	[illegible]	313 N. Washington Freistatt, Mo. 65654
8-12-11	[illegible]	213 Washington Ave Freistatt Mo 65654
8-12-11	Stephanie Jones	213 Washington Ave Freistatt Mo 65654
"	Joan Sipes	121 W 1st St Freistatt, Mo 65654

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8-12-11 Rhett Sipes 121 W 1st St Freistatt, MO 65654
8-13-11 [illegible] 15658 Lawrence 1100 Mt Vernon Mo 65712
8-15-11 [illegible] 20[illegible] Hwy H, Pierce City 65723
8-15-11 Freistatt Mutual Ins. Co. (Carla Brown) 411 N. Main, Freistatt, Mo. 65654
8-15-11 [illegible] 19972 Law. 1070 Pierce City MO 65723
8-16-11 Trinity Lutheran School 218 N. Main St. Freistatt, MO
via: Carole A. Kleibacker, principal 65654
8-16-11 Linda Cook 7149 Lawrence Rd 2120 Stotts City Mo
8-17-2011 Mitch Moennig 17430 Lawrence 1050 Pierce City 65756
8-17-2011 Eldred Holle 114 Melody Lane Monett Mo 65708 Mo 65723
8-17-2011 Charles Krueger 19022 Hwy W Verona, MO 65769
8-17-2011 Hershel Worm 18377 Lawrence 1090 Monett Mo 65708
8-17-2011 Michael George 608 E South Mt Vernon Mo 65708
8-17-2011 [illegible] 213 Washington Ave. Monett Mo 65708
8-17-2011 [illegible] 10252 Lawrence 2170 65712
8-18-2011 ROBERT OBERMANN 9673 LAW 1132 MT VERNON MO 65712
8-19-2011 MICRO TOYN CO 105 W. Hwy H Freistatt 65654
8-19-2011 Kesing Bowman 125 W Hwy H Freistatt
8-11-2011 Norma Bowman 123 W Hwy H Freistatt
8-18-2011 MIKE SIX 18209 Hwy H 65708
8-18-2011 James Moennig 7354 Lawrence 2180 Monett Mo
8-18-2011 Jeanell Stockton 16697 Lawrence 1070 Pierce City MO 65723
8-19-11 David George 200 W. 3rd ST. Apt. 18 Freistatt, Mo
8-19-11 [illegible] 21280 Lawrence 1090 Monett, Mo. 65708
8-19-11 Colleen M Pugh 8960 Law 2190 Monett MO 65708
8-20-11 [illegible] Campbell 200 W Bluff St Apt 8
8-20-11 Elmer Stellwagen 6694 Lawrence 2190 Pierce City
8-20-11 [illegible] 11548 Lawrence, 2137 Mt Vernon, Mo. 65712

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8-20-11 Loren A. Barnes 17335 Law 1110
8-22-11 Gene & Dawn Pruett 200 W 3rd St Apt 19
8-22-11 Erna May Doss 17318 Hwy H. Monett, MO. 65708
8-23-11 Elmer Conway 123 5th St Freistatt
8-24-11 Delphine Hesemann 11539 Law 2180 Verona, Mo 65769
8-24-11 Brian Rodgers 608 E South St Mt. Vernon, MO 65712
8-24-11 Dennis Worm 18330 Lawrence 1073, Monett, Mo 65708
8-24-11 Freistatt Fire Dept 114 E 5th St. Freistatt Mo.
By Willie Hesemann Bud Member.
8-24-11 Dewayne Pugh 8960 Lawrence 2190 Monett, Mo. 65708
8-24-11 Bob Moerring 17430 Lawrence 1050 PC.
8-24-11 [illegible] D Walter
8-24-11 [illegible] 18158 Law. 1125 Verona Mo
8-24-11 [illegible] 18158 Law. 1125 Verona Mo
8-25-11 [illegible] Ehrhardt 515 N. Main Freistatt, Mo. 65654
8-25-11 [illegible] Johnson 1858 Law 1125 Verona, Mo
8-25-11 [illegible] Jones 18067 Law. 1090 Monett, MO 65708
8-25-11 Jaime Greimann 222 N Main St Freistatt MO 65654
8-25-11 [illegible] 222 N. Main St Freistatt, Mo 65654
8-25-11 [illegible] 2 W 3rd apt 7 Freistatt Mo 65654
8-25-11 Susan Senninger 522 N Main Freistatt, MO 65654
8-25-11 Robert E Senninger 522 N. Main St. Freistatt, MO 65654
8-25-2011 Mike Harmon 134 West 2nd St. Freistatt, Mo 65654
8-25-2011 Bonnie Worm 18377 Lawrence 1090 Monett, Mo. 65708
8-25-2011 Representative Len Rujicka 1328 Deer Ln. Mt. Vernon, Mo. 65712
8-25-2011 Rebecca Morgan 9654 Lawrence 2170 Monett, Mo 65708
8-25-2011 Helen Fritz 9521 Lawrence 2190, Monett, MO 65708
8-25-2011 Eva Tobe 126 E. 3rd street Freistatt Mo. 65654

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8-25-11	Charles M. Fyke	126 E 3rd St	Freistatt, Mo 65654
8-25-11	Richard D. Fuel	101 W. 3RD ST.	FREISTATT, MO 65654
8-25-11	Chris Conway	123 5th St	Freistatt Mo 65654
8-25-11	Joyce Hess	123 E. 4th St	FREISTATT, MO 65654
8-25-11	Steve Owens	116 E 5th	"
8-25-11	Melanie Owens	"	"
8-25-11	Jim Conway	123 5th St	Freistatt Mo 65654
8-25-11	Ralph M. Clay	7647 Lawrence 2210	Monett Mo 65708
8-27-11	Edgar Schoen	Mt Vernon	65712
8-31-11	Cy Wallace	7385 Law 2140	Stotts City 65756
8-31-11	David Spree	7678 Law 2160	Mt. Vernon Mo 65712
8-31-11	Inge Schoen	17187 Hwy H	Monett, Mo. 65708
8-31-11	Tom Schoen	17187 Hwy H	Monett, Mo 65708
9-1-11	Carolyn Bracht	9125 Lawrence 2170	Monett, Mo 65708
9-1-11	Roger Moerring	17457 Lawrence 1050	Pierce City, Mo. 65723
9-2-11	Lee Lerch	300 wall 3rd Apt 18	Freistatt Mo 65654
9-2-11	Citwell Young	18250 Highway W	Verona Mo
9-2-11	Thomas W. Kerr	15200 H	Highway Mt. Vernon 65712
9-3-11	MARK HARMON	11749 Lawrence 1163	MT. V. 65712
9-3-11	James & Linda Steele	19565 Lawrence 1090	Monett, Mo. 65708
9-3-11	Neal Westra	21339 Hwy PP	Pierce City 65723
9-8-11	Chuck Hubbert, MFA	1810 W FR 188	Republic, Mo. 65738
9-8-11	Jeff Gould	10559 Lawrence Co Rd 2160	Mt Vernon
9-8-11	Thomas D. Wolfe	200 W. 3rd #11	Freistatt, Mo. 65654
9-12-11	[illegible]	15778 Law 2134	Mt. Vernon 65712
9-20-11	Robert R. [illegible]	1303 Frisco	Monett Mo 65708

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260 RUSSELL SENATE OFFICE BUILDING
WASHINGTON, DC 20510-2506
202-224-5721

United States Senate

WASHINGTON, DC 20510

COMMITTEES:
APPROPRIATIONS
COMMERCE, SCIENCE AND TRANSPORTATION
RULES AND ADMINISTRATION
SELECT COMMITTEE ON INTELLIGENCE

April 23, 2013

Sheila Meyers
Manager, Government Relations
United States Postal Service
475 Lenfant Plaza SW, Room 10837
Washington, DC 20260-0004

Dear Ms. Meyers,

Please find enclosed correspondences from my constituent, Ms. Deborah Schoen, who is greatly concerned about the closure of the Freistatt Post Office.

I urge your agency to investigate the concerns Ms. Schoen has outlined in the enclosed documents. I would appreciate knowing promptly when an inquiry is complete. Please reply to Office of Constituent Services, 308 E High Street, Suite 202, Jefferson City, MO. 65101.

Sincere regards,

Roy Blunt

Roy Blunt
United States Senator

RDB/ljb

Enclosures

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Village of Freistatt
105 E. Third Street
Freistatt, Missouri 65654
417-236-9650
James M. Ortwein, Eva Tobe, Belyha Bowling, Rose Ortwein and Elmer Conway, Trustees

April 18, 2013

RECEIVED
APR 22 2013
U.S.S. Roy Blunt
Jefferson City Office

Senator Roy Blunt
260 Russell Senate Office Bldg.
Washington, DC 20510

Re: Your help on our "Appeal" submitted against the closing of the Freistatt Post Office

Senator Blunt,

This letter is a request for your support and help in our "Appeal" against the closing of the Freistatt Post Office on March 29th, 2013.

Aside from my duties as the City Clerk for Freistatt, the residents in our community requested me to lead the fight to save our Post Office. We were given a reprieve once, but it was quickly taken away almost overnight and with only two days' notice. The closing was called an "Emergency Suspension" and the reason given by Postal Officials was "there was a lease dispute."

Our Appeal is being submitted today because we have now learned the Postal Officials lied to everyone when giving the reason for the Emergency Suspension. This has destroyed the integrity of the Postal Service for everyone in our community and those in the surrounding area who were customers of the Freistatt Post Office.

To summarize, the Lease Agreement expired on March 31, 2013, and postal officials said they could not reach an agreement to renew the contract. However, the building owner has shared his experience and has documentation to prove not one, but <u>two</u> signed lease agreements were returned to the USPS on March 19th and March 22nd. The terms of both agreements were unmistakably agreeable with the USPS because the contracts were drafted by the USPS and sent to the owner for his signature. The reason there were two agreements signed and returned is because after the first agreement was signed and returned, the owner received a second revised agreement which he signed as well and returned. On March 28th, after hearing nothing from the USPS and having received no returned copies signed, he contacted the USPS only to be told that the Freistatt residents had been notified by letter that the Post Office was closing and they would be moving out on March 29th. It is very evident that someone ignored both signed lease agreements (drafted by the USPS themselves and by their own chosen terms) and did not communicate to the proper person a lease agreement had been reached. The first and only notice of the closing was received by the residents on March 27th or two days before they vacated the building.

Starting on March 30th, the Freistatt Post Office customers have been told they would have to drive 16 miles roundtrip to Monett to mail their correspondence and pick up their mail. This has inconvenienced everyone, but has especially affected the many senior citizens living in Freistatt. Many of them receive medication thru the mail. Many of them do not even drive. Those without transportation rely on an OATS bus to pick them up weekly for running errands.

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Our Board of Trustees has, since the closing, agreed to allow CBU's to be installed on city property ONLY as a temporary fix to enable our Freistatt residents to mail their letters and receive mail. Although the paperwork was completed and sent to the USPS for the CBU installation on April 11th, there is still no sign of installation.

I am asking for your assistance to see that our Appeal is not ignored and to help see that action is taken as soon as possible to review the closing of our Post Office. We believe a review of the rules that were broken during the closing of our Post Office and the lies that were told to us with regard to the reason for the Emergency Suspension warrant an investigation. We firmly believe there is sufficient evidence to show cause that our Freistatt Post Office should be restored to the full functioning facility it was before the USPS shut it down.

If there are any calls you can make on our behalf to speed up the Appeal process and help our facility be restored, we would very much appreciate it.

I am attaching a copy of our Appeal for your reference.

Respectfully,

Deborah Schoen

Deborah Schoen, Clerk
Village of Freistatt

Enclosure

Cc: Senator Roy Blunt ✓
308 East High, Suite #202
Jefferson City, MO. 65101

Senator Roy Blunt
2740 B East Sunshine
Springfield, MO. 65804

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Village of Freistatt
105 E. Third Street
Freistatt, Missouri 65654
417-236-9650
James M. Ortwein, Don Yoke, Delpha Dowling, Rose Ortwein and Elmer Conway, Trustees

April 18, 2013

Ruth Goldway, Chairman
Postal Regulatory Commission
901 New York Avenue, NW Suite 200
Washington, DC 20268-0001

Re: Appeal – Freistatt Post Office Emergency Suspension, Freistatt, MO. 65654

Ruth Goldway:

On behalf of the Freistatt Board of Trustees and representing the Freistatt residents, businesses and customers of the Freistatt Post Office, we submit this Appeal to the recent Emergency Suspension of the Freistatt Post Office located at 303 N. Main St., Freistatt, MO. 65654. We respectfully request an immediate, but thorough, review of the following improprieties practiced by the USPS personnel during this closing:

- Closing was declared an "Emergency Suspension" due to a "Lease Dispute," but there was documented proof there was no dispute whatsoever:
  - Negotiations began Dec. 18th, 2012 with several offers being exchanged
  - Lease expired March 31, 2013
  - March 18, 2013, the USPS drafted their own lease agreement with their own acceptable terms to the owner. The owner was agreeable to the terms, signed the lease agreement, returned one signed copy by e-mail and forward 3 originals (signed) to the USPS the following day (3/19/13). (See Exhibit A)
  - On March 22, 2013, the owner received another revised lease agreement from the USPS, again with their own acceptable terms. The owner agreed to terms, signed the lease and returned it to the USPS. (See Exhibit B)
    (Note: The owner of the property did not feel comfortable sending his signed agreement thru e-mail, but he can confirm his execution and mailing of both leases.) Please call him at 516-295-7820.
  - March 28th, owner called USPS to ask about the two leases he signed and was told the local residents were just notified of the closing and the Freistatt P.O. would officially close the following day – Friday, March 29th.
  - The owner is requesting his contact info. be made available to you and has requested you call him to confirm. He has documentation & e-mails to prove two leases were signed by him before the expiration date. Andrew Spodek, Brush Creek Partners, 123 Grove Ave., Suite 222, Cedarhurst, NY, Ph. 516-295-7820, E-mail: aspodek@nationwidepostal.com
- Owner was never informed about the closing until March 28th when he called USPS – heard first word P.O. was closing from Freistatt City Clerk on or about March 18th.
- Customers' first and only notice of the closing came on March 27th in a letter which was also posted.

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- No meetings took place to discuss any aspects about the closing or to give customers a chance to express their concerns.
- Beginning March 30th, Freistatt P.O. customers have been forced to drive 18 miles roundtrip to mail and pick up their mail in Monett, MO.
- The Board of Trustees met April 11th & signed an agreement to allow CBU's to be placed on city property and to this date not even a dig-rite call has been made to mark the area where the USPS is to install the boxes. We continue to drive to Monett for our mail service.
- Monett Post Office officials have told many of us they didn't even know about the closing until they began having to hold the Freistatt mail.

For the reasons mentioned above, we strongly believe the "Emergency Suspension" of the Freistatt Post Office was unjustified and warrants this Appeal. Please begin a review as soon as possible. Should you find the closing was not handled according to the rules, please take steps to restore full service to our Freistatt Post Office as soon as possible.

Respectfully,

James M. Ortwein

James M. Ortwein, Chairman
Freistatt Board of Trustees

Enclosures

Cc: Office of Inspector General
Mid-America District Manager Gail M. Hendrix

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code:	FREISTATT, MO, 65654-9998
EAS Level:	11
District:	MID-AMERICA PFC
County:	LAWRENCE
Congressional District:	7
Proposal:	☑ Close ☐ Consolidate
Reason For Propsed:	still occupies
Alternate Service Proposed:	Rural Route Service
Customers Affected:	
Post Office Box:	1
General Delivery:	87
Rural Route:	0
Highway Contract Route (HCR):	0
City Route:	0
Intermediate Rural:	0
Intermediate HCR:	0
Total number of customers:	88

Date	Action
03/29/2013	Office suspended. Reason suspended: Failed lease negotiations
04/12/2013	Suspension notice sent to Headquarters.
06/17/2013	Reason: Failed lease negotiations
08/04/2011	District manager authorization to study.
08/15/2011	Questionnaires sent to customers. Number sent: 88 Number Returned: 77 Analysis: Favorable 0 Unfavorable 42 No Opinion 92
10/20/2011	Petition received. Number of signatures: 222 Concerns expressed:
	Congressional inquiry received: No Concerns expressed:
08/26/2011	Proposal and checklist sent to district for review.
08/23/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
08/26/2011	Proposal and invitation for comments posted and round-dated.
11/03/2011	Proposal and invitation for comments removed and round-dated. Comment Analysis: Favorable 0 Unfavorable 56 No Opinion 0 56
None	Premature PRC appeal received. Concerns expressed:
11/04/2011	Updated PS Form 4920 completed (if necessary).
12/08/2011	Certification of the official record.
12/08/2011	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
01/31/2012	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
06/14/2013	Final determination posted at affected office(s) and round-dated.
07/24/2013	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
07/23/2013	Appeal to PRC received.
	PRC opinion received on appeal: Affirmed: _____ Remanded: _____ USPS Withdrawn: _____
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No.: _____ Effective date:_____

Review Coordinator/person most familiar with the case:

MICHAEL MORI Name/Title	(816) 374-9547 Telephone Number
MICHAEL MORI District Post Office Review Coordinator	(816) 374-9547 Telephone Number

UNITED STATES POSTAL SERVICE

12/08/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record
FREISTATT
Docket Number 1364133 - 65654

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

Gail M. Hendrix

GAIL HENDRIX
District Manager

UNITED STATES POSTAL SERVICE

12/08/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA ROOM 5621
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Freistatt Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to MICHAEL MORI, Post Office Review Coordinator, at (816) 374-9547 or Harry Belcher Manager Post Office Operations.

Gail M. Hendrix

GAIL HENDRIX
DISTRICT MANAGER
300 W PERSHING RD SUITE 210
KANSAS CITY , MO 64108-9000

Enclosures:
One copy of record (http://hqcsopps.usps.gov/public/dis/4E/P1364133.pdf)
Headquarters acknowledgment of receipt of official record (optional)
Self-addressed envelope

cc: Vice President, WESTERN Area (no enclosures)

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the FREISTATT was received by 01/31/2012.

Please contact please contact Dan Leonard at (303) 313-5672 or Mike Mirides at (303) 313-5671 or the address below for additional information regarding its status.

HQ Field Performance West
1745 Stout Street, Ste 105
Denver, CO 80299-0105

Enclosure: (self-addressed envelope)

***Note**: The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum **anc and a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.

05/31/2013

DISTRICT MANAGER
300 W PERSHING RD SUITE 210
KANSAS CITY , MO 64108-9000

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination- FREISTATT

The final determination to discontinue the subject Post Office is enclosed, along with a Postal Bulletin announcement form to be completed and returned to this office through the district.

Please provide public notice by prominently posting a copy of the final determination in the appropriate Post Office. Make a copy of the completed record available for public inspection during normal working hours at the Post Office during the mandatory 30-day posting period. Please note that the first day of the actual 30-day posting period begins at day "zero".

POSTAL BULLETIN – POST OFFICE CHANGE ANNOUNCEMENT

Complete the enclosed Postal Bulletin Post Office Change Announcement form in its entirety and send it to this office (in triplicate) on the day the final determination is removed. One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management. Please note that Headquarters Address Management will not announce any Post Office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

APPEAL

Providing there are no appeals to the Postal Rate Commission, the office will be officially discontinued the first Saturday that falls 60 days after posting the final determination. If the final determination is appealed, we will furnish you with appropriate instructions. Please contact this office if a different date is needed for the official discontinuance. It must be noted, however, that the law prohibits discontinuance sooner than 60 days after the date the final determination was posted.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

Please coordinate with your Address Management System (AMS) unit to make sure that the AMS database is updated according to existing Headquarters Address Management instructions. That request, however, shall not be made until this office has notified you in writing that no appeals are pending.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination postings must be added to the record at the end of the 30-day public posting period. Do not send them to Headquarters. The official record should be archived at the district by the Post Office discontinuance coordinator after the appeal decision is rendered and/or the Post Office change announcement has appeared in the Postal Bulletin.

If you have any questions, please contact Dan Leonard at (303) 313-5672 or Mike Mirides at (303) 313-5671.

Thank you for your assistance.

Edward F. Phelan, Jr.
Vice President Delivery and Post Office Operations

Enclosure: (2)

cc:
Vice President, Area Operations, WESTERN Area

UNITED STATES POSTAL SERVICE

06/14/2013

OFFICER-IN-CHARGE/POSTMASTER
Freistatt Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Freistatt Post Office Final Determination Docket No. 1364133 - 65654

Please post in the lobby the enclosed final determination to close the Freistatt Post Office. The final determination must be posted in a prominent place from 06/14/2013 through close of business on 07/16/2013. It must be posted for at least 30 days and the first day does not count. The Final Determination will also be posted in the Monett Post Office and the Stotts City Post Office. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 07/17/2013.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (816) 374-9547.

Sincerely,

MICHAEL MORI
POST OFFICE REVIEW COORDINATOR
300 W PERSHING RD SUITE 210
KANSAS CITY , MO 64108-9000

Enclosures:
Final Determination Official Record

Date of Posting: 06/14/2013

Date of Removal: 07/16/2013

FINAL DETERMINATION TO CLOSE
THE SUSPENDED FREISTATT, MO POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1364133 - 65654

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Freistatt, MO Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Monett Post Office, located nine miles away.

The postmaster position is not vacant. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons; Failed lease negotiations

The Freistatt Post Office provided retail service from 8:00 am - 12:00 pm and 1:00 pm - 4:00 pm Monday through Friday and 9:00 am - 11:00 am on Saturday.

The revenue trend for the office during the last several years is as follows:
FY 08 $ 22,929
FY 09 $ 23,450
FY 10 $ 23,813
FY 11 $ 25,414
FY 12 $ 25,359.

Since the suspension of service, customers have received delivery and retail services by rural route service emanating from the Monett Post Office, an EAS-20 level office located 9.0 miles away. Window service hours are from 830 to 1630, Monday through Friday, and 830 to 1130 on Saturday.

On August 25, 2011, representatives from the Postal Service were available at Freistatt Community Building to answer questions and provide information to customers. 89 customer(s) attended the meeting.

On August 15, 2011, **88** questionnaires were distributed to delivery customers of the Freistatt Post Office. Questionnaires were also available over the counter for retail customers at the Monett Post Office. **77** questionnaires were returned. Responses regarding the proposed alternate service were as follows: **0** favorable, **42** unfavorable, and **92** expressed no opinion.

A petition supporting the retention of the Freistatt Post Office was received on October 20, 2011, with 222 signatures.

Retail service is also available at the Stotts City Post Office an EAS-11 level office, located **eight** miles away. Window service hours at Stotts City Post Office are from 815 to 1200 - 1300 to 1645, Monday through Friday and 815 to 945 on Saturday.

The proposal to close the Freistatt Post Office was posted with an invitation for comment at the Monett Post Office and Stotts City Post Office from August 29, 2011 to October 30, 2011.

The following additional concerns were received during the proposal posting period:

1. **Concern:** Customer concerned about identity theft.

   Response: There are many ways a person identity can be stolen. Most identity theft occurs through online and in-person commercial transactions, after theft of a wallet, or when an acquaintance or family member misuses personal information. The U.S. Postal Service works diligently to protect Americans from identity theft crimes involving the mail. A Federal Trade Commission (FTC) survey on identity theft determined that only 2 percent of all victims reported that the theft was connected to the mail.

2. **Concern:** Customer expressed a concern about mail delivery to his house, mailing of statements and packages.

Response: Rural carriers will deliver mail and packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

3. **Concern:** Customer expressed a concern about package delivery and pickup.

Response: Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

4. **Concern:** Customer expressed a concern about package delivery and pickup.

Response: Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter. Priority supplies can also be ordered from USPS.com at no charge and shipped to your address.

5. **Concern:** Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices and adding hours to the carrier from the administrative office.

Response: The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

6. **Concern:** Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices.

Response: The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

7. **Concern:** Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. Quoting the PRC which said if the Postal Service closed 1000 Post Offices, it would only save 0.7% of the postal budget.

Response: The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

8. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.

Response: The rural carrier will accept any letters or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

9. **Concern:** Customer is concerned that the volume of mail they receive will not fit in a mail box erected on the street. They were also concerned about checks being left in their box on Saturday.

Response: If the volume of mail constitutes a dismount for the carrier to delivery the mail to the office, that can be discussed with the administrative office. You may contact the administrative office regarding a No Mail Delivery request on Saturday, mail will be delivered on Monday as usual, including Saturdays mail.

10. **Concern:** Customer questioned if the Postal Service had spoken to the lessor about reducing the rental fee.

Response: The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

11. **Concern:** Customer questioned why customers in Monett or Mt. Vernon receive their mail at their door and the customers in Friestatt do not receive door delivery.

Response: Monett and Mt. Vernon have city carriers that deliver mail door to door while Freistatt would be considered a rural delivery area.

12. **Concern:** Customer suggested reducing/alternating the number of hours the post office operates.

Response: Hours are determined by the workload at the post office.

13. **Concern:** Customer was concerned about identity theft.

Response: There are many ways a person identity can be stolen. Most identity theft occurs through online and in-person commercial transactions, after theft of a wallet, or when an acquaintance or family member misuses personal information. The U.S. Postal Service works diligently to protect Americans from identity theft crimes involving the mail. A Federal Trade Commission (FTC) survey on identity theft determined that only 2 percent of all victims reported that the theft was connected to the mail.

14. **Concern:** Customer was concerned about where they would go to get their mail.

Response: Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

15. **Concern:** Customer was concerned that if the Post Office did close, would the residents be given appropriate notice so arrangements can be made.

Response: Notification will be posted in the Post Office when a Final Determination is made.

16. **Concern:** Customers asked why their Post Office was being discontinued while others were retained.

Response: Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

17. **Concern:** Customers concerned closing the Post Office to save money is prohibited by Fedral Law.

Response: The Post Office is only under study for discontinuance. Extensive information must be analyzed before a final decision is made. Regulations require the posting of a proposal to close and a final determination before the office can be officially closed. Customers that do not agree with the final determination may appeal that determination to the Postal Regulatory Commission.

18. **Concern:** Customers concerned the about closing the Post Office when Federal Law prohibits closing a Post Office just to save money.

Response: Operation of the Post Office is currently under study for discontinuance. Extensive information must be analyzed before a final decision is made. Regulations require the posting of a proposal to close and a final determination before the office can be officially closed. Customers that do not agree with the final determination may appeal that determination to the Postal Regulatory Commission.

19. **Concern:** Customers expressed concern about contacting the lessor in regards to lowering the rent.

Response: The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

20. **Concern:** Customers expressed concern about door to door delivery.

Response: The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

21. **Concern:** Customers expressed concern about having to erect a rural mailbox.

Response: Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient.

22. **Concern:** Customers expressed concern about receiving door to door delivery.

Response: The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

23. **Concern:** Customers expressed concern about receiving mail on their door like other larger towns.

Response: The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

24. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.

Response: Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

25. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response: The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

26. **Concern:** Customers expressed concern over the convenience of Postal Service being lost.

Response: The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

27. **Concern:** Customers expressed concern over the dependability of rural route service.

Response: Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.

28. **Concern:** Customers expressed concern over the fact they don't have door to door delivery like other towns.

Response: The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner. Door to door delivery is utilized in larger cities for City Delivery by a City Carrier.

29. **Concern:** Customers expressed concern that we should contact the lessor about reducing our rental fee.

Response: The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

30. **Concern:** Customers felt inclement weather and poor road conditions might impede delivery.

Response: Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

31. **Concern:** Customers inquired about mailbox installation and maintenance.

Response: Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers.

32. **Concern:** Customers stated the closure of the Post Office to save money is prohibited by law.

Response: The office is currently under study.Extensive information must be analyzed before a final decision is made. Regulations require the posting of a proposal to close and a final determination before the office can be officially closed. Customers that do not agree with the final determination may appeal that determination to the Postal Regulatory Commission.

33. **Concern:** Customers stated the landlord of the property would reduce the rental fee.

Response: Post Offices are reviewed on a case-by-case basis.

34. **Concern:** Customers suggested cutting management positions from the top down instead of taking services away from customers.

Response: The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

35. **Concern:** Customers were concerned about a possible address change.

Response: Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.

36. **Concern:** Customers were concerned about mail security and identity theft.

Response: Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. There are many ways a person identity can be stolen. Most identity theft occurs through online and in-person commercial transactions, after theft of a wallet, or when an acquaintance or family member misuses personal information. The U.S. Postal Service works diligently to protect Americans from identity theft crimes involving the mail. A Federal Trade Commission (FTC) survey on identity theft determined that only 2 percent of all victims reported that the theft was connected to the mail.

37. **Concern:** Customers were concerned about the reason they were not told it matters which Post Office they use for our goods and services.

Response: I recognize your interest in ensuring that the residents of the Freistatt community continue to have convenient access to essential Postal services. As you may be aware, the U.S. Postal Service is an exceptional government agency in that we are totally self-supporting. All of our income is derived from the sale of our products and services and not operational subsidies from taxpayers. The ongoing effects of the economic slowdown and the rate at which correspondence is migrating from traditional Postal hard copy services to electronic media continue to negatively impact mail volume and the related revenue. Mail volume has plummeted from 213 billion pieces in 2006 to 170 billion pieces in 2010 and is expected to continue to fall to 150 billion pieces by the end of the decade. In the face of such difficulties, the Postal Service is pursuing solutions and strategies to mitigate the impact. Efforts have focused on improving efficiencies and making sure the processing and delivery networks are as streamlined as possible through such activities as mail processing consolidations and carrier route adjustments. We are also moving to better align our facility network to match today's community activity and usage. The Freistatt Post Office is currently being reviewed for possible discontinuance. The review is ongoing, and no final decisions have been made. If the review of the Huggins Post Office leads to closure, the office name and ZIP Code will be retained for use in local mailing addresses to preserve community identity.

38. **Concern:** Will the Postal Service increase parking at the Monett Post Office for a large truck and trailer to park.

Response: There are no plans in the near future to increase the parking lot at the Monett Post Office.

The following concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customer expressed a concern about irregular hours that the rural route serves the community.

Response: Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative Post Office.

2. **Concern:** Customer expressed a concern about the PO Box lobby remaining open additional hours at the Post Office.

Response: Office hours are determined by the workload at the office. The Post Office workload analysis determined that the present office hours should sufficiently meet customer needs.

3. **Concern:** Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.

Response: The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses.

4. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

Response: Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

5. **Concern:** Customers wanted to know why the customer lines were so long at the administrative Post Office.

Response: The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster, window operations will be monitored to ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the Post Office for service.

6. **Concern:** Customers were concerned about having to make an address change on their bank checks and stationery.

Response: Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.

7. **Concern:** Customers were concerned about having to travel to another Post Office for service.

Response: Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

8. **Concern:** Customers were concerned about later delivery of mail.

Response: The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide

access to their mail earlier and throughout the day.

9. **Concern:** Customers were concerned about mail security.

Response: Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

10. **Concern:** Customers were concerned about obtaining services from the carrier.

Response: Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

11. **Concern:** Customers were concerned about obtaining services from the carrier.

Response: The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

12. **Concern:** Customers were concerned about permit mailing.

Response: Administrative responsibility for the permit account will be or has been transferred to the administrative Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.

13. **Concern:** Customers were concerned about senior citizens.

Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

14. **Concern:** Customer stated they send out perforated billing statements and the Postmaster hand cancels them for delivery the next day so they are not torn up in the machines.

Response: Administrative responsibility will be or has been transferred to the administrative Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.

15. **Concern:** Customer was concerned about the rural carrier who services the area to become overburnded with the additional boxes they would be serving and the cost of that increase to the Postal Service.

Response: An overburned route will be looked at by the Administrative Postmaster to determine the best solution of changing the route to accomodate the new boxes and realign with another route close by so they do not become overburneded.

16. **Concern:** Customers felt the cost of postage was increasing while service was decreasing.

Response: The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.

17. **Concern:** Customers felt the route should emanate from a different office than the one proposed because that office is closer.

Response: The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. While one office may be closer for some customers, it may be further away for others.

18. **Concern:** Customers were concerned about obtaining accountable mail and large parcels.

Response: If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.

19. **Concern:** Customers were concerned about the limited hours of operation at the Post Office.

Response: Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis indicated the office level had declined and qualified for for less hours of service per week. Carrier service will provide 24-hour access to the mail.

Some advantages of the proposal are:

1. The rural and contract carriers will provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.

3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. Customers opting for carrier service will not have to pay post office box fees.
5. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services will be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

II. EFFECT ON COMMUNITY

Freistatt is an unincorporated community located in Lawrence County. The community is administered politically by Lawrence County. Police protection is provided by the Lawrence County Sheriff. Fire protection is provided by the Freistatt Rural Fire Department. The community is comprised of Commuters and farmers, no known new business activity and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: **MFA Farmers Exchange, Schoen Equipment, Freistatt Farmers Mutual Insurance, Freistatt Housing Commission, Long Term Recovery, Braille Workers Inc. #69, Mystical Elevators, School Board Do., Strategic Trans LLC, Larson Farm and Lawn John Deere, 4M Trucking LLC, Harmon Electric, Clark Construction, Morning Moon Alpacas, Micro-Turn 60, Amusement Services, Village of Freistatt Fire Dept., Ness Orchard, Mattlage Trucking Inc, Ortwein Auto Repair, Schoen Heating and Air**. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the **Freistatt** Post Office will be available at the **Monett Post Office**. Government forms normally provided by the Post Office will also be available at the **Monett Post Office** or by contacting your local government agency.

The proposed office provides assistance to the senior and handicapped citizens .

This Freistatt Post Office is not listed as a historic landmark.

The community name will be maintained for customer addressing, and the Zip Code is not expected to change.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1.	**Concern:**	Customer expressed a concern about nonpostal services.
	Response:	Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.
2.	**Concern:**	Customer expressed a concern about the loss of the community bulletin board at the Post Office.
	Response:	Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.
3.	**Concern:**	Customer stated that the number of miles listed between the offices on the customer notification letter was incorrect.
	Response:	Information was taken from an internet mapping site. If this information is incorrect; the record will be changed to reflect the correct distance.
4.	**Concern:**	Customer stated that the number of miles listed between the offices on the customer notification letter was incorrect.
	Response:	Information was taken from an internet mapping site. If this information is incorrect; the record will be changed to reflect the correct distance. The Kirbyville information was an error on the form, not related to the Freistatt community.

5. **Concern:** Customers expressed a concern about the loss of a bus stop at the Post Office.

Response: Customers may contact the county school board to determine if they would be willing to erect a small building, which would shelter children from the wind while they wait on the school bus. Or contact neighboring businesses to ascertain if they would allow children to wait on the bus at their business.

6. **Concern:** Customers expressed concern for loss of community identity.

Response: A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

7. **Concern:** Customers felt the loss of a Post Office would have a detrimental effect on the business community.

Response: Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

8. **Concern:** Customers were concerned about the loss of a gathering place and an information center.

Response: Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

9. **Concern:** Customer expressed a concern about leaving money in the mailbox.

Response: A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

10. **Concern:** Customers questioned the economic savings of the proposed discontinuance.

Response: Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

11. **Concern:** Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.

Response: Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.

12. **Concern:** Customers stated the town installed a walkway in good faith that the Post Office was permanent.

Response: The installation of the walkway was not a postal improvement project, however, we are sure it provides much needed access across the highway. Should the Post Office be discontinued, a CPO will give a member of the community an opportunity to bid on the CPO and will provide the same level of service to the community.

13. **Concern:** Customers were concerned about growth in the community.

Response: The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

14. **Concern:** Customers felt the Post Office should remain open since they paid taxes.

Response: The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

15. **Concern:** Customers were concerned about senior citizens.

Response: The Village Post Office will continue to provide stamp sales and package mailing services. The Village Post Office operator will provide special assistance to senior citizens and those who face special challenges.

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years, rural route service is expected to be able to handle any future growth in the community.

III. EFFECT ON EMPLOYEES

There is currently a postmaster assigned to this unit. The Postmaster may be moved to another facility if possible.

IV. ECONOMIC SAVINGS

The Postal Service estimates a ten year savings of $ 637,250, which is based in part, of having to fill a vacant position:

Building Maintenance	$ 0
Utilities	$ 0
Transportation	$ -3,591
EAS Craft & Labor	$ 797,993
Contracts	$ 0
Rent	$ 41,931
Relocation One-Time Cost	$ -20,720
Total Ten Year Savings	**$ 637,250**

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

This is the final determination to close the Freistatt, MO Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Monett Post Office, located nine miles away.

Operations were suspended on March 29, 2013, due to Failed lease negotiations. There were no suitable alternate quarters available.

The Postmaster assigned to this unit may be moved to another facility if possible. The mail volume has declined. Effective and regular service will continue to be provided by rural route service.

The Freistatt Post Office provided delivery and retail service to 88 PO Box or general delivery customers and no delivery route customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated $ 637,250 over the next ten years. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Monett Post Office and Stotts City Post Office during normal office hours.

B. Appeal Rights. This final determination to close the Freistatt Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-000l. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Monett Post Office and Stotts City Post Office during normal office hours.

Edward F. Phelan, Jr.
Vice President of Delivery and Post Office Operations

06/14/2013
Date

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Item Nbr: 35
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USPS JUL 23 2013 MONETT MO 65708

USPS JUN 15 2013 MONETT MO 65708

Date of Posting: 06/14/2013

Date of Removal: 07/16/2013

FINAL DETERMINATION TO CLOSE
THE SUSPENDED FREISTATT, MO POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1364133 - 65654

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Freistatt, MO Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Monett Post Office, located nine miles away.

The postmaster position is not vacant. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

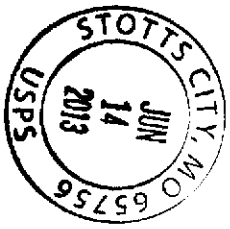
The office is being studied for possible closing or consolidation due to the following reasons; Failed lease negotiations

The Freistatt Post Office provided retail service from 8:00 am - 12:00 pm and 1:00 pm - 4:00 pm Monday through Friday and 9:00 am - 11:00 am on Saturday.

The revenue trend for the office during the last several years is as follows:
FY 08 $ 22,929
FY 09 $ 23,450
FY 10 $ 23,813
FY 11 $ 25,414
FY 12 $ 25,359.

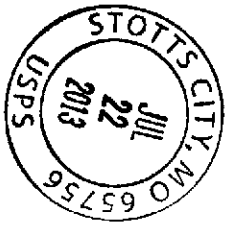
Since the suspension of service, customers have received delivery and retail services by rural route service emanating from the Monett Post Office, an EAS-20 level office located 9.0 miles away. Window service hours are from 830 to 1630, Monday through Friday, and 830 to 1130 on Saturday.

On August 25, 2011, representatives from the Postal Service were available at Freistatt Community Building to answer questions and provide information to customers. 89 customer(s) attended the meeting.



Date of Posting: 06/14/2013

Date of Removal: 07/16/2013



FINAL DETERMINATION TO CLOSE
THE SUSPENDED FREISTATT, MO POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1364133 - 65654

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JUL 24 2013

USPS MONETT MO 65708 JUN 17 2013

Date of Posting: 06/14/2013

Date of Removal: 07/16/2013

Posted at Freistatt CBU Boxes

FINAL DETERMINATION TO CLOSE
THE SUSPENDED FREISTATT, MO POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1364133 - 65654

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

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07/23/2013

DISTRICT MANAGER
MID-AMERICA PFC
300 W PERSHING RD SUITE 210
KANSAS CITY , MO, 64108-9000

ATTENTION: Post Office Review Coordinator

SUBJECT: Announcement of Appeal to the Discontinuance of the
FREISTATT, 65654-9998 Docket No. 1364133 - 65654
Appeal Number A2013-8

This is to advise you that an appeal to the final determination to discontinue the FREISTATT has been filed with the Postal Rate Commission. The Headquarters managing counsel, legal policy and ratemaking office, will provide you with copies of all pleadings, notices, orders, briefs, and opinions filed in the appeal proceeding.

In accordance with the Postal Operations Manual, please ensure that a copy of these documents, as well as the final determination, are prominently displayed and made available for inspection by the public at the affected Post Offices until the Commission has issued its final order and opinion. The Postal Rate commission has up to 120 days (four months) to consider the appeal and issue its decision.

No final action may be taken until the final decision has been made and you have received written notification of that decision along with appropriate instructions.

This memorandum must be filed in the official record.

If you have any questions, please contact Dan Leonard at (303) 313-5672 or Mike Mirides at (303) 313-5671.

Thank you for your cooperation.

Ed Phelan
Vice President, Delivery and Post Office Operations

cc:
Vice President, Area Operations WESTERN Area
Government Relations and Public Policy

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Postal Regulatory Commission
Submitted 7/22/2013 11:12:20 AM
Filing ID: 87404
Accepted 7/22/2013

Village of Freistatt
105 E. Third Street
Freistatt, Missouri 65654
417-236-9650
James M. Ortwein, Eva Jobe, Delpha Bowling, Rose Ortwein and Elmer Conway, Trustees

July 21, 2013

Postal Regulatory Commission
901 New York Ave., NW Ste. 200
Washington, D.C. 20268-0001

Re: Docket #1364133-65654 – Our Request to Extend Due Date for Appeal & Accept Our Appeal for Review

To the Commissioners:

Request to Extend Due Date for Appeal For Good Cause Shown as Follows:

- I am the City Clerk for the Village of Freistatt and have been chosen as the sole representative for the entire community of Freistatt to process documents and Appeal the Closing of the Freistatt Post Office. The entire town of Freistatt and surrounding community are depending upon me to speak for them.
- Shortly after the formal posting of the Notice of Final Closing, I was called away to help with a very serious illness in my family. I have just recently returned to get caught up on my clerical work for the city and to file this Appeal. At the time, there was no way for me to know how long I would be helping with my family situation and had no way to communicate about my delay to you until I returned.
- There was no one else to act in my place as I was the only one knowledgeable with the document to be prepared or the points to make regarding our appeal.
- During the Emergency Suspension of the Freistatt Post Office, USPS representatives lied to you, the Commissioners, as well as the people in and around Freistatt. Because we know how seriously you feel about the integrity of the USPS, we feel it is important for you to know how your representatives made false statements regarding the reasons they had to emergency suspend the Freistatt Post Office and how they have caused us to lose trust in the USPS as a whole.

I would like to formally apologize in the delay in filing our Appeal for the Freistatt Post Office and sincerely say that if there had been any way to avoid my emergency situation or to make time to prepare someone else to take over the responsibility of filing our Appeal, I would have done so. My circumstances, however, did not permit me to do so.

For the above reasons, I request that you make an exception for this late filing and accept our Appeal to follow immediately below.

Appeal to the Freistatt Post Office Closing

- The Freistatt Post Office was first established August 14, 1884 and 32 years before Freistatt was even Incorporated (1916). As far as anyone can tell from our records, the Freistatt Post Office remained a lucrative business (relocating, but within the Freistatt Corporate limits) up until March 29, 2013, the date of the emergency suspension under false pretenses.
- The final notice to close the Freistatt Post Office was not properly posted for public viewing as it was taped to the back of the recently installed CBU's where no mail customer has a reason to

look for any such posting. No special sign was made to inform the public of the notice that was taped to the back. I was the only person informed of the location of the posting and although I am the spokesperson for the public in our Appeal, it was the USPS responsibility to post the notice in a more proper public place where the public was aware of the posting.

- The reason given for our Post Office being studied for possible closing (stated in the Notice) is "failed lease negotiations." According to the land owner, there were two lease agreements sent to him (prepared by the USPS under the USPS's own terms offered to the land owner) which were signed and returned long before the expiration date of the active lease. Each of these two leases were offered with different terms, but nonetheless offered by the USPS to the land owner and the land owner accepted both leases by signature. This can be verified by contacting Andrew Spodek of Brush Creek Partners (Nationwide Postal Management), 123 Grove Ave, Suite 222, Cedarhurst, N.Y., 11516, Phone #516-295-7820, or E-mail: aspodek@nationwidepostal.com Once you can verify the facts, I believe you will find the statements made in the Final Notice to be false. Because of these false statements made to us (as well as you, the Postal Commissioners), the integrity of any other statements made by the USPS's Notice are compromised as to their validity.
- Due to the long history of Freistatt having a Post Office and based upon the lies we have been told in the past, we strongly question the validity of the figures given with regard to revenue. According to our former Postmaster, all shipping and postage figures were not allowed to be included in the determination of "real" revenue collected at the Freistatt Post Office. A full and proper audit should be required to determine if the figures given to you (and us) are correct.
- The people in Freistatt were offered only one meeting with the USPS which was conducted almost two years ago when they first tried to close our Post Office. Since the false statements made about the lease agreement, the public has numerous questions to offer about that specific situation. In addition, the public has expressed their willingness to accept fewer hours of operation, but were never given the chance to speak to anyone with respect to this possibility.
- After the emergency suspension on March 29, 2013, the mail customers in Freistatt were left without any delivery of mail for seventy-six (76) days until CBU's were installed and delivery resumed. Approximately ninety (90) mail customers were forced to drive 16 miles roundtrip to pick up their mail each day. There was no justification given to us for the delay or the interruption of mail delivery during that long period of time.

The Village of Freistatt has had a United States Post Office within its corporate limits for well over a century and the residents feel it has been an important role in its growth and vitality. The Post Office has been located on H Highway, the main corridor from I-44 to the Arkansas state line. Thus, its location has attracted not only local business, but has offered an important drop-off for visitors traveling thru our town. Convenient parking along H Highway thru our town has proven to make the Freistatt Post Office a main stopping point for those driving trucks to mail in their daily log tickets and packages during the holiday seasons.

For the specific statements made above, we do not believe the closing of our Freistatt Post is warranted. Further, we do not feel the closing has been conducted properly. We respectfully request that you accept this Appeal to the Freistatt Post Office Closing for the purpose of further review (1) as to how this closing was conducted and (2) with regard to the validity of statements made to you in the Notice.

Respectfully,

Deborah Schoen

Deborah Schoen, Clerk
Village of Freistatt