



06/29/2011

DON & LORETTA BISHOP  
5200 KILLDEER AVE  
SWALEDALE, IA 50477

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Swaledale Post Office should be pursued, a formal proposal will be posted in the Rockwell Post Office, Thornton Post Office and Swaledale Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen". The signature is written in a cursive style with a large, sweeping initial "T".

THOMAS ALLEN  
Manager, Post Office Operations  
PO Box 9998  
Cedar Rapids, Iowa, 52406-9998



### Postal Service Customer Questionnaire

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

| Postal Services  | Daily                               | Weekly                   | Monthly                             | Never                               |
|--|-------------------------------------|--------------------------|-------------------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| d. Pick up Post Office box mail  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| e. Pick up general delivery mail   | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| f. Buying money orders   | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| h. Sending Express Mail  | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| i. Buying stamp-collecting material  | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

#### Other Postal Services

- a. Entering permit mailings  YES  NO
- b. Resetting/using postage meter  YES  NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms)  YES  NO
- b. Using for school bus stop  YES  NO
- c. Assisting senior citizens, persons with disabilities, etc.  YES  NO

If yes, please explain:

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- d. Using public bulletin board  YES  NO
- e. Other  YES  NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- YES  NO

If yes, please explain:

---



If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive  
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

- Better       Just as Good       No Opinion       Worse

If yes, please explain: I would rather have a mailbox at my home that is available to me 24/7.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- Shopping Mason City
- Personal needs Mason City / Clear Lake
- Banking Mason City
- Employment Clear Lake
- Social needs Mason City

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

- Yes  No

If yes, would you continue to use them if the Post Office is discontinued?

- Yes  No

### Mailing Address

Name: Tim & Heather Jones

Address: PO Box 103 Swaledale IA 50477

Telephone: (641) 394-7444

Date: 5-20-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/29/2011

HEATHER JONES

P.O. BOX 103  
SWALEDALE, IA 50477

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Swaledale 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 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 and money order sales.

If it is determined that a discontinuance of the Swaledale Post Office should be pursued, a formal proposal will be posted in the Rockwell Post Office, Thornton Post Office and Swaledale Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen".

THOMAS ALLEN  
Manager, Post Office Operations  
PO Box 9998  
Cedar Rapids, Iowa, 52406-9998



### Postal Service Customer Questionnaire

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

| Postal Services  | Daily                               | Weekly                              | Monthly                             | Never                               |
|--|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
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| b. Mailing Letters   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| d. Pick up Post Office box mail  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| e. Pick up general delivery mail   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

**Other Postal Services**

- a. Entering permit mailings  YES  NO
- b. Resetting/using postage meter  YES  NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms)  YES  NO
- b. Using for school bus stop  YES  NO
- c. Assisting senior citizens, persons with disabilities, etc.  YES  NO

If yes, please explain:

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- d. Using public bulletin board  YES  NO
- e. Other  YES  NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- YES  NO

If yes, please explain:

---



If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

- Better       Just as Good       No Opinion       Worse

If yes, please explain:

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4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- Shopping \_\_\_\_\_
- Personal needs \_\_\_\_\_
- Banking \_\_\_\_\_
- Employment \_\_\_\_\_
- Social needs \_\_\_\_\_

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

- Yes  No

If yes, would you continue to use them if the Post Office is discontinued?

- Yes  No

### Mailing Address

Name: Wloyd + Bev FAABORG

Address: PO Box 115 204 Jefferson

Telephone: 641-995-2365

Date: 5-20-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/29/2011

LLOYD FAABORG  
P.O. BOX 115  
SWALEDALE, IA 50477

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Swaledale 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.

If it is determined that a discontinuance of the Swaledale Post Office should be pursued, a formal proposal will be posted in the Rockwell Post Office, Thornton Post Office and Swaledale Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

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THOMAS ALLEN  
Manager, Post Office Operations  
PO Box 9998  
Cedar Rapids, Iowa, 52406-9998



### Postal Service Customer Questionnaire

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

| Postal Services  | Daily                               | Weekly                              | Monthly                  | Never                               |
|--|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |
| d. Pick up Post Office box mail  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |
| e. Pick up general delivery mail   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |
| f. Buying money orders   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| h. Sending Express Mail  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| i. Buying stamp-collecting material  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

**Other Postal Services**

- a. Entering permit mailings  YES  NO
- b. Resetting/using postage meter  YES  NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms)  YES  NO
- b. Using for school bus stop  YES  NO
- c. Assisting senior citizens, persons with disabilities, etc.  YES  NO

If yes, please explain:

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- d. Using public bulletin board  YES  NO
- e. Other  YES  NO

If yes, please explain:

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2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- YES  NO

If yes, please explain:

---



If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

- Better       Just as Good       No Opinion       Worse

If yes, please explain:

\_\_\_\_\_

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- Shopping \_\_\_\_\_  
 Personal needs \_\_\_\_\_  
 Banking \_\_\_\_\_  
 Employment \_\_\_\_\_  
 Social needs \_\_\_\_\_

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

- Yes  No

If yes, would you continue to use them if the Post Office is discontinued?

- Yes  No

### Mailing Address

Name: DOORS INK,

Address: Box 128

Telephone: (641) 995-2322

Date: \_\_\_\_\_

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

WHO IS GOING TO PAY TO CHANGE ALL  
OUR INVOICES, QUOTE SHEETS ALL STATTONARY!  
FOR 6 OFFICES.  
WE USE AND NEED A POST OFFICE FINAL!

THIS MAY BE THE FINAL STRAW  
TO HAVE US LEAVE THIS COMMUNITY  
FOR A NEW LOCATION. WE HAVE  
~~EA~~ TRIED HARD TO MAINTAIN AN OFFICE  
HERE !



06/29/2011

DOORS INC  
510 MAIN ST  
SWALEDALE, IA 50477

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Swaledale 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.

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Sincerely,

A handwritten signature in black ink that reads "Thomas Allen". The signature is written in a cursive, slightly slanted style.

THOMAS ALLEN  
Manager, Post Office Operations  
PO Box 9998  
Cedar Rapids, Iowa, 52406-9998



06/29/2011

HENRY BULDHAUPT  
103 4TH ST  
SWALEDALE, IA 50477

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Swaledale 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 Swaledale Post Office should be pursued, a formal proposal will be posted in the Rockwell Post Office, Thornton Post Office and Swaledale Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

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THOMAS ALLEN  
Manager, Post Office Operations  
PO Box 9998  
Cedar Rapids, Iowa, 52406-9998



### Postal Service Customer Questionnaire

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

| Postal Services  | Daily                    | Weekly                              | Monthly                             | Never                               |
|--|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| d. Pick up Post Office box mail  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| f. Buying money orders   | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| h. Sending Express Mail  | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| i. Buying stamp-collecting material  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

**Other Postal Services**

- a. Entering permit mailings  YES  NO
- b. Resetting/using postage meter  YES  NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms)  YES  NO
- b. Using for school bus stop  YES  NO
- c. Assisting senior citizens, persons with disabilities, etc.  YES  NO

If yes, please explain:

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- d. Using public bulletin board  YES  NO

- e. Other  YES  NO

If yes, please explain:

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2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- YES  NO

If yes, please explain:

---



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

- Better       Just as Good       No Opinion       Worse

If yes, please explain:

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4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- Shopping
- Personal needs
- Banking
- Employment
- Social needs

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

- Yes    No

If yes, would you continue to use them if the Post Office is discontinued?

- Yes    No

### Mailing Address

Name: FRANK KOPPIEN

Address: 10516 150TH ST

Telephone: 641-494-7378

Date: 5-27-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

BEFORE YOU CLOSE IT. WHY NOT TRY.

NEW HOURS:

OPEN FOR <sup>THE</sup> NON-WORKING ~~PEOPLE~~

WEDNESDAY 7:00AM - 12:00AM

FOR WORKING PEOPLE:

SAT: 8:00AM - 12:00AM



06/29/2011

FRANK KOPPEN  
10516 150TH ST  
SWALEDALE, IA 50477

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Swaledale 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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### Postal Service Customer Questionnaire

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| h. Sending Express Mail  | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

#### Other Postal Services

- a. Entering permit mailings  YES  NO
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#### Nonpostal Services

- a. Picking up government forms (such as tax forms)  YES  NO
- b. Using for school bus stop  YES  NO
- c. Assisting senior citizens, persons with disabilities, etc.  YES  NO

If yes, please explain:

\_\_\_\_\_

- d. Using public bulletin board  YES  NO

- e. Other  YES  NO

If yes, please explain:

\_\_\_\_\_

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- YES  NO

If yes, please explain:

Thornton, Iowa

\_\_\_\_\_



If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

- Better       Just as Good       No Opinion       Worse

If yes, please explain:

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4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- Shopping Mason City, Iowa
- Personal needs Mason City, Iowa
- Banking \_\_\_\_\_
- Employment \_\_\_\_\_
- Social needs Mason City, Iowa

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

- Yes  No

If yes, would you continue to use them if the Post Office is discontinued?

- Yes  No

### Mailing Address

Name:

Rachel Meier

Address:

3916 Jongkil Ave. Swaledale Iowa 50477

Telephone:

641-995-2273

Date:

May 30, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/29/2011

RACHEL MEIER  
3916 JONQUIL AVE  
SWALEDALE, IA 50477

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Swaledale 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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THOMAS ALLEN  
Manager, Post Office Operations  
PO Box 9998  
Cedar Rapids, Iowa, 52406-9998



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- a. Entering permit mailings  YES  NO
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#### Nonpostal Services

- a. Picking up government forms (such as tax forms)  YES  NO
- b. Using for school bus stop  YES  NO
- c. Assisting senior citizens, persons with disabilities, etc.  YES  NO

If yes, please explain:

---

- d. Using public bulletin board  YES  NO
- e. Other  YES  NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- YES  NO

If yes, please explain:

Rockwell, IA 50469

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3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

- Better       Just as Good       No Opinion       Worse

If yes, please explain: I would like mail be ~~del~~ in a post office due to so much fraud.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- Shopping
- Personal needs
- Banking
- Employment
- Social needs

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

- Yes     No

If yes, would you continue to use them if the Post Office is discontinued?

- Yes     No

### Mailing Address

Name: Travis + Stacey Highley

Address: 206 5th St. S. - PO Box 53 Swaledale, IA 50477

Telephone: 641-430-4125

Date: 5-25-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/29/2011

TRAVIS & STACEY HIGHLY

206 5TH ST S P.O. BOX 53  
SWALEDALE, IA 50477

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Swaledale 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 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 Swaledale Post Office should be pursued, a formal proposal will be posted in the Rockwell Post Office, Thornton Post Office and Swaledale Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen".

THOMAS ALLEN  
Manager, Post Office Operations  
PO Box 9998  
Cedar Rapids, Iowa, 52406-9998



### Postal Service Customer Questionnaire

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

| Postal Services  | Daily                               | Weekly                   | Monthly                             | Never                               |
|--|-------------------------------------|--------------------------|-------------------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| d. Pick up Post Office box mail  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| e. Pick up general delivery mail   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| f. Buying money orders   | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

**Other Postal Services**

- a. Entering permit mailings  YES  NO
- b. Resetting/using postage meter  YES  NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms)  YES  NO
- b. Using for school bus stop  YES  NO
- c. Assisting senior citizens, persons with disabilities, etc.  YES  NO

If yes, please explain:

---

- d. Using public bulletin board  YES  NO

- e. Other  YES  NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- YES  NO

If yes, please explain:

---



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

- Better       Just as Good       No Opinion       Worse

If yes, please explain:

---

---

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- Shopping
- Personal needs
- Banking
- Employment
- Social needs

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

- Yes  No LIBRARY

If yes, would you continue to use them if the Post Office is discontinued?

- Yes  No

**Mailing Address**

Name: OR/WN ENABNET

Address: 500 JEFFERSON Box 46

Telephone: 641 995 2241

Date: 5-19-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/29/2011

ORLYN ENABNIT

500 JEFFERSON BOX 46  
SWALEDALE, IA 50477

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Swaledale Post Office should be pursued, a formal proposal will be posted in the Rockwell Post Office, Thornton Post Office and Swaledale Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen". The signature is written in a cursive style with a large initial "T".

THOMAS ALLEN  
Manager, Post Office Operations  
PO Box 9998  
Cedar Rapids, Iowa, 52406-9998



### Postal Service Customer Questionnaire

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

| Postal Services  | Daily                    | Weekly                   | Monthly                             | Never                               |
|--|--------------------------|--------------------------|-------------------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| d. Pick up Post Office box mail  | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| e. Pick up general delivery mail   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| h. Sending Express Mail  | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| i. Buying stamp-collecting material  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

#### Other Postal Services

- a. Entering permit mailings  YES  NO
- b. Resetting/using postage meter  YES  NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms)  YES  NO
- b. Using for school bus stop  YES  NO
- c. Assisting senior citizens, persons with disabilities, etc.  YES  NO

If yes, please explain:

---

- d. Using public bulletin board  YES  NO

- e. Other  YES  NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- YES  NO

If yes, please explain:

---



06/29/2011

CAROLYN JUST  
6946B KILLDEER AVE  
SWALEDALE, IA 50477

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Swaledale Post Office should be pursued, a formal proposal will be posted in the Rockwell Post Office, Thornton Post Office and Swaledale Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen". The signature is written in a cursive style with a large initial "T".

THOMAS ALLEN  
Manager, Post Office Operations  
PO Box 9998  
Cedar Rapids, Iowa, 52406-9998



### Postal Service Customer Questionnaire

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

**Postal Services**

|  | Daily                               | Weekly                              | Monthly                             | Never                               |
|--|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| d. Pick up Post Office box mail  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| e. Pick up general delivery mail   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| f. Buying money orders   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| h. Sending Express Mail  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

**Other Postal Services**

- a. Entering permit mailings  YES  NO
- b. Resetting/using postage meter  YES  NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms)  YES  NO
- b. Using for school bus stop  YES  NO
- c. Assisting senior citizens, persons with disabilities, etc.  YES  NO

If yes, please explain:

---

- d. Using public bulletin board  YES  NO
- e. Other  YES  NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- YES  NO

If yes, please explain:

---



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

- Better       Just as Good       No Opinion       Worse

If yes, please explain:

\_\_\_\_\_

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- Shopping Clear Lake - Mason City
- Personal needs " same "
- Banking " same "
- Employment \_\_\_\_\_
- Social needs " same "

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

- Yes  No There are NO local Businesses

If yes, would you continue to use them if the Post Office is discontinued?

- Yes  No

### Mailing Address

Name: Terence Haag + Alena Bangs

Address: 104 5th St. So. P.O. Box 65 Swaledale, IA 50477

Telephone: \_\_\_\_\_

Date: 6-1-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/29/2011

TERENCE HAAG & ALENA BANGS

104 5TH ST S P.O. BOX 65  
SWALEDALE, IA 50477

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Swaledale 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 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 Swaledale Post Office should be pursued, a formal proposal will be posted in the Rockwell Post Office, Thornton Post Office and Swaledale Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen". The signature is written in a cursive, flowing style.

THOMAS ALLEN  
Manager, Post Office Operations  
PO Box 9998  
Cedar Rapids, Iowa, 52406-9998



### Postal Service Customer Questionnaire

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

**Postal Services**

|  | Daily                    | Weekly                              | Monthly                             | Never                               |
|--|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| d. Pick up Post Office box mail  | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| e. Pick up general delivery mail   | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

**Other Postal Services**

- a. Entering permit mailings  YES  NO
- b. Resetting/using postage meter  YES  NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms)  YES  NO
- b. Using for school bus stop  YES  NO
- c. Assisting senior citizens, persons with disabilities, etc.  YES  NO

If yes, please explain:

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- d. Using public bulletin board  YES  NO

- e. Other  YES  NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- YES  NO

If yes, please explain:

---



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

- Better       Just as Good       No Opinion       Worse

If yes, please explain:

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4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- Shopping CLEAR LAKE
- Personal needs CLEAR LAKE
- Banking CLEAR LAKE
- Employment GARDNER
- Social needs CLEAR LAKE

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

- Yes  No

If yes, would you continue to use them if the Post Office is discontinued?

- Yes  No

### Mailing Address

Name: GARY MAZ

Address: 209 6th St. P.O. Box 3

Telephone: 641-529-1025

Date: 5/28/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/29/2011

GARY MAY  
P.O. BOX 3  
SWALEDALE, IA 50477

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Swaledale Post Office should be pursued, a formal proposal will be posted in the Rockwell Post Office, Thornton Post Office and Swaledale Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen". The signature is written in a cursive style with a large initial "T" and "A".

THOMAS ALLEN  
Manager, Post Office Operations  
PO Box 9998  
Cedar Rapids, Iowa, 52406-9998



### Postal Service Customer Questionnaire

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

| Postal Services  | Daily                               | Weekly                   | Monthly                             | Never                               |
|--|-------------------------------------|--------------------------|-------------------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> occasional |
| d. Pick up Post Office box mail  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| e. Pick up general delivery mail   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| f. Buying money orders   | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> occasional |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> occasional |
| h. Sending Express Mail  | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

#### Other Postal Services

- a. Entering permit mailings  YES  NO
- b. Resetting/using postage meter  YES  NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms)  YES  NO
- b. Using for school bus stop  YES  NO
- c. Assisting senior citizens, persons with disabilities, etc.  YES  NO

If yes, please explain:

with Husband disabilities

- d. Using public bulletin board  YES  NO
- e. Other  YES  NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- YES  NO

If yes, please explain:



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

- Better       Just as Good       No Opinion       Worse

If yes, please explain:

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4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- Shopping  
 Personal needs  
 Banking  
 Employment  
 Social needs Doctors, occasionally eat out

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

- Yes  No

If yes, would you continue to use them if the Post Office is discontinued?

- Yes  No

### Mailing Address

Name: James + Sharon Kephart

Address: Box 131 601 E. Jefferson

Telephone: 641-995-2274

Date: 6-11-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

One thing we wonder about is if our medicine would be delivered in mail box.



06/29/2011

JAMES & SHARON KEPHART  
BOX 131 601 E JEFFERSON  
SWALEDALE, IA 50477

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Swaledale 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 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 and money order sales.

If it is determined that a discontinuance of the Swaledale Post Office should be pursued, a formal proposal will be posted in the Rockwell Post Office, Thornton Post Office and Swaledale Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen". The signature is written in a cursive, slightly slanted style.

THOMAS ALLEN  
Manager, Post Office Operations  
PO Box 9998  
Cedar Rapids, Iowa, 52406-9998



### Postal Service Customer Questionnaire

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

**Postal Services**

|  | Daily                               | Weekly                              | Monthly                             | Never                               |
|--|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| b. Mailing Letters   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| d. Pick up Post Office box mail  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| e. Pick up general delivery mail   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| h. Sending Express Mail  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| i. Buying stamp-collecting material  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |

**Other Postal Services**

- a. Entering permit mailings  YES  NO
- b. Resetting/using postage meter  YES  NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms)  YES  NO
- b. Using for school bus stop  YES  NO
- c. Assisting senior citizens, persons with disabilities, etc.  YES  NO

If yes, please explain:

---

- d. Using public bulletin board  YES  NO
- e. Other  YES  NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- YES  NO

If yes, please explain:

---



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

- Better       Just as Good       No Opinion       Worse

If yes, please explain:

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4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping

Personal needs

Banking

Employment

Social needs

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

- Yes     No

If yes, would you continue to use them if the Post Office is discontinued?

- Yes     No

### Mailing Address

Name:

*Jeau Bonner*

Address:

*PO. 33 Swaledale, Iowa 50477*

Telephone:

*641-995-2374*

Date:

*6-7-11*

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/29/2011

JAMES BONNER  
PO BOX 33  
SWALEDALE, IA 50477

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Swaledale Post Office should be pursued, a formal proposal will be posted in the Rockwell Post Office, Thornton Post Office and Swaledale Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen". The signature is written in a cursive style with a large initial "T".

THOMAS ALLEN  
Manager, Post Office Operations  
PO Box 9998  
Cedar Rapids, Iowa, 52406-9998



### Postal Service Customer Questionnaire

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

| Postal Services  | Daily                               | Weekly                              | Monthly                             | Never                    |
|--|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| a. Buying Stamps   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| b. Mailing Letters   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| c. Mailing Parcels   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| d. Pick up Post Office box mail  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| e. Pick up general delivery mail   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

#### Other Postal Services

- a. Entering permit mailings  YES  NO
- b. Resetting/using postage meter  YES  NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms)  YES  NO
- b. Using for school bus stop  YES  NO
- c. Assisting senior citizens, persons with disabilities, etc.  YES  NO

If yes, please explain:

my daughter gets my mail as I'm disabled, and under 16 can't drive

- d. Using public bulletin board  YES  NO
- e. Other  YES  NO

If yes, please explain:

I see someone I haven't seen for some time when I do go get mail

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- YES  NO

If yes, please explain:

\_\_\_\_\_



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

- Better
- Just as Good
- No Opinion
- Worse

If yes, please explain: Will have to wait a day later to get any City mail or from anyone in town

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- Shopping Shopping only (ONLY BECAUSE I HAVE TOO!!)
- Personal needs Enjoy walking to get mail as driving bothers my back
- Banking In Swaledale
- Employment In self employed at a ~~Senior~~ Elderly person
- Social needs In Swaledale most of my friends live in Swaledale

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

- Yes
- No

If yes, would you continue to use them if the Post Office is discontinued?

- Yes
- No I don't know as I try to buy mostly local when I can!!

Mailing Address

Name: DANIEL (GENO) EUGENE SLOWE JR.

Address: 103 5<sup>TH</sup> ST South PO Box 4 Swaledale PA 50497

Telephone: 641-903-8984

Date: 6/8/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/29/2011

DANIEL EUGENE STOWE JR.  
103 5TH ST S. PO BOX 4  
SWALEDALE, IA 50477

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Swaledale 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 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 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 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.

If it is determined that a discontinuance of the Swaledale Post Office should be pursued, a formal proposal will be posted in the Rockwell Post Office, Thornton Post Office and Swaledale Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen".

THOMAS ALLEN  
Manager, Post Office Operations  
PO Box 9998  
Cedar Rapids, Iowa, 52406-9998



### Postal Service Customer Questionnaire

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

**Postal Services**

|  | Daily                               | Weekly                              | Monthly                             | Never                               |
|--|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| d. Pick up Post Office box mail  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| e. Pick up general delivery mail   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| f. Buying money orders   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

**Other Postal Services**

- a. Entering permit mailings  YES  NO
- b. Resetting/using postage meter  YES  NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms)  YES  NO
- b. Using for school bus stop  YES  NO
- c. Assisting senior citizens, persons with disabilities, etc.  YES  NO

If yes, please explain:

---

- d. Using public bulletin board  YES  NO
- e. Other  YES  NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- YES  NO

If yes, please explain:

---



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

- Better       Just as Good       No Opinion       Worse

If yes, please explain: A library has a good share of packages and having service from Rockwell or Thornton means a special trip out of town. Gas, time + money increase.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- Shopping Mason City *Has nothing to do with getting mail*
- Personal needs Mason city *as these are done once a week at most*
- Banking Swaledale
- Employment Swaledale
- Social needs

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

- Yes  No

If yes, would you continue to use them if the Post Office is discontinued?

- Yes  No

### Mailing Address

Name: Nancy Watt, Swaledale Public Library

Address: 504 Main St., P.O. Box 114

Telephone: 641-995-2352

Date: 5-25-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/29/2011

NANCY WATT SWALEDALE PUBLIC LIBRARY

PO BOX 114  
SWALEDALE, IA 50477

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Swaledale 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.

If it is determined that a discontinuance of the Swaledale Post Office should be pursued, a formal proposal will be posted in the Rockwell Post Office, Thornton Post Office and Swaledale Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen".

THOMAS ALLEN  
Manager, Post Office Operations

PO Box 9998  
Cedar Rapids, Iowa, 52406-9998



### Postal Service Customer Questionnaire

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

| Postal Services  | Daily                               | Weekly                              | Monthly                             | Never                    |
|--|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| a. Buying Stamps   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| b. Mailing Letters   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| c. Mailing Parcels   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| d. Pick up Post Office box mail  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| e. Pick up general delivery mail   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

**Other Postal Services**

- a. Entering permit mailings  YES  NO
- b. Resetting/using postage meter  YES  NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms)  YES  NO
- b. Using for school bus stop  YES  NO
- c. Assisting senior citizens, persons with disabilities, etc.  YES  NO

If yes, please explain:

We help others when needed.

- d. Using public bulletin board  YES  NO
- e. Other  YES  NO

If yes, please explain:

We read all notices of our town daily & weekly postings.

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- YES  NO

If yes, please explain:

Sometimes we stop at other cities in our area - especially after Post office has closed and on the weekends. Many local stores in our area offer postal services. We use our town post office 98% of our needs.



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

- Better
  Just as Good
  No Opinion
  Worse

If yes, please explain:

---

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4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- Shopping Wes. moines, IA
- Personal needs \_\_\_\_\_
- Banking Thornton & Rockwell & Swaledale, Ia.
- Employment O-T-R driver out of minnesota
- Social needs many other cities

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

- Yes  No

If yes, would you continue to use them if the Post Office is discontinued?

- Yes  No

### Mailing Address

Name: Robert & Joyce Ladehoff

Address: P.O. Box 85 Swaledale, Ia. 50477

Telephone: 641-583-2779

Date: June 1, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Swaledale needs & must keep our post office!  
 for Rural needs as well.  
 We feel it is not needed to be Open for 2 Hours  
 on Saturdays, its added cost to the government.  
 City business's must keep our postal services.



06/29/2011

ROBERT & JOYCE LADEHOFF

PO BOX 85  
SWALEDALE, IA 50477

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Swaledale 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 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 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 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.

If it is determined that a discontinuance of the Swaledale Post Office should be pursued, a formal proposal will be posted in the Rockwell Post Office, Thornton Post Office and Swaledale Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen".

THOMAS ALLEN  
Manager, Post Office Operations  
PO Box 9998  
Cedar Rapids, Iowa, 52406-9998



### Postal Service Customer Questionnaire

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

**Postal Services**

|  | Daily                               | Weekly                              | Monthly                             | Never                               |
|--|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| d. Pick up Post Office box mail  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| e. Pick up general delivery mail   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| f. Buying money orders   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| h. Sending Express Mail  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

**Other Postal Services**

- a. Entering permit mailings  YES  NO
- b. Resetting/using postage meter  YES  NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms)  YES  NO
- b. Using for school bus stop  YES  NO
- c. Assisting senior citizens, persons with disabilities, etc.  YES  NO

If yes, please explain:

\_\_\_\_\_

- d. Using public bulletin board  YES  NO
- e. Other  YES  NO

If yes, please explain:

\_\_\_\_\_

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- YES  NO

If yes, please explain:

\_\_\_\_\_



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

- Better       Just as Good       No Opinion       Worse

If yes, please explain:

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4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping

Personal needs

Banking

Employment

Social needs

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

Yes  No

If yes, would you continue to use them if the Post Office is discontinued?

Yes  No

### Mailing Address

Name:

*Edna Watters*

Address:

*103 6<sup>th</sup> St. So., P.O. Box 8, Swaledale*

Telephone:

*641-995-2226*

Date:

*6-13-2011*

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/29/2011

EDNA WATTERS  
PO BOX 8  
SWALEDALE, IA 50477

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Swaledale Post Office should be pursued, a formal proposal will be posted in the Rockwell Post Office, Thornton Post Office and Swaledale Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen". The signature is written in a cursive style with a large initial "T".

THOMAS ALLEN  
Manager, Post Office Operations  
PO Box 9998  
Cedar Rapids, Iowa, 52406-9998



### Postal Service Customer Questionnaire

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

| Postal Services  | Daily                    | Weekly                              | Monthly                  | Never                               |
|--|--------------------------|-------------------------------------|--------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| b. Mailing Letters   | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| c. Mailing Parcels   | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| d. Pick up Post Office box mail  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| f. Buying money orders   | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

**Other Postal Services**

- a. Entering permit mailings  YES  NO
- b. Resetting/using postage meter  YES  NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms)  YES  NO
- b. Using for school bus stop  YES  NO
- c. Assisting senior citizens, persons with disabilities, etc.  YES  NO

If yes, please explain:

---

- d. Using public bulletin board  YES  NO
- e. Other  YES  NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

YES  NO

If yes, please explain:

Are stops in Hy-Vee, also the Rockville Post Office in Mason City there.



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

- Better       Just as Good       No Opinion       Worse

If yes, please explain:

My only concern is vandalism to open mailboxes, if secure mailboxes great idea!!

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- Shopping
- Personal needs
- Banking
- Employment
- Social needs

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

- Yes  No

If yes, would you continue to use them if the Post Office is discontinued?

- Yes  No If I did yes, why not?

### Mailing Address

Name: Tammy Stowe

Address: P O Box 26

Telephone: Swaledale IA 50477

Date: 6/14/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/29/2011

TAMMY STOWE  
PO BOX 26  
SWALEDALE, IA 50477

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Swaledale 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 mailbox vandalism. This is a problem that is experienced in many communities. Customers may install a heavier gauge metal box or brick veneer mail box to make it resistant to vandalism. If Cluster Box Units are utilized they can provide the security of individually locked mail compartments. Customers should report mailbox vandalism to the county sheriff.

If it is determined that a discontinuance of the Swaledale Post Office should be pursued, a formal proposal will be posted in the Rockwell Post Office, Thornton Post Office and Swaledale Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen".

THOMAS ALLEN  
Manager, Post Office Operations  
PO Box 9998  
Cedar Rapids, Iowa, 52406-9998



### Postal Service Customer Questionnaire

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

| Postal Services  | Daily                               | Weekly                              | Monthly                             | Never                               |
|--|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| d. Pick up Post Office box mail  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| e. Pick up general delivery mail   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| f. Buying money orders   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| h. Sending Express Mail  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |

#### Other Postal Services

- a. Entering permit mailings  YES  NO
- b. Resetting/using postage meter  YES  NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms)  YES  NO
- b. Using for school bus stop  YES  NO
- c. Assisting senior citizens, persons with disabilities, etc.  YES  NO

If yes, please explain:

---

- d. Using public bulletin board  YES  NO

- e. Other  YES  NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- YES  NO

If yes, please explain:

---



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

- Better       Just as Good       No Opinion       Worse

If yes, please explain:

---

---

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- |                                     |                |                   |
|-------------------------------------|----------------|-------------------|
| <input checked="" type="checkbox"/> | Shopping       | <u>Mason City</u> |
| <input checked="" type="checkbox"/> | Personal needs | <u>Mason City</u> |
| <input checked="" type="checkbox"/> | Banking        | <u>Mason City</u> |
| <input checked="" type="checkbox"/> | Employment     | <u>Mason City</u> |
| <input checked="" type="checkbox"/> | Social needs   | <u>Mason City</u> |

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

- Yes     No

If yes, would you continue to use them if the Post Office is discontinued?

- Yes     No

### Mailing Address

Name: Robert L Broad

Address: Swaledale Ia. Box 23 50477

Telephone: 641-995-2266

Date: 6-14-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/29/2011

ROBERT BROOD

PO BOX 23  
SWALEDALE, IA 50477

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Swaledale Post Office should be pursued, a formal proposal will be posted in the Rockwell Post Office, Thornton Post Office and Swaledale Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen". The signature is written in a cursive style with a large initial "T".

THOMAS ALLEN  
Manager, Post Office Operations  
PO Box 9998  
Cedar Rapids, Iowa, 52406-9998

### Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the SWALEDALE Post Office on 05/17/2011. Additionally, during the survey period, questionnaires were available at the SWALEDALE Post Office to walk-in retail customers.

1. **Number of Questionnaires**

|                                  |            |
|----------------------------------|------------|
| Total Questionnaires distributed | <u>152</u> |
| Favorable to proposal            | <u>10</u>  |
| Unfavorable to proposal          | <u>12</u>  |
| Expressing no opinion            | <u>38</u>  |
| Total questionnaires received    | <u>60</u>  |

## Postal Concerns

The following postal concerns were expressed

1. Concern (Favorable):

Customer expressed a concern about mailbox vandalism.

Response:

This is a problem that is experienced in many communities. Customers may install a heavier gauge metal box or brick veneer mail box to make it resistant to vandalism. If Cluster Box Units are utilized they can provide the security of individually locked mail compartments. Customers should report mailbox vandalism to the county sheriff.

2. Concern (No Opinion):

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.

3. Concern (No Opinion):

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.

4. 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.

5. 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

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.

6. 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.

7. 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.

8. 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.

9. 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.

10. Concern (Unfavorable):

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.

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**

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.

**Nonpostal Concerns**

The following nonpostal concerns were expressed

1. Concern (Favorable):

No Concern

Response:

2. 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.

3. 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.

4. 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.

5. Concern (No Opinion):

No Concern

Response:

Community Meeting Roster

Postal Service Representative (Names and Titles):  
 Thomas Allen, Manager Post Office Operations Area 5  
 Lisa Carver, Post Office Review Investigator

Date: 06/13/2011  
 Time: 6:30

Total Number of Customers Present: 48 Place: Swaledale City Hall

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

| Name              | Mailing Address (optional)        | Zip Code | Phone Number |
|-------------------|-----------------------------------|----------|--------------|
| John Druy         | Box 64                            | 50477    | 6419952251   |
| Nancy Ingham      | Box 13                            | 50477    | 641-995-2359 |
| JOHN WELLS        | BOX 128                           | 50477    | 641 995-2322 |
| Marge Swanson     | Box 174                           | 50477    | 641-995-2353 |
| Bob Rogers        |                                   |          |              |
| Loretta Bishop    | 5200 Killdeer                     | 50477    | 641-995-2262 |
| Don Bishop        | " "                               | 50477    | " "          |
| Leona Bonner      | P.O. Box 25                       | 50477    | 641-995-2271 |
| Jean Bonner       | P.O. 33                           | 50477    | 641 995-2374 |
| George Ingham     | Po Box 13                         | 50477    |              |
| Kimberly Linville | 212 4th St NW <sup>Rockwell</sup> | 50469    | 641-860-0055 |
| Daniel Linville   | " "                               | 50469    | 641-860-0041 |
| Blanche Richards  | 215 <del>St</del> Main            | 50477    |              |
| Alan Steckman     | 1038 15th St NE                   | 50401    | 641-424-9362 |
| Stephen Woods     | 907 14th St NE                    | 50401    | 641-424-7647 |
| Marilyn Faust     | 6946A Killdeer Ave                | 50477    | 641-995-2206 |
| Deb Caspers       | PO Box 104                        | 50477    | 641-995-2346 |
| Dyra Newman       | PO 32                             | 50477    | 641-995-2312 |
| Tommy Beach       | 10318 Raven Av                    | 50469    | 641-822-4862 |

Names of Customers Present:

| Name            | Mailing Address (optional)  | ZIP Code | Phone Number |
|-----------------|-----------------------------|----------|--------------|
| Andy White      |                             |          |              |
| MARCO ZINGHANI  | 602 E Main St D             | 50477    |              |
| Cathy Davy      |                             |          |              |
| Whitley Warner  |                             |          |              |
| Hannah Warner   |                             |          |              |
| Billie Holloway |                             |          |              |
| Bernie Manders  | P.O. Box 50                 | 50469    |              |
| John Bonner     | P.O. Box 25                 | 50477    |              |
| Bernice Capen   | 301 Main St<br>Steer Pitkin |          |              |
| Freddie Cady    | 600 Main St                 | 50477    |              |
| Marjorie Platt  | Rm 100                      |          |              |
| Edna Guchert    | 512 N. 1.                   | 50477    |              |
| Sharon Lumping  | P.O. Box 21                 | 50477    |              |
| Tommy           | P.O. Box 56                 | 50477    |              |
| Mag Meier       | P.O. Box 52                 | 50477    |              |
| Travis Fischer  | P.O. Box 112                | 50477    |              |
| Edna Statten    | P.O. Box 8                  | 50477    |              |
| Robert Broad    | Box 23                      | 50477    |              |
| Bill Capen      | Box 104                     | 50477    |              |
| Dan Hanson      | Box 123                     | 50477    |              |
| Dan Watters     | Box 98                      | 50477    |              |
| Vickie Hoppman  | Box 113                     | 50477    |              |
| Dennis Hoppman  | Box 173                     | 50477    |              |
| Brenda Cost     |                             |          |              |
| Haron Harmon    | Box 55                      | 50477    |              |
| Howard Harmon   | Box 55                      | 50477    |              |
|                 |                             |          |              |
|                 |                             |          |              |
|                 |                             |          |              |

## 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 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.

2. Concern (UnFavorable):

Customers expressed concern over a postal representative not being customer oriented.

Response:

The Postal Service is very interested in the service needs of the community and customer feedback is crucial to improving service. Concerns raised by the community will be investigated by the Postal Service and appropriate actions will be taken.

3. Concern (UnFavorable):

Customers were concerned about obtaining services from the carrier

Response:

Customers were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions 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 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 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 immediate.

#### 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.

4. Concern (UnFavorable):

Customers expressed concern about collection of outgoing mail

Response:

Customer expressed a concern about the collection of outgoing mail. Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox. Or if cluster box units are utilized there is a collection box for the deposit of outgoing mail.

5. Concern (UnFavorable):

Customers were concerned about senior citizens

Response:

Customer 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 CBUs. 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 Rockwell

postmaster for more information.

6. **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 \$8 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.

7. **Concern (UnFavorable):**  
Customers expressed concern about misdelivered mail

**Response:**

The concern about misdelivery has been brought to the attention of the OIC. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.

8. **Concern (UnFavorable):**  
Customer is concerned about having to travel to another post office for service

**Response:**

Customer 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. If the customer has access to a computer than log on to WWW.USPS.COM where a customer can buy stamps or print postage.

9. **Concern (UnFavorable):**  
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.

10. **Concern (UnFavorable):**  
Customers were concerned that the Postal Service is wasting money on advertising.

**Response:**

Advertising is a necessary measure to ensure that America is educated about the types of services we provide. Many of our advertising efforts have been very successful in enticing customers to use our services.

11. **Concern (UnFavorable):**  
Customer suggested reducing/alternating the number of hours the post office operates.

**Response:**

Hours are determined by the workload at the post office.

12. **Concern (UnFavorable):**  
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.

13. **Concern (UnFavorable):**  
Customers expressed concern about collection of outgoing mail

**Response:**

Customer expressed a concern about the collection of outgoing mail. Collection of mail will be made by the rural carrier when serving the town of Swaledale.

14. **Concern (UnFavorable):**  
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 Rockwell Post Office.

**Concern (UnFavorable):**

to resume delivery. Hold requests at the Post Office must be for a minimum of three days and maximum of 30 days. Those requesting more than 30 days may submit a temporary change of address or apply for premium forwarding.

**Nonpostal Concerns**

1. 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 Swaledale, IA 50477 in addresses.





## Petition to continue operation of the Swaledale Post Office

Whereas the United States Postal Service has announced that the Swaledale Post Office is being studied for closing,

We, the undersigned, declare that we consider the continued operation of the Swaledale Post Office essential to providing area residents with necessary and convenient access to services.

| Signature            | Printed Name          | Address  |
|----------------------|-----------------------|--|
| Dave Newman          | Dave Newman           | 13568 190th St Rockwell                        |
| Debra A. Newman      | Debra Newman          | First Security Bank<br>Main St. Swaledale, Ia. |
| Blanche M. Reicherts | BLANCHE M. REICHERTS  | 512 Main, Swaledale, Ia.                       |
| Elmer P. Reicherts   | ELMER P. H. REICHERTS | 512 M. Swaledale, Ia.                          |
| Martin Meier         | MARTIN H MEIER        | 515 - 7th St. Swaledale                        |
| Margorie Swenson     | Margorie Swenson      | 307. 4th St S. Swaledale.                      |
| Nancy S. Ingham      | NANCY S. INGHAM       | Box 13<br>100 6TH ST. S. Swaledale             |
| Maria Ingham         | Maria Ingham          | 602 E Main #D                                  |
| Dale Caspers         | Dale Caspers          | Box 62 Swaledale                               |
| John Bonnet          | John Bonnet           | P.O. Box 25<br>303-4th St<br>SWALEDALE         |
| George W. Ingham     | George W. Ingham      | P.O. Box 13 Swaledale                          |
| Lonnie Bosch         | LONNIE BOSCH          | 10318 RAUENAV ROCKWELL                         |
| Darwin Hanson        | DARWIN HANSON         | Box 123 Swaledale                              |
| Diane Hanson         | DIANE HANSON          | Box 123 Swaledale, Ia                          |
| David B. Johnson     | David B. Johnson      | Box-87 Swaledale, Ia                           |
| Loretta Janssen      | Loretta Janssen       | 5200 Killdeer Ave.                             |
| Judy Little          | Judy Little           | 617 Southview Dr, Rockwell, IA                 |
| John Drury           | JOHN DRURY            | Box 64, SWALEDALE IA 50477                     |
|                      |                       |  |
|                      |                       |  |
|                      |                       |  |







**Linda L. Upmeyer**  
STATE REPRESENTATIVE  
*Twelfth District*  
Statehouse: (515) 281-4618  
e-mail - [linda.upmeyer@legis.iowa.gov](mailto:linda.upmeyer@legis.iowa.gov)

**HOME ADDRESS**

2175 Pine Avenue  
Garner, IA 50438



**House of Representatives**  
State of Iowa  
*Eighty-fourth General Assembly*  
STATEHOUSE  
Des Moines, Iowa 50319

DOCKET NO  
ITEM NO  
PAGE

1384081-50477  
28  
1

**HOUSE MAJORITY LEADER**

June 20, 2011

Honorable Members of the Iowa Delegation,

I am writing to you today with concern over the proposed closing of many rural post offices in our great state. I understand that the Postal Service is under significant pressure to reduce significant deficits. I am supportive of finding efficiencies in government, especially when a practice is no longer sustainable. However, as I study the issue of closing our rural post offices, I become unsure of the motivation and goal. Below are several questions I have and it would be my hope that they might be of interest to your office as the issue moves forward:

- After accounting for the necessity of increased rural carrier routes, what is the actual savings that will be achieved by closing the rural post offices on the list?
  - The information I have received indicates the savings are minimal once the increased costs of new rural carrier routes are accounted for.
- Does the enclosed letter from Ruth Goldway, Chair of the Postal Regulatory Commission, dated June 8, 2011 and addressed to Postmaster General Patrick Donahoe, cause concern over the openness of the process the Postal Service is using to close post offices?
  - I would hope that any finding that the Postal Service is preventing oversight and input from the public into their comprehensive plans would be unacceptable.
- What effect would the closure of rural post offices have on the rural/urban divide in the delivery of services?
  - Iowa has been fortunate to have weathered the recession better than many other states. The robust agricultural industry has been a key to this. It concerns me deeply that too often enough consideration is not given to the ramifications policies have on the health of our rural communities and their economy.
- How will businesses in communities without postal service be affected?
  - I recently read an account of a business who finds the prospect of expanding their business in Swaledale unlikely if the post office were to close. In times like this, I would hope due consideration would be given to the negative impact any policy might have on jobs.

We all want to be fiscally responsible, and that means we will be faced with making tough decisions. In making those tough decisions, we must also be careful to ensure that we are achieving the intended outcome. I believe there are serious concerns over the consequences of the Postal Service's proposed closure of rural post offices in Iowa. I am even more deeply concerned when I hear that they may be avoiding notice and public comment on their comprehensive plans, in violation of federal regulation.

It is my hope that the questions I have posed would mirror some of your own questions and that you may be able to use your position to shed some light onto the potential impact many of our communities and businesses are facing from the closure of their local post offices.

Sincerely,



Linda Upmeyer  
Iowa House Majority Leader

LLU/tp

Enclosure

cc: Senator Charles Grassley  
Senator Tom Harkin  
Representative Leonard Boswell  
Representative Bruce Braley  
Representative Steve King  
Representative Tom Latham  
Representative Dave Loebsack



UNITED STATES OF AMERICA  
POSTAL REGULATORY COMMISSION  
WASHINGTON, DC 20268-0001

RUTH Y. GOLDWAY  
CHAIRMAN

June 8, 2011

Postmaster General Patrick Donahoe  
United States Postal Service  
475 L'Enfant Plaza  
Washington, DC 20260

Dear Mr. Donahoe:

During service performance consultations earlier this year, you discussed the internal Postal Service schedule for improving the process of reviewing retail facilities to evaluate whether closing them was appropriate. You explained that new procedures would be developed and then applied to a substantial number of facilities nationwide. You also assured the Commission that should the process indicate that closing a significant number of existing retail outlets appeared justified, the Postal Service would file a request with the Commission for an advisory opinion under 39 U.S.C. 3661 prior to closing those facilities.

Consistent with that schedule the Postal Service published proposed rules in the *Federal Register* on March 31, 2011 (76 FR 17794), and as you may know, the Commission submitted timely comments. During this period, numerous articles have appeared in the press identifying facilities in a number of states that have been closed, or that have been evaluated for potential closing, or shortly will be evaluated for potential closing. The Commission has received an increased number of post office closing appeals, hundreds of inquiries from citizens, and has had communications with concerned members of Congress. Thus, it appears that the Postal Service may already be engaged in a nationwide change in service without prior notification to the Commission as title 39 requires. A prompt request for an advisory opinion on the impacts of closing retail facilities appears to be the best way to address these concerns.

The Commission is fully aware of the current financial circumstances the Postal Service is experiencing, and the Commission will take prompt action on the request for an advisory opinion. The process of filing an advisory opinion gives the public and the Commission the opportunity to consider the comprehensive plans the Postal Service is developing for retail realignment and avoids the confusion that now surrounds post office closings. I am writing to ask your assistance in assuring that the Commission can analyze the Postal Service request quickly and thoroughly for the benefit of all.

Commission rules applicable to such requests are quite general, as the contents of a satisfactory filing necessarily will vary, depending on the subject matter of each request. The rules simply require the submission of information and data sufficient to fully inform the Commission of the impact of the proposed change. See 39 CFR 3001.74. In this regard, it would be extremely helpful if the Postal Service includes with its request a detailed discussion of how the cumulative impact of the local changes involved will affect the fulfillment of national access and delivery aspects of the Postal Service's universal service obligation, and on how the Postal Service balanced the estimated benefits to its financial situation against the potential negative impact on customer convenience. In addition, it seems certain that, among other things, the Commission will require information on:

- Postal operated retail facilities that have ceased providing service since January 1, 2011;
- Postal operated facilities that have been noticed for closure or lease termination and that are still under consideration;
- The postal operated retail facilities for which cessation of service is currently under internal review; and
- A comprehensive state-by-state list of postal operated retail facilities and their locations.

Therefore, I am taking this opportunity to request that you assure that any Postal Service filing in support of such a proposed change include the above information. This will greatly assist the Commission to provide timely input to the Postal Service final decision.

Thank you in advance for your help.

Sincerely,



Ruth Y. Goldway  
Chairman

RESOLUTION NO. 2011-8

BUCKET NO. 1384081-50477  
ITEM NO. 28  
PAGE 5

**Expressing Support for the Continued Operation of the  
Swaledale Post Office, Swaledale, Iowa 50477**

WHEREAS, the current Swaledale Post Office located within the city limits of Swaledale, Iowa is critical to not only the residents, but also the future of the city.

WHEREAS, the United States Postal Service established the first Swaledale Post Office in 1887, five (5) years before its incorporation in 1892.

WHEREAS, the Post Office was established to serve the residents, visitors, and businesses of Swaledale, and remains a vital service to the community;

WHEREAS, with limited or no access to a larger community, having access to a retail Post Office is even more critical to the community.

WHEREAS, the Swaledale Post Office provides all types of U.S. mail service, stamps, post office boxes, money orders, and other retail postal services;

WHEREAS, the Swaledale Post Office is centrally located and easily accessible to residents throughout the region;

WHEREAS, the Swaledale Post Office is handicap accessible to residents throughout the region as opposed to the United States Postal Service proposed mail delivery station in Rockwell.

NOW, THEREFORE, BE IT RESOLVED by the City Council of Swaledale, Iowa:

SECTION 1. That the Swaledale City Council does hereby publicly support the continued operation of the United States Post Office at 202 5th Street South, Swaledale, Iowa.

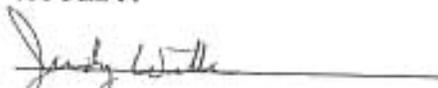
SECTION 2. That the Swaledale City Council believes that it is essential for the continued economic well-being of the City of Swaledale to maintain a Post Office that is readily accessible to residents and businesses.

SECTION 3. That the Swaledale City Clerk be and hereby is directed to record this Resolution in the appropriate record book and forward a duly certified copy to the U.S. Postal Service and members of the United States Congress representing Northern Iowa.

PASSED AND APPROVED THIS 6th DAY OF JUNE, 2011

  
John Drury, Mayor

ATTEST:

  
Judy Witte, City Clerk

MARKETING

DOCKET NO. 1384081-50477  
ITEM NO. 28  
PAGE 6



June 29, 2011

Linda Lucy  
Honorable Senator Tom Harkin  
350 W 6<sup>th</sup> St  
315 Federal Building  
Dubuque, IA 52001-4648

Dear Senator Harkin:

This is in response to your inquiry on behalf of your constituents, the citizens of Swaledale, regarding the Swaledale Post Office.

The Postal Service is currently conducting a review of postal operations at the Swaledale Post Office. The review is ongoing and no final decision has been made. You can be assured that postal officials are devoting careful attention and effort to this review and customers will be notified in advance of any changes that may affect service in their area.

Before a post office can be closed, our field managers must provide every opportunity for customers to voice their opinions and air their concerns. Questionnaires, meetings, and other methods are used to ensure that all issues are fully explored before any final decision is made. All final decisions are subject to review by the independent Postal Regulatory Commission. If an office is closed, the office name and zip code are retained for use in local mailing addresses to preserve community identity.

Thank you for the opportunity to address your constituents concerns. If you have further questions or concerns, please do not hesitate to contact the Hawkeye District Consumer Affairs office at 515-251-2330.

Sincerely,

A handwritten signature in black ink, appearing to read "Dennis McLaughlin".

Dennis McLaughlin  
Manager, Consumer & Industry Contact

DM/pj

Reference: CA105574306

United States Senate  
WASHINGTON, DC 20510-1502

DOCKET NO  
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PAGE

1384081-50477  
28  
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June 28, 2011



Joni Martin, Manager,  
US Postal Service Consumer Affairs  
PO Box 189996  
Des Moines, IA 50318-9996

Dear Ms. Martin:

I have been contacted by the citizens of Swaledale, Iowa, regarding the possible closing of their post office. The citizens of Swaledale believe that their local post office is the center of their community life. It is also very inexpensive to run a small town post office as they have only had a temporary postal worker for the last few years. I would like an update on the status of this post office.

I appreciate your timely review of the problems that this closing may raise and ask that you forward your response to the attention of Linda Lucy in my Dubuque office listed below. Thank you for your assistance.

Sincerely,

Tom Harkin  
United States Senator

TH/11

BUDGET NO 1384081-SD477  
 ITEM NO 28  
 DATE 8 JUL 22 2011  
 DISTRICT MANAGER  
 USPS DISTRICT

2011 JUL 18 PM 2:04

bcc:

VP GOVERNMENT RELATIONS AND PUBLIC POLICY  
 ROOM 10804

DISTRICT MANAGER  
 HAWKEYE DISTRICT  
 U S POSTAL SERVICE  
 P O BOX 189800  
 DES MOINES IA 50318-9900

559884-Key:POA-GR-03  
 MISCELLANEOUS  
 DUE 0712  
 LAS 7/11/11  
 Vita 7/13

7/19/11

|                      |  |   |
|----------------------|--|---|
| SR MPOD              |  |   |
| POOM: <i>Rox</i>     |  |   |
| OPS SUPPORT          |  |   |
| HUMAN RESOURCES      |  |   |
| FINANCE              |  |   |
| MARKETING            |  |   |
| DIVERSITY SPECIALIST |  |   |
| INFORMATION SYSTEMS  |  |   |
| DES MOINES PM        |  |   |
| CEDAR RAPIDS PM      |  |   |
| PLANT MANAGER        |  |   |
| EMERGENCY PREP       |  |   |
| SECURITY SPEC        |  |   |
| <i>Kare</i>          |  | ✓ |

DOCKET NO 1384081-50477  
ITEM NO 28  
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July 13, 2011

The Honorable John Drury  
Mayor of Swaledale  
Post Office Box 7  
Swaledale, IA 50477-0007

Dear Mayor Drury:

This responds to your June 19 letter to Postmaster General Patrick R. Donahoe, regarding the Swaledale Post Office.

Thank you for sharing your concerns. I recognize your interest in ensuring that all of your constituents continue to have convenient access to essential postal services. The U.S. Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. As a result of dramatic declines in mail volume, the Postal Service continues to experience significantly reduced revenue. In fact, over the past five years, mail volume has declined by 43.1 billion pieces, customer visits have decreased by 200 million, and retail transactions have diminished by \$2 billion. In order to sustain universal mail service to the American people, we are taking every action within our control to cut costs and streamline operations across the organization.

Hawkeye District officials confirm that the Swaledale Post Office is being studied for possible discontinuance. The study is ongoing, and no final decision has been made. Please be assured that postal officials are devoting careful attention to this study, and customers will be notified in advance of any changes that may affect service in their area.

During this process, postal managers will consider the effect on the community and postal employees, the ability to provide a maximum degree of effective and regular postal services to the affected community, and potential economic savings. Customers of an office considered for closing are provided opportunities, through questionnaires and public meetings, to share their concerns and views both on the action and on mail service alternatives. Before the Postal Service makes a decision to close or consolidate an independent Post Office, we comply with all the stipulations mandated by federal law. All final decisions are subject to review by the independent Postal Regulatory Commission, and the discontinuance procedures contained in Title 39, United States Code, are exercised before an independent Post Office can be permanently closed. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

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Page 2

Please be assured that any decision to discontinue operations at the Swaledale Post Office will carefully balance our universal service responsibility and our statutory duty to operate in an efficient manner. Consideration of such matters will help ensure that the Postal Service furnishes a maximum degree of regular and effective postal services to the community well into the future.

Thank you for writing.

Sincerely,

(signed)

William J. Weagley  
Manager, Government Relations Response

CITY OF SWALEDALE  
P. O. BOX 7  
SWALEDALE, IA 50477  
PHONE/FAX: (641) 995-2360



June 19, 2011

Postmaster General Patrick Donahue  
United States Postal Service  
425 L'Enfant Plaza  
Washington, DC 20260

Dear Mr. Donahue:

The recent proposal by the United States Postal Service to close the Swaledale, Iowa Post Office will make unacceptable changes in mail delivery and pick-up in our community.

The meeting USPS officials were required to hold in our community provided little useful information. Post Office Operations Manager Thomas Allen's unprofessional, belittling demeanor, and "whatever" and "not my problem" responses made it very difficult to have a meaningful discussion of issues affecting our residents. His comments did little to support his claim that customer service is still important.

Indications are that the proposed in-town mail delivery and pickup will be handled by a rural delivery route from Rockwell (7 miles away) to cluster box units or to mailboxes in front of each house. The majority of streets in Swaledale are simply not wide enough to accommodate the addition of mailboxes. Vandalism, security, and package delivery are serious issues.

Mail pickup under the proposal will be especially troublesome. Mr. Allen's simplistic advice to buy bathroom scales to weigh our packages and then buy postage online is completely unworkable. Businesses and the city have varying items in varying sizes and weights to mail each day. Generally, businesses need those items to start their journey THAT day, not an entire day later. The city's required water tests need to reach the laboratory the day after the sampling. Obviously that can't happen if the proposed changes are enacted.

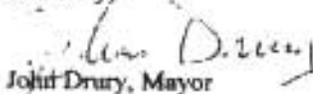
These changes will negatively affect area residents as well as those within the city limits. Regular travel to Rockwell will be necessary for many services. In addition to the extra time and fuel costs incurred, area residents will also need to deal with the restrictive, limited hours of service available in Rockwell and the inaccessibility to the handicapped. The USPS now rotates Officers of the Day around to the various post offices rather than employing postmasters, so it is also necessary to verify that the postmaster is the one on duty if specific retail products are desired since Officers of the Day are only allowed limited access to product supplies. Though people living out in the rural areas can likely drive, that is not necessarily true of the elderly that live in small towns. No public transportation to Rockwell is available.

The fact that Mr. Allen's son can conduct his business using his smart phone rather than the USPS is of little relevance to most of the residents of our small town and exemplifies a total lack of understanding of rural America. A significant portion of our population is elderly and without computers. Small towns do not have libraries and city offices that are open all day, every day, to perhaps provide alternative secure delivery spots.

Residents may understand that the United States Postal Service is struggling financially, but for anyone that has looked into the reasons why, closing the small rural post offices should be the last on the list of solutions. Saving less than one percent of the budget while denying basic service to those who don't have the technological alternatives is shameful. It's time to address the real issues of overpayment to the pension fund and real cost-cutting measures that can be taken without denying service. You have that power and responsibility. Please take action.

Please feel free to contact me directly at 641 330-6851 if you have any questions.

Sincerely,

  
Joliff Drury, Mayor



DOCKET NO 1384081-50477  
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August 1, 2011

John Drury, Mayor  
City Of Swaledale  
PO Box 7  
Swaledale, IA 50477-0007

RE: FOIA Case No. 2011-FPRO-00784

Dear Mr. Drury:

This is in response to your Freedom of Information Act (FOIA) request dated May, 19, 2011, in which you seek access to Postal Service records concerning the Swaledale Post Office. Your request was inadvertently delayed due to multiple requests sent by you and addressed to both the Hawkeye District and the United States Postal Inspection Service.

Release of any documents within the custody of the U.S. Postal Service is governed by the requirements of the Freedom Of Information Act ("FOIA"), 5 U.S.C. § 552, and the Privacy Act of 1974 ("Privacy Act"), 5 U.S.C. § 552a. The FOIA requires Government agencies to disclose reasonably described records unless the records qualify for one of several exemptions or if the records are not currently in that Agency's possession. See, 5 U.S.C. §§ 552(a)(3), b(1) - (9).

Your letter of May 19<sup>th</sup> requested a copy of the financial statements by line item showing what the USPS projects to save with the closing of the Swaledale Post Office; and the Revenue and Expense for Fiscal Years 2009, 2010, and the first six months of 2011 for the Swaledale Post Office.

The USPS Proposal (Docket Number 1384081-50477) was posted in the Swaledale Post Office on July 20, 2011 and you already have a copy according to our conversation this morning. I stated in our conversation the copy of the proposal would likely contain more information than what you would have been provided in the FOIA response from my office. This is due to the limitations of FOIA during the review process. I believe, however, that the posted proposal sufficiently responds to your request. Additionally, I have attached a report that would likely have been provided to you previously and provides information that is responsive to your request.

Please accept my sincere apology for the delay and if you have any additional questions or concerns please contact me at 515-251-2303.

Sincerely,

Dennis McLaughlin  
Hawkeye District FOIA Coordinator  
Manager, Consumer & Industry Contact



FPR Line Builder

| Finance Number | FPR Line/SubTotal | Status  | Month Closed |         |         | Month Open |
|----------------|-------------------|---------|--------------|---------|---------|------------|
|                |                   |         | Month        | YTD     | Actual  |            |
|                |                   | Month   | SEP-09       | SEP-10  | JUN-11  |            |
|                |                   | Metrics | YTD          | YTD     | YTD     |            |
|                |                   |         | Actual       | Actual  | Actual  |            |
|                |                   |         | \$270        | \$180   | \$189   |            |
|                |                   |         | \$4,567      | \$4,184 | \$5,348 |            |
|                |                   |         | \$1,500      | \$1,500 | \$1,125 |            |
|                |                   |         | \$1,577      | \$1,386 | \$1,689 |            |

ACCOUNT NO 1384081-50477  
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**FOR RECORDS OFFICE USE ONLY**
**FOR FOIA COORDINATOR USE ONLY**

 NO 1384081-SD477  
 28  
 14

 # \_\_\_\_\_  
 Analyst Name \_\_\_\_\_  
 Analyst Telephone No. \_\_\_\_\_

 FOIA Coordinators Name \_\_\_\_\_  
 Name of Office (HQ/Area/District) \_\_\_\_\_  
 Date of PS Form 8170 Review \_\_\_\_\_

**This Form Must Be Completed For:** Any written request for Postal Service™ records processed in accordance with the "Freedom of Information Act" (See 39 CFR 265 and USPS® Handbook AS-353) See instructions that follow.

**IMPORTANT:** A completed PS Form 8170, the initial request, and response must be forwarded to your FOIA Coordinator the day the response is provided to the requester. The FOIA Coordinator will review and forward to the Records Office. (See Handbook AS 353, section 4-8.2). The list of FOIA Coordinators can be found at: <http://blue.usps.gov/caweb/cam/area.htm>.

|   |   |
|---|---|
| 1. Requester's Name (First, Middle, Last)<br>John Drury   | 2. Requester's Organization<br>City of Swaledale Iowa   |
| 3. Requester's Title<br>Mayor, Swaledale IA   | 4. Category Type (Check one)<br><input type="checkbox"/> Commercial <input type="checkbox"/> Education/Science <input type="checkbox"/> Media <input checked="" type="checkbox"/> Other   |
| 5. Requester's Address and Telephone No. (include area code)<br>PO Box 7<br>Swaledale, IA 50477-0007<br><br>641-330-6851<br>Email address _____   | 6. Date of Request (MM/DD/YYYY)<br>05/19/2011<br><br>7. Date Received (MM/DD/YYYY)<br>05/20/2011  |
| 8. Was Expedited Processing Requested? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br>If Yes, was Expedited Processing Granted? <input type="checkbox"/> Yes <input type="checkbox"/> No<br>Date the Requester was Notified _____<br>(MM/DD/YYYY)   | 9. Type of Request:<br><input checked="" type="checkbox"/> Simple <input type="checkbox"/> Complex  |
| 10. Full Name of Person or Organization on Whose Behalf Request is made<br>City of Swaledale Iowa   | 11. Description of Records Requested<br>Financial records for the Swaledale Post Office in lieu of the review for possible closure.   |
| 12. Was a Fee Waiver Requested? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br>If Yes, was a Fee Waiver Granted? <input type="checkbox"/> Yes <input type="checkbox"/> No<br>Date the Requester was Notified _____<br>(MM/DD/YYYY)  | 14. Final Disposition Action Taken (Check the <b>one</b> box that reflects the predominant action taken. If the records were denied in full or denied in part, the exemption(s) and statute relied upon to withhold those records must be indicated.)<br><br><input type="checkbox"/> Records granted in full<br><input type="checkbox"/> Records denied in full pursuant to exemption(s) (Check all exemptions that apply on page 2)<br><input checked="" type="checkbox"/> Records denied in part pursuant to exemption(s) (Check all exemptions that apply on page 2)<br><input type="checkbox"/> No records exist<br><input type="checkbox"/> Referrals<br><input type="checkbox"/> Request withdrawn<br><input type="checkbox"/> Fee-related reason<br><input type="checkbox"/> Records not reasonably described<br><input type="checkbox"/> Not a proper FOIA request for some other reason<br><br>Other (Specify Reason) _____ |
| 13. Accountability of PS Form 8170<br><br>a. Name of person preparing PS Form 8170 (First, MI, Last)<br>Dennis McLaughlin<br>b. Date PS Form 8170 was complete    08/01/2011<br>c. Telephone No. (include area code)<br>515-251-2303<br>d. Office/Facility    Consumer Affairs<br>e. District, Area or HQ Organization<br>Hawkeye District<br><br>Enter Total Number Of Hours Used To Process The Request in Half Hour Increments.    2.0 |   |
| 16. Date Completed Response was Provided to the Requester<br>08/01/2011<br>(MM/DD/YYYY)   |   |

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**FOIA EXEMPTION GUIDELINES FOR FEDERAL AGENCIES TO WITHHOLD INFORMATION**

- (b)(1) - National Defense and Foreign Relations - applies to classified national defense and foreign relations information.
- (b)(2) - Personnel Rules and Practices - applies to records related solely to internal personnel rules and practices that are either  
(a) too trivial to be of genuine public interest, or (b) would enable circumvention of laws or regulations.
- (b)(3) - Federal Law - applies to information that is exempt from disclosure under another federal statute, such as:
- 39 U.S.C. 410(c)(1): The name or address, past or present, of any Postal Service customer.
  - 39 U.S.C. 410(c)(2): Information of a commercial nature, including trade secrets, whether or not obtained from a person outside the Postal Service, which under good business practice would not be publicly disclosed.
  - 39 U.S.C. 410(c)(3): Information prepared for use in the negotiation of collective bargaining agreements.
  - 39 U.S.C. 410(c)(4): Information prepared for use in connection with proceedings under chapter 36 of this title.
  - 39 U.S.C. 410(c)(5): The reports and memoranda of consultants or independent contractors except to the extent that they would be required to be disclosed if prepared within the Postal Service.
  - 39 U.S.C. 410(c)(6): Investigatory files, whether or not considered closed, compiled for law enforcement purposes except to the extent available by law to a party other than the Postal Service.
  - 39 U.S.C. 412: Prohibits the disclosure of mailing lists or other lists of names or addresses (past or present) of Postal Service customers or other persons to the public by any means or for any purpose.
  - 39 U.S.C. 3018(d) - Documentary material provided pursuant to any subpoena in 3005 administrative actions.
  - 18 U.S.C. 1461: Records concerning non-mailable matter.
  - 18 U.S.C. 2510 and 18 U.S.C. 2517: Records related to wiretap requests.
  - Federal Rules of Criminal Procedure - Rule 6(e): Grand Jury Information.
- (b)(4) - Trade Secrets and Privileged Information - applies to trade secrets and privileged or confidential commercial or financial information provided to the Postal Service by a party outside the Postal Service.
- (b)(5) - Internal or Interagency Information - applies to interagency or internal memoranda or letters that would not be available by law to a private party in litigation with the Postal Service.
- (b)(6) - Personal Information - applies to personal information, including medical and personnel files, the disclosure of which would be a clearly unwarranted invasion of personal privacy.
- (b)(7) - Law Enforcement Records - applies to records compiled for law enforcement purposes, but only to the extent that providing these records:
- (A) Could reasonably be expected to interfere with enforcement proceedings.
  - (B) Would deprive a person of a right to a fair trial or impartial adjudication.
  - (C) Could reasonably be expected to constitute an unwarranted invasion of personal privacy.
  - (D) Could reasonably be expected to disclose the identity of a confidential source.
  - (E) Would disclose techniques, procedures, and guidelines used in law enforcement investigations or prosecutions, if the disclosure could reasonably be expected to risk circumvention of the law.
  - (F) Could reasonably be expected to endanger the life or physical safety of any individual.

These instructions must be followed carefully. Any written request for Postal Service records that are processed in accordance with the "Freedom of Information Act", "FOIA" Reference 39 CFR 265 and USPS Handbook AS-353, Chapter 4.

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Following exceptions apply: (a) Requests for individual change of address information from process servers or government agencies to section 5-2d of Handbook AS-353), (b) Requests from federal, state, or local government agencies for any type of information, (c) Requests from a union, unless the request specifically cites the FOIA or includes the written consent of the records subject authorizing the Postal Service to release records to the union representative, and (d) Any preprinted form, either a Postal Service form or third party form (e.g., from mortgage companies), on which the only reference to the Privacy Act is a Privacy Act notice.

1. Enter Requester's Name: (Enter the individual's full name appearing in the signature line. Enter the name as the requester states it. For example: E. James Smith, "E" is the first name, "J" the middle initial and "Smith" is the last name.)
2. Enter the Requester's Organization: (Enter the name of the requester's organization.)
3. Enter the Requester's Title: (Enter the title of the requester, e.g. Esq, Vice President, Legal Assistant.)
4. Indicate Category Type: (Check one box that best describes the type of requester. Check the "Other" box for all requests from individuals, except for requests received by individuals representing the interests of a business entity, educational institution, a scientific organization, or from the news media.)
5. Provide Requester's Address, Email Address and Telephone Number: (Enter complete address, email address and include telephone area code.)
6. Enter Date of Request: (Enter the date (MMDD/YYYY) on the requester's letter. If letter is undated, use postmark.)
7. Enter Date Received: (Enter the date (MMDD/YYYY) the request was received at the facility processing the request. This date is important because it begins the statutory (20) business day start time to respond to the request.)

Indicate if Expedited Processing was requested. (Check "Yes" if the requester asked for expedited processing. Check "No" if the requester did not request expedited processing. Check "Yes" if the requester asked for expedited processing and it was granted. Check "No" if expedited processing was denied.) Enter the date the requester was notified of the decision to grant expedited processing or not.

9. Type of Request: Indicate if the request was simple or complex request (examples of a complex request are: voluminous amount of records or the coordination of the request amongst multiple offices).
10. Name of Person on Whose Behalf Request is made: (Provide the name of the person or the organization represented by the requester.)
11. Description of Records Requested: (Provide a complete description of the records requested, describing the primary request first and then any subsequent secondary requests. Use general terms in making the request — Contract Number, Personnel, investigatory, Medical, or a short description like "Complaints made at the Main Post Office in 2004". Do not describe records that are of a sensitive nature, such as EAP, psychiatric, disciplinary, etc.)
12. Indicate if a Fee Waiver was requested. (Check "Yes" if the requester asked for a fee waiver. Check "No" if the requester did not request a fee waiver. Check "Yes" if the requester asked for a fee waiver and it was granted. Check "No" if a fee waiver was denied.) Enter the date the requester was notified of the decision to waive fees or not.
13. Accountability of PS Form 8170: (Provide the name of the person that completed the PS Form 8170, including the date the form was completed, telephone number, name of the office/facility, and name of the department.)
14. Indicate the Final Disposition Action Taken: (Check one box that reflects the predominant action taken. If the records were denied in full or denied in part, the exemption and statute relied upon to withhold those records must be indicated.)
15. Enter the total number of hours used to process the request in half hour increments: (The total number of hours should be calculated to include interpreting the content of the request, to search for the records, to review the records, to prepare the written response and if necessary produce the records.)
16. Enter the date the response was completed: (Provide the date (MMDD/YYYY) the requester was provided a final response letter. The date on the letter and the date the response was mailed/mailed should reflect the same date.)

**IMPORTANT:** A copy of the PS Form 8170, the initial request and response must be forwarded to your FOIA Coordinator the day the response is provided to the requester.



| Finance Number | FPR Line/Subtotal                           | Status  | Month Closed | Month   |         |
|----------------|---|---------|--------------|---------|---------|
|                |   |         | SEP-09       | SEP-10  | JUN-11  |
|                |   | Month   | YTD          | YTD     | YTD     |
|                |   | Metrics | Actual       | Actual  | Actual  |
| 188712         | SWALEDALE PO 32 FURNITURE & EQUIPMENT       |         | \$2270       | \$180   | \$189   |
| 188712         | SWALEDALE PO SUBTOTAL SUPPLIES AND SERVICES |         | \$4,567      | \$4,184 | \$5,348 |
| 188712         | SWALEDALE PO 41 RENT                        |         | \$1,500      | \$1,500 | \$1,125 |
| 188712         | SWALEDALE PO 42 UTILITIES & HEATING FUEL    |         | \$1,577      | \$1,386 | \$1,689 |

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 PAGE 17



POSTNET  
POSTAGE

1384081-50477  
28  
18

May 24 2011

John Drury  
Mayor, City Of Swaledale  
PO Box 7  
Swaledale IA 50477-0007

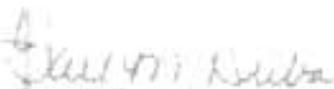
RE: FOIA Case No. 2011-FPRO-00784

Dear Mr. Drury:

This is an acknowledgement to your Freedom of Information Act (FOIA) requests of May 19, 2011, in which you seek access to Postal Service records. Multiple copies of your request have been received and referred to the U.S. Postal Service Records Office, Washington, DC, and assigned FOIA Tracking Number 2011-FPRO-00784. The request will be reviewed to determine if the information is releasable under the guidelines outlined in the FOIA.

If you have any questions regarding your requests, please contact Mr. Dennis McLaughlin, Manager, Consumer and Industry Contact at (515) 251-2303.

Sincerely,

  
Gail M. Duba

U.S. POSTAL SERVICE  
FIRST CLASS PERMIT NO. 1000 SWALEDALE IA  
POSTAGE WILL BE PAID BY ADDRESSEE



UNITED STATES POSTAL INSPECTION SERVICE

1384081-50477  
28  
19

OFFICE OF COUNSEL

May 20, 2011

Mr. John Drury  
Mayor  
City of Swaledale  
P.O. Box 7  
Swaledale, IA 50477-0007

RE: FOIA No. 2011-FPIS-00232

Dear Mr. Drury:

This is in reference to your letter dated May 20, 2011, requesting, pursuant to the Freedom of Information Act, access to certain records in the custody of the United States Postal Inspection Service, regarding "financial statement showing what the USPS will save by closing the Swaledale Post Office, Revenue and Expense for FY 2009, 2010 and the first six months of 2011."

Please be advised that the requested records do not fall under the jurisdiction of the Postal Inspection Service. The mission of the Postal Inspection Service is to protect the Postal Service, secure the nation's mail system and ensure public trust in the mail. Therefore, I have referred your request to the U.S. Postal Service, Records Office, 475 L'Enfant Plaza, S.W., Room 4541, Washington, D.C. 20260-2201, (202) 268-2608, for appropriate attention and direct response to you.

If you have any questions regarding the handling of your request, please contact the Inspection Service FOIA Requester Service Center at (202) 268-7004 or [foia@uspis.gov](mailto:foia@uspis.gov) between the hours of 8:30 a.m. – 5 p.m. (Eastern Standard Time).

If you consider this response to be a denial of your request for records, you have the right to appeal this response by writing to the **Chief Counsel, Customer Programs, U.S. Postal Service, 475 L'Enfant Plaza, SW, Washington, DC 20260-1135**, within 30 days of the date of this letter. Your letter of appeal should include a statement about the action or failure to act being appealed, the reasons why it is believed to be erroneous, and the relief sought, along with copies of your original request, this letter, and any other related correspondence.

Sincerely,

Kimberly Williams  
Acting FOIA Analyst

475 L'ENFANT PLAZA, SW, ROOM 3521  
WASHINGTON, DC 20260-2101  
TELEPHONE: 202-268-7004  
FAX: 202-268-4538

CITY OF SWALEDALE  
P. O. BOX 7  
SWALEDALE, IA 50477  
PHONE/FAX: (641) 995-2360

1384081-50477

28

20

Frontal

May 19, 2011

USPS Hawkeye District Manager  
United States Postal Service  
PO Box 189800  
Des Moines, Iowa 50318

Dear Sir or Madam:

This letter is in response to a letter received May 19, 2011 regarding the possibility of closing the Swaledale, Iowa Post Office and notification of a community meeting on June 13<sup>th</sup>, 2011.

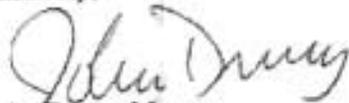
I am requesting the following items be brought to the June 13<sup>th</sup> meeting by the postal representatives:

- Financial statement by line item showing what the USPS projects to save with the closing of the Swaledale Post Office, please include proper references so that we have the ability to review and verify the information. This statement should also include additional expenses incurred by making the proposed changes to the Swaledale Post Office.
- Revenue and Expense for Fiscal Years 2009, 2010, and the first six months of 2011 for the Swaledale Post Office.

In addition to the above items that will be necessary to have at the informational meeting on June 13<sup>th</sup>, I'd like a written response to this letter.

Please feel free to contact me directly at 641 330-6851 if you have any questions.

Sincerely,

  
John Drury, Mayor

*Please scan 5/20/11*

|                      |  |
|----------------------|--|
| SR MPOD              |  |
| POOMS                |  |
| OPS SUPPORT          |  |
| HUMAN RESOURCES      |  |
| FINANCE              |  |
| MARKETING            |  |
| DIVERSITY SPECIALIST |  |
| INFORMATION SYSTEMS  |  |
| DES MOINES PM        |  |
| CEDAR RAPIDS PM      |  |
| PLANT MANAGER        |  |
| EMERGENCY PREP       |  |
| SECURITY SPEC        |  |

cc: Thomas Allen, Manager, Post Office Operations, Cedar Rapids, Iowa  
USPS Western Area Vice President, Denver, CO  
USPS Manager, Records Office, Washington, D.C.  
United States Senator Chuck Grassley, Washington, D.C.  
United States Senator Tom Harkin, Washington, D.C.  
United States Representative Tom Latham, Washington, D.C.  
Iowa Governor Terry Branstad, Des Moines, Iowa  
Iowa State Senator Amanda Ragan, Mason City, Iowa  
Iowa State Representative Linda Upmeyer, Garner, Iowa

CITY OF SWALEDALE  
P. O. BOX 7  
SWALEDALE, IA 50477  
PHONE/FAX: (641) 995-2360

NET NO 1384081-50477  
IND 28  
21  
For HQ

May 19, 2011

USPS Hawkeye District Manager  
United States Postal Service  
PO Box 189800  
Des Moines, Iowa 50318

Dear Sir or Madam:

This letter is in response to a letter received May 19, 2011 regarding the possibility of closing the Swaledale, Iowa Post Office and notification of a community meeting on June 13<sup>th</sup>, 2011.

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Sincerely,

  
John Drury, Mayor

cc: Thomas Allen, Manager, Post Office Operations, Cedar Rapids, Iowa  
USPS Western Area Vice President, Denver, CO  
USPS Manager, Records Office, Washington, D.C.  
United States Senator Chuck Grassley, Washington, D.C.  
United States Senator Tom Harkin, Washington, D.C.  
United States Representative Tom Latham, Washington, D.C.  
Iowa Governor Terry Branstad, Des Moines, Iowa  
Iowa State Senator Amanda Ragan, Mason City, Iowa  
Iowa State Representative Linda Upmeyer, Garner, Iowa

*Please scan 5/20/11*

|                      |  |
|----------------------|--|
| SR MPOD              |  |
| POOMS                |  |
| OPS SUPPORT          |  |
| HUMAN RESOURCES      |  |
| FINANCE              |  |
| MARKETING            |  |
| DIVERSITY SPECIALIST |  |
| INFORMATION SYSTEMS  |  |
| DES MOINES PM        |  |
| CEDAR RAPIDS PM      |  |
| PLANT MANAGER        |  |
| EMERGENCY PREP       |  |
| SECURITY SPEC        |  |

DISTRICT MANAGER  
Hawley District

PERMIT NO 1384081-50477  
MNO 28  
-03 22



May 24, 2011

John Drury  
Mayor, City Of Swaledale  
PO Box 7  
Swaledale, IA 50477-0007

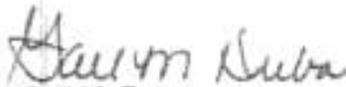
RE: FOIA Case No. 2011-FPRO-00784

Dear Mr. Drury:

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If you have any questions regarding your requests, please contact Mr. Dennis McLaughlin, Manager, Consumer and Industry Contact at (515) 251-2303.

Sincerely,

  
Gail M. Duba

1384081-50477  
28  
24



August 1, 2011

The Honorable Charles E. Grassley  
United States Senator  
Waterloo Building, Room 210  
531 Commercial Street  
Waterloo, IA 50701-5497

Dear Senator Grassley:

This responds to your June 27 letter on behalf of Swaledale Mayor John Drury, concerning a Freedom of Information Act (FOIA) request.

I appreciate your interest in assisting Mayor Drury with his concerns about a FOIA request for documents pertaining to the Swaledale Post Office. In our research, we learned that Hawkeye District Consumer and Industry Contact Manager Dennis McLaughlin recently responded to Mayor Drury regarding this matter. I am enclosing a copy of his August 1 letter for your information and ease of reference.

Thank you for writing. If I can be of assistance in the future, please let me know.

Sincerely,

(signed)

Sheila T. Meyers  
Manager, Government Liaison

Enclosure

United States Senate

CHARLES E. GRASSLEY  
WASHINGTON, DC 20510-1501

1384081-SD477

28  
25



June 27, 2011

Ms. Sheila Meyers, Manager  
United States Postal Service  
475 L'Enfant Plaza, SW, Room 10804  
Washington, D.C. 20260-3500

Dear Ms. Meyers:

Enclosed please find a communication from my constituent Mayor John Drury. I believe you will find it self-explanatory.

I would appreciate any assistance you could provide pertaining to this matter. Please mark your return correspondence to the attention of Valerie Nehl when responding to my Waterloo office.

Thank you for your attention to my request.

Sincerely,

Charles E. Grassley  
United States Senator

CEG/vn  
Enclosure

Please complete this form and return to:

Senator Charles E. Grassley  
210 Waterloo Bldg  
531 Commercial Street  
Waterloo, Iowa 50701-5497  
Phone: 319-232-6657  
FAX: 319-232-9965

28  
ap

CONSENT FOR RELEASE OF PERSONAL RECORD INFORMATION

The Privacy Act of 1974 limits the disclosure of personally identifiable records by federal executive agencies, absent permission from the person involved.

Accordingly, to facilitate my constituent casework request, I, the undersigned, hereby authorize Senator Charles E. Grassley and employees in his office to receive information in my file on my behalf.

JOHN DRURY  
Name (please print)

Spouse name (if applicable)

John Drury  
Signature

Signature

483 86 3735  
Social Security Number

Social Security Number

6/24/11  
Date

Date

9-18-1963  
Date of Birth

Date of Birth

Address 205 6th ST.  
SWALESDALE IA  
50477

Address

641 330-6851  
Phone (daytime)

Phone (daytime)

JOHNDRURY@WINDSTREAM.NET  
Email (if applicable)

Email (if applicable)

STATEMENT OF PROBLEM - In detail

USPS CLOSINGS - DETAILED IN LETTER PREVIOUSLY SENT.

CITY OF SWALEDALE  
 P. O. BOX 7  
 SWALEDALE, IA 50477  
 PHONE / FAX: (641) 995-2360  
 E-MAIL: cityofswaledale@frontiernet.net

1384081-SD477  
 28  
 27

June 10, 2011

My name is John Drury and I'm the mayor of Swaledale, a small town in northern Iowa just SW of Mason City. I am writing you with concerns about how the proposed Post Office closings are being handled.

Our public meeting with the USPS is this coming Monday, June 13th at 6:30 p.m. in our community center. You or a representative from your office are invited to attend this meeting.

As frustrated as I am with every aspect of this, this letter is about an experience I'm having with the USPS record office, which is perhaps one of the more egregious examples of public corruptness I've seen in some time.

In preparation for the meeting on the 13th, I had requested the following records from the USPS on May 19th.

- Swaledale Post Office financial statements by line item to include USPS cost savings upon closure of the post office.
- Revenue and expense reports for FY's 2009, 2010, and first six months of 2011.

I received acknowledgement on May 24th from the Records Office that the request had been received, etc. and a tracking number was issued. That number is 2011-FPRO-00784.

I called in to check on these records and talked to a Mr. Dennis McLaughlin, Manager, Consumer and Industry at 515 251-2303. I asked him on the status of these records and he told me, "I can't release these records before the decision has been made." I explained to him that that would do me no good as I was trying to determine the extent of the losses at the Swaledale office. He explained that there wasn't anything he could do, that he was new to the job and that there was no way those records would be released to me. We argued for a bit and he acknowledged that it made no sense, even to him, that even though the records were indeed public record, he couldn't release them. I asked him to have his supervisor call me and ended the conversation.

The next day I received a call from a Jan Dorsey, who basically told me the same thing. The records of a Post Office "under review" are not releasable until the decision has been made on that particular office.

So, here we are with the USPS records office holding these public records hostage until after the decision on our post office has been made.

Aren't these public records? And if they are, they have to be released. There can't be conditions placed upon public records when it comes to their release.

This dismantling of rural Iowa has to stop and it appears as though Congress is the only public body that is in a position to do something about it.

Please give me a call at 641 330-6851 at your earliest convenience to discuss what can be done about this. I'm asking you to intervene on this and put everything on hold until the USPS agrees to play by the same set of rules the rest of us do. Or better yet, stop this dismantling of rural Iowa under false pretenses as we all know that the reason for their demise is the lack of any sound management.

Thanks for your time and I look forward to hearing from you.

John Drury, Mayor  
 City of Swaledale, Iowa  
 641 330-6851

### Proposal Checklist

#### Section I

#### Responsiveness to Community Postal Needs

X  
N/A  
X  
X  
X  
X  
X  
X  
X  
X  
X  
N/A  
X

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?  
Reason for vacancy and information on postmaster/OIC  
Number of customers and type of service they received and will receive.  
Hours of service, daily window transaction average, number of permit mailers, and postage meter users.  
Last three fiscal years of revenue and revenue units.  
Decline in service workload/reduction in EAS level, if appropriate.  
Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes available.  
Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available.  
If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal.  
Preproposal activities — questionnaires: number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses.  
Community meeting. Number of customers who attended, customer concerns, and Postal Service responses.  
Information on petitions and congressional inquiries included with Postal Service responses.  
Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses.  
Advantages and disadvantages of proposed alternate service.  
Any other pertinent information concerning Postal Service needs.

#### Section II

#### Effect on the Community

X  
X  
X  
X  
X  
X  
X  
X  
X  
X  
X  
X

Brief background of area, community government, population, etc.  
Number of businesses, religious institutions, schools, local government offices, social organizations, etc.  
Was Post Office used as meeting place?  
Was Post Office a shelter for a bus stop?  
Did the Post Office have a public bulletin board?  
Were government forms available at the Post Office?  
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?  
What are the growth trends (flat, up, down)?  
Were any other nonpostal items identified?

#### Section III

#### Effect on Employees

X

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 and tell whether the reassignments are voluntary.

Section IV

Economic Savings

X

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS- II, Minimum, no COLA)

Fringe benefits 33.5%

Rental costs, excluding utilities

Total annual costs

Less estimated cost of replacement service

Total annual savings

|    |               |
|----|---------------|
| \$ | <u>33,168</u> |
| \$ | <u>11,111</u> |
| \$ | <u>1,500</u>  |
| \$ | <u>45,779</u> |
| -  | <u>11,885</u> |
| \$ | <u>33,894</u> |

A one-time expense of \$ 0 will be/was incurred for installation of CBUs and parcel lockers.

X  
X

Is postmaster salary based on the minimum salary without COLA?

Does postmaster salary reflect the current office evaluation?

Section V

Other Factors

X  
N/A  
N/A

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

List other factors as appropriate.

Other factors when replacement service is a CPO.

Section VI

Summary

X

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

X

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:

[Signature]

6-30-11

Investigative Coordinator

Date

Reviewed and Certified By

[Signature]

6-29-11

District PO Review Coordinator

Date



---

07/15/2011

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 SWALEDALE Post Office  
Docket No. 1384081

This is to advise you that on 07/20/2011, I will post for public comment a proposal to close the SWALEDALE Post Office in Cerro Gordo, Congressional District No. IA-04.

If you have any questions, please call KAREN LENANE District Review Coordinator at (319) 399-2902.

A handwritten signature in cursive script that reads "Gail M. Duba".

GAIL DUBA  
District Manager  
HAWKEYE PFC District

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

Enclosures: PS Form 4920  
Proposal



07/05/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of  
SWALEDALE Proposal  
Docket No. 1384081 - 50477

Please post the enclosed proposal to close the SWALEDALE Post Office in the lobby. The proposal must be posted in a prominent place from 07/20/2011 through close of business on 09/20/2011. 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 (319) 399-2902.

A handwritten signature in black ink, appearing to read "Karen Lenane".

KAREN LENANE  
Post Office Review Coordinator  
HAWKEYE PFC District

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

Date of Posting: 07/20/2011

Date of Removal: 09/20/2011

## UNITED STATES POSTAL SERVICE

### INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE SWALEDALE, IA POST OFFICE AND CONTINUE TO PROVIDE SERVICE BY RURAL ROUTE SERVICE

To the customers of the Swaledale Post Office:

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

During the 60-day posting period from 07/20/2011 through 09/20/2011 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 Swaledale Post Office, Thornton Post Office and Rockwell Post Office. 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:

KAREN LENANE  
PO BOX 9998  
CEDAR RAPIDS, IOWA 52406-9998

For more information, you may call KAREN LENANE at (319) 399-2902 or write to the above address.

Thank you for your assistance.



THOMAS ALLEN  
PO BOX 9998  
CEDAR RAPIDS, IOWA 52406-9998

Date of Posting: 07/13/2011

Posting Round Date:

Date of Removal: 09/13/2011

~~Removal Round~~

PROPOSAL TO CLOSE  
THE SWALEDALE, IA POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1384081 - 50477

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

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

The postmaster position became vacant when the postmaster retired on April 03, 2007. Since the postmaster vacancy an OIC has been installed to operate the office. 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: Study for discontinuance request based on minimal workload, revenue, need for more operational efficiency and the ability for the Postal Service to provide effective and regular service by an alternate means.

The Swaledale Post Office, an EAS-11 level, provides service from 08:00 - 12:00 - 13:00 - 16:45 Monday - Friday, 08:00 - 10:00 Saturday and lobby hours of 08:00 - 17:00 on Monday - Friday and 08:00 - 10:00 on Saturday to 84 post office box or general delivery customers and 68 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 16 transaction(s) accounting for 17 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$20,613 ( 54 revenue units) in FY 2008; \$18,964 ( 49 revenue units) in FY 2009; and \$19,909 ( 52 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On June 13, 2011, representatives from the Postal Service were available at Swaledale City Hall to answer questions and provide information to customers. 48 customer(s) attended the meeting.

On May 17, 2011, 152 questionnaires were distributed to delivery customers of the Swaledale Post Office. Questionnaires were also available over the counter for retail customers at the Swaledale Post Office. 60 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 10 favorable, 12 unfavorable, and 38 expressed no opinion.

One congressional inquiry was received on June 29, 2011.

A petition supporting the retention of the Swaledale Post Office was received on June 23, 2011, with 79 signatures. If this proposal is implemented, delivery and retail services will be provided by the Rockwell Post Office, an EAS-16 level office. Window service hours at the Rockwell Post Office are from 09:15-12:00 & 13:45-16:00, Monday through Friday, and 09:15 10:15 on Saturday. There are 153 post office boxes available.

Retail service is also available at the Thornton Post Office an EAS-13 level office, located six miles away. Window service hours at Thornton Post Office are from 08:45-11:45 & 13:00-16:15, Monday through Friday and 08:45 10:30 on Saturday. There are 66 post office boxes available for rent.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:** Customer expressed a concern about mailbox vandalism.

**Response:** This is a problem that is experienced in many communities. Customers may install a heavier gauge metal box or brick veneer mail box to make it resistant to vandalism. If Cluster Box Units are utilized they can provide the security of individually locked mail compartments. Customers should report mailbox vandalism to the county sheriff.
2. **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.

**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.
4. **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.

5. **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.

6. **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.

7. **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 and money order sales.
8. **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.
9. **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.
10. **Concern:** Customer asked what they could do to stop the closing of their Post office.
- Response:** Customers are asked to voice their concerns through the meeting this evening, through the questionnaires, through their congressional, and through petitions filed within the community.
11. **Concern:** Customer asked why not consolidate the Swaledale Post Office with others and leave the Swaledale PO open.
- Response:** Swaledale is being studied for discontinuance since there is a vacancy in the office. When there is a vacancy it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. Rural delivery is a more cost efficient means of alternate service than a brick and mortar building. Rural delivery can provide the community of Swaledale with effective and regular service.
12. **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 Rockwell Post Office.
13. **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.
14. **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.
15. **Concern:** Customer is concerned about having to travel to another post office for service

- Response:** Customer 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. If the customer has access to a computer than log on to WWW.USPS.COM where a customer can buy stamps or print postage.
16. **Concern:** Customer suggested reducing/alternating the number of hours the post office operates.
- Response:** Hours are determined by the workload at the post office.
17. **Concern:** Customers 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.
18. **Concern:** Customers expressed concern about collection of outgoing mail
- Response:** Customer expressed a concern about the collection of outgoing mail. Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox. Or if cluster box units are utilized there is a collection box for the deposit of outgoing mail.
19. **Concern:** Customers expressed concern about collection of outgoing mail
- Response:** Customer expressed a concern about the collection of outgoing mail. Collection of mail will be made by the rural carrier when serving the town of Swaledale.
20. **Concern:** Customers expressed concern about misdelivered mail
- Response:** The concern about misdelivery has been brought to the attention of the OIC. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.
21. **Concern:** Customers expressed concern for those customers with disabilities and senior citizens who would not be able to go to Rockwell 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 or cluster box units. 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 Rockwell postmaster.
22. **Concern:** Customers expressed concern over a postal representative not being customer oriented,
- Response:** The Postal Service is very interested in the service needs of the community and customer feedback is crucial to improving service. Concerns raised by the community will be investigated by the Postal Service and appropriate actions will be taken.
23. **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.

24. **Concern:** Customers felt inclement weather and poor road conditions might impede delivery
- Response:** Customer 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.
25. **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.
26. **Concern:** Customers inquired about placing their mail on hold.
- Response:** Customer inquired about placing their mail on hold. If a customer is going to be gone for only a few days, the cluster box unit will be able to retain that mail for most customers. If the customer is going to be gone for a longer period of time, they 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. Hold requests at the Post Office must be for a minimum of three days and maximum of 30 days. Those requesting more than 30 days may submit a temporary change of address or apply for premium forwarding.
27. **Concern:** Customers questioned as to if high level management pay was being cut as a means to cut expenses.
- Response:** Wage freezes and benefits reduction is currently being evaluated at all levels in the Postal Service.
28. **Concern:** Customers questioned as to why the Postal Service couldn't simply raise rates to offset the losses.
- Response:** The Postal Service is facing competition from electronic communications. As a result, it is imperative that they continue to keep rates low to entice customers to continue using the Postal Service. The Postal Service is dictated by the Postal Regulatory Commission whether an increase in rate is granted or not. The rate shall not exceed the inflation-based price cap (Consumer Price Index for Urban consumers, CPI-U) on price increases.
29. **Concern:** Customers questioned if the rural carrier could handle the extra workload.
- Response:** Rural carriers are paid based on an evaluation of the route. Due to the continual decline in mail volume, many routes within the Postal Service can be added to before they meet an overburdened status.
30. **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. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
31. **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.
32. **Concern:** Customers wanted to know who would make the final decision to discontinue the Post Office.
- Response:** The final decision to close a Post Office will be made by the Vice President of Postal and Customer Operations in Washington, DC.

33. **Concern:** Customers wanted to know why the Postal Service is looking at small cost cutting measures and not large cost cutting measures.
- Response:** The Postal Service is looking at every opportunity within its power to reduce costs. A reduction from 6 day delivery and the deferred payment to the retirement fund are two substantial expenses that are currently seeking congress approval. In the meantime, the Postal Service is forced to look at all means of reduction including station and post office discontinuance in areas where service can be provided by an alternate means.
34. **Concern:** Customers were concerned why the postmaster position was not filled.
- Response:** All management positions were frozen in anticipation of the reorganization efforts.
35. **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.
36. **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 \$8 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.
37. **Concern:** Customers were concerned about obtaining services from the carrier
- Response:** Customers were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions 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 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 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,

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.

38. **Concern:**

Customers were concerned about senior citizens

**Response:**

Customer 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 CBUs. 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 Rockwell postmaster for more information.

39. **Concern:**

Customers were concerned that the Postal Service is wasting money on advertising.

**Response:**

Advertising is a necessary measure to ensure that America is educated about the types of services we provide. Many of our advertising efforts have been very successful in enticing customers to use our services.

40. **Concern:**

Customers wondered if the Postal Service would consider shortening the hours at the Swaledale Post Office instead of discontinuance.

**Response:**

Hour reduction is not feasible when effective and regular service can be provided to the community by a more cost efficient alternate means.

41. **Concern:**

Customers wondered if they would be able to see the surveys that were performed.

**Response:**

Customers will be able to see the surveys which will be part of the record that will be available for viewing during the 60 day proposal posting period.

42. **Concern:**

Customers wondered why we are closing small post offices when it would only provide a small percentage of savings.

**Response:**

The Postal Service is drastically looking at every opportunity to become more efficient at every level within the Postal Service. Every level of operations is being evaluated to see if there are more cost efficient ways to perform that operation.

**Some advantages of the proposal are:**

1. The rural or contract delivery carrier 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. CBU's 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**

Swaledale is an incorporated community located in Cerro Gordo County. The community is administered politically by City Hall. Police protection is provided by the Cerro Gordo County Sheriff. Fire protection is provided by the Swaledale Fire Department. The community is comprised of Farmers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Swaledale Methodist Church, Swaledale Volunteer Fire Department, Swaledale Public Library, City of Swaledale. , The Cut Cottage, Motorcycle Repair & Service, Pedersen Implement, Watters L/P Gas, Doors Inc, First Security Bank, Frontier Communications . Residents may travel to nearby communities for other supplies and services.

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

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 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.
4. **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 Swaledale, IA 50477 in addresses.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on April 03, 2007. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 33,894 with a breakdown as follows:

|   |                    |
|---|--------------------|
| Postmaster Salary (EAS-11, No COLA)     | \$ 33,168          |
| Fringe Benefits @ 33.5%                 | \$ 11,111          |
| Annual Lease Costs                      | <u>+ \$ 1,500</u>  |
| Total Annual Costs                      | \$ 45,779          |
| Less Annual Cost of Replacement Service | <u>- \$ 11,885</u> |
| Total Annual Savings                    | <u>\$ 33,894</u>   |

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

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

The postmaster retired on April 03, 2007. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office mail volume has declined. Effective and regular service will continue to be provided by rural route service.

The Swaledale Post Office provided delivery and retail service to 84 PO Box or general delivery customers and 68 delivery route customers. The daily retail window transactions averaged 16. There are no permit mailers or postage meter 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 \$33,894 annually. 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 a 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 Swaledale Post Office, Thornton Post Office and Rockwell 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.



THOMAS ALLEN  
Manager, Post Office Operations

07/20/2011  
Date





09/19/2011

OFFICER-IN-CHARGE/POSTMASTER

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

At the close of business on 09/20/2011 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,

A handwritten signature in black ink, appearing to read "Karen Lenane".

KAREN LENANE  
Post Office Review Coordinator  
PO BOX 9998  
CEDAR RAPIDS, IOWA 52406-9998

Date of Posting: 07/20/2011

Posting Round Date:



Date of Removal: 09/20/2011

Removal Round Date:



PROPOSAL TO CLOSE  
THE SWALEDALE, IA POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1384081 - 50477

ate of Posting: 07/20/2011

Date of Removal: 09/20/2011



**UNITED STATES POSTAL SERVICE**

**INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE  
THE SWALEDALE, IA POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY RURAL ROUTE SERVICE**



To the customers of the Swaledale Post Office:

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

During the 60-day posting period from 07/20/2011 through 09/20/2011 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 Swaledale Post Office , Thornton Post Office and Rockwell Post Office . 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:

KAREN LENANE  
PO BOX 9998  
CEDAR RAPIDS, IOWA 52406-9998

or more information, you may call KAREN LENANE at (319) 399-2902 or write to the above address.

Thank you for your assistance.

A handwritten signature in black ink that reads "Thomas Allen".

THOMAS ALLEN  
PO BOX 9998  
CEDAR RAPIDS, IOWA 52406-9998

Date of Posting: 07/20/2011

Posting Round Date:



Date of Removal: 09/20/2011

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A handwritten signature in cursive script that reads "Thomas Allen".

THOMAS ALLEN  
PO BOX 9998  
CEDAR RAPIDS, IOWA 52406-9998



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Thank you for your assistance.



THOMAS ALLEN  
PO BOX 9998  
CEDAR RAPIDS, IOWA 52406-9998



**NOTICE OF TAKING PROPOSAL AND COMMENTS  
UNDER INTERNAL CONSIDERATION**

Date 09/19/2011

Postal Customers of the Swaledale Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Swaledale Post Office, which was posted 07/20/2011 through 09/20/2011. 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 Swaledale Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen". The signature is written in a cursive style with a large, sweeping initial "T".

THOMAS ALLEN  
PO BOX 9998  
CEDAR RAPIDS, IOWA 52406-9998



10/05/2011

CHARLOTTE POLSDOFER  
PO BOX 63  
SWALEDALE, IA 50477

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Swaledale 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 Karen Lenane at (319) 399-2902.

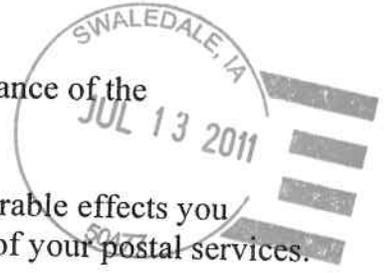
Sincerely,

A handwritten signature in black ink that reads "Thomas Allen".

Thomas Allen  
Manager, Post Office Operations  
PO Box 9998  
Cedar Rapids, Iowa, 52406-9998

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SWALEDALE 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.

*Need to keep open - people get government checks & regular checks, the post office is the ~~best~~ safest place for everything.*

*Charlotte Polsdofen*

*Charlotte Polsdofen*

Name of Postal Customer

Signature of Postal Customer

*Box 63*

Mailing Address

*Swaledale, Iowa 50477*

City, State, and ZIP Code

*7-15-11*

Date

## Analysis of 60-Day Posting Comments

### Number of comments returned

|                                  |   |
|----------------------------------|---|
| Total questionnaires distributed | 1 |
| Favorable comments               | 0 |
| Unfavorable comments             | 1 |
| No opinion expressed             | 0 |
| Total comments returned          | 1 |

### Postal Concerns

The following postal concerns were expressed

1. Concern (UnFavorable):  
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.

### Nonpostal Concerns

The following nonpostal concerns were expressed



09/30/2011

MEMO TO THE RECORD

SUBJECT: SWALEDALE  
Docket Number 1384081 - 50477

The proposal to consolidate the SWALEDALE was posted with an "Invitation for Comments," at the SWALEDALE from 07/20/2011 through 09/20/2011 . No comments were received. There is no change to the original proposal. Accordingly, there is no need to modify the proposal to address comments.

KAREN LENANE  
Post Office Review Coordinator  
HAWKEYE PFC District



**A. Office**

Name: SWALEDALE State: IA Zip Code: 50477  
Area: WESTERN District: HAWKEYE PFC  
Congressional District: IA-04 County: CERRO GORDO  
EAS Grade: 11 Finance Number: 188712  
Post Office:  Classified Station  Classified Branch  CPO

This form is a place holder for number 39. There was a premature appeal received.

Prepared by: Karen Lenane  
Title: HAWKEYE PFC Post Office Review Coordinator  
Tele No: (319) 399-2902

Date: 10/03/2011  
Fax No: (319) 399-5502



09/30/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record  
SWALEDALE  
Docket Number 1384081 - 50477

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

A handwritten signature in cursive script that reads "Gail M. Hendrix".

GAIL HENDRIX  
District Manager

### LOG OF POST OFFICE DISCONTINUANCE ACTIONS

|                               |  |
|-------------------------------|--|
| Office Name, State, ZIP Code: | SWALEDALE, IA, 60477-8825  |
| EAS Level:                    | 11   |
| District:                     | HAWKEYE PFC  |
| County:                       | CERRO GORDO  |
| Congressional District:       | IA-04  |
| Proposal:                     | <input checked="" type="checkbox"/> Close <input type="checkbox"/> Consolidate |
| Reason For Proposed:          | retired  |
| Alternate Service Proposed:   | Rural Route Service  |
| Customers Affected:           |  |
| Post Office Box:              | 84   |
| General Delivery:             | 0  |
| Rural Route:                  | 0  |
| Highway Contract Route (HCR): | 0  |
| City Route:                   | 0  |
| Intermediate Rural:           | 0  |
| Intermediate HCR:             | 0  |
| Total number of customers:    | 84   |

| Date       | Action   |
|------------|--|
|            | Office suspended. Reason suspended:  |
|            | Suspension notice sent to Headquarters.  |
| 04/03/2007 | Postmaster vacancy occurred. Reason: retired   |
|            | ORC: Career: 0 Noncareer: 0 Other Employees: 0   |
| 03/24/2011 | District manager authorization to study.   |
| 05/17/2011 | Questionnaires sent to customers. Number sent: 152 Number Returned: 60<br>Analysis: Favorable 10 Unfavorable 12 No Opinion 38                      |
| 06/23/2011 | Petition received. Number of signatures: 79<br>Concerns expressed:   |
| 06/29/2011 | Congressional inquiry received: Yes<br>Concerns expressed:   |
| 07/14/2011 | Proposal and checklist sent to district for review.  |
| 07/15/2011 | Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).                         |
| 07/14/2011 | Proposal and invitation for comments posted and round-dated.   |
| 09/27/2011 | Proposal and invitation for comments removed and round-dated.<br>Comment Analysis:<br>Favorable 0 Unfavorable 0 No Opinion 0 0                     |
| 09/30/2011 | Premature PRC appeal received.<br>Concerns expressed:<br>There was NOT a premature PRC   |
| 09/05/2011 | Updated PS Form 4920 completed (if necessary).   |
| 09/30/2011 | Certification of the official record.  |
|            | District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations. |
|            | Headquarters logged in official record (option entry).   |
|            | Record returned to district for additional consideration.  |
|            | Record returned as not warranted.  |
|            | Final determination posted at affected office(s) and round-dated.  |
|            | Final determination removed and round-dated.   |
|            | Postal Bulletin Post Office Change Announcement form sent to Headquarters.   |
|            | No appeals letter received from Headquarters.  |
|            | Appeal to PRC received.  |
|            | PRC opinion received on appeal<br>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:

KAREN LENANE  
Name/Title

(319) 399-2902  
Telephone Number

KAREN LENANE  
District Post Office Review Coordinator

(319) 399-2902  
Telephone Number



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10/04/2011

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 Swaledale 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 Karen Lenane, Post Office Review Coordinator, at (319) 399-2902 or Thomas Allen Manager Post Office Operations.

A handwritten signature in black ink that reads "W. J. Herrmann".

WILLIAM HERRMANN  
DISTRICT MANAGER  
PO BOX 9998  
CEDAR RAPIDS, IOWA 52406-9998

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4E/P1384081.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 SWALEDALE was received by 10/06/2011.  
Please contact the Headquarters coordinator at (916) 916-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700  
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

**\*Note:** The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum **and a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.

Date of Posting: 10/17/2011

Date of Removal: 11/18/2011

FINAL DETERMINATION TO CLOSE  
THE SWALEDALE, IA POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1384081 - 50477

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Swaledale, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Rockwell Post Office, located seven miles away.

The postmaster position became vacant when the postmaster retired on April 03, 2007. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: Study for discontinuance request based on minimal workload, revenue, need for more operational efficiency and the ability for the Postal Service to provide effective and regular service by an alternate means.

The Swaledale Post Office, an EAS-11 level, provides service from 08:00 - 12:00 - 13:00 - 16:45 Monday - Friday , 08:00 - 10:00 Saturday and lobby hours of 08:00 - 17:00 on Monday - Friday and 08:00 - 10:00 on Saturday to 84 post office box or general delivery customers and 68 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 16 transaction(s) accounting for 17 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$20,613 ( 54 revenue units) in FY 2008; \$18,964 ( 49 revenue units) in FY 2009; and \$19,909 ( 52 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On June 13, 2011, representatives from the Postal Service were available at Swaledale City Hall to answer questions and provide information to customers. 48 customer(s) attended the meeting.

On May 17, 2011, 152 questionnaires were distributed to delivery customers of the Swaledale Post Office. Questionnaires were also available over the counter for retail customers at the Swaledale Post Office. 60 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 10 favorable, 12 unfavorable, and 38 expressed no opinion.

One congressional inquiry was received on June 29, 2011.

A petition supporting the retention of the Swaledale Post Office was received on June 23, 2011, with 79 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Rockwell Post Office, an EAS-16 level office. Window service hours at the Rockwell Post Office are from 09:15-12:00 & 13:45-16:00, Monday through Friday, and 09:15 10:15 on Saturday. There are 153 post office boxes available.

Retail service is also available at the Thornton Post Office an EAS-13 level office, located six miles away. Window service hours at Thornton Post Office are from 08:45-11:45 & 13:00-16:15, Monday through Friday and 08:45 10:30 on Saturday. There are 66 post office boxes available for rent.

The proposal to close the Swaledale Post Office was posted with an invitation for comment at the Swaledale Post Office , Thornton Post Office and Rockwell Post Office from July 20, 2011 to September 20, 2011. The following additional concerns were received during the proposal posting period:

- Concern:** Customer expressed a concern about mailbox vandalism.

**Response:** This is a problem that is experienced in many communities. Customers may install a heavier gauge metal box or brick veneer mail box to make it resistant to vandalism. If Cluster Box Units are utilized they can provide the security of individually locked mail compartments. Customers should report mailbox vandalism to the county sheriff.
- 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.
- 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.

4. **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.

5. **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.

6. **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.

7. **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 and money order sales.
8. **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.
9. **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.
10. **Concern:** Customer asked what they could do to stop the closing of their Post office.
- Response:** Customers are asked to voice their concerns through the meeting this evening, through the questionnaires, through their congressional, and through petitions filed within the community.
11. **Concern:** Customer asked why not consolidate the Swaledale Post Office with others and leave the Swaledale PO open.
- Response:** Swaledale is being studied for discontinuance since there is a vacancy in the office. When there is a vacancy it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. Rural delivery is a more cost efficient means of alternate service than a brick and mortar building. Rural delivery can provide the community of Swaledale with effective and regular service.
12. **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 Rockwell Post Office.
13. **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.
14. **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.
15. **Concern:** Customer is concerned about having to travel to another post office for service
- Response:** Customer 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. If the customer has access to a computer than log on to WWW.USPS.COM where a customer can buy stamps or print postage.
16. **Concern:** Customer suggested reducing/alternating the number of hours the post office operates.
- Response:** Hours are determined by the workload at the post office.
17. **Concern:** Customers 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.
18. **Concern:** Customers expressed concern about collection of outgoing mail
- Response:** Customer expressed a concern about the collection of outgoing mail. Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox. Or if cluster box units are utilized there is a collection box for the deposit of outgoing mail.
19. **Concern:** Customers expressed concern about collection of outgoing mail
- Response:** Customer expressed a concern about the collection of outgoing mail. Collection of mail will be made by the rural carrier when serving the town of Swaledale.
20. **Concern:** Customers expressed concern about misdelivered mail
- Response:** The concern about misdelivery has been brought to the attention of the OIC. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.
21. **Concern:** Customers expressed concern for those customers with disabilities and senior citizens who would not be able to go to Rockwell 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 or cluster box units. 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 Rockwell postmaster.
22. **Concern:** Customers expressed concern over a postal representative not being customer oriented.
- Response:** The Postal Service is very interested in the service needs of the community and customer feedback is crucial to improving service. Concerns raised by the community will be investigated by the Postal Service and appropriate actions will be taken.
23. **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.

24. **Concern:** Customers felt inclement weather and poor road conditions might impede delivery

**Response:** Customer 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.

25. **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.

26. **Concern:** Customers inquired about placing their mail on hold.

**Response:** Customer inquired about placing their mail on hold. If a customer is going to be gone for only a few days, the cluster box unit will be able to retain that mail for most customers. If the customer is going to be gone for a longer period of time, they 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. Hold requests at the Post Office must be for a minimum of three days and maximum of 30 days. Those requesting more than 30 days may submit a temporary change of address or apply for premium forwarding.

27. **Concern:** Customers questioned as to if high level management pay was being cut as a means to cut expenses.

**Response:** Wage freezes and benefits reduction is currently being evaluated at all levels in the Postal Service.

28. **Concern:** Customers questioned as to why the Postal Service couldn't simply raise rates to offset the losses.

**Response:** The Postal Service is facing competition from electronic communications. As a result, it is imperative that they continue to keep rates low to entice customers to continue using the Postal Service. The Postal Service is dictated by the Postal Regulatory Commission whether an increase in rate is granted or not. The rate shall not exceed the inflation-based price cap (Consumer Price Index for Urban consumers, CPI-U) on price increases.

29. **Concern:** Customers questioned if the rural carrier could handle the extra workload.

**Response:** Rural carriers are paid based on an evaluation of the route. Due to the continual decline in mail volume, many routes within the Postal Service can be added to before they meet an overburdened status.

30. **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. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

31. **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.

32. **Concern:** Customers wanted to know who would make the final decision to discontinue the Post Office.
- Response:** The final decision to close a Post Office will be made by the Vice President of Retail and Delivery Operations in Washington DC.
33. **Concern:** Customers wanted to know why the Postal Service is looking at small cost cutting measures and not large cost cutting measures.
- Response:** The Postal Service is looking at every opportunity within its power to reduce costs. A reduction from 6 day delivery and the deferred payment to the retirement fund are two substantial expenses that are currently seeking congress approval. In the meantime, the Postal Service is forced to look at all means of reduction including station and post office discontinuance in areas where service can be provided by an alternate means.
34. **Concern:** Customers were concered why the postmaster position was not filled.
- Response:** All management positions were frozen in anticipation of the reorganization efforts.
35. **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.
36. **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 \$8 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.
37. **Concern:** Customers were concerned about obtaining services from the carrier
- Response:** Customers were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions 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 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 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.

38. **Concern:** Customers were concerned about senior citizens
- Response:** Customer 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 CBUs. 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 Rockwell postmaster for more information.
39. **Concern:** Customers were concerned that the Postal Service is wasting money on advertising.
- Response:** Advertising is a necessary measure to ensure that America is educated about the types of services we provide. Many of our advertising efforts have been very successful in enticing customers to use our services.
40. **Concern:** Customers wondered if the Postal Service would consider shortening the hours at the Swaledale Post Office instead of discontinuance.
- Response:** Hour reduction is not feasible when effective and regular service can be provided to the community by a more cost efficient alternate means.
41. **Concern:** Customers wondered if they would be able to see the surveys that were performed.
- Response:** Customers will be able to see the surveys which will be part of the record that will be available for viewing during the 60 day proposal posting period.
42. **Concern:** Customers wondered why we are closing small post offices when it would only provide a small percentage of savings.
- Response:** The Postal Service is drastically looking at every opportunity to become more efficient at every level within the Postal Service. Every level of operations is being evaluated to see if there are more cost efficient ways to perform that operation.

#### **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. 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 final determination will provide a maximum degree of effective and regular postal services to the community.

## II. EFFECT ON COMMUNITY

Swaledale is an incorporated community located in CERRO GORDO County. The community is administered politically by City Hall. Police protection is provided by the Cerro Gordo County Sheriff. Fire protection is provided by the Swaledale Fire Department. The community is comprised of Farmers and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Swaledale Methodist Church, Swaledale Volunteer Fire Department, Swaledale Public Library, City of Swaledale. , The Cut Cottage, Motorcycle Repair & Service, Pederesen Implement, Watters L/P Gas, Doors Inc, First Security Bank, Frontier Communications . Residents may travel to nearby communities for other supplies and services.

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

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

- |   |   |
|---|---|
| <p>1. <b>Concern:</b></p> <p><b>Response:</b></p> | <p>Customer expressed a concern about nonpostal services.</p> <p>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.</p>  |
| <p>2. <b>Concern:</b></p> <p><b>Response:</b></p> | <p>Customer expressed a concern about the loss of the community bulletin board at the Post Office.</p> <p>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.</p> |
| <p>3. <b>Concern:</b></p> <p><b>Response:</b></p> | <p>Customer expressed a concern about the loss of the community bulletin board at the Post Office.</p> <p>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.</p> |
| <p>4. <b>Concern:</b></p> <p><b>Response:</b></p> | <p>Customers expressed concern for loss of community identity</p> <p>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 Swaledale, IA 50477 in addresses.</p>  |

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

## III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on April 03, 2007. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

## IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 33,894 with a breakdown as follows:

|   |                    |
|---|--------------------|
| Postmaster Salary (EAS-11, No COLA)     | \$ 33,168          |
| Fringe Benefits @ 33.5%                 | \$ 11,111          |
| Annual Lease Costs                      | <u>+ \$ 1,500</u>  |
| Total Annual Costs                      | \$ 45,779          |
| Less Annual Cost of Replacement Service | <u>- \$ 11,885</u> |
| Total Annual Savings                    | <u>\$ 33,894</u>   |

## V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

## VI. SUMMARY

This is the final determination to close the Swaledale, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Rockwell Post Office, located seven miles away.

The postmaster retired on April 03, 2007. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The mail volume has declined. Effective and regular service will continue to be provided by rural route service.

The Swaledale Post Office provided delivery and retail service to 84 PO Box or general delivery customers and 68 delivery route customers. The daily retail window transactions averaged 16. There are no permit mailers or postage meter 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 \$33,894 annually. A disadvantage to some will 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 Swaledale Post Office, Thornton Post Office and Rockwell Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Swaledale 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 20268-0001. 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 Swaledale Post Office, Thornton Post Office and Rockwell Post Office during normal office hours.



10/11/2011

\_\_\_\_\_  
Dean J Granholm  
Vice President of Delivery and Post Office Operations

\_\_\_\_\_  
Date



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10/17/2011

OFFICER-IN-CHARGE/POSTMASTER  
Swaledale Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Swaledale Post Office Final Determination Docket No. 1384081 - 50477

Please post in the lobby the enclosed final determination to close the Swaledale Post Office. The final determination must be posted in a prominent place from 10/17/2011 through close of business on 11/18/2011. It must be posted for at least 30 days and the first day does not count. 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 11/19/2011.

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 (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Karen Lenane".

KAREN LENANE  
POST OFFICE REVIEW COORDINATOR  
PO BOX 9998  
CEDAR RAPIDS, IOWA 52406-9998

Enclosures:  
Final Determination Official Record

Date of Posting: 10/17/2011



Date of Removal: 11/18/2011

FINAL DETERMINATION TO CLOSE  
THE SWALEDALE, IA POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1384081 - 50477



Date of Posting: 10/17/2011

Date of Removal: 11/18/2011



FINAL DETERMINATION TO CLOSE  
THE SWALEDALE, IA POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1384081 - 50477



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10/24/2011

DISTRICT MANAGER  
PO BOX 9998  
CEDAR RAPIDS, IOWA 52406-9998

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination- SWALEDALE

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 Rich Rudez at (202) 268-5062.

Thank you for your assistance.

A handwritten signature in dark ink, appearing to read "Dean J Granholm".

Dean J Granholm  
Vice President Delivery and Post Office Operations

Enclosure: (2)

cc:  
Vice President, Area Operations, WESTERN Area