

BEFORE THE  
POSTAL REGULATORY COMMISSION  
WASHINGTON, D.C. 20268-0001

*In the Matter of:*

Francitas Post Office  
Francitas, Texas 77961

Docket No. A2011-47

**UNITED STATES POSTAL SERVICE NOTICE OF FILING**  
(August 30, 2011)

By means of Order No. 805 (August 16, 2011), the Postal Regulatory Commission docketed correspondence from customers of the Francitas, Texas Post Office, assigning PRC Docket No. A2011-47 as an appeal pursuant to 39 U.S.C. § 404(d). That Order, at page 3, set August 30, 2011 as the date by which “[t]he Postal Service shall file the administrative record regarding this appeal” or “any responsive pleading.” This pleading responds to that directive.

Today the Postal Service files the electronic version of the administrative record concerning the Final Determination to Close the Francitas, TX Post Office and Continue to Provide Service by Rural Route Service.

Respectfully submitted,

UNITED STATES POSTAL SERVICE  
By its attorneys:

Anthony F. Alverno  
Chief Counsel, Global Business

James M. Mecone

475 L'Enfant Plaza, S.W.  
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## FRANCITAS Docket 1363966 - 77961

Item Number	Document Description	Entered into Record
1	Request/approval to study for discontinuance	01/13/11
2	Notice (if appropriate) to Headquarters of suspension	N/A
3	Notice (if appropriate) to customers/district personnel of suspension	N/A
4	Highway map with community highlighted	01/24/11
5	Eviction notice (if appropriate)	01/24/11
6	Building inspection report and original photos of building deficiencies (if appropriate)	02/24/11
7	Post Office and community photos	02/08/11
8	PS Form 150, Postmaster Workload Information	02/24/11
9	Worksheet for calculating work service credit	02/09/11
10	Window transaction record	02/16/11
11	Record of incoming mail	04/15/11
12	Record of dispatched mail	02/16/11
13	Administrative postmaster/OIC comments	02/15/11
14	Inspection Service/local law enforcement vandalism reports	02/08/11
15	Post Office fact sheet	04/15/11
16	Community fact sheet	02/18/11
17	Alternate service options/cost analysis	04/06/11
18	Form 4920, Post Office Fact Sheet	04/11/11
19	Recomendation and Service Replacement Type	02/25/11
20	Questionnaire instruction letter to postmaster/OIC	03/01/11
21	Cover letter, questionnaire, and enclosures	03/01/11
22	Returned customer questionnaires and Postal Service response letters	03/01/11
23	Analysis of questionnaires	04/08/11
24	Community meeting roster	03/17/11
25	Community meeting analysis	03/17/11
26	Community meeting letter (Need to set before questionnaire if not held before)	03/17/11
27	Petition and Postal Service response letter (if appropriate)	03/23/11
28	Congressional inquiry and Postal Service response letter (if appropriate)	N/A
29	Proposal checklist	04/11/11
30	District notification to Government Affairs	04/20/11
31	Instructions to postmaster/OIC to post proposal	04/20/11
32	Invitation for comments exhibit	04/20/11
33	Proposal exhibit	04/20/11
34	Comment form exhibit	04/20/11
35	Instructions for postmaster/OIC to remove proposal	04/20/11
36	Round-date stamped proposals and invitations for comments from affected offices	06/23/11
37	Notification of taking proposal and comments under internal consideration	06/23/11
38	Proposal comments and Postal Service response letters	06/23/11
39	Premature Postal Regulatory Commission appeal and Postal Service response letter (if appropriate)	N/A
40	Analysis of comments	06/23/11
41	Revised proposal (if appropriate)	06/23/11
42	Updated PS Form 4920 (if appropriate)	04/11/11
43	Certification of record	08/24/11
44	Log of Post Office discontinuance actions	06/23/11
45	Transmittal to vice president, Delivery and Retail, from district manager, Customer Service and Sales	06/24/11
46	Headquarters' acknowledgment of receipt of record	07/06/11
47	Final determination transmittal letter from Headquarters	07/08/11
48	Instruction letter to postmaster/OIC on posting	07/13/11
49	Round-date stamped final determination cover sheets	08/25/11
50	Postal Bulletin Post Office Change Announcement	08/14/11
51	Vice president, Delivery and Retail, instruction letter	07/08/11



01/13/2011

MANNY ARGUELLO  
DISTRICT MANAGER  
RIO GRANDE PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the Texas District 14 congressional district.

Post Office Name:	FRANCITAS
Zip+4 Code:	77961-9800
EAS Level:	55
Finance Number:	483235
County:	Calhoun
Proposed Admin Office:	LA WARD PO
ADMIN Miles Away:	7.9
Near Office Name:	LA WARD PO
Near Miles Away:	7.9
Number of Customers:	
Post Office Box:	66
General Delivery:	0
Rural Route (RR):	0
Highway Contract Route (HCR):	0
Intermediate RR:	0
Intermediate HCR:	0
City Delivery:	0
Total Customers:	66
ZIP Code Change:	Yes <input type="checkbox"/> NO <input checked="" type="checkbox"/> ZIP Code

The above office became vacant when the postmaster was promoted on 07/19/2008.

This office is currently vacant and earns less than 2.0 hours daily thus performing below standards to operate as an independent Post Office. Effective and regular service will continue via rural route service with retail services provided by the carrier alleviating the need to travel to a Post office for service.

TOM BILLINGTON  
Manager, Post Office Operations

Approval to Study for Discontinuance:

MANNY ARGUELLO  
DISTRICT MANAGER  
RIO GRANDE PFC

01/13/2011  
DATE

cc: Area Manager, Public Affairs and Communication



NOTICE OF POST OFFICE EMERGENCY SUSPENSION

**A. Office**

Name: FRANCITAS State: TX Zip Code: 77961  
Area: SOUTHWEST District: RIO GRANDE PFC  
Congressional District: Texas District 14 County: Calhoun  
EAS Grade: 55 Finance Number: 483235  
Post Office:  Classified Station  Classified Branch  CPO

• There was no Emergency Suspension for this office

Prepared by: Ronald Lee  
Title: RIO GRANDE PFC Post Office Review Coordinator  
Tele No: (210) 368-1747

Date: 01/24/2011  
Fax No: (210) 368-5579



NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

A. Office

Name: FRANCITAS State: TX Zip Code: 77961  
Area: SOUTHWEST District: RIO GRANDE PFC  
Congressional District: Texas District 14 County: Calhoun  
EAS Grade: 55 Finance Number: 483235  
Post Office:  Classified Station  Classified Branch  CPO

There was no Emergency Suspension for this office

Prepared by: Ronald Lee  
Title: RIO GRANDE PFC Post Office Review Coordinator  
Tele No: (210) 368-1747

Date: 01/24/2011  
Fax No: (210) 368-5579

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# Post Office™ Locations

[PRINT](#) | [BACK](#)

## Post Office™ Locations near 77961



1 **Post Office™**  
**Location -**  
**FRANCITAS**  
 66 BRYAN ST  
 FRANCITAS, TX  
 77961-9800  
 (800) ASK-USPS  
 (800) 275-8777  
 (361) 588-7413  
 0.3 mi

**Business Hours**  
 Mon-Tue  
 8:00am-3:00pm  
 Wed  
 8:00am-2:00pm  
 Thu-Fri  
 8:00am-3:00pm  
 Sat  
 8:00am-10:00am  
 Sun  
 closed

**Services**  
[PO Boxes Online](#)  
 Service hours may vary. Please  
 check link for business hours.

2 **Post Office™**  
**Location -**  
**BLESSING**  
 800 FM 616 W  
 BLESSING, TX 77419-  
 0015  
 (800) ASK-USPS  
 (800) 275-8777  
 (361) 588-6270  
 7.2 mi

**Business Hours**  
 Mon-Fri  
 9:00am-12:00pm  
 1:00pm-4:30pm  
 Sat  
 10:00am-12:00pm  
 Sun  
 closed

**Services**  
[PO Boxes Online](#)  
 Service hours may vary. Please  
 check link for business hours.

3 **Post Office™**  
**Location - LA**  
**WARD**  
 13059 STATE  
 HIGHWAY 172  
 LA WARD, TX 77970-  
 9800  
 (800) ASK-USPS  
 (800) 275-8777  
 (361) 872-2227  
 7.5 mi

**Business Hours**  
 Mon-Fri  
 7:45am-12:00pm  
 1:00pm-3:45pm  
 Sat-Sun  
 closed

**Services**  
[PO Boxes Online](#)  
 Service hours may vary. Please  
 check link for business hours.



Eviction Notice

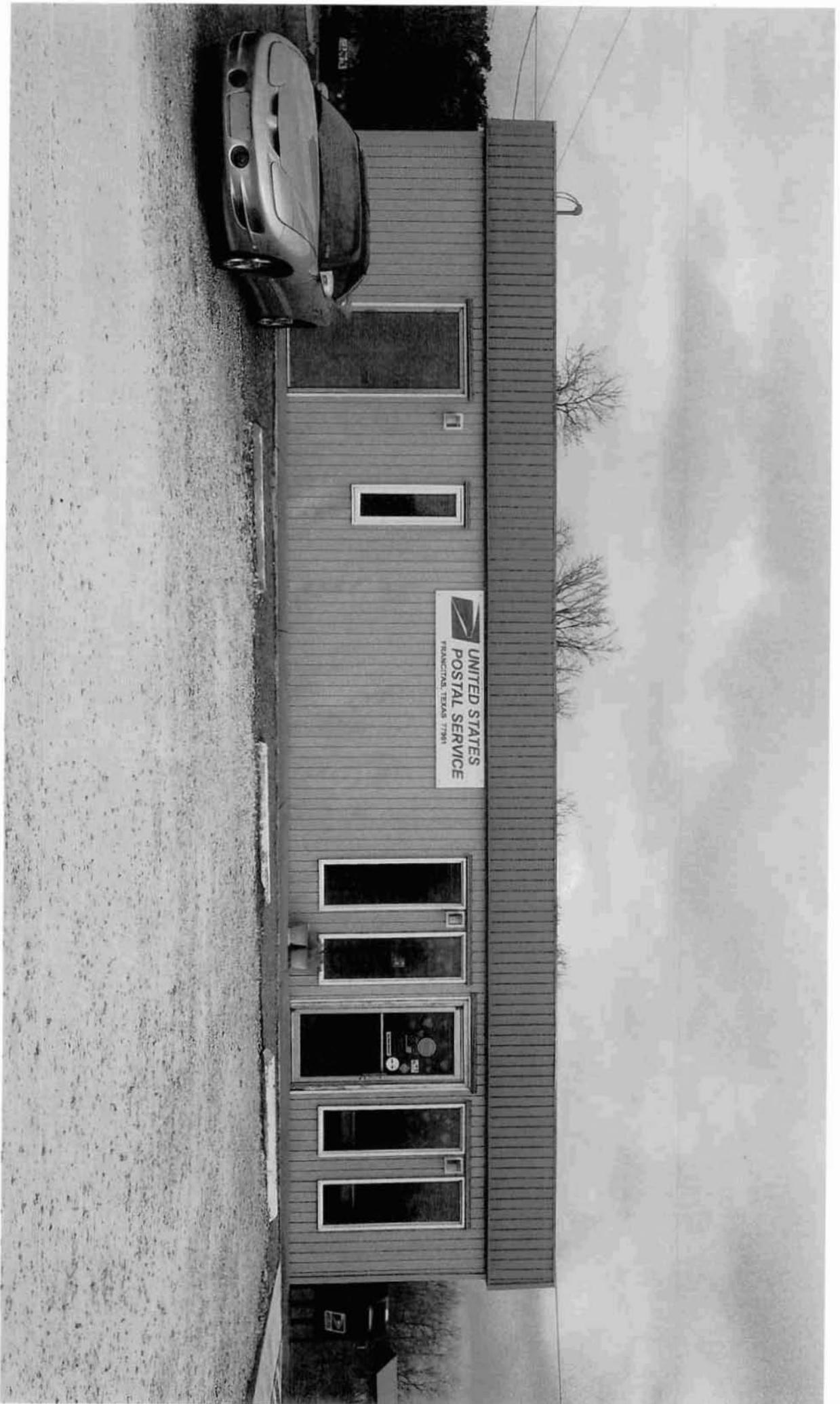
A. Office

Name: FRANCITAS State: TX Zip Code: 77961  
Area: SOUTHWEST District: RIO GRANDE PFC  
Congressional District: Texas District 14 County: JACKSON  
EAS Grade: 55 Finance Number: 483235  
Post Office:  Classified Station  Classified Branch  CPO

There was no eviction notice for this office

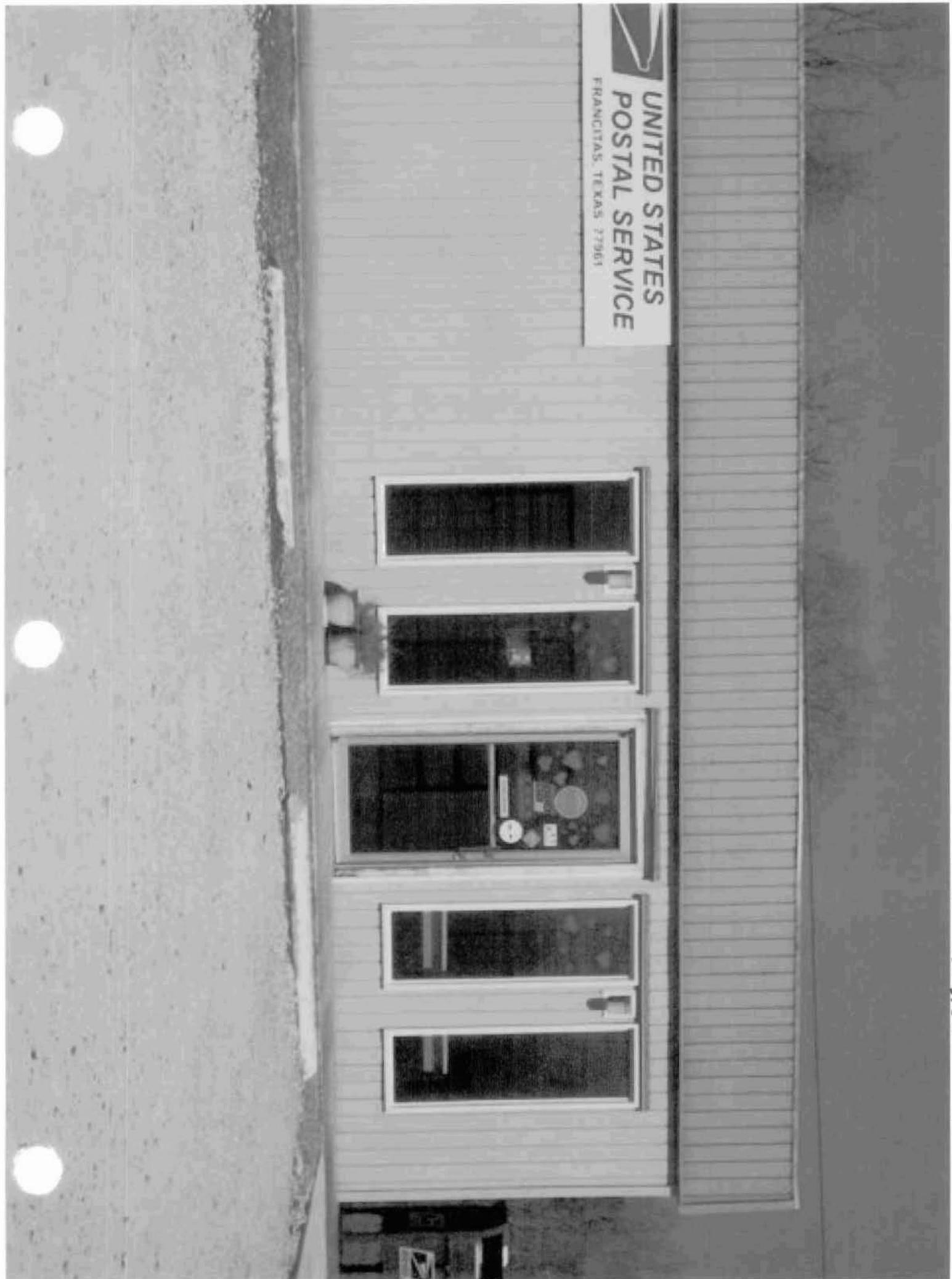
Prepared by: Roy Davis  
Title: RIO GRANDE PFC Post Office Review Coordinator  
Tele No: (210) 368-1261

Date: 08/24/2011  
Fax No: (210) 368-5579



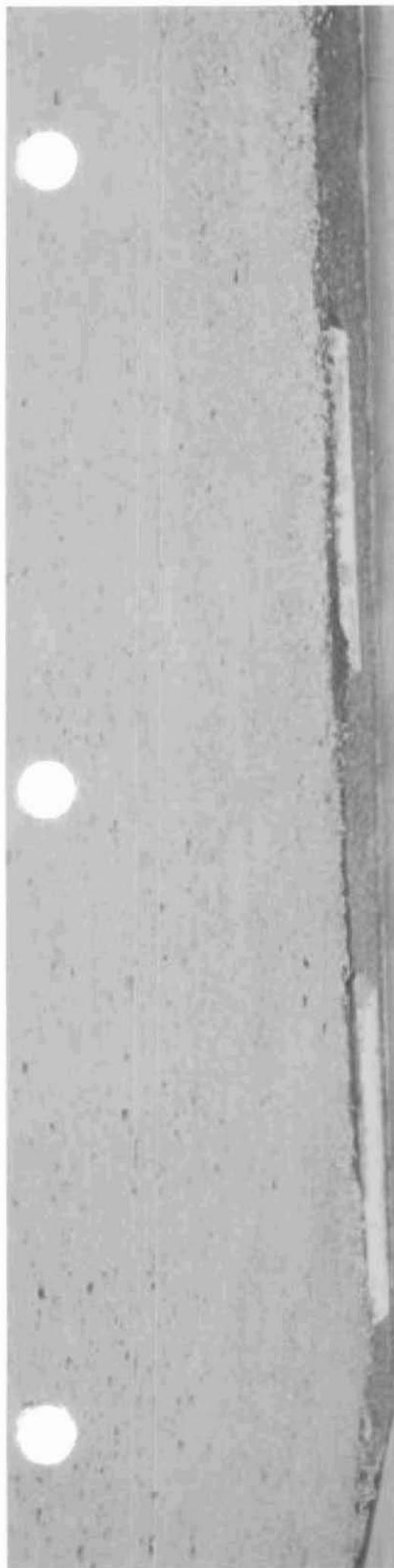
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DAKET 136 3966 7B



UNITED STATES  
POSTAL SERVICE

FRANCITAS, TEXAS 77961



DOCKET 1363566 7e



DOCKET 1363966 7D



DOCKET 1363966 7E



**PS Form 150, Postmaster Workload Information**

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Post Office, State & Zip Code FRANCITAS, TX 77961		Postmaster's Signature	Date
District Office, State & Zip Code RIO GRANDE PFC, TX 78284		District Manager's Signature KCTNJ2	Date 02/24/2011
(Check Box) <input checked="" type="checkbox"/> Vacancy <input type="checkbox"/> Management Review <input type="checkbox"/> RFR		See Instructions on Reverse	
1.	Current Office Level		55
2.	Finance Number	(1-6)	483235
3.	General Delivery Families Served	(7-9)	0
4.	Post Office Boxes/Call Boxes Rented	(10-15)	66
5.	Possible City Deliveries	(16-20)	0
6.	Administrative Rural Boxes Served	(21-25)	0
7.	Intermediate Rural Boxes Served	(26-30)	0
8.	Administrative Responsibility form Intermediate Rural Boxes for Other Offices	(31-35)	0
9.	Administrative Highway Contract/Star Route Boxes Served	(36-39)	0
10.	Intermediate Highway Contract/Star Route Boxes Served	(40-43)	0
11.	Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices	(44-47)	0
12.	Number of Carrier Stations/Branches	(48-49)	0
13.	Number of Finance Stations/Branches	(50-51)	0
14.	Number of Contract Stations/Branches & Community Post Offices	(52-53)	0
15a.	Does Office Experience A Seasonal Workload? (box one "Y" of yes, "N" for no) (If you answer "yes" of this question, complete 'Seasonal Workload' section on reverse.)	(54)	N
15b.	Duration of Experience A Seasonal Workload? (minimum of 8 weeks)	(55-56)	0
16.	Does Office Perform Outgoing Distribution for Other Offices?	(57)	N
17.	Does Office Perform Incoming Distribution for Other Offices?	(58)	N
18.	Does Office Perform Incoming Secondary Distribution for Other Offices?	(59)	N
19.	Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?	(60)	N
20.	Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?	(61)	N
21.	Do You Have Responsibility for Vehicle Maintenance Facilities?	(62)	N
22.	Does Your Office Have Administrative Responsibility for an Air Transfer Office?	(63)	N
23.	Is Postmaster Lessor for Government Owned Building?	(64)	N
24.	Does Office Have MPLSM/SPLSM?	(65)	N
25.	Does Office Distribute Food Stamps?	(65)	N

PS Form 150, Postmaster Workload Information

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	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	66	0
Possible City Deliveries	0	0
Administrative Rural Boxes Served	0	0
Intermediate Rural Boxes Served	0	0
Administrative Responsibility/Number Intermediate Rural Boxes	0	0
Administrative Highway Contract/Star Route Boxes Served	0	0
Intermediate Highway Contract/Star Route Boxes Served	0	0
Administrative Responsibility/Number Intermediate Highway Contract/Star Route Boxes	0	0

**Instructions**

1. Enter current evaluated office level.
  2. Enter the 6 digit post office finance number.
  3. Enter number of general delivery families served.
  4. Enter total number of post office boxes and call boxes rented. Do not confuse with the total number available. This total should include boxes rented at classified stations/branches as well as the main office including GPO's.
  5. Enter total possible city deliveries. The total reported should equal the total possible deliveries shown on Form 1821, *Carrier Route Report*, for the previous accounting period.
  6. Enter the number of administrative boxes served. This is the number of rural route boxes served, within your ZIP Code ONLY by carriers administratively reporting to you. Do not include boxes on the routes which are in the ZIP Code of an intermediate office.
  7. Enter the number of intermediate rural boxes served. This is the number of rural boxes, within your ZIP Code, served by a carrier administratively reporting to another postmaster. For credit, the mail must be incoming to your office and separated to the routes within your ZIP Code by you or your employees prior to carrier sequencing.
  8. Enter the number of intermediate rural boxes for which you are administratively responsible. This is the number of boxes served by a carrier administratively responsible to you, but which are located in the ZIP Code for another office.
  9. Enter the number of administrative highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor for whom you have administrative responsibility. Do not include boxes on the routes which are in the same ZIP Code of an intermediate office.
  10. Enter the number of intermediate highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor who administratively reports to another Postmaster. For credit the mail must be incoming to your office and separated to the contract route by you or your employees.
  11. Enter the number of intermediate highway contract star route boxes for which you are administratively responsible. This is the number of boxes served by a contractor for whom you are administratively responsible and which are located in the ZIP Code of another office.
  12. Enter the number of classified stations and/or branches that have carrier delivery service.
  13. Enter the number of classified finance stations and/or branches (without carrier delivery service) staffed by postal employees.
  14. Enter the total number of contract stations, rural stations and community post offices.
    - (a) A contract station is a detached finance unit manned by non-postal employees.
    - (b) A rural station is a post office box delivery unit serviced by a rural carrier.
    - (c) A community post office is a contract unit which provides service in a small community.
  15. To receive credit for a seasonal workload increase the items shown on the seasonal workload portion of the form must show a 25% increase and must last for a minimum of 8 weeks. The Christmas Season is not to be considered as a seasonal workload increase. Should your office have a seasonal workload increase you should enter the exact number of weeks the season lasts and complete the seasonal workload portion of the form in its entirety.
- Questions 16 Thru 25 Should Be Answered Y (Yes) or N (No)**
16. Does office separate massed outgoing mail originating in other associate offices to three digit ZIP CODE designating offices and/or area distribution centers and demonstrate a culling, facing and cancelling operation?
  17. Does office separate massed three digit sorted incoming mail to a five digit sort for other associate offices?
  18. Does office separate incoming mail to carrier routes for other associate offices?
  19. Does office separate all incoming letter size mail to city, rural and/or star routes?
  20. Does office separate all incoming flats to city and/or rural carrier routes without assistance from an MPC?
  21. Do you have a vehicle maintenance facility under your jurisdiction?
  22. Do you have an air transfer office under your jurisdiction?
  23. Do you occupy a government-owned building and lease a portion of the building to someone else?
  24. Does your office operate a Multiple Position Letter Sorting Machine (MPLSM) or Single Position Letter Sorting Machine (SPLSM)?
  25. Does your office distribute food stamps?

**Worksheet for calculating Workload Service Credit (WSC) for Post Offices**

**Worksheet for calculating Workload Service Credit (WSC) for Post Offices**

Office Name: FRANCITAS  
Office Zip+4: 77961 -9800 District: RIO GRANDE PFC

**Activity WSCs**

General Delivery Families Served (Item 3, PS Form 150) .....	<u>0</u>	X 1.0	=	<u>0</u>
Post Office Boxes/Call Boxes Rented (Item 4, PS Form 150).....	<u>66</u>	X 1.0	=	<u>66</u>
Possible City Deliveries (Item 5, PS Form 150) .....	<u>0</u>	X 1.33	=	<u>0</u>
Administrative Rural Boxes Served (Item 6, PS Form 150) .....	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Rural Boxes Served (Item 7, PS Form 150) .....	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Rural Boxes for Other Offices (Item 8, PS Form 150) .....	<u>0</u>	X 0.3	=	<u>0</u>
..				
Administrative Highway Contract/Star Route Boxes Served (Item 9, PS Form 150) .....	<u>0</u>	X 1.0	=	<u>0</u>
..				
Intermediate Highway Contract/Star Route Boxes Served (Item 10, PS Form 150) .....	<u>0</u>	X 0.7	=	<u>0</u>
..				
Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices (Item 11, PS Form 150) .....	<u>0</u>	X 0.3	=	<u>0</u>
Total Activity WSCs .....				<u>66</u>

**Revenue WSCs**

First	25 revenue units:	1.00	X	<u>7</u> units	=	<u>7.00</u>
Next	275 revenue units:	0.50	X	<u>0</u> units	=	<u>0.00</u>
Next	700 revenue units:	0.25	X	<u>0</u> units	=	<u>0.00</u>
Next	5000 revenue units:	0.10	X	<u>0</u> units	=	<u>0.00</u>
	Balance of revenue units:	0.01	X	<u>0</u> units	=	<u>0.00</u>
Total revenue WSCs:						<u>7.00</u>

Activity WSCs 66 + Revenue WSCs = 7.00 Base WSCs 73.00 = EAS Grade C

Previous evaluation: EAS grade 55

Effective date of change in service hours: \_\_\_\_\_ (if appropriate)  
(when a vacancy exists, hours must reflect the appropriate EAS grade)

Worksheet completed by:

RONALD LEE

RONALD.S.LEE@USPS.GOV

Printed Name

Signature

RIO GRANDE PFC District Review Coordinator

02/09/2011

Title

Date

**Window Transaction Survey**

**Window Transaction Survey**

PO Name: FRANCITAS ZIP+4: 77961 - 9800 Completed By: BEVERLY TUBB  
 Survey Period: 01/29/2011 through 02/11/2011

Record the number of retail window transactions in the appropriate columns for each day. Consider a sale of stamps as one transaction. A sale of stamps and a money order is two transactions. Do not record the handing out over the counter of box mail, general delivery mail, or carrier mail. Instead of this worksheet, you may use PS Form 2007-A, Window Transaction Record; PS Form 2007-B, Window Transaction Conversion; and PS Form 2007-C, Window Transaction Survey. Use hash marks (////) for daily entries in the columns. To obtain the average daily number of transactions, divide the total number of transactions during the survey period by the number of days in the survey. The allowable time per transaction is shown in each column in minutes. To determine the average daily workload in minutes, multiply the number of transactions in each column by the time conversion for that column, total the time conversions for all columns, and divide the total number of minutes by the number of days in the survey period.

Day/Date	Postage Sales (.777)	Priority Parcels Money Orders (1.083)	Express Registered C.O.D (1.969)	Passports Meter Settings (5.06)	Box Rent (2.875)	Certified Insured Special Service (1.792)	Misc. Services (1.787)	Nonrevenue Services (1.787)
Sat - 01/29	2	0	0	0	0	0	0	0
Sun - 01/30	0	0	0	0	0	0	0	0
Mon - 01/31	6	3	0	0	0	0	0	0
Tue - 02/01	2	0	1	0	1	0	0	0
Wed - 02/02	5	0	0	0	1	0	0	0
Thu - 02/03	3	0	0	0	0	1	0	1
Fri - 02/04	2	0	0	0	0	1	0	0
Sat - 02/05	1	0	0	0	0	0	0	0
Sun - 02/06	0	0	0	0	0	0	0	0
Mon - 02/07	7	0	0	0	1	0	0	0
Tue - 02/08	2	1	0	0	0	0	0	0
Wed - 02/09	3	0	0	0	0	0	0	0
Thu - 02/10	2	0	0	0	0	1	0	0
Fri - 02/11	4	0	0	0	1	0	0	0
<b>TOTALS</b>	<b>39</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>1</b>
Time Factor	X .777	X 1.083	X 1.969	X 5.06	X 2.875	X 1.792	X 1.787	X 1.188
Daily Average	2.5	0.4	0.2	0.0	1.0	0.4	0.0	0.1
Average Number Daily Transactions:	4.3			Average Daily Retail Workload in Minutes:	4.6			

**Survey of Incoming Mail**

Survey of Incoming Mail  
(Record in Pieces)

Post Office Name and Zip+4 FRANCITAS 77961 - 9800  
Dates Recorded 01/29/2011 through 02/11/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 01/29	170	19	29	10	3	1	0	0
Sun - 01/30	0	0	0	0	0	0	0	0
Mon - 01/31	170	29	1	29	1	4	0	0
Tue - 02/01	170	58	29	19	0	1	0	0
Wed - 02/02	170	29	29	29	3	5	0	0
Thu - 02/03	170	29	29	10	2	2	0	0
Fri - 02/04	170	29	10	10	0	1	0	0
Sat - 02/05	130	18	20	14	1	3	0	0
Sun - 02/06	0	0	0	0	0	0	0	0
Mon - 02/07	182	30	26	35	3	3	0	0
Tue - 02/08	120	26	19	21	0	3	0	0
Wed - 02/09	155	24	27	31	2	5	0	0
Thu - 02/10	118	30	15	10	0	0	3	0
Fri - 02/11	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>1,725</b>	<b>321</b>	<b>234</b>	<b>218</b>	<b>15</b>	<b>28</b>	<b>3</b>	<b>0</b>
<b>Daily Average</b>	<b>156.8</b>	<b>29.2</b>	<b>21.3</b>	<b>19.8</b>	<b>1.4</b>	<b>2.5</b>	<b>0.3</b>	<b>0.0</b>

Signature of Person Making Count: \_\_\_\_\_

Printed Name: \_\_\_\_\_

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

**Conversion Rate**

Letter Type	Total Pieces Per Foot	Flat Type	Total Pieces Per Foot
Manual Letters	227	Manual Flats	115
Automated Letters	215	Automated Flats	115
Sequenced Letters	2227	Sequenced Flats	115

Conversion rates are subject to periodic updates which will be published and disseminated when applicable.

**Survey of Dispatched Mail**

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Survey of Dispatched Mail  
(Record in Pieces)

Post Office Name and Zip+4 FRANCITAS 77961 - 9800  
 Dates Recorded 01/29/2011 through 02/11/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 01/29	5	0	0	0	0	0	0	0
Sun - 01/30	0	0	0	0	0	0	0	0
Mon - 01/31	20	0	0	0	2	0	0	0
Tue - 02/01	10	0	0	0	0	0	0	0
Wed - 02/02	5	0	0	0	0	0	0	0
Thu - 02/03	4	0	0	0	0	0	0	0
Fri - 02/04	5	0	0	0	0	0	0	0
Sat - 02/05	4	0	0	0	0	0	0	0
Sun - 02/06	0	0	0	0	0	0	0	0
Mon - 02/07	19	0	0	0	0	2	0	0
Tue - 02/08	8	0	0	0	0	0	0	0
Wed - 02/09	6	0	0	0	0	0	0	0
Thu - 02/10	4	0	0	0	0	0	0	0
Fri - 02/11	8	0	0	0	2	0	0	0
<b>TOTALS</b>	<b>98</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>15</b>	<b>2</b>	<b>0</b>	<b>0</b>
Daily Average	8.2	0.0	0.0	0.0	1.3	0.2	0.0	0.0

Signature of Person Making Count: BEVERLY TUBB  
 Printed Name: BEVERLY.X.TUBB@USPS.GOV  
 Date: 02/16/11



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02/15/2011

OIC/POSTMASTER

SUBJECT: FRANCITAS Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the FRANCITAS Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the FRANCITAS Post Office. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to RONALD LEE by 03/10/2011. This information will be entered into the official record for public viewing.

Post Office Box	<u>66</u>
General Delivery	<u>0</u>
Rural Route (RR)	<u>0</u>
Highway Contract Route (HCR)	<u>0</u>
Intermediate RR	<u>0</u>
Intermediate HCR	<u>0</u>
City Delivery	<u>0</u>
Total Customers	<u>66</u>

If you have any comments on alternate means of providing services to the FRANCITAS customers, please provide them below:

OIC/PMR is concerned how local residents will receive and send mail.

RONALD LEE  
Post Office Review Coordinator

Comments:

POST

cc: Official Record

02/08/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the FRANCITAS Post Office, 77961 - 9800, located in Calhoun County. Please search your records for any recent reports of mail theft or vandalism in the area.

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

Thank you for your assistance in this matter

RONALD LEE  
Post Office Review Coordinator  
RIO GRANDE PFC

NBR records of mail theft or vandalism: 0

Comments/Findings:

cc: Official Record

### Post Office Survey Sheet

Post Office Name FRANCITAS ZIP+4 77961-9800  
Congressional District Texas District 14 Date 04/15/2011

1. List specific information about the facility, such as structural defects, safety hazards, lack of running water or restrooms (if so, where restrooms are available), security, and other deficiencies or factors to consider.

None

2. Is the facility accessible to persons with disabilities?  Yes  No

3. Lease terms? 30-day cancellation clause? No

4. Are suitable alternate quarters available for an independent Post Office? If so, where?

No

5. List potential CPO sites.

None

6. Are there any postage meter customers or permit mailers?  Yes  No

If yes, please identify them by name and address.

None

7. Which career and noncareer employees will be affected and what accommodations will be made for them?

PMR

8. How is mail received and dispatched at the office and at what times? How will this be affected by discontinuance? Will a collection box be retained? Will a locked pouch be utilized?

Mail dropped off by HCR contractor at 7:30 and picked up at 3:30pm. Collection Box will not be needed as CBU's will have an outgoing mail slot. Locked pouch will also not be needed.

How Post Office boxes are installed? 128

How Post Office boxes are used? 66

What are the window service hours? 08:00 to 15:00 M-F

08:00 to 10:00 S

What are the lobby hours? 0800 to 1500 M-F

0800 to 1000 S

9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain.

No

10.	What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, furniture, safe)? <u>None</u>
11.	List potential CBU/parcel lockers sites and distances from present Post Office site. <u>LaWard 7 miles</u>
12.	Are there any special customer needs? (People who cannot read or write, who cannot drive, who have infirmities or physical handicaps, etc.) How can these people be accommodated? <u>No</u>
13.	Rural delivery/HCR delivery. a. What is current evaluation? <u>42K</u> b. Will this change result in the route being overburdened? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If so, what accommodations will be made to adjust the route? <u>Add to Aux</u> c. How many boxes and miles will be added to the route? <u>128, box 13 Miles</u> d. What would be the additional annual expense if the route is increased? <u>10842</u> e. What is the one-time cost of CBU/parcel locker installation (id appropriate)? <u>5746</u> f. At what time of the day does the carrier begin delivery to the community? <u>730</u> Will this delivery time be affected if the office is discontinued? (Y or N) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If so, how? <u>0</u>
14.	Are the Post Office box fees at the facility that will provide alternative service different from those at the office to be discontinued? If so, how (Cost)? <input type="checkbox"/> More <input checked="" type="checkbox"/> Same <input type="checkbox"/> Less <u>They are the same</u>

Community Survey Sheet

Docket: 1363966

Page Nbr: 16

**Community Survey Sheet**

Post Office Name FRANCITAS ZIP+4 77961-9800  
 Congressional District Texas District 14 Date 02/24/2011

1. Incorporated?  Yes  No  
 Local government provided by:   
 Police protection provided by:   
 Fire protection provided by:   
 School location:
2. What population growth is expected? (Please document your source) [Growth Link](#)
3. What residential, commercial, or business growth is expected? (Please document your source)
4. History. (Are there any special historical events related to the community? Are there any special community events to consider? Is the Post Office facility a state or national historic landmark (see ASM 515.23)? Check with the field real estate office when verification is needed.)
5. What is the geographic/economic make-up of the community (e.g., retirees, commuters, self-employed, farmers)?
6. Which nonpostal services are provided by the Post Office (e.g., public bulletin board, school bus stop, community meeting location, voting place, government form distribution center. Do employees of the office offer assistance to senior citizens and handicapped)? What provisions can be made for these services if the Post Office is discontinued?

Post

# Highway Contract Route Cost Analysis Form

Docket: 1363966

Page Nbr: 17

## Highway Contract Route Estimated Cost for Alternative Service

Office Name: FRANCITAS  
Office Zip+4: 77961 -9800 District: RIO GRANDE PFC

1.	Enter the number of additional boxes to be added to the route	<u>0</u>	x 3.64 hours per year	<u>0.00</u>
2.	Enter the number of additional miles to be added to the route	<u>0.00</u>	x 10.40 hours per year	<u>0.00</u>
			<b>Total time added to the route</b>	<u>0.00</u>
3.	Enter the HCR hourly rate (Contact Area Manager, Purchasing/Contracting Officer)			<u>0.00</u>
<b>Total additional compensation (HCR hourly rate x total time added to the route)</b>				<u>0.00</u>

Rural Route Cost Analysis Form

**Rural Route Carrier  
Estimated Cost for Alternative Replacement Service**

Office Name: FRANCITAS  
Office Zip+4: 77961 -9800 District: RIO GRANDE PFC

1.	Enter the number of additional boxes to be added to the rural route	<u>66</u>	
2.	Enter the number of additional miles to be added to the route	<u>12.00</u>	
<b>Total (additional boxes x volume factor)</b>			<u>108.24</u>
3.	Enter the number of additional boxes to be added to the rural route	<u>66</u>	
	Centralized boxes	<u>66.00</u>	x 1.00 Min <u>66.00</u>
	Regular L route boxes	<u>0.00</u>	x 1.82 Min <u>0.00</u>
	Regular Non-L route boxes	<u>0.00</u>	x 2.00 Min <u>0.00</u>
<b>Total additional box allowance</b>			<u>66.00</u>
4.	Enter the number of additional daily miles to be added to the rural route	<u>12.00</u>	x 12 Mileage Standard <u>144.00</u>
<b>Total additional minutes per week</b> (miles carried to two decimal places)			<u>318.24</u>
5.	Total additional annual minutes (additional minutes per week year)	<u>318.24</u>	x 52 Weeks <u>16,548.48</u>
6.	Total additional annual hours (additional annual minutes/ 60 minutes per hour)	<u>16,548.48</u>	/ 60 Minutes <u>275.81</u>
7.	Enter the rural cost per hour (see national payroll summary report – rural carrier, consolidated)	<u>38.00</u>	
<b>Total Annual Cost (additional annual hours x rural cost per hour)</b>			<u>10,480.70</u>
8.	Enter lock pouch allowance (if applicable)		0.00
<b>Total annual cost for alternate service (annual cost minus lock pouch allowance)</b>			<u>10,480.70</u>

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared  04/11/2011																																								
2. Post Office Name FRANCITAS		3. State and ZIP + 4 Code TX, 77961-9800																																										
4. District, Customer Service RIO GRANDE PFC	5. Area, Customer Service SOUTHWEST	6. County Calhoun	7. Congressional District Texas District 14																																									
8. Reason for Proposal to Discontinue This office is currently vacant and earns less than 2.0 hours daily thus performing below standards to operate as an independent Post Office. Effective and regular service will continue via rural route service with retail services provided by the carrier alleviating the need to travel to a Post office for service.		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service																																								
<b>11. Staffing</b> a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: was promoted Occupied 07/19/2008 b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career c. Current PM POSITION Level (150)EAS-55 Downgraded from EAS-55 d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 0 No of Career- 0 No of Non-Career- 1		<b>12. Hours of Service</b> <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td>a. Time M-F 08:00 - 15:00</td> <td>Sat 08:00 - 10:00</td> <td>Total Window Hours Per Week</td> </tr> <tr> <td>a. Lobby Time M-F 0800 to 1500</td> <td>Sat 0800 to 1000</td> <td>36.00</td> </tr> </table>			a. Time M-F 08:00 - 15:00	Sat 08:00 - 10:00	Total Window Hours Per Week	a. Lobby Time M-F 0800 to 1500	Sat 0800 to 1000	36.00																																		
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a. Lobby Time M-F 0800 to 1500	Sat 0800 to 1000	36.00																																										
<b>13. Number of Customers Served</b> <table border="1" style="width:100%; border-collapse: collapse;"> <tr><td>a. General Delivery</td><td>0</td></tr> <tr><td>b. P.O. Box</td><td>66</td></tr> <tr><td>c. City Delivery</td><td>0</td></tr> <tr><td>d. Rural Delivery</td><td>0</td></tr> <tr><td>e. Highway Contract Route Box</td><td>0</td></tr> <tr><td>f. Total</td><td>66</td></tr> <tr><td>g. No. Receiving Duplicate Service</td><td>0</td></tr> <tr><td>h. Average No. Daily Transactions</td><td>4.30</td></tr> </table>		a. General Delivery	0	b. P.O. Box	66	c. City Delivery	0	d. Rural Delivery	0	e. Highway Contract Route Box	0	f. Total	66	g. No. Receiving Duplicate Service	0	h. Average No. Daily Transactions	4.30	<b>14. Daily Volume (Pieces)</b> <table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr><td>a. First-Class</td><td>0</td><td>8</td></tr> <tr><td>b. Newspaper</td><td>0</td><td>0</td></tr> <tr><td>c. Parcel</td><td>0</td><td>0</td></tr> <tr><td>d. Other</td><td>0</td><td>0</td></tr> <tr><td>e. Total</td><td>0</td><td>8</td></tr> <tr><td>f. No. of Postage Meters</td><td></td><td>0</td></tr> <tr><td>g. No. of Permits</td><td></td><td>0</td></tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	0	8	b. Newspaper	0	0	c. Parcel	0	0	d. Other	0	0	e. Total	0	8	f. No. of Postage Meters		0	g. No. of Permits		0
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g. No. of Permits		0																																										
<b>Finances a. FY</b> 2008 2009 2010		<b>Receipts</b> \$ 4,105 \$ 2,812 \$ 2,734	<b>b. EAS Step 1 PM Basic Salary (no Cola)</b> \$ 23025	<b>c. PM Fringe Benefits (33.5% of b.)</b> \$7,713																																								
<b>15a. Quarters</b>																																												
<input checked="" type="checkbox"/> Postal Owned <input type="checkbox"/> Leased (if Leased, Expiration Date) 01/01/1900 Annual Lease \$ 0 30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by) Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																																												
16b. Explain:																																												
17. Schools, Churches and Organization in Service Area: No: 2 Francitas Church of Christ Francitas Baptist Church		19. Administrative/Emanating Office (Proposed): Name LA WARD PO EAS Level 11 Miles Away 7.9 Window Service Hours: M-F 7:45 to 15:45 SAT CLOSED Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 100																																										
18. Businesses in Service Area: No: 0 Francitas Fire Dept		20. Nearest Post Office (if different from above): Name LA WARD PO EAS Level 11 Miles Away 7.9 Window Service Hours: M-F 7:45 to 15:45 SAT CLOSED Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 100																																										
<b>21. Prepared by</b>																																												
Printed Name and Title RONALD LEE		Signature RONALD LEE		Telephone No. AC ( ) (210) 368-1747																																								
PO Discontinuance Coordinator Name RONALD LEE		Telephone No. AC ( ) (210) 368-1747		Location SAN ANTONIO, TX.																																								



**A. Office**

Name: FRANCITAS State: TX Zip Code: 77961  
Area: SOUTHWEST District: RIO GRANDE PFC  
Congressional District: Texas District 14 County: Calhoun  
EAS Grade: 55 Finance Number: 483235  
Post Office:  Classified Station  Classified Branch  CPO

This form is a place holder for number 19

Prepared by: Ronald Lee  
Title: RIO GRANDE PFC Post Office Review Coordinator  
Tele No: (210) 368-1747

Date: 03/18/2011  
Fax No: (210) 368-5579

---

03/01/11

OIC/POSTMASTER

SUBJECT: FRANCITAS Post Office

Enclosed are questionnaires addressed to customers of the FRANCITAS Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 03/17/11 for further review.

Ronald Lee  
Post Office Review Coordinator  
Enclosures



03/01/2011

Dear Postal Service Customer:

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

The postmaster at the FRANCITAS Post Office was promoted on 07/19/2008. A review of the business activities of the Post Office revealed that the office workload had declined. Our office review revealed an average 4.30 daily retail window transactions. This reduced workload suggests that the maintenance of an independent office at FRANCITAS may not be warranted.

Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by highway contract route service emanating from the LA WARD PO.

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the LA WARD PO, located 7.9 miles away. Hours of service at this office are 07:45 15:45, Monday through Friday, and on Saturday. Post Office box service is available at this location at the same fees.

A community meeting will take place to provide customers an opportunity to meet with a Postal Service Representative to discuss this study. This meeting will take place at the Francitas Fire Department located at 116 Avenue G in Francitas on March 15, 2011 at 6:00 PM.

I invite you to think about a possible change to Highway Contract Route Service. Please return the enclosed questionnaire by 03/15/2011 using the pre-addressed envelope provided or at the community meeting.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the on 03/15/2011 from to to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

If you have any questions, you may call Ronald Lee at (210) 368-1747.

Thank you for your assistance.

Sincerely,

TOM BILLINGTON  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993

Enclosures:  
Questionnaire and return envelope Summary of Post Office Change Regulations,  
Carrier delivery information CBU information sheet (when appropriate),  
Summary of Post Office change regulations



### Postal Service Customer Questionnaire

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

<b>Postal Services</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Never</b>
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input 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"/>
d. Pick up Post Office box mail	<input 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 type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings  YES  NO
- a. 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. ect.  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:

---

If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous 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

Name: \_\_\_\_\_

Address: \_\_\_\_\_

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

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.



04/15/2011

THE BOOK BARN

PO BOX 82  
FRANCITAS, TX 77961

Dear Postal Service Customer:

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

In response to your letter:

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

If it is determined that a discontinuance of the Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

A handwritten signature in blue ink, appearing to read "Tom Billington".

Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

JOYCE GREEN

PO BOX 62  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

If it is determined that a discontinuance of the Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

A handwritten signature in blue ink, appearing to read "Tom Billington".

Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

LLOYD M. HOLLOWAY  
209 COUNTY 4491  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

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Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

HELEN FELDHOUSEN  
PO BOX 63  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

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Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

KO & MARGIE GRIFFITH

PO BOX 122  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

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Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

STEVEN WALLECK  
PO BOX 83  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

MARY & JEREMY GAUBATZ

PO BOX 113  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

  
Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

DARVIN GREEN  
PO BOX 151  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

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A handwritten signature in black ink, appearing to read "Tom Billington".

Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

AVEN RHODES  
PO BOX 97  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 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 it is determined that a discontinuance of the Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

A handwritten signature in cursive script, appearing to read "Tom Billington".

Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

ROBERT SEWELL

PO BOX 188  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

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Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

AVEN RHODES  
PO BOX 97  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 concern over a postal representative not being customer oriented. 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.

If it is determined that a discontinuance of the Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

A handwritten signature in black ink, appearing to read "Tom Billington".

Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

THE BOOK BARN  
PO BOX 82  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 concern over a postal representative not being customer oriented. 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.

If it is determined that a discontinuance of the Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

  
Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

ROBERT SEWELL  
PO BOX 188  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

If it is determined that a discontinuance of the Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

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Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

FRED JAIUFKA  
PO BOX 133  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

A handwritten signature in dark ink, appearing to read "Tom Billington".

Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

FRANCITAS CEMETERY

PO BOX 134  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

A handwritten signature in blue ink, appearing to read "Tom Billington".

Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

FRANCITAS CHURCH OF CHRIST

PO BOX 143  
FRANCITAS, TX 77961

Dear Postal Service Customer:

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

In response to your letter:

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

If it is determined that a discontinuance of the Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

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Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

FRANCITAS VOL FIRE DEPARTMENT  
PO BOX 126  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

If it is determined that a discontinuance of the Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

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Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

RHONDA JALUFKA-VERETTE

PO BOX 144  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

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Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

MARGIE BRYAN

PO BOX 84  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

RONALD GROSSMAN  
PO BOX 152  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

RONALD GROSSMAN  
PO NOX 152  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

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Sincerely,

  
Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

WR JOINES

PO BOX 112  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

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Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

FERMIN M. CASTILLO

PO BOX 154  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

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Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

BRIG GEN EDWIN F. WENGLAR USAF RET  
PO BOX 187  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

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Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

ROSE GARZA  
PO BOX 162  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

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Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

SHELLY OSBURN  
PO BOX 193  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

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Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR.  
SAN ANTONIO, TX, 78284-9993



04/15/2011

VIRGINIA WENGLAR

PO BOX 187  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

  
Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

JENNIFER ADAMS  
PO BOX 182  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

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Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

JIMMY RODRIGUEZ  
PO BOX 61  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

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Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

KATHE VALENTINE  
PO BOX 94  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

  
Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

MAY FRAZIER  
PO BOX 217  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

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Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

KATHE VALENTINE  
PO BOX 94  
FRANCITAS, TX 77961

Dear Postal Service Customer:

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If it is determined that a discontinuance of the Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

  
Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

CARROL D. MAGEE  
PO BOX 186  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

  
Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

ASHLEY CAROLINA & CECILIA JALUFKA

PO BOX 163  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. 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.
- You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
- 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 . Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

If it is determined that a discontinuance of the Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

A handwritten signature in blue ink, appearing to read "Tom Billington".

Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

JIMMY RODRIGUEZ  
PO BOX 142  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

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Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

VICKI AND JAMES CRAWFORD

PO BOX 104  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office 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.

If it is determined that a discontinuance of the Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

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Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

HAZEL DEEN  
PO BOX 66  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

  
Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

AVEN RHOADES  
PO BOX 97  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

If it is determined that a discontinuance of the Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

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Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993



04/15/2011

RAYMOND SALINAS JR  
PO BOX 65  
FRANCITAS, TX 77961

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Francitas 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 Francitas Post Office should be pursued, a formal proposal will be posted in the La Ward Post Office and Francitas Post Office at a later date. If you have additional questions or comments, please feel free to contact Ronald Lee at (210) 368-1747.

Sincerely,

A handwritten signature in blue ink, appearing to read "Tom Billington".

Tom Billington  
Manager, Post Office Operations  
1 POST OFFICE DR  
SAN ANTONIO, TX, 78284-9993

Aven Rhoades  
P O Box 97  
Francitas, TX 77961

3/18/2011

To: Tom Billington  
Rio Grande District  
Consumer Affairs  
10410 Perrin Bietel Road  
San Antonio TX 78284

Re: Put it in a letter – or steps to a more efficient Post Office in Francitas, TX

Why Not –

1 Cut back the hours that the window is open for business. There was a time when it was only open till 12 noon during the week. Have the clerk there from 8 – 11 or even 10 am only.

2 Close the window on Saturday after the mail has been put up. As long as we know what the hours are we can adjust the time when we need to get to the Post Office.

3 Deliver the mail every other day. Monday, Wednesday, Friday, Sunday, Tuesday, Thursday, Saturday. In this way mail is always delivered one day of the weekend. I know that the big trucks moving mail run seven days a week.

I believe that the post office would not be saving much money by closing our post office. The mail still has to be sorted and then delivered. That much will not change no matter how our mail is delivered

Already our clerk seems to be able to get the stamps we request. Wednesday, 3/16, I called and asked her if she could get me four 100-stamp rolls by Friday 3/18. She told me that she would call and see and then call me back which she did quite quickly and told me she could have them for me the next morning. I thought this was great.

Thursday, when I stopped to get the stamps, she was working to sweep down the cobwebs in the lobby and sweep the floor.

I also mailed a letter that was to go to Austin because I thought it would go there faster than to mail it in Blessing. Usually, since I work in Blessing, I mail my mail in Blessing simply because it goes to Houston next.

I will continue to purchase four 100-stamp rolls from our post office every month. I will also make more of an effort to purchase what commemorative stamps she can arrange to receive.

RECEIVED

MAR 23 2011

POST OFFICE OPERATIONS  
ALAMO AREA

Is it possible to know how much it costs to operate our Post Office in a month? Salary, lease or rent of building, lease or rent of property, electricity, Insurance?

I would like to know exactly how much the Postal Service is going to save if they close our Post Office but still deliver our mail to us.

Everything seems to keep coming back to buying stamps. There are no alternative places to buy stamps in Francitas, only at the Post Office. If the plan is to close post offices because customers are buying more stamps and other postal services at grocery stores and other alternate locations, including the Internet and through iPhone Apps, why didn't the survey ask:

Where or how do you buy the stamps you need?

Do you have the internet?

Do you have an iPhone with the App to buy stamps?

I think the answer to the above questions would have been:

I buy my stamps at another post office because Francitas never has what I need.

Most residents of Francitas probably don't have the internet because it is cost prohibitive.

And if the resident does have a cell phone it is probably to use as a phone and is not an iPhone or internet capable.

I thought that the questionnaire could have been designed to better reflect what our Post Office means to us. It is the one thing left that holds our community together. It is the gathering place to find the latest news about what is happening around the community. I know that is not the reason for a post office but I feel that it is something that has evolved through time. The Post Office allowing a public bulletin board is also a great boon to our community.

In reading many articles about closing post offices, I read a comment that really said it all to me. People count on the post office whether there is mail or not. Like the flag hanging outside, the post office represents our country and people like knowing that.

Sincerely,

 3/18/11

Aven Rhoades

P O Box 97

Francitas, TX 77961

Rio Grande District  
Consumer Affairs & Claims



March 28, 2011

D. R. Green  
PO Box 151  
Francitas, TX 77961-0151

Dear Mr. Green:

This is in response to your letter concerning the possible closing of the Francitas, TX, Post Office.

The Postal Service lost \$8.5 billion in fiscal year 2010 – that equates to losing more than \$23 million every single day of the year. Mail volume has declined by 43.1 billion pieces in the past five years, from an all-time high of 213 billion in 2006 to 170 billion in 2010. The Postal Service, including the Rio Grande District, is doing everything possible to reduce costs and save money – which will involve consolidating operations wherever possible.

As a self-supporting government enterprise, the Postal Service receives no tax dollars, but relies solely on the sale of postage, products, and services to pay for operating expenses. Revenue generation is a matter of business survival.

The Postal Service regularly reviews and evaluates its post office operations in a continuing effort to better meet customers' retail needs, improve productivity, increase efficiency, and cut costs. We evaluate retail sales, customer traffic, post office box usage, collection box usage, employee complement, service standards, cost savings, parking, customer access, environmental impact, real estate values and the long-term needs of the service – all of these issues are taken into account during the review and evaluation process.

The Postal Service is adapting to meet the evolving needs, demands, and activities of our customers by consolidating operations, adjusting delivery routes and restructuring administrative processing functions. The Postal Service of the future will be smaller, leaner, and more competitive. But, it will continue to drive commerce, serve communities and deliver value.

10410 PERRIN BEITEL RD. ROOM 1045  
SAN ANTONIO, TX 78284-9631  
(210) 368-8498  
1-800-460-8366  
FAX: 210-368-8313

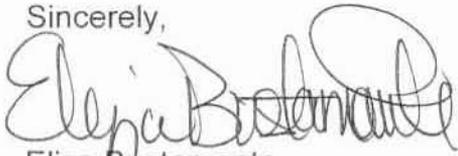
- 2 -

Federal law provides that any decisions to discontinue a Post Office must be based on consideration of the following:

- The effect on the community served,
- The effect on the employees of the Post Office,
- Compliance with government policy established by law that the Postal Service shall provide effective and regular postal services to rural areas, communities, and small towns where Post offices are not self-sustaining,
- The economic savings to the Postal Service; and;
- Any other factors determined necessary by the Postal Service.

The Postal Service is an integral part of every community, and your input is appreciated. You may be assured that we will continue our efforts to meet the postal needs for your community and continue to provide our customers with the best service possible.

Sincerely,



Eliza Bustamante  
Consumer Affairs Representative

Rio Grande District  
Consumer Affairs & Claims



March 28, 2011

Raymond Salinas Jr.  
PO Box 65  
Francitas, TX 77961-0065

Dear Mr. Salinas:

This is in response to your letter concerning the possible closing of the Francitas, TX, Post Office.

The Postal Service lost \$8.5 billion in fiscal year 2010 – that equates to losing more than \$23 million every single day of the year. Mail volume has declined by 43.1 billion pieces in the past five years, from an all-time high of 213 billion in 2006 to 170 billion in 2010. The Postal Service, including the Rio Grande District, is doing everything possible to reduce costs and save money – which will involve consolidating operations wherever possible.

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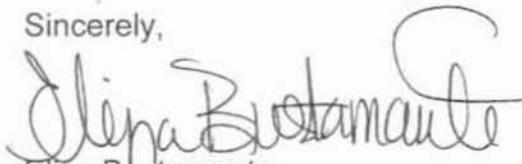
- 2 -

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- Any other factors determined necessary by the Postal Service.

The Postal Service is an integral part of every community, and your input is appreciated. You may be assured that we will continue our efforts to meet the postal needs for your community and continue to provide our customers with the best service possible.

Sincerely,

A handwritten signature in cursive script, appearing to read "Eliza Bustamante". The signature is written in dark ink and is positioned above the printed name.

Eliza Bustamante  
Consumer Affairs Representative

Rio Grande District  
Consumer Affairs & Claims



March 28, 2011

Robert Sewell  
PO Box 188  
Francitas, TX 77961-0188

Dear Mr. Sewell:

This is in response to your letter concerning the possible closing of the Francitas, TX, Post Office.

The Postal Service lost \$8.5 billion in fiscal year 2010 – that equates to losing more than \$23 million every single day of the year. Mail volume has declined by 43.1 billion pieces in the past five years, from an all-time high of 213 billion in 2006 to 170 billion in 2010. The Postal Service, including the Rio Grande District, is doing everything possible to reduce costs and save money – which will involve consolidating operations wherever possible.

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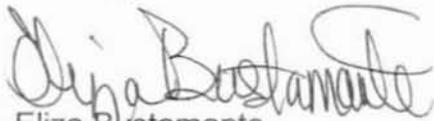
- 2 -

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- Any other factors determined necessary by the Postal Service.

The Postal Service is an integral part of every community, and your input is appreciated. You may be assured that we will continue our efforts to meet the postal needs for your community and continue to provide our customers with the best service possible.

Sincerely,



Eliza Bustamante

Consumer Affairs Representative

Rio Grande District  
Consumer Affairs & Claims



March 28, 2011

Sandra & David Koester  
PO Box 175  
Francitas, TX 77961-0175

Dear Mr. & Mrs. Koester:

This is in response to your letter concerning the possible closing of the Francitas, TX, Post Office.

The Postal Service lost \$8.5 billion in fiscal year 2010 – that equates to losing more than \$23 million every single day of the year. Mail volume has declined by 43.1 billion pieces in the past five years, from an all-time high of 213 billion in 2006 to 170 billion in 2010. The Postal Service, including the Rio Grande District, is doing everything possible to reduce costs and save money – which will involve consolidating operations wherever possible.

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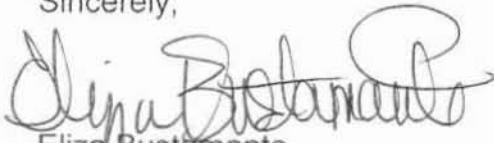
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- The economic savings to the Postal Service; and;
- Any other factors determined necessary by the Postal Service.

The Postal Service is an integral part of every community, and your input is appreciated. You may be assured that we will continue our efforts to meet the postal needs for your community and continue to provide our customers with the best service possible.

Sincerely,

A handwritten signature in cursive script, appearing to read "Eliza Bustamante".

Eliza Bustamante  
Consumer Affairs Representative

Rio Grande District  
Consumer Affairs & Claims



March 28, 2011

Vanissa Akin  
PO Box 121  
Francitas, TX 77961-0121

Dear Ms. Akin:

This is in response to your letter concerning the possible closing of the Francitas, TX, Post Office.

The Postal Service lost \$8.5 billion in fiscal year 2010 – that equates to losing more than \$23 million every single day of the year. Mail volume has declined by 43.1 billion pieces in the past five years, from an all-time high of 213 billion in 2006 to 170 billion in 2010. The Postal Service, including the Rio Grande District, is doing everything possible to reduce costs and save money – which will involve consolidating operations wherever possible.

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- 2 -

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The Postal Service is an integral part of every community, and your input is appreciated. You may be assured that we will continue our efforts to meet the postal needs for your community and continue to provide our customers with the best service possible.

Sincerely,



Eliza Bustamante  
Consumer Affairs Representative

**Postal Service Customer Questionnaire**

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

<b>Postal Services</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Never</b>
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 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 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
- a. 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, ect.  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:

Retired

**RECEIVED**

**MAR 23 2011**

**POST OFFICE OPERATIONS  
ALAMO AREA**

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous 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

Name: Hazel Deen

Address: <sup>P.O.</sup> Box 66

Telephone: 361-588-6908

Date: 3/15/11

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.

Dear Consumer Affairs Manager



As a boxholder at Francitas my choice of the suggestions made is to keep the building and continue to have the mail delivered and picked up there. This would save the boxholders from having to change their addresses and also provide a secure central location for mail delivery and pick up.

The cost savings would be by either eliminating a full time postmaster or cutting hours or days of service. Boxholders could buy stamps by leaving a note and money in their present Post office box. Packages could also continue to be picked up there.

It is my hope that our mail service remains unchanged and keep Francitas on the map.

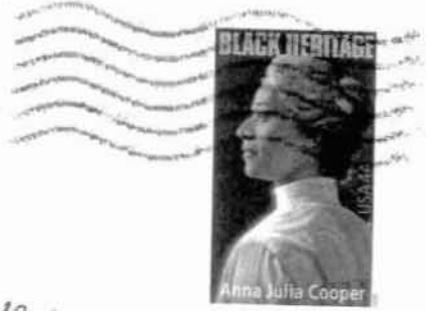
Sincerely

Narrow Sheer

Box 151

D. R. Green  
Box 151  
Francitas TX 77961

CORPUS CHRISTI  
TX 784 2 T  
23 MAR 2013 PM



Consumer Affairs Manager  
USPS Rio Grande District  
10410 Perren Bietel RD. Room 1045  
SAN ANTONIO, TEXAS 78284-9631

78284+9631



March 21, 2011

TO:  
Consumer Affairs Manager  
USPS Rio Grande District  
10410 Perren Bietal Rd. Room 1045  
San Antonio, Texas 78284-9631



USPS is conducting a study to close the Francitas, Texas Post Office due to financial difficulties. *We are protected by Federal Law to keep our post office open.*

What are the reasons Federal Law will allow a Post Office to shut down? USPS faces obstacles when closing any Post Office. Federal law only allows a Post Office to be shut down for maintenance problems, lease expiration, or other **NON MONETARY** reasons. USPS cannot close a Post Office for financial reasons. Congress would have to change the law in order to have USPS proceed in closing our community Post Office in Francitas, Texas.

My suggestions are to:

- #1 Keep our Post Office open by reducing the hours of operation.
- #2 Keep our Post Office open by reducing the days of service.
- #3 Keep our Post Office open by reducing both the hours of operation and days of service.

My wife and I do not want CBU service due to changing our box numbers. Delivery will not be the same. We do not want home delivery due to safety and security reasons. USPS study should show it will not be cost effective nor feasible to close our Francitas, Texas community Post Office.

We already have a good sound building to continue to have our mail delivered, *with no additional cost!!!* After USPS study is completed, please send us a copy of the study results.

THANK YOU,  
RAYMOND SALINAS Jr.  
PO BX 65  
Francitas, TX 77961

Raymond Salinas  
P.O. Box 65  
Francitas Tx. 77961

GERALD CHRISTI  
TX 294 1 L  
21 APR 2011 PM



CONSUMER AFFAIRS MANAGER  
USPS Rio Grande District  
10410 BERREN BIAL Rd. Room 1045  
SAN ANTONIO, TEXAS 78284-9631

78284-9631





TO CONSUMER AFFAIRS MANAGER USPS,

I HAVE ALREADY FILLED OUT AND SENT IN YOUR SURVEY A COUPLE OF DAYS AFTER I RECEIVED IT.

THIS IS TO FORTIFY MY COMMENTS ON THE SURVEY, IN THIS DAY AND TIME, "ALSO CAUTIONED BY THE USPS" OF MASS IDENTITY THEFT, IT WOULD BE EXTREMELY RECKLESS FOR THE USPS TO FORCE US IN FRANCITAS, OR ANYWHERE ELSE TO RECEIVE OUR MAIL IN A UNLOCKED, UNGUARDED METAL BOX ON THE SIDE OF THE ROAD ON A RURAL ROUTE. I REFUSE TO RECEIVE MY MAIL IN THIS MANNER, ONE THING THAT I HAVEN'T HEARD DISCUSSED, IS THAT IT IS AGAINST THE LAW FOR THE USPS TO CLOSE A POST OFFICE FOR FINANCIAL REASONS. MY CONGRESSMAN HAS BEEN CONTACTED ABOUT THE USPS' PLAN TO CLOSE THE FRANCITAS POST OFFICE. I KNOW THAT PRESENTLY I RECEIVE MY MAIL IN A P.O. BOX IN FRANCITAS, PROVIDED BY THE USPS AT NO CHARGE. I EXPECT TO CONTINUE TO DO SO! BEING THAT YOU ARE A U.S. GOVERNMENT AGENCY, THERE IS A FAIR CHANCE THAT  
(COVER)

YOU WILL IGNORE THE LAW AND  
CLOSE IT ANYWAY. SO I SPEAK FOR  
MYSELF AND EVERYONE I'VE TALKED  
TO, THAT I AND ALL THOSE OTHERS  
DEMAND THAT YOU OBEY THE LAW,  
OR AT THE VERY LEAST, PROVIDE US  
WITH A P.O. BOX IN LA WARD AT  
NO CHARGE.

THANK YOU,

Robert Sewell

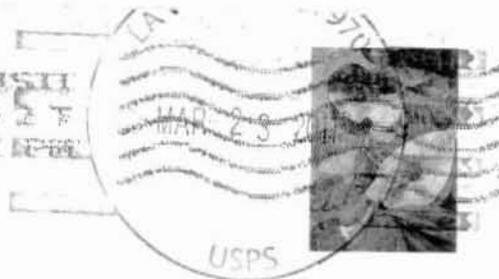
P.S.

I HAVEN'T FORGOTTEN USPS SCAM  
ON PURCHASING TRANSFERRED EMPLOYEE'S  
HOMES AT VERY INFLATED PRICES.

GET YOUR ACT TOGETHER AND  
FOLLOW THE LAW!

ROBERT SEWELL  
P.O. BOX 188  
FRANCITAS, TX. 77961

CORPUS CHRISTI  
TX 784 2 F  
MAR 23 2011



CONSUMER AFFAIRS MGR.  
USPS RIOGRANDE DISTRICT  
10410 PERREN BIETAL RD.

March 21, 2011



To whom it may concern:

I am writing this letter to protest the USPS closing of our local post office in Francitas, Texas 77961. The post office is the only store we have in our community and many people rely on this business. I personally send 2-3 packages per month and I always buy stamps from the local post office.

We are protected by Federal Law to keep our post office open. I do not know of any maintenance problems or lease expiration. USPS can not, by federal law close a post office for financial reasons. Congress would have to change the law to close completely.

My suggestions would be to reduce the hours of operation +/- close on Saturdays. Home delivery in a very rural area is not acceptable or safe, as we receive checks through the mail service.

Changing our address, thru CBV service would be a nightmare. Checks, bank accounts, magazines and credit card accounts would have to be notified.

Please consider keeping our postal service and office open to the public of Francitas. Thank You!!

for Keaton  
Box 175  
Francitas, TX 77961

CORPUS CHRISTI  
TX 784 1 T  
22 MAR 2011 PM



Ernesto Alfain Manager  
USPS Rio Grande District  
10410 Power Buietal Rd., Room 1045

San Antonio, Texas TX 78284-9631

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the FRANCITAS 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"/>
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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"/>
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**Other Postal Services**

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

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- 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, ect.  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:

\_\_\_\_\_

*Once a week when grocery shopping*

**RECEIVED**

**MAR 24 2011**

**POST OFFICE OPERATION'S  
ALAMO AREA**

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- 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 Port Lavaca  
 Personal needs Port Lavaca  
 Banking Port Lavaca  
 Employment Retired  
 Social needs Blessing Church

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

Name: RAYMOND SALINAS JR.

Address: P.O. BX 65 Francitas, TX 77961

Telephone: 361-588-7117

Date: March 5<sup>th</sup> 2010

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.

*See attached*

My suggestions are to:

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- #2 Keep our Post Office open by reducing the days of service.
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Raymond Salinas M.  
PO BX 65  
Francitas, TX. 77961

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**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"/> N/A
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 checked="" 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
- a. 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, ect.  YES  NO

If yes, please explain:

- d. Using public bulletin board  YES  NO

e. Other  YES  NO

If yes, please explain:

*WOULD LIKE TO SEE THIS SERVICE REINSTATED!*

*Sometimes take people to get their mail - cannot drive*

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:

*unless it is in another county, which is not a benefit to us.*

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

- Better
  Just as Good
  No Opinion
  Worse

If yes, please explain: I do not feel comfortable with leaving cash checks in my mailbox for stamps or other services. Not home all the time to buy stamps, etc.

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

- Shopping Edna, Bay City (Matagorda County)
- Personal needs " "
- Banking Edna
- Employment disabled
- Social needs only out to dinner ever so often. - stay home mostly

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

- Yes  No OUR POST OFFICE!!

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

- Yes  No

Name: Vicki & James Crawford

Address: P O BOX 104

Telephone: 361-522-0620

Date: 3-10-11

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.

3-10-11

I strongly disagree with closing our Post Office for the following reasons.

- A. 16 mile round trip to get mail at closest town - La Ward.
- B. We have several senior citizens that walk to P.O. because they can't drive, and use the walk for exercise.
- C. Convenience of post office for stamps, mailing parcels & receiving certified mail - would not always be home to do this with route carrier.
- D. Don't see the savings in closing Post Office to pay a route carrier.
- E. No security in leaving money in a mail box.
- F. The inconvenience of changing all our information on every bill, credit cards, drivers license, etc.
- G. The cost of buying and maintaining a mailbox.
- H. Cost of box in La Ward, ours are free, but would pay a yearly fee to keep our mail here.

JM Crawford

**Postal Service Customer Questionnaire**

Please check the appropriate box to indicate whether you used the FRANCITAS 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 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 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
- a. 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, ect.  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 previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous 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

Name: Jake + Vanessa Akin

Address: PO Box 121 Francitas, TX 77961

Telephone: 361-588-12320

Date: 3-6-2011

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.



March 21, 2011

To Whom It May Concern,

Not long ago I was talking to some friends after they returned from a trip to Hawaii, where they said they visited the smallest United States Post Office. I wondered if that was true, as I have seen some pretty small post offices in the area where I live! The statement made me think of the Post Office building that was used when I was growing up in Francitas, Texas. It was a very small building, but much loved by the residents. I remember my parents going in to "check the mail", and the groan we kids would make when we saw another car there. It meant that mom or dad was going to be a while visiting. Our Post Office building has since changed, but it being the center of our small community has not. It is the only place where residents of Francitas can communicate with each other and "keep up" with each other. I have worked in the Francitas Post Office as PMR, and witnessed first hand the responsibility of being the community informer. Other buildings have come and gone in our community, but the Post Office has been here through it all. That is one of the many reasons why I and many other Francitas residents are reluctant to see it go.

It has been proposed that the Francitas Post Office be closed due to low revenue, but I believe this is against regulations and a premature action. Other options have not been implemented to increase revenue or cut costs. For example, residents of Francitas would not object to cutting the hours of operation. Under proper management, I don't think the hours would have been increased originally. In addition, the current person in charge there does not always have the postage that residents need. In such cases, they are forced to travel to another post office to make their purchases. I believe the office is not managed properly and has not been for some time.

I urge you to not close the Francitas Post Office, but to make the needed improvements. Many of our residents are elderly and cannot travel to another post office or cannot afford to with increased gas prices. Please consider other options. Now that our residents know how important it is to purchase postage in their own community Post Office, I believe the revenue will increase (provided the postage is available to purchase).

Thank you for your attention and consideration.

Sincerely,

Vanissa Akin  
PO BOX 121  
FRANCITAS, TX 77961

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the FRANCITAS 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 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 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
- a. 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, ect.  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 previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

Better       Just as Good       No Opinion       Worse

If yes, please explain: NO SET TIME FOR DELIVERY.  
MAIL BOX WOULD BE TAKEN DOWN BY EARLY.

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

Shopping BAY CITY, TX

Personal needs BAY CITY, TX

Banking BLOSSING, TX

Employment \_\_\_\_\_

Social needs \_\_\_\_\_

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

Yes  No CHURCH SERVICE

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

Yes  No

Name: FRED JAIWEKA

Address: PO BOX 133 FRANCITAS, TX 77961

Telephone: 361-558-6826

Date: 3-7-2011

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.

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the FRANCITAS 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 type="checkbox"/>	<input checked="" 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
- a. 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. ect.  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 previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous 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

Name: FRANCITAS, CEMETERY

Address: P.O. BOX 134 FRANCITAS, TX 77961

Telephone: NONE

Date: 3-7-2011

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.

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the FRANCITAS 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 type="checkbox"/>	<input checked="" 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 checked="" 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
- a. Resetting/using postage meter  YES  NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms)  YES  NO *not available*
- b. Using for school bus stop  YES  NO
- c. Assisting senior citizens, persons with disabilities. ect.  YES  NO

If yes, please explain:

\_\_\_\_\_

- d. Using public bulletin board  YES  NO

- e. Other  YES  NO

If yes, please explain:

*Community Notices*

\_\_\_\_\_

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 previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service? *Perception is that it is worse & more costly*

- Better       Just as Good       No Opinion       Worse

If yes, please explain: *Irregular delivery schedule; ~~no~~ travel required to purchase/send stamps/packages; concerned that private ~~mail~~ mail box would be tampered with ~~personal data/info~~ personal data/info would be at risk for identity theft*

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? *N/A*

- Yes  No

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

- Yes  No

Name: Rhonda Jalufka-Verette

Address: P.O. Box 144

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

Date: 3-7-2011

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.

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the FRANCITAS 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"/>
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 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	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

**Nonpostal Services**

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities. ect.	<input checked="" type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

Friend, legally blind

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> 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:

About 2 times A wk in Howard & Blessing

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous 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 Bay City, Pass Thru Blessing
- Personal needs Bay City, " " "
- Banking Blessing
- Employment
- Social needs LAWARD + EDNA

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

Name: GLENN R. FRY

Address: P.O. Box 176 - CR. 448 - SITE 985

Telephone: 361-588-6669

Date: 3/12/2011

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.

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the FRANCITAS 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 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
- a. 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, ect.  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 previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous 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

Name: MARJORIE GREEN & MARJORIE BRYAN

Address: PO BOX 84 #33 AVE F

Telephone: 361-588-7067

Date: 3-15-11

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.

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the FRANCITAS 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 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 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 type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other Postal Services**

- a. Entering permit mailings  YES  NO
- a. 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, ect.  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 previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous 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 BAY City, El Campo, Edna, Victoria  
 Personal needs  
 Banking BAY City, Edna  
 Employment  
 Social needs

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

- Yes  No DON'T HAVE ANY

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

- Yes  No

Name: WR Joines

Address: P.O. Box 112 FRANCITAS, TX. 77961

Telephone: 361-872-2337

Date: 3-15-11

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.

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the FRANCITAS 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 checked="" type="checkbox"/>	<input type="checkbox"/> <u>As Needed</u>
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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> <u>As Needed</u>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <u>As Needed</u>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <u>As Needed</u>
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
- a. 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, ect.  YES  NO

If yes, please explain:

Yearly IRS Forms

- d. Using public bulletin board  YES  NO

- e. Other  YES  NO

If yes, please explain:

Checking for Community Updates

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:

Other offices do not open To Early AM - Already Closed 5:01 PM.

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous 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

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Personal needs

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Banking

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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

Name:

Fermin M. Castillo

Address:

PO Box 154

Telephone:

361-588-7385

Date:

3/6/2011

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.

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the FRANCITAS 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 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 - NEVER	<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 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
- a. 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, ect.  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:

*AS NATIONAL President of The Army Air Corps EN Listed Pilots Associations (world wide) we mail out <sup>many</sup> Hundreds of letters twice yearly listing Reunion dates and places of meetings.*

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous 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 El Campo  
 Personal needs Grocery store  
 Banking El Campo  
 Employment Retired  
 Social needs

North To El Campo from Francitas.

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 NA

Name: Brig/Gen Edwin F. Wenglar USAF Retired

Address: P.O. Box 187

Telephone: 361-872-2189

Date: 15 Feb 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.

**Postal Service Customer Questionnaire**

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

**Postal Services**

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input checked="" 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 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 type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" 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 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other Postal Services**

- a. Entering permit mailings  YES  NO
- a. 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. ect.  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 previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

- Better
  Just as Good
  No Opinion
  Worse

If yes, please explain: I don't like carrier delivery.

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

- Shopping Edna + Victoria + Port Lavaca no stores here to shop in
- Personal needs Edna + Port Lavaca nowhere to shop here.
- Banking Victoria no Banks here
- Employment
- Social needs

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

- Yes  No Post Office

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

- Yes  No

Name: Rose Garza

Address: 13 Phelps P.O. Box 162 Francitas Tx. 77961

Telephone: 361-237-8235

Date: 3-15-2011

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.

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the FRANCITAS 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 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
- a. 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, ect.  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 previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous 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 edna  
 Personal needs edna  
 Banking port lavaca  
 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

Name: Shelley Osburn

Address: PO Box 193 Francitas Tx, 77961

Telephone: 361-588-6214

Date: 3-15-11

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.

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the FRANCITAS 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 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 type="checkbox"/>	<input checked="" type="checkbox"/>

**Other Postal Services**

- a. Entering permit mailings  YES  NO
- a. 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, ect.  YES  NO

If yes, please explain:

- d. Using public bulletin board  YES  NO

- e. Other  YES  NO

If yes, please explain:

VOTER INFORMATION -

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 previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous 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 El Campo, TX
- Personal needs El Campo, TX
- Banking El Campo, TX
- Employment Retired
- Social needs El Campo, TX  
North from Francitas to El Campo

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

- Yes  No No local businesses

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

- Yes  No NA

Name: VIRGINIA R. WENGLAR

Address: P.O. Box 187 - 521 CR 452

Telephone: 361-872-2189

Date: 15 MARCH 2010

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.

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the FRANCITAS 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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>

**Other Postal Services**

- a. Entering permit mailings  YES  NO
- a. 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, ect.  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 previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous 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

Name: Jennifer Adams

Address: 410 AVE J P.O. Box 182 Francitas, Tx 77961

Telephone: 361-894-4401

Date: 3/15/11

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.

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the FRANCITAS 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 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 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
- a. Resetting/using postage meter  YES  NO

**Nonpostal Services**

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

Blessing + La Ward

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

Better       Just as Good       No Opinion       Worse

If yes, please explain:

Do Not Trust neighbors with the box not being secured.

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

Name: Jimmy Rodriguez

Address: PO BOX 61

Telephone: (979) 318-6624

Date: 3-15-2011

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.

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the FRANCITAS 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 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 type="checkbox"/>	<input checked="" type="checkbox"/>

**Other Postal Services**

- a. Entering permit mailings  YES  NO
- a. 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, ect.  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:

yes, but only once or twice a month

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous 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 Edna, Victoria (but usually at night)  
 Personal needs Edna, Victoria  
 Banking Edna  
 Employment \_\_\_\_\_  
 Social needs Edna, Victoria

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

- Yes  No (There are none)

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

- Yes  No

Name: Mary Frazier

Address: P.O. Box 217 Francitas, TX 77961

Telephone: 361-588-7337

Date: 3-15-11

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.

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the FRANCITAS 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 checked="" 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 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 type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other Postal Services**

- a. Entering permit mailings  YES  NO
- a. 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, ect.  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:

GO PAST THE BLESSING, TX. POST OFFICE GOING TO WORK,

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous 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 BAY CITY, TX & PORT LAVACA, TX.  
 Personal needs BLESSING, BAY CITY, & PORT LAVACA, TX.  
 Banking BLESSING & PORT LAVACA, TX.  
 Employment BAY CITY, TX.  
 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

Name: CAROL D. MAGEE

Address: P.O. BOX 186 - FRANCITAS, TX. 77961-0186

Telephone: 979-216-6805

Date: 03-15-2011

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.

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the FRANCITAS 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 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 checked="" 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 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
- a. 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, ect.  YES  NO

If yes, please explain:

- d. Using public bulletin board  YES  NO

- e. Other  YES  NO

If yes, please explain:

meetings & announcements

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:

La Ward

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous 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 Bany City, TX  
 Personal needs  
 Banking  
 Employment ~~school~~ school - Pottawaca TX  
 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

*We have no other local business for our town.*

Name:

Kathe Valentine

Address:

P.O. Box 94 / 387 Ave S

Telephone:

361-655-1486

Date:

3-15-2011

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.

Postal Service Customer Questionnaire

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

**Postal Services**

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" 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 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
- a. 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, ect.  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:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous 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 *THERE ARE NONE*

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

Yes  No

Name:

*DARVIN GREEN*

---

Address:

*BOX 151      77961*

---

Telephone:

---

Date:

*3-7-11*

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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.

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the FRANCITAS 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 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
- a. 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. ect.  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:

Louvard on way home + Edna where I work

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous 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 Edna, Victoria, El Campo, Palacios  
 Personal needs same as above  
 Banking Edna  
 Employment Edna  
 Social needs Edna, Victoria, El Campo, Palacios

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

Name:

Mary & Jeremy Gaubatz

Address:

PO Box 113 Francitas TX 77401

Telephone:

361-235-0700

Date:

3-9-11

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.

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the FRANCITAS 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 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
- a. 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, ect.  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 previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous 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 \_\_\_\_\_
- Any where*

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

Name: Steven Walleck

Address: P.O. Box 83 Francitas TX 77961

Telephone: 979-479-2017

Date: 3-5-11

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.

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the FRANCITAS 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 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
- a. 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, ect.  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 previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous 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 EDNA + VICTORIA  
 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

Name: KO + MARGIE GRIFFITH

Address: P O BOX 122 CR 460

Telephone: 361-872-2162

Date: 3-9-11

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.

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the FRANCITAS 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 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 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
- a. 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, ect.  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:

Blessing Lopez 77419

**RECEIVED**

**MAR 15 2011**

**POST OFFICE OPERATION'S  
ALAMO AREA**

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous 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

Name:

*Helen Telakouss*

---

Address:

*P.O. Box 63 Francitas Texas 77961*

---

Telephone:

*361-588-6892 Home - 361-588-6623 Work*

---

Date:

*3-10-2011*

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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.

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the FRANCITAS 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 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 type="checkbox"/>	<input checked="" type="checkbox"/>

**Other Postal Services**

- a. Entering permit mailings  YES  NO
- a. 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. ect.  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:

RECEIVED  
 MAR 15 2011  
 POST OFFICE OPERATION'S  
 ALAMO AREA

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous 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

Name: 21040 M Holloway

Address: 209 AND 117 - COUNTY 4491

Telephone: 1361-588-2057

Date: 3-11-2011

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.

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the FRANCITAS 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> <i>coc</i>
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
- a. 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, ect.  YES  NO

If yes, please explain:

our church services and member and the community help out. *Senior citizens attend*

- d. Using public bulletin board  YES  NO

- e. Other  YES  NO

If yes, please explain:

and the community above services *use it to notice members*

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 previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

- Better
  Just as Good
  No Opinion
  Worse

If yes, please explain: It is a public place where any one is welcome and having a mail box would increase the risk of lost or stolen mail and vandalism

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

- Shopping N/A Blessing, TX  
 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

Name: Francitas Church of Christ

Address: P.O. Box 143 Francitas, TX 77961

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

Date: 3-7-11

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.

Please do not close Francitas Post office. Without a Post Office there will not be a town and the Church will lose its name.

Thank You.

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the FRANCITAS 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 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
- a. 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, ect.  YES  NO

If yes, please explain:

N/A

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

If yes, please explain:

to all volunteers and their residents. EVFD post notices

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:

N/A

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

- Better
- Just as Good
- No Opinion
- Worse

If yes, please explain: It does not compare ... delivery service would cost USPS more. Mail would be lost or stolen and mailboxes would be vandalized. Not a good 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 Blessing, TX
- No  Personal needs
- No  Banking
- No  Employment
- No  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

Name: Francitas Vol. Fire Department

Address: P.O. BOX 126, Francitas, TX 77961

Telephone: (361) 588 - 7300

Date: 3-7-11

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.

USPS is a vital part to the Francitas Vol. Fire Department. Without the post office we cannot warn the community of FIRE Satty. The post office make (literally) what Francitas is and it is the only place where the community comes together. Without it the FVFD will disapear.

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the FRANCITAS 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 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 type="checkbox"/>	<input checked="" type="checkbox"/>

**Other Postal Services**

- a. Entering permit mailings  YES  NO
- a. 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, ect.  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 previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

- Better
  Just as Good
  No Opinion
  Worse

If yes, please explain: I HAVE A GENUINE CONCERN FOR THE SECURITY OF MY MAIL ON A RURAL DELIVERY ROUTE.

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

- Shopping BLESSING  
 Personal needs  
 Banking BLESSING PALALIOUS  
 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

Name: RONALD GROSSMAN

Address: 4173 CR 445 P/O BOX 152 FRANCITAS TX 77961

Telephone: 979-578-1039

Date: 9 MARCH 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.

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the FRANCITAS 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 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
- a. 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, ect.  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:

on the way to school for my children

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

Better       Just as Good       No Opinion       Worse

If yes, please explain:

I need things for that day and have  
the postmaster, if general delivery, I would have to  
wait for what I needed.

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

Shopping Edna

Personal needs Vanderbilt

Banking Edna

Employment

Social needs Blessing

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

Name:

Karen, Allen Taylor

Address:

PO Box 156 Cord 450 Francitas, Tx

Telephone:

361-872-2157

361 781 2442

Date:

3/8/11

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.

Postal Service Customer Questionnaire

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

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" 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"/>

AS NEEDED

Other Postal Services

- a. Entering permit mailings  YES  NO
- a. 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, ect.  YES  NO

If yes, please explain:

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

If yes, please explain:

I'M NOT AT HOME ALL YEAR, MY CG. BOX MAINTAINS THE

SAFETY OF MY 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:

NOT VERY OFTEN.

I WILL NOT ACCEPT MY MAIL AT MY HOME, I'M GONE TOO OFTEN TO INSURE MY IDENTITY DOES GET STOLEN OR MY HOME DOESN'T GET ROBBED DUE TO MAIL BUILD UP IN A RURAL MAIL BOX,

If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think ~~carrier~~ route delivery service compares to your previous service?

- Better
- Just as Good
- No Opinion
- Worse

If yes, please explain: POST OFFICE IS THE ONLY WAY I'M ABLE TO PROTECT MY MAIL, DUE TO THE TIME I'M AWAY FROM HOME.

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
- I USE } WHERE EVER I'M CLOSEST  
AUBANKING } TO WHEN THE NEED  
N/A } ARRISES.

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

- Yes
- No THERE ARE NONE

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

- Yes
- No

Name: ROBERT SEWELL

Address: P.O. Box 188, FRANCITAS, TX. 77961

Telephone: 361-872-2405

Date: 3/5/11

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.

I AM FIRMLY AGAINST PUTTING ME ON A RURAL ROUTE AND CLOSING MY POST OFFICE, UNLESS YOU PROVIDE ME WITH A FREE BOX IN LA WARD.

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the FRANCITAS 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 type="checkbox"/>	<input checked="" 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 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 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
- a. 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, ect.  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:

**RECEIVED**  
**MAR 17 2011**  
POST OFFICE OPERATION'S  
ALAMO AREA

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous 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

Name:

Jimmy Rodriguez III

Address:

P.O. Box 142

Telephone:

979 240 6305

Date:

5/15/17

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.

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the FRANCITAS 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"/>
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 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 type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other Postal Services**

- a. Entering permit mailings  YES  NO
- a. 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, ect.  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 previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous 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 Victoria, Edna, Bay City, TX  
 Personal needs " " "  
 Banking Bay City TX  
 Employment Retired  
 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

Name:

Jayne Green

Address:

P.O. Box 62, Francitas, TX 77961

Telephone:

361-588-6880

Date:

3-4-2011

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.

Postal Service Customer Questionnaire

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

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps <i>if she was available</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters <i>when they are to go South</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels <i>when they are to go South</i>	<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 <i>never use</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders <i>never use</i>	<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 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 <i>if told when have them</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

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

Nonpostal Services

- a. Picking up government forms (such as tax forms)  YES  NO *never available*
  - b. Using for school bus stop  YES  NO
  - c. Assisting senior citizens, persons with disabilities, ect.  YES  NO
- If yes, please explain: notification of who needs what

- 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: Blessing TX Post Office

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

- Better
  Just as Good
  No Opinion
  Worse

If yes, please explain: Package + Special Letter Delivery

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

- Shopping there is nothing but the Post  
 Personal needs Office + File Deptn building  
 Banking in my community  
 Employment \_\_\_\_\_  
 Social needs \_\_\_\_\_

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

- Yes  No None available

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

- Yes  No

Name: Aven Rhoades Jackson Francitas  
 Address: P.O. Box 97 or 772<sup>1/2</sup> Cord Rd 448 77961  
 Telephone: 361-588-7424 home or 361-588-6500 Business  
 Date: 3/4/11 closed Mon + Tue

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.

Tom Billington  
Manager, Post Office Operations  
1 Post Office Dr  
San Antonio TX 78284-9993

Tom,

The Number one reason that you have stated in your letter for the closure of our post office is a direct result of the person (Anna) who is operating our post office now.

When you walk in the door of our post office, the counter where the sales of items are made is directly to the left of the boxes. Anna is never there. To be waited on you must either ring a bell or call out to her. When she does finally come out to wait on you she gives a person the feeling that you are inconveniencing her to do so. I realize that she has an office in the back where she has paperwork to do but usually when I go in and force her to come out to wait on me she is talking on her cell phone.

She never knows what stamps she has for sale and must always get them out of the safe to see what she has. She is also very poor at remembering to take the United States flag down in the evenings. I soon got tired of stopping and taking it down for her and putting it in my mailbox for her to find.

Anna has been the Officer In Charge of our Post Office numerous times over the last 10 – 15 years and every time she is in charge we are threatened with the closure of the office. I would think that this alone would tell the Post Office that she does not promote the sale of items.

When Melanie had the Post Office (she is the Postmaster now at the LaWard office) she would always let me know what new stamps were coming out and keep a sheet or two for me to buy after they were available for sale. Melanie usually had a poster hanging of the latest stamps the post office was offering. Anna does not in any way try to sell items like stamps or packaging or anything else. Melanie would talk to us Anna does not.

This post office is the only thing besides the fire department building that gives Francitas any substance. I really feel that it is unfair to keep threatening us with closure. It is the only place that the elderly have in our community to come and visit and with a caring postmaster in charge the best and only place to find out what is happening in the area.

To ask us to drive 15.8 miles to receive our mail is something I will not do. I will pick all my mail up in Blessing first.

Mailing Packages – When mailing a package, how do we know what the postage will be? Sure I can weigh my package and then go online to figure out the postage but the majority of the customers here don't have that option. Also, how will we receive packages too big for our mailbox?

Purchasing Stamps by Mail - Where do you get this Form 3227-R? Online? Then there is the same problem as before. The elderly don't have computers. How can the order be processed immediately? The carrier takes the time to see if they are carrying the stamps that are needed?

Purchasing postal Money Orders - We are expected to wait at our mail box until the carrier arrives? What is they are down the road looking for the stamps that the previous customer wanted. How would you know when they will get to your mail box?

Special Services - I estimate that it would take a minimum of two probably three days to receive these letters. Day one-you would get the notification in the mail, day two-you would put the notification back in your mail box. If the carrier had not removed the special letter from their 'to be delivered' mail then they would take the signed notification and put the special letter in your box. If they didn't have the letter then it would be day three before you got the special letter.

Holding Mail - What Post Office would we have to go have our mail placed on hold. La Ward?

One more thing - where is the space that will be needed to sort our mail out before delivery. The La Ward Post Office is not very large will it be able to handle the added volume of the Francitas mail?

Could we keep our Post Office open and just not have an attendant there for all the extra hours?

Sincerely,  
Aven Rhoades  
P O Box 197  
772 Jackson Co Rd 448  
Francitas TX 77961  
361-588-7424 home  
361-588-6500 business closed Mon & Tue

**Postal Service Customer Questionnaire**

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

**Postal Services**

	Daily	Weekly	Monthly	Never
a. Buying Stamps <i>if he was misable + I didn't have to get her attention</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters <i>when they are to go south</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels <i>when they are to go south</i>	<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 checked="" type="checkbox"/>
f. Buying money orders <i>seldom use</i>	<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 <i>seldom use</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail <i>seldom use</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material <i>if I was kept informed of new stamps that are available in the office</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Other Postal Services**

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. <i>not necessary when you have to go to a post office to mail your letters</i> Resetting/using postage meter <i>any way</i>	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

**Nonpostal Services**

a. Picking up government forms (such as tax forms) <i>none available</i>	<input type="checkbox"/> YES	<input type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, ect.	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
If yes, please explain: <i>a meeting place for getting your mail</i>	<hr/>	
d. Using public bulletin board <i>now that we have one</i>	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO
If yes, please explain:	<hr/>	

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:

*I have a shop in Blessing & go there daily*

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

- Better
  Just as Good
  No Opinion
  Worse

If yes, please explain: not as secure, ability to send & receive packages & to receive 'business' letters

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

- Shopping All of the above since the  
 Personal needs Post Office is all we have.  
 Banking \_\_\_\_\_  
 Employment \_\_\_\_\_  
 Social needs \_\_\_\_\_

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

- Yes  No none available

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

- Yes  No none available

Name: The Book Barn

Address: P. O. Box 82 Francitas

Telephone: 361-588-7424

Date: 3/5/11

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.

will our zip code change?  
Making Francitas cease to exist at all?

Tom Billington  
Manager, Post Office Operations  
1 Post Office Dr  
San Antonio TX 78284-9993

Tom,

The Number one reason that you have stated in your letter for the closure of our post office is a direct result of the person (Anna) who is operating our post office now.

When you walk in the door of our post office, the counter where the sales of items are made is directly to the left of the boxes. Anna is never there. To be waited on you must either ring a bell or call out to her. When she does finally come out to wait on you she gives a person the feeling that you are inconveniencing her to do so. I realize that she has an office in the back where she has paperwork to do but usually when I go in and force her to come out to wait on me she is talking on her cell phone.

She never knows what stamps she has for sale and must always get them out of the safe to see what she has. She is also very poor at remembering to take the United States flag down in the evenings. I soon got tired of stopping and taking it down for her and putting it in my mailbox for her to find.

Anna has been the Officer In Charge of our Post Office numerous times over the last 10 – 15 years and every time she is in charge we are threatened with the closure of the office. I would think that this alone would tell the Post Office that she does not promote the sale of items.

When Melanie had the Post Office (she is the Postmaster now at the LaWard office) she would always let me know what new stamps were coming out and keep a sheet or two for me to buy after they were available for sale. Melanie usually had a poster hanging of the latest stamps the post office was offering. Anna does not in any way try to sell items like stamps or packaging or anything else. Melanie would talk to us Anna does not.

This post office is the only thing besides the fire department building that gives Francitas any substance. I really feel that it is unfair to keep threatening us with closure. It is the only place that the elderly have in our community to come and visit and with a caring postmaster in charge the best and only place to find out what is happening in the area.

To ask us to drive 15.8 miles to receive our mail is something I will not do. I will pick all my mail up in Blessing first.

Mailing Packages – When mailing a package, how do we know what the postage will be? Sure I can weigh my package and then go online to figure out the postage but the majority of the customers here don't have that option. Also, how will we receive packages too big for our mailbox?

Purchasing Stamps by Mail - Where do you get this Form 3227-R? Online? Then there is the same problem as before. The elderly don't have computers. How can the order be processed immediately? The carrier takes the time to see if they are carrying the stamps that are needed?

Purchasing postal Money Orders - We are expected to wait at our mail box until the carrier arrives? What is they are down the road looking for the stamps that the previous customer wanted. How would you know when they will get to your mail box?

Special Services - I estimate that it would take a minimum of two probably three days to receive these letters. Day one-you would get the notification in the mail, day two-you would put the notification back in your mail box. If the carrier had not removed the special letter from their 'to be delivered' mail then they would take the signed notification and put the special letter in your box. If they didn't have the letter then it would be day three before you got the special letter.

Holding Mail - What Post Office would we have to go have our mail placed on hold. La Ward?

One more thing - where is the space that will be needed to sort our mail out before delivery. The La Ward Post Office is not very large will it be able to handle the added volume of the Francitas mail?

Could we keep our Post Office open and just not have an attendant there for all the extra hours?

Sincerely,

The Book Barn  
P.O. Box 82  
Ann Rhoaden  
Francitas TX 77961  
361-588-7424

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the FRANCITAS 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 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 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 checked="" 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
- a. 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, ect.  YES  NO

If yes, please explain: N/A

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

If yes, please explain: The USPS is a central part of our live, which we use to inform of community activities.

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: It is very inconvenient to stop other places than stopping right at home. USPS is the central (Heart) of the town and needs to stay open. Although we do pass other USPS

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

- Better       Just as Good       No Opinion       Worse

If yes, please explain: It would cost the USPS more money to deliver to each house. We are a rural community in which making findings home hard to locate. Mail would get lost, stolen or damage by farm equipment.

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

- Shopping Depending where I need to go
- Personal needs 11
- Banking Blossing
- Employment Wadsworth
- Social needs Depending where I need to go

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 — they would not exist because USPS would close.

Name: Ashley, Carolina + Cecilia Jalufka

Address: P.O. BOX 163, Francitas TX 77961

Telephone: (361) 588-7369

Date: 3-7-11

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.

Dear USPS,

The post office is a central (heart) of the Francitas community. All or any activity goes through the USPS.

- Voting information
- Community information
- Church information
- USPS Purchases
- Francitas Vol. Fire Department Info + Service
- Cemetery Information

Its the USPS store and surrounding location that unites and brings this community together.

Without it the town would not exist (literally). People would not come around. Elderly people would be forced to travel great distances (which most cannot due).

The USPS should consider changing their staff to someone who can provide better service, therefore boosting sales.

Closing your store is not the answer to your budget problem (although it only takes away .7% of your annual revenue). I am sure you can close other USPS stores that will not effect the community and help your revenue.

If you close FRANCITAS, you close the USPS, the Fire Department, Churches, Cemetery and the community itself.....

A tremendous impact on a town  
that barely puts a dent in your budget -

Please consider that!

### Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the FRANCITAS Post Office on 03/01/2011. Additionally, during the survey period, questionnaires were available at the FRANCITAS Post Office to walk-in retail customers.

1. **Number of Questionnaires**

Total questionnaires distributed	<u>66</u>
Favorable to proposal	<u>0</u>
Unfavorable to proposal	<u>9</u>
Expressing no opinion	<u>22</u>
Total questionnaires received	<u>31</u>

## Postal Concerns

The following postal concerns were expressed

1. **Concern (No Opinion):**  
Customers expressed concern for loss of community identity  
**Response:**  
You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
2. **Concern (No Opinion):**  
Customers expressed concern over a postal representative not being customer oriented  
**Response:**  
You expressed concern over a postal representative not being customer oriented. 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 (No Opinion):**  
Customers expressed concern over the dependability of rural route service  
**Response:**  
You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.
4. **Concern (No Opinion):**  
Customers were concerned about mail security  
**Response:**  
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.
5. **Concern (No Opinion):**  
No Concern  
**Response:**
6. **Concern (No Opinion):**  
You were concerned about having to travel to another post office for service  
**Response:**  
You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
7. **Concern (UnFavorable):**  
Customers expressed concern about misdelivered mail  
**Response:**  
You expressed a concern about misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. 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):**  
Customers expressed concern for loss of community identity  
**Response:**  
You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
9. **Concern (UnFavorable):**  
Customers expressed concern over the dependability of rural route service  
**Response:**  
You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

**Concern (UnFavorable):**



### USPS COMMUNITY MEETING

DATE: 3/15/11      POST OFFICE: FRANCITAS PO      MEETING LOCATION: FRANCITAS VOLUNTEER FIRE DEPT      TOTAL ATTENDANCE: 45

Name	Title	Company/ Organization	Phone	E-Mail
Fred Jakob			361-586-6876	
Rob Grossman			979-5781039	RGRAKUN@AOL.COM
Jim Rodriguez			979-318-6624	'
FRED DORR			361-484-0823	HFreddorr@yahoo.com
Ester Rodriguez			977-240-0815	
Melanie Rodriguez				
Amy Rodriguez			979-943-1399	
Vanissa Akin			361-588-6320	
Cherr FRY			361-388-6669	
Jennifer Adam			361-894-4404	jentl.adams31@yahoo.com
Kath Valentine			361-8655-1486	tazebutterfly782@yahoo.com
JONATHAN ASKANATHY			361-656-0457	cbn688rccowboy@yahoo.com
Chase Holab			979-637-1143	chaseholabforms@gmail.com
Allegra Petersen			361-588-7653	dkeynp@yahoo.com
Ashley Jakob			361-588-7369	Saluski@hotmail.com
Brian Petersen			361-588-7653	Petersha@lwi.com
Katy Akin			361-588-6320	
Kayson Petersen			585 7653	
Jackie Akin			588-6326	
Emily Castillo			284-3582	



**USPS COMMUNITY MEETING**

DATE

3/15/11

POST OFFICE:

FRANCITAS

MEETING LOCATION:

FRANCITAS VOLUNTEER FIRE DEPT

TOTAL ATTENDANCE:

45

Name	Title	Company / Organization	Phone	E-Mail
Debra Douglas	Commissioner	USPS Pearlman	552-3646	
John Douglas	Commissioner	Jackson County OR	361-781-2251	
Debra Douglas	Commissioner	USPS Douglas	361-872-2337	
Karen Paterica	Postmaster	Lasalle OR	361-992-1067	
Fernando Castro	Resident	Lasalle OR	550-7885	
Debra Douglas	Resident	Francitas, TX	361-2021	
Ann Rhoades	Resident	Francitas TX	361-588-7429	erhoades@wildblue.net
John Rhoades	Resident	Francitas TX	361-588-6892	
Yvonne Brown	Resident	"	361-588-1301	
Debra Douglas	Resident	"	"	
JAMES ALLEN	RESIDENT	FRANCITAS, TX	361-588-6320	
Daphne Green	Resident	Francitas TX	979-291-1582	
Debra Douglas	Resident	Francitas, TX	361-588-6826	
Maya Strayer	Resident	Francitas, TX	361-588-7337	
Jim Strayer	Res.	Francitas, TX	361-588-7377	
Kendrick Wells	Newsman	Jackson County, Health-Town	361-762-3547	
Debra Douglas	Newsman	Retired.	361-872-2189	edwenglar@latkond.net
E.D. Magee	Salvaman	W.R. Mount	979-240-5865	
Carolina Motta	Resident	Francitas, TX	361-588-7369	cmjiaz@hotmail.com
Steve W. Waller	Resident	Francitas, TX	979-479-2017	
Jo Carre	Resident	Francitas, TX	361-237-8235	

45

## 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):**  
Does amount of junk mail help or hurt PO?  
**Response:**
2. **Concern (UnFavorable):**  
Customers inquired about mailbox installation and maintenance  
**Response:**  
You expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and support.
3. **Concern (UnFavorable):**  
Customers were concerned about mail security  
**Response:**  
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.
4. **Concern (UnFavorable):**  
Customers expressed concern for loss of community identity  
**Response:**  
You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
5. **Concern (UnFavorable):**  
If boxes are put at houses, then it would cost county money to mow around boxes patch roads.  
**Response:**
6. **Concern (UnFavorable):**  
Give us a chance to make it better before closing the office  
**Response:**
7. **Concern (UnFavorable):**  
PO should look at what it can do better in the survey not what can we do not to close.  
**Response:**
8. **Concern (UnFavorable):**  
You were concerned about having to travel to another post office for service  
**Response:**  
You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
9. **Concern (UnFavorable):**  
Customer expressed a concern about the length of time it took to forward your mail  
**Response:**  
You expressed a concern about the length of time it took to forward your mail. You may pick up address change notice post cards at the post office that can be mailed to your correspondents listing your correct new mailing address. As your correspondents use your correct mailing address there will no longer be a requirement that your mail goes through our forwarding system.
10. **Concern (UnFavorable):**  
Customers questioned the economic savings of the proposed discontinuance  
**Response:**  
You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than

maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

11. Concern (UnFavorable):  
Customers inquired about mailbox installation and maintenance  
Response:  
You expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and support
12. Concern (UnFavorable):  
Does buying on line give credit to Francitas?  
Response:
13. Concern (UnFavorable):  
Can we pay box rent here, put a stamp machine in to avoid having to drive to LaWard?  
Response:
14. Concern (UnFavorable):  
It may be only 100 PO boxes but it affects several hundred people  
Response:
15. Concern (UnFavorable):  
How can we inform our Postmaster of what we need?  
Response:
16. Concern (UnFavorable):  
If PO closes will be given an option to have hours delivery vs CBU's?  
Response:
17. Concern (UnFavorable):  
Francitas Post Office does not have stamps available that I need like postcard stamps, and rolls of stamps.  
Response:
18. Concern (UnFavorable):  
Why is it our fault if the PO does not stock items that we need?  
Response:
19. Concern (UnFavorable):  
Whose decision was it to take the copier out?  
Response:
20. Concern (UnFavorable):  
Need laws changed in congress to help PO, like prefunding retiree benefits.  
Response:
21. Concern (UnFavorable):  
How much money do unions pay to PACS?  
Response:
22. Concern (UnFavorable):  
Why doesn't PO get Government Bailout money?  
Response:
23. Concern (UnFavorable):  
How would curb delivery to house be cost effective?  
Response:
24. Concern (UnFavorable):  
Can Post Office consumer Affairs address be at PO?  
Response:
25. Concern (UnFavorable):  
Will emails address provided be used to communicate information?  
Response:
26. Concern (UnFavorable):  
Customers questioned the economic savings of the proposed discontinuance  
Response:  
You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
27. Concern (UnFavorable):  
Customers expressed concern for loss of community identity

**Response:**

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

28. **Concern (UnFavorable):**  
What is a substantial amount of time for the study?

**Response:**

You inquired about building a new facility or a mobile unit. New construction or the placement of a mobile unit or trailer is not feasible when regular and effective service can be provided by more cost-effective alternatives, such as rural delivery.

29. **Concern (UnFavorable):**  
What kind of warning will we get if we close?

**Response:**

**Concern (UnFavorable):**

30. How would alternate delivery save money. Would reducing hours save money? Would a mailbox at house be an alternate delivery?

**Response:**

**Concern (UnFavorable):**

31. What about franking privileges for Congress? Would that save money?

**Response:**

**Concern (UnFavorable):**

32. Would mail go to LaWard or Blessing if PO closed?

**Response:****Nonpostal Concerns**

03/17/2011

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

If you would like an opportunity to discuss alternatives with us, a postal representative will be at on 03/15/2011 from to to answer questions and provide information about our service.

If you have any questions, you may contact Ronald Lee at (210) 368-1747.

Thank you for your assistance.

Sincerely,

Tom Billington  
Manager, Post Office Operations

## SAVE the United States Postal Service (USPS) in Francitas, TX

**Target:** Mr. Tom Billington (USPS POOM), Mr. Manuel Arguello (USPS District Manager), Mrs. Ellis Burgoyne (USPS Vice-President of Southwest) and Mr. Ron Paul, Congressman.

**Region:** Francitas, TX, Jackson CO.

### Background:

The United States Postal Service has informed our community that Francitas Post Office is looking to close its doors. The community does not want to see this Post Office closed and will take the necessary actions to keep it opened. Established in 1911 with Hardy, Chas O. named as the first Postmaster on January 26<sup>th</sup>, the Francitas Post Office represents great and historical importance to the community.

As you know, current law prohibits the Postal Service from closing or consolidating a Post Office "solely for operating at a deficit, it being the specific intent of the Congress that effective postal services be insured to residents of both urban and rural communities" [Section 101 (b) of Title 39 of the U.S. Code.]

It is also important to note that, according to the Postal Regulatory Commission, maintaining **ALL** small and rural Post Offices amounts to less than **0.7%** of the Postal Service's operating budget. If the USPS closes, a rural route service would be needed, therefore, creating more costs because rural carriers are paid by delivery and incur cost of maintenance and gas, etc. The USPS is also contributing to problems with the "greenhouse gas emissions", by forcing Francitas community members to travel great distances for their postal service needs. The USPS is also discriminating against poor and elderly citizens that have no mode of transportation and will have to travel great distances to get to a Post Office. In conclusion; if the USPS decides to close; the Francitas community will lose our community identity and soon disappear.

<p>We, the undersigned, oppose the closure of the United States Postal Service (USPS) in Francitas, TX and call upon USPS Executives and Mr. Congressman Ron Paul to reconsider and hope you will aggressively help us fight to protect the Francitas Post Office.</p>
--

(Signed forms attached)

## SAVE the United States Postal Service (USPS) in Francitas, TX

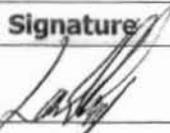
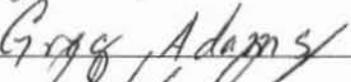
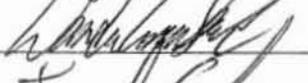
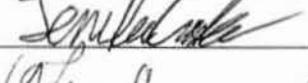
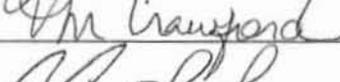
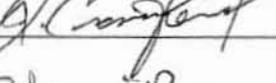
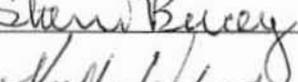
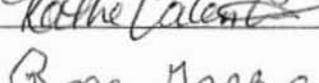
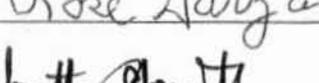
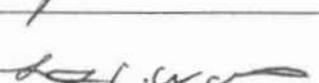
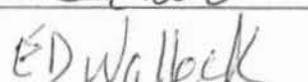
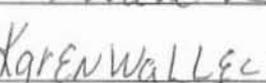
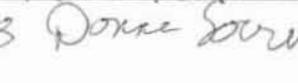
Petition summary and background	Established in 1911, the community does not want to see the post office closed. Based on Sec. 101(b) of Title 39 of the U.S. Code, prohibits the postal service from closing or consolidating a Post office. Especially when it amounts to 0.7% of the Postal Service's operating budget.
Action petitioned for	We, the undersigned, oppose the closure of the USPS in Francitas, TX and call upon USPS Executives and Mr. Congressman Ron Paul to reconsider and hope they will aggressively help us fight to protect the Francitas Post Office.

	Printed Name	Signature	Address	Comment	Date
1.	Deyanira Rdz		PO Box 142	Please do not close post office	03-06-11
2.	Jimmy Rodriguez		P.O. Box 142	Please do not close post office	3/6/11
3.	Dustin McKinney		PO Box 114	Please do not close the post office	3/6/11
4.	Jesse Rodriguez		P.O. Box 132	Keep P.O.	3/6/11
5.	Amy Rodriguez		PO. Box 132	Keep P.O. open!	3/6/11
6.	Ester Rodriguez		PO-Box 61	Keep Open	3/6/11
7.	Melanie Rodriguez		PO BOX 114 24197 Pleasanton Rd. San Antonio, Tx. 78264	Keep open!	3-6-11
8.	Greg Verette				3-6-11
9.	Jimmy Rodriguez		P.O. Box 61		3-6-11
10.	Shelley Osburn		PO Box 193	Keep open	3-6-11
11.	Dezi Johnson		PO BOX 193		3-6-11
12.	Francitas Vol. Fire Department	Francitas Vol. Fire Department 	P.O. BOX 126 Francitas, TX 77961	Keep it open	3-6-11

*Carolina Jalufky*  
FVFD Secretary

Printed Name	Signature	Address	Comment	Date
13. Karen Taylor	<i>Karen Taylor</i>	P.O. Box 156 Francitas	Use the convenience of the PO	3-11-11
14. M/ia Taylor	<i>M/ia Taylor</i>	P.O. BOX 156 Francitas	11	3-11-11
15. Craig Turner	<i>Craig Turner</i>	P.O. Box 142 Francitas		3-11-11
16. Jani Turner	<i>Jani Turner</i>	P.O. Box 124 Francitas		3-11-11
17. Cindy Elvitt	<i>Cindy Elvitt</i>	P.O. Box 876 Francitas	My child lives in Francitas	3-11-11
18. EDDIE EVERETT	<i>EDDIE EVERETT</i>	PO BOX 876 FRANCITAS	11	3-11-11
19. Jon Sappington	<i>Jon Sappington</i>	PO Box 281 Vanderb. H	Church gets mail here	3-13-11
20. Mike Griffith	<i>Mike Griffith</i>	2087 CR 418 GARDNO, TX	church receives mail here	3-13-11
21. PAUL MATHESEK	<i>Paul Mathesek</i>	3922 FM. 7345 EDWYN, TX		3-13-11
22. ANNE'S ARND	<i>Anne's Arnd</i>	173 FRANCITAS, TX 77961		3-13-11
23. Chelsea Rodriguez	<i>Chelsea Rodriguez</i>	P.O. Box 101 Francitas, TX.		3/13/2011
24. Hazel Allen	<i>Hazel Allen</i>	P.O. Box 101 Francitas, TX		3/13/11
25. Bruce Allen	<i>Bruce Allen</i>	Vanderb. H, TX 77961		3/13/11
26. James Allen	<i>James Allen</i>	Bay City, TX 77414		3/13/11
27. Laurie Spear	<i>Laurie Spear</i>	FRANCITAS, 77961		3/13/11
28. Baptist Church	<i>Baptist Church</i>	FRANCITAS & 77961	Church Receives Mail Here	3/13/11
29. Delaine Briscoe	<i>Delaine Briscoe</i>	P.O. Box 107 Francitas, TX 77961	Business here	3/13/11

	Printed Name	Signature	Address	Comment	Date
30.	Marjorie Green	Marjorie Green	P.O. BOX 84 Francitas TX 77961	Please keep it open	3-6-11
31.	Joyce E GREEN	Joyce Green	P.O. Box 82 FRANCITAS TX	Go go - Roadcut Please keep open	3-6-11
32.	Helen Feldhausen	Helen Feldhausen	P.O. BOX 63 FRANCITAS TX 77961	all my life Please keep open	3-6-11
33.	Aven Rhoads	Aven Rhoads	P.O. BOX 97 FRANCITAS TX	Keep Open	3-6-11
34.	Aven Rhoads	Aven Rhoads	P.O. BOX 82 Francitas TX	Keep Open	3-6-11
35.	Charles Rhoads	Charles Rhoads	P.O. BOX 99 Francitas, TX	Keep Open	3-6-11
36.	Glenn Fry	Glenn Fry	P.O. BOX 116 Francitas, TX 77961	Been here all my life	3-6-11
37.	Herminia Mujica	Herminia Mujica	P.O. BOX 103 Francitas TX 77961	Please keep open because we need the post office.	3-7-11
38.	Alejandro Mujica	Alejandro Mujica	P.O. BOX 103 Francitas TX 77961	Keep Open	3-7-11
39.	JAMES AKIN	James Akin	P.O. BOX 121 FRANCITAS TX 77961	KEEP OPEN	3-7-11
40.	Francitas Cemetery	Francitas Cemetery	P.O. BOX 145 FRANCITAS, TX 77961	SAVE THE POST OFFICE	3-7-11
41.	HOLLIE BRISCOE	Hollie Briscoe	P.O. Box 127 FRANCITAS, TX 77961	PLS KEEP OPEN	3-8-11
42.	MARGIE GRIFFITH	Margie Griffith	P.O. BOX 122 FRANCITAS, TX 77961	Keep IT OPEN	3-12-11
43.	KO GRIFFITH	KO Griffith	P.O. BOX 122 FRANCITAS, TX 77961	Keep IT OPEN	3-12-11
44.	Decky Griffith	Decky Griffith	2057 CR 418 77962	please keep open	3-13-11
45.	Michele Matejka	Michele Matejka	3922 FM 234 77957	Keep Open PLEASE	3-13-11

	Printed Name	Signature	Address	Comment	Date
46.	Lamonte Burkman		390 Ave. J P.O. Box 74	I need my Francitas Post office.	3-6-11
47.	Alfredo Alvarez		410 Ave J P.O. Box 182	Need post of Rice	3-7-11
48.	Jennifer Adams		410 Ave J P.O. Box 182	Do not close really need it.	3-7-11
49.	Greg Adams		410 Ave J P.O. Box 182	Keep	3-7-11
50.	Wanda Crawford		390 Ave. J PO Box 74	keep it.	3-7-11
51.	Jennifer Carter		390 Ave. J PO Box 74		3-7-11
52.	Vicki Crawford		389 AVE J P.O. BOX 104	Keep it !!!	3-7-11
53.	James Crawford		389 AVE J P.O. BOX 104 13 Phelps Ave	Keep	3-7-11
54.	Sherri Bucey		PO Box 102	Keep	3-7-11
55.	Kathe Valentine		P.O. Box 94	Would Really Like to Keep our Post Office!	3-7-11
56.	Rose Garza		P.O. Box 162	Keep our Post Office	3-7-11
57.	JONATHAN ABERNATHY		P.O. Box 94	LOVE THE POSTOFFICE, BEST SERVICE & CONVENIENCE	3-7-11
58.	Pez Johnson		P.O. Box 193	Keep it	3-7-11
59.	Steven Walleck		P.O. Box 83	Keep it	3-7-11
60.	Ed Walleck		Box 161	Keep it	3-7-11
61.	Karen Walleck		P.O. Box 160	Keep it	3-7-11
62.	Donna Soares		240 Brian Ave.	Keep it	3-7-11

	Printed Name	Signature	Address	Comment	Date
63.	Carolina Jalutka	Caroleica Jalutka	P.O. BOX 163 FRANCITAS, TX 77961	DO NOT CLOSE USPS in Francitas	2/25/11
64.	Virginia R Wenglar	VIRGINIA R. WENGLAR	P.O. Box 187 - 521 CR 452 FRANCITAS, TX 77961		2/25/11
65.	Brigitte En Hwinn	Brigitte En Hwinn	P.O. BOX 187 - 521 - CR 452 FRANCITAS TX	Request P.O. 77961 remain	2/25/11
66.	Ashley Jalutka	Ashley Jalutka	P.O. Box 163 Francitas, TX 77961	Keep Francitas P.O. OPEN	2/25/11
67.	FRED JALUTKA	Fred Jalutka	P.O. 133 FRANCITAS, TX 77961		3-1-2011
68.	Lynette Krueger	L Krueger	3302 Burtmyngh Fort Collins, CO 80524	I mail many letters, boxes, + packages to Francitas - DO NOT CLOSE THE OFFICE	3-6-2011
69.	Brian Krueger	Brian Krueger	3302 Burtmyngh Fort Collins, CO 80524	DO NOT CLOSE FRANCITAS	3-6-2011
70.	Dawn Sappington	Allen Sappington	P.O. Box 281 Vanderbilt 77991	My parents live there + receive mail thru - x46yrs!!	3-6-2011
71.	Rhonda Jalutka-Venette	Rhonda Jalutka	P.O. Box 144 Francitas, TX 77961		3-6-2011
72.	Vanessa Akin	Vanessa Akin	PO Box 121 Francitas, TX 77961		3-6-2011
73.	Susie Jalutka	Susie Jalutka	P.O. Box 133 Francitas, TX 77961	Do Not Close our 64 <sup>th</sup> Post Office!!! Life Resident	3-6-2011
74.	Bryan Peterson	Bryan Peterson	PO Box 116 Francitas, TX 77961	Do Not Close	3-6-11
75.	Debra Peterson	Debra Peterson	P.O. Box 116 Francitas, TX 77961	Do Not Close	3-6-11
76.	MANNIE SALINAS	MANNIE SALINAS	PO Box 65 FRANCITAS TX 77961	Do Not Close	3-6-11
77.	Raymond Salinas	Raymond Salinas	PO Box 65 FRANCITAS TX 77961	Do NOT Close	3-6-11
78.	Church of Christ	Church of Christ	P.O. BOX 143 FRANCITAS, TX 77961	DO NOT CLOSE	3-6-11

Printed Name	Signature	Address	Comment	Date
79. BILLY A. MEANS	<i>Billy A. Means</i>	P.O. Box 183		3/7/11
80. Donna Means	<i>Donna Means</i>	P.O. Box 183		3/7/11
81. DON FULKERMAN	<i>Don Fulkerman</i>	PO Box 159		3/7/11
82. KEITH RULLERS	<i>Keith Rullers</i>	PO. Box 102		3/7/11
83. Jim Frasier	<i>Jim Frasier</i>	P.O. Box 217		3/7/11
84. MARY FRAZIER	<i>Mary Frazier</i>	P. O. Box 217		3/7/11
85. Gillean Ryan	<i>Gillean Ryan</i>	P.O. Box 135		3/13/11
86. Christick	<i>Christick</i>	209 Conway Circle		3/13/10
87. <del>ALLSINA</del> SOJINES	<i>Delina Sojines</i>	P.O. Box 112		3-13-11
88. W P SOJINES	<i>W P Sojines</i>	P.O. Box 112		3-13-11
89. Isidro Javier Carrizosa	<i>Isidro Carrizosa</i>	10th + Main Street Vanderbilt, TX 77991	I work in Francitas	3-13-11
90. Brent Heard	<i>Brent Heard</i>	P.O. Box 141		3/13/11
91. Kari murphree	<i>Kari murphree</i>	PO. Box 141		3/13/11
92. RONNO GRASSMAN	<i>Ronno Grassman</i>	POBOX 152		3/15/11
93. TIM GARCIN	<i>Tim Garcia</i>	Vanderbilt Box		3/15/11
94. LARRY DOGGIN	<i>Larry Doggin</i>	P.O. Box 234		3/15/11



FRANCITAS Level 55

**Proposal Checklist**

**Section I**

**Responsiveness to Community Postal Needs**

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- 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**

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- 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**

2

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**

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS-___, Minimum, no COLA)	\$ 15,350.00
Fringe benefits 33.5%	\$ 514.00
Rental costs, excluding utilities	\$ 0
Total annual costs	\$ 15,864.00
Less estimated cost of replacement service	- 1,000.00
Total annual savings	\$ 14,864.00

A one-time expense of \$ 1000.00 will be/was incurred for installation of CBUs and parcel lockers.

Is postmaster salary based on the minimum salary without COLA?

Does postmaster salary reflect the current office evaluation?

**Section V**

**Other Factors**

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**

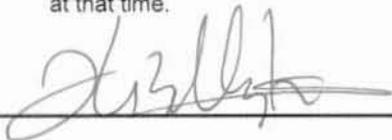
The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective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

**Section VII**

**Notices**

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

Checklist Completed By:



3/29/11

Investigative Coordinator

Date

Reviewed and Certified By:

District PO Review Coordinator

Date



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04/14/2011

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 FRANCITAS Post Office  
Docket No. 1363966

This is to advise you that on 04/20/2011, I will post for public comment a proposal to close the FRANCITAS Post Office in Calhoun, Congressional District No. Texas District 14.

If you have any questions, please call RONALD LEE District Review Coordinator at (210) 368-1747.

MANNY ARGUELLO  
District Manager  
RIO GRANDE PFC District

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

Enclosures: PS Form 4920  
Proposal



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OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of  
FRANCITAS Proposal  
Docket No. 1363966 - 77961

Please post the enclosed proposal to close the FRANCITAS Post Office in the lobby. The proposal must be posted in a prominent place from 04/20/2011 through close of business on 06/21/2011. 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 (210) 368-1747.

RONALD LEE  
Post Office Review Coordinator  
RIO GRANDE PFC District

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

Date of Posting: 04/20/2011

Date of Removal: 06/21/2011



**UNITED STATES POSTAL SERVICE**

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



To the customers of the Francitas Post Office:

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

During the 60-day posting period from 04/20/2011 through 06/21/2011 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 Francitas Post Office and La Ward 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:

RONALD LEE  
1 POST OFFICE DR  
SAN ANTONIO, TX 78284-9993

For more information, you may call RONALD LEE at (210) 368-1747 or write to the above address.

Thank you for your assistance.

TOM BILLINGTON  
1 POST OFFICE DR  
SAN ANTONIO, TX 78284-9993

Date of Posting: 04/20/2011

Posting Round Date:

Date of Removal: 06/21/2011

Removal Round Date:

PROPOSAL TO CLOSE  
THE SUSPENDED FRANCITAS, TX POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1363966 - 77961

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Francitas, TX Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the La Ward Post Office, located eight miles away. Service may be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster was promoted on July 19, 2008. 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: This office is currently vacant and earns less than 2.0 hours daily thus performing below standards to operate as an independent Post Office. Effective and regular service will continue via rural route service with retail services provided by the carrier alleviating the need to travel to a Post office for service.

The Francitas Post Office, an EAS-55 level, provides service from 08:00 to 15:00 Monday - Friday , 08:00 to 10:00 Saturday and lobby hours of 0800 to 1500 on Monday - Friday and 0800 to 1000 on Saturday to 66 post office box or general delivery customers and no 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 four transaction(s) accounting for five 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: \$4,105 ( 11 revenue units) in FY 2008; \$2,812 ( 7 revenue units) in FY 2009; and \$2,734 ( 7 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

Since the suspension of service, customers have received delivery and retail services by rural route service emanating from the La Ward Post Office, an EAS-11 level office located 7.9 miles away. Window service hours are from 7:45 to 15:45, Monday through Friday, and CLOSED on Saturday. There are 100 Post Office boxes available.

On March 15, 2011, representatives from the Postal Service were available at to answer questions and provide information to customers. 45 customer(s) attended the meeting.

On March 01, 2011, 66 questionnaires were distributed to delivery customers of the Francitas Post Office. Questionnaires were also available over the counter for retail customers at the Francitas Post Office. 43 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 0 favorable, 17 unfavorable, and 24 expressed no opinion.

A petition supporting the retention of the Francitas Post Office was received on March 23, 2011, with 102 signatures. If this proposal is implemented, delivery and retail services will be provided by the La Ward Post Office, an EAS-11 level office. Window service hours at the La Ward Post Office are from 7:45 to 15:45, Monday through Friday, and CLOSED on Saturday. There are 100 post office boxes available.

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

- Concern:** Customer expressed a concern about leaving money in the mailbox

**Response:** The customer also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office 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.
- Concern:** Customers expressed concern about misdelivered mail

**Response:** The customer expressed a concern about misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. 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.
- Concern:** Customers expressed concern for loss of community identity

- Response:** The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
4. **Concern:** Customers expressed concern over a postal representative not being customer oriented
- Response:** The customer expressed concern over a postal representative not being customer oriented. 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.
5. **Concern:** Customers expressed concern over the dependability of rural route service
- Response:** The customer expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.
6. **Concern:** Customers questioned the economic savings of the proposed discontinuance
- Response:** The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
7. **Concern:** Customers were concerned about mail security
- Response:** The customer 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.
8. **Concern:** Customers were concerned about senior citizens
- Response:** The 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 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:** You were concerned about having to travel to another post office for service
- Response:** The 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.
10. **Concern:** Can Post Office consumer Affairs address be at PO?

- Response:** You inquired as the whether or not the Consumer Affairs address be posted at the Post Office. Yes. Their address is Consumer Affairs 1 Post Office Drive San Antonio TX 78284
11. **Concern:** Customer expressed a concern about the length of time it took to forward your mail
- Response:** The customer expressed a concern about the length of time it took to forward your mail. You may pick up address change notice post cards at the post office that can be mailed to your correspondents listing your correct new mailing address. As your correspondents use your correct mailing address there will no longer be a requirement that your mail goes through our forwarding system.
12. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community
- Response:** The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
13. **Concern:** Customers inquired about mailbox installation and maintenance
- Response:** The customer expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.
14. **Concern:** Does amount of junk mail help or hurt PO?
- Response:** The customer inquired about junk mail or bulk business mail and does this mail help the Postal Service. Bulk Business Mail definitely helps the Postal Service in generating revenue.
15. **Concern:** Does buying on line give credit to Francitas?
- Response:** You inquired if buying on line gives revenue credit to Francitas. Yes as long as you use the zip code for Francitas in the return address.
16. **Concern:** Francitas Post Office does not have stamps available that I need like postcard stamps, and rolls of stamps.
- Response:** The customer expressed a concern as to why the Francistas Post Office does not have post card stamps and rolls of stamps. There is no reason for this and the MPOO has instructed the OIC to have the necessary stamps that the customers are requesting.
17. **Concern:** How much money do unions pay to PACS?
- Response:** You inquired as to the amount of money that the unions pay to PACS. This information is not available to the Postal Service.
18. **Concern:** How would curb delivery to house be cost effective?
- Response:** You inquired as to how curb delivery to the house would be cost effective. This would be cost effective by not having to pay salary and benefits.
19. **Concern:** If boxes are put at houses, then it would cost county money to mow around boxes patch roads.

**Response:** The customer expressed a concern that if the boxes are put up in front of houses that the county would have to then pay for mowing. If boxes are placed in front of your houses, then it would be the homeowner or occupant that would be responsible for mowing.

20. **Concern:** If PO closes will we be given an option to have home delivery vs CBU's?

**Response:** You expressed a concern that if the Post Office closes if you can have home delivery or receive mail on the route. Yes you can decide whether to get mail on the route or in the CBU'S.

21. **Concern:** Need laws changed in congress to help PO, like prefunding retiree benefits.

**Response:** You expressed a concern that laws need to be changed in Congress to help the Post Office. Bills are being introduced in Congress now to address this.

22. **Concern:** What about franking privledges for Congress? Would that save money?

**Response:** You expressed a concern about Congress paying for franking privledges and yes they do pay for these privledges.

23. **Concern:** What is a substantial amount of time for the study?

**Response:** The customer inquired about building a new facility or a mobile unit. New construction or the placement of a mobile unit or trailer is not feasible when regular and effective service can be provided by more cost-effective alternatives, such as rural delivery.

24. **Concern:** What kind of warning will we get if we close?

**Response:** You expressed a concern as to what type of warning that the community will receive about the closing of your office. A proposal will be posted for 2 months and then decision will come from Headquarters.

25. **Concern:** Whose decision was it to take the copier out?

**Response:** You expressed a concern as to why the copiers were taken out of the Post Office. The copiers were rented and based on useage the supplier decided to remove the copiers.

26. **Concern:** Why doesn't PO get Government Bailout money?

**Response:** The customer expressed a concern as to why the Postal Service doesn't get Government Bailout money. The Postmaster General has testified to congress explaining our financial situation and requesting that the laws be changed.

27. **Concern:** Why is it our fault if the PO does not stock items that we need?

**Response:** The customer expressed a concern as to why the Francistas Post Office does not have post card stamps and rolls of stamps. There is no reason for this and the MPOO has instructed the OIC to have the necessary stamps that the customers are requesting.

28. **Concern:** Will emails address provided be used to communicate information?

**Response:** You inquired if emails would be used to communicate information. The answer is no. Notices will be placed in your box and at the Post Office.

29. **Concern:** Would mail go to LaWard or Blessing if PO closed?

**Response:** You expressed a concern about mail going to LaWard or Blessing. Mail would come out of Ganado but CBU's would be placed in Francitas for mail to be delivered.

**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. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages of the proposal are:**

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

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

**II. EFFECT ON COMMUNITY**

Francitas is an unincorporated community located in JACKSON County. The community is administered politically by None. Police protection is provided by the Edna Sheriff Dept. Fire protection is provided by the Francitas Fire Dept. The community is comprised of Retirees Farmers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Francitas Church of Christ Francitas Baptist Church, Francitas Fire Dept . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Francitas Post Office will be available at the La Ward Post Office. Government forms normally provided by the Post Office will also be available at the La Ward 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:

None

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 was promoted on July 19, 2008. 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 \$ 19,896 with a breakdown as follows:

Postmaster Salary (EAS-55, No COLA)	\$ 23,025
Fringe Benefits @ 33.5%	\$ 7,713
Annual Lease Costs	<u>+ \$ 0</u>
Total Annual Costs	\$ 30,738
Less Annual Cost of Replacement Service	<u>- \$ 10,842</u>
Total Annual Savings	<u>\$ 19,896</u>

A one-time expense of \$ 5746 will be incurred for the movement of this facility.

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to close the Francitas, TX Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the La Ward Post Office, located eight miles away. Service may be provided to cluster box units (CBUs).

The postmaster was promoted on July 19, 2008. 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 workload has declined. Effective and regular service will continue to be provided by rural route service.

The Francitas Post Office provided delivery and retail service to 66 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged four. 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 \$19,896 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 La Ward 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.



TOM BILLINGTON  
Manager, Post Office Operations

04/20/2011  
Date

## Optional Comment Form

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

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
  
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
  
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

---

Name of Postal Customer

Signature of Postal Customer

---

Mailing Address

---

City, State, and ZIP Code

Date



---

04/20/2011

OFFICER-IN-CHARGE/POSTMASTER

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

At the close of business on 06/21/2011 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 cursive script that reads "Ronald S. Lee".

RONALD LEE  
Post Office Review Coordinator  
1 POST OFFICE DR  
SAN ANTONIO, TX 78284-9993

Date of Posting: 04/20/2011

Posting Round Date:



Date of Removal: 06/21/2011

Removal Round Date:



PROPOSAL TO CLOSE  
THE FRANCITAS, TX POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1363966 - 77961

Date of Posting: 04/20/2011

Posting Round Date:



Date of Removal: 06/21/2011

Removal Round Date:



PROPOSAL TO CLOSE  
THE FRANCITAS, TX POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1363966 - 77961

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Francitas, TX Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the La Ward Post Office, located eight miles away. Service may be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster was promoted on July 19, 2008. An employee from a neighboring office may be installed as the temporary officer-in-charge (OIC). 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: This office is currently vacant and earns less than 2.0 hours daily thus performing below standards to operate as an independent Post Office. Effective and regular service will continue via rural route service with retail services provided by the carrier alleviating the need to travel to a Post office for service.

The Francitas Post Office, an EAS-55 level, provides service from 08:00 to 15:00 Monday - Friday, 08:00 to 10:00 Saturday and lobby hours of 0800 to 1500 on Monday - Friday and 0800 to 1000 on Saturday to 66 post office box customers and no 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 four transaction(s) accounting for five minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by highway contract route service. Office receipts for the last 3 years were: \$4,105 ( 11 revenue units) in FY 2008; \$2,812 ( 7 revenue units) in FY 2009; and \$2,734 ( 7 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On March 15, 2011, representatives from the Postal Service were available at to answer questions and provide information to customers. 45 customer(s) attended the meeting.

On March 01, 2011, 66 questionnaires were distributed to delivery customers of the Francitas Post Office. Questionnaires were also available over the counter for retail customers at the Francitas Post Office. 43 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 0 favorable, 17 unfavorable, and 24 expressed no opinion.

A petition supporting the retention of the Francitas Post Office was received on March 23, 2011, with 102 signatures. If this proposal is implemented, delivery and retail services will be provided by the La Ward Post Office, an EAS-11 level office. Window service hours at the La Ward Post Office are from 7:45 to 15:45, Monday through Friday, and CLOSED on Saturday. There are 100 post office boxes available.

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

1. **Concern:** Customer expressed a concern about leaving money in the mailbox

**Response:** The customer also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.
2. **Concern:** Customers expressed concern about misdelivered mail

**Response:** The customer expressed a concern about misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. 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.
3. **Concern:** Customers expressed concern for loss of community identity

**Response:** The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
4. **Concern:** Customers expressed concern over a postal representative not being customer oriented

**Response:** The customer expressed concern over a postal representative not being customer oriented. 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.

5. **Concern:** Customers expressed concern over the dependability of rural route service

**Response:** The customer expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

6. **Concern:** Customers questioned the economic savings of the proposed discontinuance

**Response:** The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

7. **Concern:** Customers were concerned about mail security

**Response:** The customer 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.

8. **Concern:** Customers were concerned about senior citizens

**Response:** The 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 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:** You were concerned about having to travel to another post office for service

**Response:** The 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.

10. **Concern:** Can Post Office consumer Affairs address be at PO?

**Response:** You inquired as the whether or not the Consumer Affairs address be posted at the Post Office. Yes. Their address is Consumer Affairs 1 Post Office Drive San Antonio TX 78284

11. **Concern:** Customer expressed a concern about the length of time it took to forward your mail

**Response:**

The customer expressed a concern about the length of time it took to forward your mail. You may pick up address change notice post cards at the post office that can be mailed to your correspondents listing your correct new mailing address. As your correspondents use your correct mailing address there will no longer be a requirement that your mail goes through our forwarding system.

12. **Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

**Response:**

The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

13. **Concern:**

Customers inquired about mailbox installation and maintenance

**Response:**

The customer expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

14. **Concern:**

Does amount of junk mail help or hurt PO?

**Response:**

The customer inquired about junk mail or bulk business mail and does this mail help the Postal Service. Bulk Business Mail definitely helps the Postal Service in generating revenue.

15. **Concern:**

Does buying on line give credit to Francitas?

**Response:**

You inquired if buying on line gives revenue credit to Francitas. Yes as long as you use the zip code for Francitas in the return address.

16. **Concern:**

Francitas Post Office does not have stamps available that I need like postcard stamps, and rolls of stamps.

**Response:**

The customer expressed a concern as to why the Francistas Post Office does not have post card stamps and rolls of stamps. There is no reason for this and the MPOO has instructed the OIC to have the necessary stamps that the customers are requesting.

17. **Concern:**

How much money do unions pay to PACS?

**Response:**

You inquired as to the amount of money that the unions pay to PACS. This information is not available to the Postal Service.

18. **Concern:**

How would curb delivery to house be cost effective?

**Response:**

You inquired as to how curb delivery to the house would be cost effective. This would be cost effective by not having to pay salary and benefits.

19. **Concern:**

If boxes are put at houses, then it would cost county money to mow around boxes patch roads.

**Response:**

The customer expressed a concern that if the boxes are put up in front of houses that the county would have to then pay for mowing. If boxes are placed in front of your houses, then it would be the homeowner or occupant that would be responsible for mowing.

20. **Concern:**

If PO closes will we be given an option to have home delivery vs CBU's?

**Response:** You expressed a concern that if the Post Office closes if you can have home delivery or receive mail on the route. Yes you can decide whether to get mail on the route or in the CBU'S.

21. **Concern:** Need laws changed in congress to help PO, like prefunding retiree benefits.

**Response:** You expressed a concern that laws need to be changed in Congress to help the Post Office. Bills are being introduced in Congress now to address this.

22. **Concern:** What about franking privledges for Congress? Would that save money?

**Response:** You expressed a concern about Congress paying for franking privledges and yes they do pay for these privledges.

23. **Concern:** What is a substantial amount of time for the study?

**Response:** The customer inquired about building a new facility or a mobile unit. New construction or the placement of a mobile unit or trailer is not feasible when regular and effective service can be provided by more cost-effective alternatives, such as rural delivery.

24. **Concern:** What kind of warning will we get if we close?

**Response:** You expressed a concern as to what type of warning that the community will receive about the closing of your office. A proposal will be posted for 2 months and then decision will come from Headquarters.

25. **Concern:** Whose decision was it to take the copier out?

**Response:** You expressed a concern as to why the copiers were taken out of the Post Office. The copiers were rented and based on useage the supplier decided to remove the copiers.

26. **Concern:** Why doesn't PO get Government Bailout money?

**Response:** The customer expressed a concern as to why the Postal Service doesn't get Govnment Bailout money. The Postmaster General has testified to congress explaining our financial situation and requesting that the laws be changed.

27. **Concern:** Why is it our fault if the PO does not stock items that we need?

**Response:** The customer expressed a concern as to why the Francistas Post Office does not have post card stamps and rolls of stamps. There is no reason for this and the MPOO has instructed the OIC to have the necessary stamps that the customers are requesting.

28. **Concern:** Will emails address provided be used to communicate information?

**Response:** You inquired if emails would be used to communicate information. The answer is no. Notices will be placed in your box and at the Post Office.

29. **Concern:** Would mail go to LaWard or Blessing if PO closed?

**Response:** You expressed a concern about mail going to LaWard or Blessing. Mail would come out of Ganado but CBU's would be placed in Francitas for mail to be delivered.

**Some advantages of the proposal are:**

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

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet and a postmaster position in the community. Retail services are provided by the carrier.
2. Meeting the 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**

Francitas is an unincorporated community located in Calhoun County. The community is administered politically by None. Police protection is provided by the Edna Sheriff Dept. Fire protection is provided by the Francitas Fire Dept. The community is comprised of retired people, farmers/ranchers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Francitas Church of Christ Francitas Baptist Church, Francitas Fire Dept. Residents may travel to nearby communities for other supplies and services.

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

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

None

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 was promoted on July 19, 2008. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

**IV. ECONOMIC SAVINGS**

The Postal Service estimates an annual savings of \$ 19,896 with a breakdown as follows:

Postmaster Salary (EAS-55, No COLA)	\$ 23,025
Fringe Benefits @ 33.5%	\$ 7,713
Rental Costs, Excluding Utilities	<u>+ \$ 0</u>
Total Annual Costs	\$ 30,738
Less Annual Cost of Replacement Service	<u>- \$ 10,842</u>
Total Annual Savings	<u>\$ 19,896</u>

A one-time expense of \$ 5746 will be incurred for installation of CBUs and 0 parcel locker(s).

**V. OTHER FACTORS**

The Postal Service has identified no other factors for consideration.

**VI. SUMMARY**

The Postal Service is proposing to close the Francitas, TX Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the La Ward Post Office, located eight miles away. Service may be provided to cluster box units (CBUs).

The postmaster was promoted on July 19, 2008. If the office has a noncareer PMR, they may be separated from the Postal Service. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by highway contract route service.

The Francitas Post Office provided delivery service to no customers and 66 PO Box customers. The daily retail window transactions averaged four. 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 will be available from the carrier, alleviating the need to travel to a post office for service. The Postal Service will save an estimated \$19,896 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.

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 Francitas Post Office and La Ward 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.



\_\_\_\_\_  
TOM BILLINGTON  
Manager, Post Office Operations

\_\_\_\_\_  
04/20/2011  
Date

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

Date 06/23/2011

Postal Customers of the Francitas Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Francitas Post Office, which was posted 04/20/2011 through 06/21/2011. 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 Francitas 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, appearing to read 'Tom Billington', with a long horizontal flourish extending to the right.

TOM BILLINGTON  
1 POST OFFICE DR  
SAN ANTONIO, TX 78284-9993



06/23/2011

MEMO TO THE RECORD

SUBJECT: FRANCITAS  
Docket Number 1363966 - 77961

The proposal to consolidate the FRANCITAS was posted with an "Invitation for Comments," at the FRANCITAS from 04/20/2011 through 06/21/2011 . No comments were received. There is no change to the original proposal. Accordingly, there is no need to modify the proposal to address comments.

RONALD LEE  
Post Office Review Coordinator  
RIO GRANDE PFC District



**A. Office**

Name: FRANCITAS State: TX Zip Code: 77961  
Area: SOUTHWEST District: RIO GRANDE PFC  
Congressional District: Texas District 14 County: Calhoun  
EAS Grade: 55 Finance Number: 483235  
Post Office:  Classified Station  Classified Branch  CPO

This form is a place holder for number 39. There was not a premature appeal received.

Prepared by: Ronald Lee Date: 06/23/2011  
Title: RIO GRANDE PFC Post Office Review Coordinator  
Tele No: (210) 368-1747 Fax No: (210) 368-5579



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08/25/2011

MEMO TO THE RECORD

SUBJECT: FRANCITAS  
Docket Number 1363966 - 77961

The proposal to consolidate the FRANCITAS was posted with an "Invitation for Comments," at the FRANCITAS from 04/20/2011 through 06/21/2011 . No comments were received. There is no change to the original proposal. Accordingly, there is no need to modify the proposal to address comments.

ROY DAVIS  
Post Office Review Coordinator  
RIO GRANDE PFC District

Date of Posting: 04/20/2011

Posting Round Date:

Date of Removal: 06/21/2011

Removal Round Date:

PROPOSAL TO CLOSE  
THE SUSPENDED FRANCITAS, TX POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY RURAL ROUTE SERVICE  
(REVISED)

DOCKET NUMBER 1363966 - 77961

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Francitas, TX Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the La Ward Post Office, located eight miles away. Service may be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster was promoted on July 19, 2008. 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: This office is currently vacant and earns less than 2.0 hours daily thus performing below standards to operate as an independent Post Office. Effective and regular service will continue via rural route service with retail services provided by the carrier alleviating the need to travel to a Post office for service.

The Francitas Post Office, an EAS-55 level, provides service from 08:00 to 15:00 Monday - Friday , 08:00 to 10:00 Saturday and lobby hours of 0800 to 1500 on Monday - Friday and 0800 to 1000 on Saturday to 66 post office box or general delivery customers and no 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 four transaction(s) accounting for five 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: \$4,105 ( 11 revenue units) in FY 2008; \$2,812 ( 7 revenue units) in FY 2009; and \$2,734 ( 7 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

Since the suspension of service, customers have received delivery and retail services by rural route service emanating from the La Ward Post Office, an EAS-11 level office located 7.9 miles away. Window service hours are from 7:45 to 15:45, Monday through Friday, and CLOSED on Saturday. There are 100 Post Office boxes available.

On March 15, 2011, representatives from the Postal Service were available at to answer questions and provide information to customers. 45 customer(s) attended the meeting.

On March 01, 2011, 66 questionnaires were distributed to delivery customers of the Francitas Post Office. Questionnaires were also available over the counter for retail customers at the Francitas Post Office. 43 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 0 favorable, 17 unfavorable, and 24 expressed no opinion.

A petition supporting the retention of the Francitas Post Office was received on March 23, 2011, with 102 signatures. If this proposal is implemented, delivery and retail services will be provided by the La Ward Post Office, an EAS-11 level office. Window service hours at the La Ward Post Office are from 7:45 to 15:45, Monday through Friday, and CLOSED on Saturday. There are 100 post office boxes available.

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 leaving money in the mailbox

**Response:** The customer also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.
2. **Concern:** Customers expressed concern about misdelivered mail

**Response:** The customer expressed a concern about misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. 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.
3. **Concern:** Customers expressed concern for loss of community identity

- Response:** The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
4. **Concern:** Customers expressed concern over a postal representative not being customer oriented
- Response:** The customer expressed concern over a postal representative not being customer oriented. 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.
5. **Concern:** Customers expressed concern over the dependability of rural route service
- Response:** The customer expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.
6. **Concern:** Customers questioned the economic savings of the proposed discontinuance
- Response:** The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
7. **Concern:** Customers were concerned about mail security
- Response:** The customer 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.
8. **Concern:** Customers were concerned about senior citizens
- Response:** The 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 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:** You were concerned about having to travel to another post office for service
- Response:** The 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.
10. **Concern:** Can Post Office consumer Affairs address be at PO?

- Response:** You inquired as the whether or not the Consumer Affairs address be posted at the Post Office.Yes. Their address is Consumer Affairs 1 Post Office Drive San Antonio TX 78284
11. **Concern:** Customer expressed a concern about the length of time it took to forward your mail
- Response:** The customer expressed a concern about the length of time it took to forward your mail. You may pick up address change notice post cards at the post office that can be mailed to your correspondents listing your correct new mailing address. As your correspondents use your correct mailing address there will no longer be a requirement that your mail goes through our forwarding system.
12. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community
- Response:** The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
13. **Concern:** Customers inquired about mailbox installation and maintenance
- Response:** The customer expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.
14. **Concern:** Does amount of junk mail help or hurt PO?
- Response:** The customer inquired about junk mail or bulk business mail and does this mail help the Postal Service.Bulk Business Mail definately helps the Postal Service in generating revenue.
15. **Concern:** Does buying on line give credit to Francitas?
- Response:** You inquired if buying on line gives revenue credit to Francitas. Yes as long as you use the zip code for Francitas in the return address.
16. **Concern:** Francitas Post Office does not have stamps available that I need like postcard stamps, and rolls of stamps.
- Response:** The customer expressed a concern as to why the Francistas Post Office does not have post card stamps and rolls of stamps. There is no reason for this and the MPOO has instructed the OIC to have the necessary stamps that the customers are requesting.
17. **Concern:** How much money do unions pay to PACS?
- Response:** You inquired as to the amount of money that the unions pay to PACS. This information is not available to the Postal Service.
18. **Concern:** How would curb delivery to house be cost effective?
- Response:** You inquired as to how curb delivery to the house would be cost effective.This would be cost effective by not having to pay salary and benefits.
19. **Concern:** If boxes are put at houses, then it would cost county money to mow around boxes patch roads.

- Response:** The customer expressed a concern that if the boxes are put up in front of houses that the county would have to then pay for mowing. If boxes are placed in front of your houses, then it would be the homeowner or occupant that would be responsible for mowing.
20. **Concern:** If PO closes will we be given an option to have home delivery vs CBU's?
- Response:** You expressed a concern that if the Post Office closes if you can have home delivery or receive mail on the route. Yes you can decide whether to get mail on the route or in the CBU'S.
21. **Concern:** Need laws changed in congress to help PO, like prefunding retiree benefits.
- Response:** You expressed a concern that laws need to be changed in Congress to help the Post Office. Bills are being introduced in Congress now to address this.
22. **Concern:** What about franking privledges for Congress? Would that save money?
- Response:** You expressed a concern about Congress paying for franking privledges and yes they do pay for these privledges.
23. **Concern:** What is a substantial amount of time for the study?
- Response:** The customer inquired about building a new facility or a mobile unit. New construction or the placement of a mobile unit or trailer is not feasible when regular and effective service can be provided by more cost-effective alternatives, such as rural delivery.
24. **Concern:** What kind of warning will we get if we close?
- Response:** You expressed a concern as to what type of warning that the community will receive about the closing of your office. A proposal will be posted for 2 months and then decision will come from Headquarters.
25. **Concern:** Whose decision was it to take the copier out?
- Response:** You expressed a concern as to why the copiers were taken out of the Post Office. The copiers were rented and based on useage the supplier decided to remove the copiers.
26. **Concern:** Why doesn't PO get Government Bailout money?
- Response:** The customer expressed a concern as to why the Postal Service doesn't get Government Bailout money. The Postmaster General has testified to congress explaining our financial situation and requesting that the laws be changed.
27. **Concern:** Why is it our fault if the PO does not stock items that we need?
- Response:** The customer expressed a concern as to why the Francistas Post Office does not have post card stamps and rolls of stamps. There is no reason for this and the MPOO has instructed the OIC to have the necessary stamps that the customers are requesting.
28. **Concern:** Will emails address provided be used to communicate information?
- Response:** You inquired if emails would be used to communicate information. The answer is no. Notices will be placed in your box and at the Post Office.
29. **Concern:** Would mail go to LaWard or Blessing if PO closed?
- Response:** You expressed a concern about mail going to LaWard or Blessing. Mail would come out of Ganado but CBU's would be placed in Francitas for mail to be delivered.

**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. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages of the proposal are:**

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

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

**II. EFFECT ON COMMUNITY**

Francitas is an unincorporated community located in JACKSON County. The community is administered politically by None. Police protection is provided by the Edna Sheriff Dept. Fire protection is provided by the Francitas Fire Dept. The community is comprised of Retirees Farmers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Francitas Church of Christ Francitas Baptist Church, Francitas Fire Dept . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Francitas Post Office will be available at the La Ward Post Office. Government forms normally provided by the Post Office will also be available at the La Ward 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:

None

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 was promoted on July 19, 2008. 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 \$ 19,896 with a breakdown as follows:

Postmaster Salary (EAS-55, No COLA)	\$ 23,025
Fringe Benefits @ 33.5%	\$ 7,713
Annual Lease Costs	<u>+ \$ 0</u>
Total Annual Costs	\$ 30,738
Less Annual Cost of Replacement Service	<u>- \$ 10,842</u>
Total Annual Savings	<u>\$ 19,896</u>

A one-time expense of \$ 5746 will be incurred for the movement of this facility.

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to close the Francitas, TX Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the La Ward Post Office, located eight miles away. Service may be provided to cluster box units (CBUs).

The postmaster was promoted on July 19, 2008. 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 workload has declined. Effective and regular service will continue to be provided by rural route service.

The Francitas Post Office provided delivery and retail service to 66 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged four. There are no permit mailers or postage meter customers.

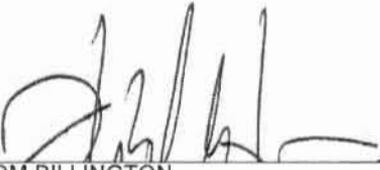
There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$19,896 annually. A disadvantage 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 La Ward 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.

  
\_\_\_\_\_  
TOM BILLINGTON  
Manager, Post Office Operations

04/20/2011  
\_\_\_\_\_  
Date

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared
FRANCITAS				04/11/2011
2. Post Office Name		3. State and ZIP + 4 Code		
FRANCITAS		TX, 77961-9800		
4. District, Customer Service	5. Area, Customer Service	6. County	7. Congressional District	
RIO GRANDE PFC	SOUTHWEST	Calhoun	Texas District 14	
8. Reason for Proposal to Discontinue		9. PO Emergency Suspend (Reason and Date)		10. Proposed Permanent Alternate Service
This office is currently vacant and earns less than 2.0 hours daily thus performing below standards to operate as an independent Post Office. Effective and regular service will continue via rural route service with retail services provided by the carrier alleviating the need to travel to a Post office for service.		No Suspension		
11. Staffing		12. Hours of Service		
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: was promoted Occupied 07/19/2008		a. Time M-F 08:00 to 15:00	Sat 08:00 to 10:00	Total Window Hours Per Week
b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career		a. Lobby Time M-F 0800 to 1500	Sat 0800 to 1000	36.00
c. Current PM POSITION Level (150): EAS-55		Downgraded from EAS-55		
d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0				
e. No of Others- 0 No of Career- 0 No of Non-Career- 1				
13. Number of Customers Served		14. Daily Volume (Pieces)		
a. General Delivery	0	Types of Mail		
b. P.O. Box	66	Received	Dispatched	
c. City Delivery	0	a. First-Class	186	8
d. Rural Delivery	0	b. Newspaper	41	0
e. Highway Contract Route Box	0	c. Parcel	3	0
f. Total	66	d. Other	0	0
g. No. Receiving Duplicate Service	0	e. Total	230	8
h. Average No. Daily Transactions	4.30	f. No. of Postage Meters	0	
		g. No. of Permits	0	
Finances a. FY		Receipts	b. EAS Step 1 PM Basic Salary (no Cola)	c. PM Fringe Benefits (33.5% of b.)
2008		\$ 4,105	\$ 23025	\$7,713
2009		\$ 2,812		
2010		\$ 2,734		
16a. Quarters				
<input checked="" type="checkbox"/> Postal Owned <input type="checkbox"/> Leased (if Leased, Expiration Date) 01/01/1900 Annual Lease \$ 0				
30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by)				
Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
16b. Explain:				
17. Schools, Churches and Organization in Service Area: No: 2		19. Administrative/Emanating Office (Proposed):		
Francitas Church of Christ Francitas Baptist Church		Name LA WARD EAS Level 11 Miles Away 7.9		
		Window Service Hours: M-F 7:45 to 15:45 SAT CLOSED		
		Lobby Hours: M-F 24 hours SAT 24 hours		
		PO Boxes Available: 100		
18. Businesses in Service Area: No: 0		20. Nearest Post Office (if different from above):		
Francitas Fire Dept		Name LA WARD EAS Level 11 Miles Away 7.9		
		Window Service Hours: M-F 7:45 to 15:45 SAT CLOSED		
		Lobby Hours: M-F 24 hours SAT 24 hours		
		PO Boxes Available: 100		
21. Prepared by				
Printed Name and Title		Signature		Telephone No. AC ( )
RONALD LEE		RONALD LEE		(210) 368-1747
PO Discontinuance Coordinator Name		Location		
RONALD LEE		SAN ANTONIO, TX		



08/24/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record  
FRANCITAS  
Docket Number 1363966 - 77961

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 black ink, appearing to read "William Mitchell".

WILLIAM MITCHELL  
District Manager

### LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code: FRANCITAS, TX, 77961-9800

EAS Level: 55

District: RIO GRANDE PFC

County: JACKSON

Congressional District: Texas District 14

Proposal:  Close  Consolidate

Reason For Proposed: was promoted

Alternate Service Proposed: Rural Route Service

Customers Affected:

Post Office Box: 66

General Delivery: 0

Rural Route: 0

Highway Contract Route (HCR): 0

City Route: 0

Intermediate Rural: 0

Intermediate HCR: 0

**Total number of customers:** 66

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
07/19/2008	Postmaster vacancy occurred. Reason: was promoted
	OIC: Career: 0 Noncareer: 1 Other Employees: 1
01/13/2011	District manager authorization to study.
03/01/2011	Questionnaires sent to customers. Number sent: 66 Number Returned: 43
	Analysis: Favorable 0 Unfavorable 17 No Opinion 24
03/23/2011	Petition received. Number of signatures: 102
	Concerns expressed: FRANCITAS PO TO REMAIN OPEN
	Congressional inquiry received: No
	Concerns expressed:
04/07/2011	Proposal and checklist sent to district for review.
04/14/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
04/07/2011	Proposal and invitation for comments posted and round-dated.
06/23/2011	Proposal and invitation for comments removed and round-dated.
	Comment Analysis: Favorable 0 Unfavorable 0 No Opinion 0 0
None	Premature PRC appeal received.
	Concerns expressed:
04/11/2011	Updated PS Form 4920 completed (if necessary).
08/24/2011	Certification of the official record.
06/24/2011	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
07/06/2011	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
07/13/2011	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.
08/17/2011	Appeal to PRC received.
	PRC opinion received on appeal:
	Affirmed: _____ Remanded: _____ USPS Withdrawn: _____
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No.: _____ Effective date: _____

Review Coordinator/person most familiar with the case:

ROY DAVIS  
 Name/Title

(210) 368-1261  
 Telephone Number

ROY DAVIS  
 District Post Office Review Coordinator

(210) 368-1261  
 Telephone Number



06/24/2011

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 Francitas 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 Roy Davis, Post Office Review Coordinator, at (210) 368-1261 or Tom Billington Manager Post Office Operations.

A handwritten signature in black ink, appearing to read "W. Mitchell".

WILLIAM MITCHELL  
DISTRICT MANAGER  
1 POST OFFICE DR  
SAN ANTONIO, TX 78284-9993

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4G/P1363966.pdf>)  
Headquarters acknowledgment of receipt of official record (optional)  
Self-addressed envelope

cc: Vice President, SOUTHWEST Area (no enclosures)

### Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the FRANCITAS was received by 07/06/2011.  
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** **and a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.

Date of Posting: 07/13/2011

Date of Removal: 08/14/2011

FINAL DETERMINATION TO CLOSE  
THE FRANCITAS, TX POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1363966 - 77961

**Response:** The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

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**Response:** The customer expressed concern over a postal representative not being customer oriented. 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.

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**Response:** The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

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**Response:** The customer expressed a concern as to why the Postal Service doesn't get Government Bailout money. The Postmaster General has testified to congress explaining our financial situation and requesting that the laws be changed.

27. **Concern:** Why is it our fault if the PO does not stock items that we need?

**Response:** The customer expressed a concern as to why the Francistas Post Office does not have post card stamps and rolls of stamps. There is no reason for this and the MPOO has instructed the OIC to have the necessary stamps that the customers are requesting.

28. **Concern:** Will emails address provided be used to communicate information?

**Response:** You inquired if emails would be used to communicate information. The answer is no. Notices will be placed in your box and at the Post Office.

29. **Concern:** Would mail go to LaWard or Blessing if PO closed?

**Response:** You expressed a concern about mail going to LaWard or Blessing. Mail would come out of Ganado but CBU's would be placed in Francitas for mail to be delivered.

**Some advantages of the proposal are:**

## VI. SUMMARY

This is the final determination to close the Francitas, TX Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the La Ward Post Office, located eight miles away. Service will be provided to cluster box units (CBUs).

The postmaster was promoted on July 19, 2008. 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 workload has declined. Effective and regular service will continue to be provided by rural route service.

The Francitas Post Office provided delivery and retail service to 66 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged four. 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 \$19,896 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 Francitas Post Office and La Ward Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Francitas 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 Francitas Post Office and La Ward Post Office during normal office hours.



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Dean J Granholm  
Vice President of Delivery and Post Office Operations

07/08/2011

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Date









07/13/2011

OFFICER-IN-CHARGE/POSTMASTER  
Francitas Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Francitas Post Office Final Determination  
Docket No. 1363966 - 77961

Please post in the lobby the enclosed final determination to close the Francitas Post Office. The final determination must be posted in a prominent place from 07/13/2011 through close of business on 08/14/2011. 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 08/15/2011.

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 (210) 368-1261.

Sincerely,

A handwritten signature in dark ink, appearing to read "Roy Davis".

ROY DAVIS  
POST OFFICE REVIEW COORDINATOR  
1 POST OFFICE DR  
SAN ANTONIO, TX 78284-9993

Date of Posting: 07/13/2011

Date of Removal: 08/14/2011



FINAL DETERMINATION TO CLOSE  
THE FRANCITAS, TX POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1363966 - 77961





Date of Posting: 07/13/2011

Date of Removal: 08/14/2011



FINAL DETERMINATION TO CLOSE  
THE FRANCITAS, TX POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1363966 - 77961

## Postal Bulleting Post Office Change Announcement Form Final Determination 30-Day Posting Dates

### Post Office Final Determination Posting Dates\*

Date posted: 07/13/2011

Date removed: 08/14/2011

No. of days posted: 32

Actual discontinuance date:

Official discontinuance date:

(Headquarters entry):

**Note:** Unless otherwise stated, the official discontinuance date listed in the Postal Bulletin is the first Saturday that falls 60 days after the final determination is posted. For a community Post Office, classified station, or classified branch, the discontinuance date is 60 days after the Headquarters approval date.

#### BEFORE CHANGE POST OFFICE INFORMATION

Post Office

Name and State: FRANCITAS, TX

ZIP Code: 77961-9800 Finance no: 483235

County: JACKSON

Type of discontinuance:

Consolidate ( ) Close ( X )

#### Type of discontinued facility

Post Office ( X )

Classified Station ( ) Branch ( )

Community Post Office (CPO) ( )

Coordinator name: ROY DAVIS

Telephone: (210) 368-1261

**Mailing instructions for independent Post Office discontinuance.** When the final determination is removed, send the round-dated front cover showing the posting dates and three copies of this *Postal Bulletin Post Office Change Announcement* form to:

RICHARD RUDEZ

RETAIL OPERATIONS

UNITED STATES POSTAL SERVICE

475 L'ENFANT PLAZA SW ROOM 6806

WASHINGTON DC 20260-6806

The announcement cannot be made in the Postal Bulletin unless this form is submitted to the above address. Do not send directly to Address Management, Postal Service Headquarters.

**Mailing instructions for CPO/classified station/classified branch discontinuance.** Immediately submit three copies of this announcement form to the above address. For nonsuspended offices, enclose a copy of the letter sent to customers notifying them of the discontinuance.

**For more information, call** (202) 268-5083.

Headquarters entry: ( ) TL ( ) HS

\*Final determination posting is not required for CPO, classified station, or classified branch discontinuance.  
Final determination for an independent Post Office must be posted for at least 30 days.

#### AFTER CHANGE POST OFFICE INFORMATION

Administrative

Post Office: LA WARD

ZIP Code: 77970-9800 Finance no: 485005

County: JACKSON

Original name retained? Yes ( X ) No ( )

New last line of customer address is:

FRANCITAS TX, 77961

#### Type of replacement service

Post Office ( ) Route ( X )

Classified Station ( ) Branch ( )

Contract Unit ( ) Community Post Office (CPO) ( )

Date:

(Location) District: RIO GRANDE PFC



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07/08/2011

DISTRICT MANAGER  
1 POST OFFICE DR  
SAN ANTONIO, TX 78284-9993

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination- FRANCITAS

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 black ink, appearing to read "Dean J Granholm".

Dean J Granholm  
Vice President Delivery and Post Office Operations

Enclosure: (2)

cc:  
Vice President, Area Operations, SOUTHWEST Area