

Docket No. N2009-1

USPS Library Reference N2009-1/6

**Station/Branch Optimization/Consolidation Initiative
Decision Package Sample Documents and Instructions**

This Category 3 Library Reference contains

- (a) a list of documents typically included in SBOC Initiative discontinuance study packages;
- (b) sample copies of those documents; and
- (c) instructions for the completion of those documents.

Sample Index



Official Record Index

Item No.	Description	Date Entered into Record
1.	Request/approval to study for discontinuance	
2.	ROAM Map	
3.	Eviction notice (if appropriate)	
4.	Building inspection report and original photos of building deficiencies (if appropriate)	
5.	Post Office and community photos	
6.	Community Survey	
7.	Alternate service options/cost analysis	
8.	Questionnaire instruction letter to postmaster/OIC (if applicable)	
9.	Cover letter, questionnaire	
10.	Community Meeting Letter	
11.	Returned customer questionnaires and Postal Service response letters	
12.	Analysis of questionnaires	
13.	Community meeting roster	
14.	Community meeting analysis	
15.	Petition and Postal Service response letter (if appropriate)	
16.	Congressional inquiry and Postal Service response letter (if appropriate)	
17.	Classified Station and Branch Checklist	
18.	Transmittal to Vice President, Delivery and Post Office Operations from district manager, customer service and sales	
19.	Headquarters' acknowledgment of receipt of record	
20.	Final determination transmittal letter from Headquarters	
21.	<i>Postal Bulletin Post Office Change Announcement</i> form	
22.	Letter to customers	
23.	Notification to local Address Management Systems (AMS) to update AMS database	
24.	Announcement in <i>Postal Bulletin</i>	

<date>

<NAME>
DISTRICT MANAGER
CUSTOMER SERVICE AND SALES

SUBJECT: AUTHORITY TO CONDUCT INVESTIGATION

I request your authorization to investigate a possible change in postal services for the following office in the <name> Congressional District.

Name of Unit: _____
ZIP+4 Code: _____
EAS Level: _____
Finance Number: _____
County: _____

Number of Customers:

Post Office Box _____
General Delivery _____
Rural Route (RR) _____
Highway Contract Route (HCR) _____
Intermediate RR _____
Intermediate HCR _____
City Delivery _____
Total Customers _____

<List reasons for study such as proximity of other retail locations, operational efficiencies>.

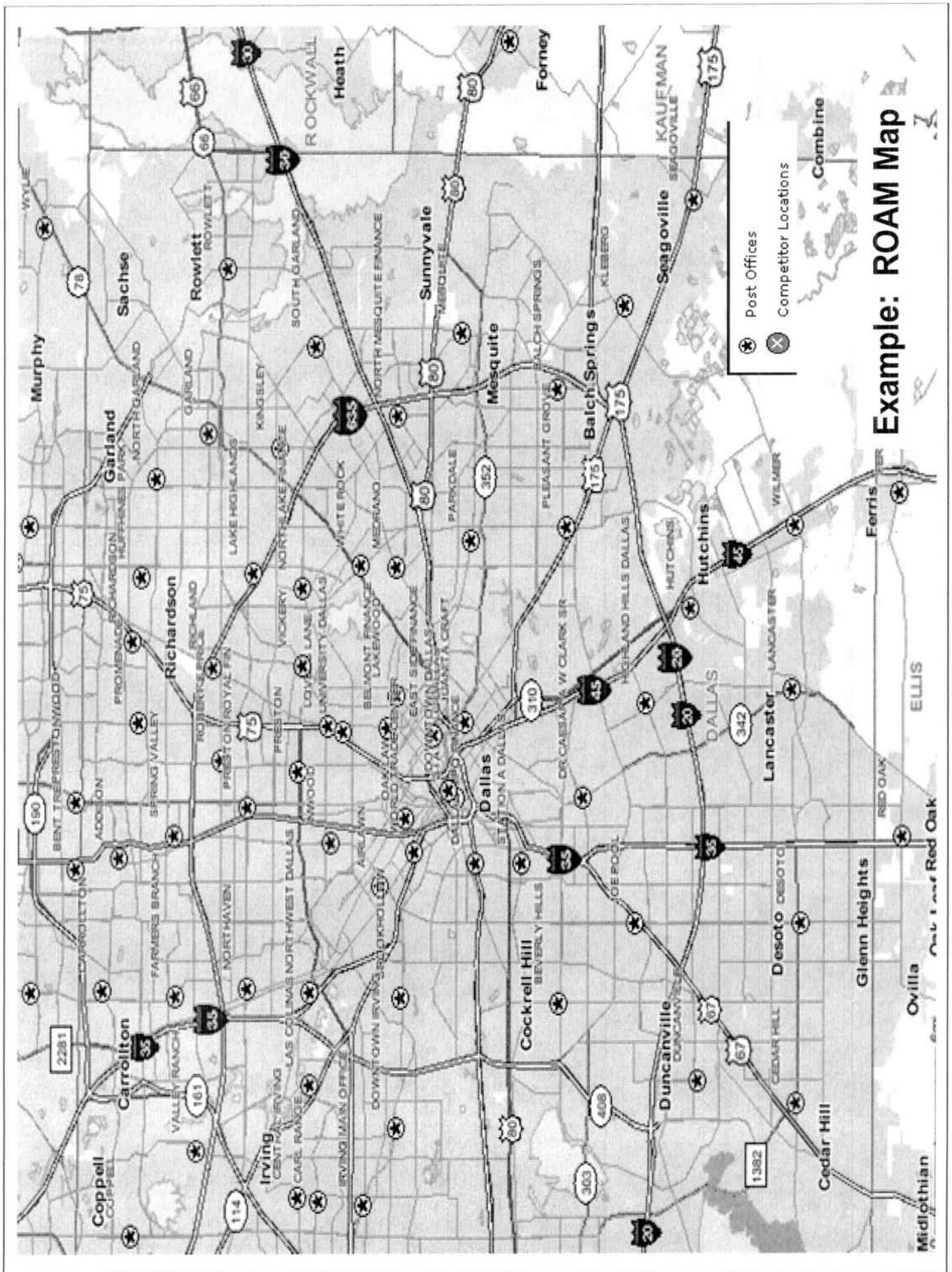
Please indicate your approval of this study by signing below and returning the original form to this office.

<name>
Manager, Post Office Operations

Approval to Study for Discontinuance:

District Manager, Customer Service and Sales

Date



Example: ROAM Map



Community Survey Sheet

Office Name: _____ ZIP + 4: _____

Congressional District: _____ Date: _____

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) _____

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 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 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?

HCR Cost Estimate (extending delivery)

Highway Contract Route
Estimated Cost for Alternative Replacement Service

1. Enter the number of additional boxes to be added to the route _____ x 3.64 hours per year _____

2. Enter the number of additional miles to be added to the route _____ x 10.40 hours per year _____

Total time added to the route _____

3. Enter the HCR hourly rate
(Contact Area Manager, Purchasing/Contracting Officer)

Total additional compensation (HCR hourly rate x total time added to the route) _____

Rural Route Analysis (extending delivery)

Rural Route Carrier
Estimated Cost for Alternative Replacement Service

1	<u>Number of additional boxes to be added to the rural route</u>	_____	x		
2	<u>Enter the volume factor of the gaining route</u>	_____			
				<u>Total</u> (Additional Boxes x Volume Factor)	_____
3	<u>Enter the number of additional boxes to be added to the rural route</u>				
	<u>Centralized boxes</u>	_____	x	<u>1.00 Min</u>	_____
	<u>Regular L route boxes</u>	_____	x	<u>1.82 Min</u>	_____
	<u>Regular Non-L route boxes</u>	_____	x	<u>2.00 Min</u>	_____
				<u>Total additional box allowance</u>	_____
4	<u>Enter the number of additional daily miles to be added to the rural route</u>	_____	x	<u>12 Mileage Standard</u>	_____
				<u>Total additional minutes per week</u> <i>(Miles carried to two decimal places)</i>	_____
5	<u>Total Additional Annual Minutes</u> <i>(Additional minutes per week x 52 weeks per year)</i>	_____	x	<u>52 Weeks</u>	_____
6	<u>Total Additional Annual Hours</u> <i>(Additional Annual Minutes /60 minutes per hour)</i>	_____	/	<u>60 Minutes</u>	_____
7	<u>Enter the Rural cost per hour</u> <i>(See national payroll summary report – rural carrier, consolidated)</i>	_____			
				<u>Total Annual Cost</u> (Additional annual hours x rural cost per hour)	_____
8	<u>Enter lock pouch allowance (if applicable)</u>	_____			
				<u>Total Annual Cost for Alternate Service</u> (Annual cost minus lock pouch allowance)	_____

**STATION AND BRANCH OPTIMIZATION AND CONSOLIDATION
RETURN ON INVESTMENT WORKSHEET**

To determine the Postal Service's Return on Investment, please complete the following information. Please work with appropriate functional areas on the district team to complete the worksheet. Completed worksheet should be included in your final study package that is sent to the Vice President, Delivery and Post Office Operations at Headquarters.

STATION AND OFFICE NAME:	(COST)*/SAVINGS	
	ONE-TIME	ANNUAL
Utility Costs (Source: District Finance through ADM FPR)		
Current Lease Rate (Source: FSO) Termination Date: _____		
Build-Out/Renovations (Source: FSO)		
Parking (if moving carriers) (Source: FSO/District Ops Support)		
Real Estate Specialist Opinion of Value (Source: FSO)		
Maintenance Labor (Source: District Finance through ADM FPR)		
Maintenance Savings - # of Positions (Source: District Finance through ADM FPR)		
Inter-Station Mail Transportation (Source: District Operations Support)		
Carrier Route Transportation (Source: District Operations Support)		
Carrier Labor (Source: District Finance & Operations Support)		
Carrier Savings - # of Positions (District Finance/Operations Support/Human Resources)		
Clerk Labor (Source: District Finance through ADM FPR)		
Clerk Savings - # of Positions (District Finance/Operations Support/Human Resources)		
EAS Labor (Source: District Finance through ADM FPR)		
EAS Savings - # of Positions (District Finance/Operations Support/Human Resources)		
TOTAL		

*Please include "cost" information as a negative number and savings information as a positive number.

<Date>

Dear Postal Customer:

Changes in consumer preference and recession-related declines in mail volume have reduced U.S. Postal Service revenues. Operation of the Postal Service is paid for by postage and fees paid by our customers. The Postal Service receives no operational subsidy from taxes. Current economic conditions require that we review all postal operations for opportunities to streamline processes and provide service more efficiently.

As the postal manager responsible for all offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. A review of the business activities of the < > Station/Branch revealed that the office workload has declined. This reduced workload and the fact that we have < > other Stations/Branches located within a < > mile radius suggests that the continuation of the < > classified station/branch may not be warranted <adapt paragraph, as necessary to fit circumstance>.

Accordingly, we are considering consolidation of the <> Station/Branch, located at <address>. If you are currently receiving letter carrier delivery, there will be no change to your delivery service. Any mail pickup of parcel and signature items would move to the _____ Station/Branch, located at _____ <adapt paragraph to fit proposed alternate service>

If you are a post office box customer, you have the option of post office box delivery at the < > station/branch, or you may receive carrier delivery at your residence. The Postal Service is considering relocating current post office boxes to the (station or branch name and address) located < > miles from your current location. Full retail service hours at < > are from < > a.m. to < > p.m. and < > to < > p.m., Monday through Friday and < > a.m. to < > p.m. on Saturday. The lobby is open 24 hours for customer convenience. [adapt paragraph to fit proposed alternate service] Retail services are also available at the <name> classified station/branch, located <distance> miles away. Hours of service at this office are <hours> , Monday through Friday, and <hours> on Saturday.

If a change to service is implemented, post office box customers will continue to use the name <community name> and ZIP Code in their mailing address. You will not be required to change your mailing address if you choose to continue your Post Office Box at the new location <adapt sentence to include any address changes, if applicable>. The Postal Service operates to serve our customers. We value your opinions during this review process. Please complete the enclosed questionnaire and return with your comments by <month/day/year>(minimum of 10 business days), using the pre-addressed envelope provided.

<community meeting option, if applicable>You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at <location> on <month/day/year> from <time> to <time> to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time or later.

If you have any questions, you may call <name and title of postal representative>, whose telephone number is <telephone number>.

Thank you for your assistance.

Sincerely,

Postmaster/Manager, Post Office Operations
(Street Address)
(City, State, ZIP+4)

Postal Customer Questionnaire

1. Please check the appropriate box to indicate if you use the <name> Station <> Branch for the following services:

Postal Services	Daily	Weekly	Monthly	Never
a. Buy stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mail letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mail packages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Send Express Mail®	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Pick up mail from a Post Office Box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Pick up mail from general delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Buying Postal Money Orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buy stamp-collecting products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other postal services:

a. Enter permit mailings Yes No

Nonpostal Services

a. Picking up government forms (such as tax forms) Yes No

b. Assisting senior citizens, persons with disabilities, etc. 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, which offices: _____

3. If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the <> facility will compare to your current service? [Adjust to fit alternate service options proposed]

Better Just as Good No Opinion Worse

Please explain. _____

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

Yes No

If yes, would you continue to use them if the <> Station/Branch is discontinued?

Yes No

Name: _____
(please print your name)

Address: _____

Telephone number: _____ 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.

Please return your questionnaire by (insert date) to the following address:

<name> Station
U.S. Postal Service
123 Main Street
Anytown, USA 99999-9999

Sample Community Meeting Letter



<date>

Dear Postal Customer:

As the postal 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 change if we are satisfied that a maximum degree of regular and effective service can be provided.

<enter a brief paragraph on why Office is being reviewed for change>

If you would like an opportunity to discuss alternatives with us, a postal representative will be at <location> on <date> from <time> to <time> to answer questions and provide information about our service.

If you have any questions, you may contact <review coordinator name> at <telephone number>.

Thank you for your assistance.

Sincerely,

<name>
Manager, Post Office Operations

Questionnaire Analysis



Postal Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the <name> Post Office <> Station on <date>. Additionally, questionnaires were available at the <name> Post Office to walk-in retail customers during the survey period.

A. Number of Questionnaires

Total questionnaires distributed	_____
Favorable to proposal	_____
Unfavorable to proposal	_____
Expressing no opinion	_____
Total questionnaires received	_____

B. Postal Concerns

The following postal concerns were expressed:

1. **Concern:**
Response:
2. **Concern:**
Response:

C. Nonpostal Concerns

The following nonpostal concerns were expressed:

1. **Concern:**
Response:
2. **Concern:**
Response:



Community Meeting Analysis

(Categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

Postal Concerns

1. Concern:
Response:
2. Concern:
Response:
3. Concern:
Response:

Nonpostal Concerns

1. Concern:
Response:
2. Concern:
Response:
3. Concern:
Response:

Customer Responses



<date>

<name of customer>
<street address>
<city>, <state> <ZIP+4>

Dear Postal Customer:

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

(This section is for response to specific customer questions or concerns)

If you have additional questions or comments, please feel free to contact <name and title> at <telephone>.

Sincerely,

<name>
Manager, Post Office Operations
<Street Address>
<City, State, ZIP + 4>

Classified Station/Branch or Community Post Office Discontinuance Checklist

Proposed Discontinuance Facility Information

District Name: _____ Telephone Number: _____
District Contact: _____
Office Name _____
State: _____ ZIP Code: _____
County: _____ Congressional District: _____
Date office established _____ EAS Postmaster Level _____

Reason for Discontinuance (i.e., Operational Efficiencies, Reduced Workload, Proximity of Neighboring Retail Units):

Is facility owned (Yes or No) If no, when does the lease or contract expire?

Is there a termination clause? Yes or No. If no, What are lease termination plans?

How many customers are affected:

Post office box customers: _____
General Delivery: _____
Rural Route: _____
Highway Contract Route (HCR): _____
City Route: _____
Intermediate Rural: _____
Intermediate HCR: _____
Total number of customers: _____

Window Service Hours: M-F _____ Sat _____
Lobby Hours: M-F _____ Sat _____

Other Customer Information

of schools, religious institutions, organizations and businesses in service area: _____

Are there handicapped customers that require special provisions? (yes/no) _____
If yes, what accommodations will be made for them if the office is consolidated?

Community Input

Community meeting: Date: _____ Number of customers attended: _____

Questionnaire: Date: _____ Number returned: _____

Favorable # Unfavorable: #No opinion:

Public Notice (local newspaper) Date (if applicable):

Employee Data:

How many career employees will be affected? _____
If yes, please include # by craft and position.

What provisions will be made for impacted employees? Please include explanation by craft and position.

Total Annual Cost Savings

Employee Salaries, (minimum)*: _____
Salaries X Fringe Benefits 33.5% : _____
Lease/Rental Costs: _____
Utilities _____
Total Expenses _____

*If position(s) are being eliminated include minimum salary of grade level(s) and fringe benefits.

Alternate Service Cost Analysis:

Alternate Service to be provided (i.e., carrier delivery, PO Box Service at another facility, Cluster Box Unit, Non-Personnel Unit, etc.)

Cost of proposed alternate service (i.e.,
transportation, extension of routes, etc) _____

Total Annual Savings: _____
One-time cost (i.e. CBU or bldg
modifications): _____

Administrative Office (Gaining Facility Information)

Name, State & ZIP _____ EAS level _____ Miles away: _____

Window Service Hours: M-F _____ Sat _____

Lobby Hours: M-F _____ Sat _____

What is the Post Office Box Fee Group for this location? _____
How many Post Office Boxes are at this location? _____
How many Post Office Boxes are rented at this location? _____
How many Post Office Boxes are available to rent? _____
Does the office have an APC? _____

Is there sufficient customer and employee parking?
If not, please explain what provisions will be made for customers and/or employees?

Average WTIL (12 month data): _____ # of Retail Workstations: _____

CSM Trend Data (Last 4 quarter trends):

(attach documentation)

Estimated Window Staffing if Proposal is Implemented (impacted office & gaining office). Use
Earned/Actual Staffing Graph for Oct/Mar of most current fiscal year (attach documentation)

Does facility have physical capacity for both retail and delivery to absorb workload? Include
narrative to explain proposed changes

Nearest Post Office, Station, Branch or CPU (if different from above):

Name, State & ZIP _____ EAS level _____ Miles away: _____

Window Service Hours: M-F _____ Sat _____

Lobby Hours: M-F _____ Sat _____

Number of PO Boxes Available _____

Prepared By: _____ Title: _____

Signature: _____ Date _____

Telephone Number _____ (Remember to include your area code)

District Manager Notification



<date>

District Manager, Customer Service and Sales

SUBJECT: Official Record
<name> Post Office
Docket Number <ZIP Code>

Enclosed is the original and one copy of the official record concerning the <closing/consolidation> of the <name> <Post Office/Station/Branch>.

Following your review, please retain the original record for district files and forward the copy with original photographs to the Vice President, Delivery and Post Office Operations, at Headquarters with the attached cover memo.

Manager, Post Office Operations

Enclosures

Headquarter Transmittal



<date>

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA RM 5621
WASHINGTON DC 20260-5621

SUBJECT: OFFICIAL RECORD

Enclosed for your review and approval is the official record to discontinue the <name> <Post Office/Station/Branch>.

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 discontinuance to <name of postal representative>, Post Office Review Coordinator, at <telephone number> or <name and title> at <telephone number>.

District Manager
Customer Service and Sales

Enclosures: One copy of record
Headquarters' acknowledgment of receipt of official record (optional)
Self-addressed envelope

cc: Vice President, <name> Area (no enclosures)

HQ Acknowledgement (optional)



Headquarters Acknowledgment of Receipt of Official Record

The official record to (close/consolidate) the _____ Post Office/Station/Branch was received by Headquarters on _____.

Please contact the Headquarters coordinator at (202) 268-5083 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW RM 5621
WASHINGTON DC 20260-5621

Enclosure: (self-addressed envelope)

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

Postal Bulletin Post Office Change Announcement Form

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

Post Office Final Determination Posting Dates*

Date posted: _____ Actual discontinuance date: _____
Date removed: _____ Official discontinuance date: _____
No. of days posted: _____ (Headquarters entry): _____

Note: Unless otherwise stated, the official discontinuance date listed in the Postal Bulletin will be the first Saturday that falls 90 days after the final determination is posted. For a Community Post Office (CPO), 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: _____
ZIP Code: _____ Finance No.: _____
County/Parish: _____
Type of discontinuance:
Consolidate () Close ()

Type of discontinued facility

Post Office ()
Classified Station () Branch ()
Community Post Office (CPO) ()
Coordinator name and title: _____
Telephone: _____

AFTER CHANGE POST OFFICE INFORMATION

Administrative
Post Office: _____
ZIP Code: _____ Finance No.: _____
County/Parish: _____
Original name retained? Yes () No ()
New last line of customer address is:

Type of replacement service

Post Office () Route ()
Classified station () Branch ()
Contract Unit () CPO ()
Date: _____
(Location) District: _____

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

RETAIL OPERATIONS
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA SW RM 5621
WASHINGTON DC 20260-5621
FAX: (202) 268-5102

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.

Customer Notice on Discontinuance (minimum of 30 day advance notification)



<date>

Dear Postal Customer:

This is to advise you that the <name> Post Office/Station/Branch will be officially <closed/consolidated> on <date>.

<adjust paragraph to fit circumstance> Effective <date>, delivery and retail services will be provided by <type of delivery>. Customers will be required to change their addresses. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. <adapt paragraph to conform to approved change> Your new address is shown below.

Present Address:

JOHN DOE
PO BOX 1
◇, ◇ ◇

New Address:

JOHN DOE
100 MAIN ST
◇, ◇ ◇

Thank you for your input in helping the Postal Service determine the best form of mail service to meet the needs of the community. Retail and delivery services from the <name> Post Office/Station/Branch will ensure effective and regular services to the <name> community.

We appreciate all comments and concerns that were expressed in the process and we will continue to provide the best mail service to our customers.

Sincerely,

<name>
Manager, Post Office Operations

Customer Letter – Proposal Not Warranted



<date>

Dear Postal Customer:

As you are aware, the <name> Post Office/Station/Branch has been under consideration for possible discontinuance and a change in service. I wish to thank you for your cooperation and patience during this investigative process. Your participation through questionnaires, the community meeting, and comments to the proposal have been most helpful to us in making our final decision.

The Postal Service has determined that a change in service is not warranted. The <name> Post Office/Station/Branch will remain open. The proposal to close the office has been withdrawn, and no service changes will occur at this time.

If you have any questions, please feel free to contact <name and title of postal representative> at <telephone number> or <name and title> at <telephone number>.

Sincerely,

Manager, Post Office Operations

cc: District Manager, Customer Service and Sales
Post Office Review Coordinator

Local Address Management Notification



<date>

ADDRESS MANAGEMENT

SUBJECT: Notice of Discontinuance
<name> Post Office
Docket No. <ZIP Code>

Attached is a copy of the *Postal Bulletin Post Office Change Announcement* form that was submitted to Headquarters for announcement in the *Postal Bulletin*. Please update your Address Management System files accordingly. The <name> Post Office/station/branch will be officially discontinued on <date>.

Post Office Review Coordinator

Attachment

Discontinuance Closure Date



<date>

Manager, Address Management Systems	Manager, Administrative Services
Manager, Consumer Affairs	Manager, Facilities Service Office
Manager, Finance	Manager, Human Resources
Manager, In-Plant Processing	Manager, Maintenance
Manager, Customer Relations	Manager, Operations Programs
Manager, Post Office Operations	Manager, SDO
Manager, Transportation & Networks	Postal Inspection Service
Postmaster <affected office>	Postmaster, <administrative office>

SUBJECT: Post Office/Station/Branch Discontinuance
<name>, <state>-9998

Effective close of business <date>, service will be discontinued at the <name> Post Office/Station/Branch.

Delivery and retail services will be provided to the community by a <type of alternate service> administered by the <> Post Office/Station/Branch. Processing and Distribution will continue to label and pouch the <> mail as in the past; however, the mail will be dispatched to the <> Post Office. The <> carrier will case and deliver all mail for the <> customers to <roadside mailboxes/cluster box units> and will provide collection of outgoing mail. The collection requirement of the HCR <> will be eliminated effective <date>. [

The Manager, Post Office Operations must arrange the transfer of accountability. Human Resources will need to separate any non-career employees, effective <date>. [if applicable]

Please take appropriate action regarding this change. Please ensure that appropriate staff members are notified and information shared. If you need further information, please contact <>, Post Office Review Coordinator, at <>.

District Manager
Customer Service and Sales

clsh

PROPOSAL TO CLOSE
THE <>, <> CLASSIFIED STATION
AND <ESTABLISH/EXTEND/CONTINUE TO PROVIDE>
<HIGHWAY CONTRACT ROUTE SERVICE> <RURAL ROUTE SERVICE> <CITY DELIVERY SERVICE>
<NON-PERSONNEL UNIT>

DOCKET NUMBER <>

sciscs

PROPOSAL TO CLOSE

THE SUSPENDED

<>, <> CLASSIFIED STATION

AND CONTINUE TO PROVIDE

<HIGHWAY CONTRACT ROUTE SERVICE> <RURAL ROUTE SERVICE> <CITY DELIVERY SERVICE>
<NON-PERSONNEL UNIT>

DOCKET NUMBER <>

PROPOSAL PARAGRAPHS

Below are sample paragraphs to help in writing your proposal. Before using a given response, make sure it describes the proposed replacement service correctly and that necessary supporting materials are part of the official record.

i **I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS**

first paragraph options:

iclsh

The Postal Service is proposing to close the <>, <> Classified Station and provide delivery and retail services by highway contract route (HCR) service administered by the <>, <> Post Office, located <> miles away.

iclsr

The Postal Service is proposing to close the <>, <> Classified Station and provide delivery and retail services by rural route service administered by the <>, <> Post Office, located <> miles away.

iclsc

The Postal Service is proposing to close the <>, <> Classified Station and provide city delivery service administered by the <>, <> Post Office, located <> miles away.

iclsnpu

The Postal Service is proposing to close the <>, <> Classified Station and provide delivery and retail services by establishing a nonpersonnel unit (NPU) under the administrative responsibility of the <> Post Office, located <> miles away.

iclhbh

The Postal Service is proposing to close the <>, <> Classified Branch and provide delivery and retail services by highway contract route (HCR) service administered by the <>, <> Post Office, located <> miles away.

iclbr

The Postal Service is proposing to close the <>, <> Classified Branch and provide delivery and retail services by rural route service administered by the <>, <> Post Office, located <> miles away.

iclbc

The Postal Service is proposing to close the <>, <> Classified Branch and provide city delivery service administered by the <>, <> Post Office, located <> miles away.

iclbcb

The Postal Service is proposing to consolidate the <>, <> Classified Branch and provide delivery and retail services by establishing a contract branch under the administrative responsibility of the <>, <> Post Office, located <> miles away.

<clsnpo>The Postal Service is proposing to close the <> Classified Station and provide delivery through the <> Classified Station, located <> miles away. Post office boxes from the <> Station will be relocated to the <> Station. General delivery customers will also be transferred to the <> Station. Customers will also have the option of city delivery carrier service

add to the first paragraph, if appropriate:

option

Customers will have the option of service to cluster box units (CBUs) or roadside mailboxes installed by customers on the carrier's line of travel.

rbox

Service will be provided to roadside mailboxes installed by customers on the carrier's line of travel.

nbu

Service will be provided to cluster box units (CBUs) installed on the carrier's line of travel.

new paragraph, if needed

cbu

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. These units will be placed in the public right-of-way on the carrier's line of travel. Parcel lockers will also be installed for customer convenience.

scbu

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. These units have been placed in the public right-of-way on the carrier's line of travel. Parcel lockers were also installed for customer convenience.

npu

A non-personnel unit (NPU) is a self-service unit which furnishes essential mail services, such as the collection and delivery of ordinary mail. Services such as the sale of stamps and money orders and the acceptance and delivery of Certified, Insured, Registered, Delivery Confirmation, Signature Confirmation, Collect on Delivery, and Express Mail are provided to the customers of NPUs by rural carriers at the time they service their units. Carriers are required to remain at the unit a minimum of 15 minutes each service day to provide these services.

new paragraph:

safety

The Post Office facility had severe building deficiencies that included: <>. No suitable alternate quarters were available; therefore, service was suspended on <>.

constant

Workload at the <> Post Office <> Classified Station <> Classified Branch has remained constant, however, the small number of customers served and minimal number of daily transactions conducted indicate that <list alternate service> will continue to provide a maximum degree of effective and regular service to the <> community.

decline3

Office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis conducted in <month> <year> indicated that customer usage and workload at the <> Classified Station had declined. This decline and the fact that there are <> retail units located _ miles from the <> Classified Station. The Postal Service feels that a maximum degree of effective and regular service will be provided through <list alternate service and/or if there are other retail facilities located in close proximity> <> and <>, located <> miles away.

evict

The Postal Service was asked by the lessor to vacate the facility. No suitable alternate quarters were available; therefore, service was suspended on <>.

bldg

The postal facility is in substandard condition. Building deficiencies include: <>. No suitable alternate quarters are available.

lease

The Postal Service was unable to negotiate an acceptable lease with the lessor. No suitable alternate quarters were available; therefore, service was suspended on <>.

new paragraph:

hrs

The <> Post Office <> Classified Station <> Classified Branch, an EAS-<> level office, provides service <> hours a week from <> to <>, Monday through Friday, and <> to <> on Saturday to <> Post Office box, <> general delivery, and <> intermediate <rural/HCR> customers. Retail services include the sale of stamps, stamped paper, and money orders; special services such as Registered, Certified, Insured, Delivery Confirmation, Signature Confirmation, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Daily retail window transactions average <>. Office receipts for the last three years were: <> (<> revenue units) in FY<year>; <> (<> revenue units) in FY <year>; and <> (<> revenue units) in FY <year>. There are <> permit mailers and <> postage meter customers. Administrative responsibility for the <permit/meter> customers <can/will be> transferred to the <name> Post Office, located <> miles away. <Note: If special arrangements have been made to accommodate meter or permit customers, please indicate in this section>

shrs

The <> <> Post Office, Office <> Classified Station <> Classified Branch an EAS-<> level office, provided service <> hours a week from <> to <>, Monday through Friday, and <> to <> on Saturday to <> Post Office box, <> general delivery, and <> intermediate <rural/HCR> customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered, Certified, Insured, Delivery Confirmation, Signature Confirmation, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Daily retail window transactions averaged <>. Office receipts for the last three years were: <> (<> revenue units) in FY <year>; <> (<> revenue units) in FY <year>; and <> (<> revenue units) in FY <year>. There were <> permit mailers and <> postage meter customers. Administrative responsibility for the <permit/meter> customers was transferred to the <name> Post Office, located <> miles away. <Note: If special arrangements have been made to accommodate meter or permit customers, please indicate in this section>

srhrs

Since the suspension of service, customers have received delivery and retail services from <type of delivery> delivery emanating from the <> Post Office/Station/Branch, an EAS-<> level office located <> miles away. Window service hours are from <> to <>, Monday through Friday, and <> to <> on Saturday. There are <> Post Office boxes available. (If there are inadequate Post Office boxes available, please indicate in this section whether there is room for expansion.)

rhrs

When this proposal is implemented, delivery and retail services will be provided by <type of delivery> delivery emanating from the <> Post Office/Station/Branch, an EAS-<> level office. Window service hours at <> are from <> to <>, Monday through Friday, and <> to <> on Saturday. There are <> Post Office boxes available. (If there are inadequate Post Office boxes available, please indicate in this section whether there is room for expansion.)

new paragraph:

meet

On <>, representatives from the Postal Service were available at <> to answer questions and provide information to customers. <> customers attended the meeting.

q

On <date>, <total number distributed> questionnaires were distributed to delivery customers of the <name> <Post Office> <Classified Station> <Classified Branch>. Questionnaires were also available over the counter for retail customers at <name>. <total> questionnaires were returned. <> responses were favorable, <> unfavorable, and <> expressed no opinion regarding the proposed alternate service.

cong

Congressional inquiries were received on <>.

pet

A petition supporting the retention of the <> Post Office was received on <date> with <> signatures.

noconcern

There were no postal concerns expressed on the returned questionnaires or at the community meeting.

pconcern

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

(List postal concerns/responses from questionnaires, community meeting, etc. See page standard customer concerns/responses)

npuadv (Use only those that apply to the situation)**Some advantages of a NPU proposal are:**

1. Maintains a postal facility and retail outlet in the community.
2. Carrier provides delivery and retail services and is available for a designated period each day to provide special services.
3. Customers will continue to use the same mailing address and ZIP Code.
4. The unit continues to provide nonpostal services, a community gathering place, and an information center.
5. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.

Some disadvantages of a NPU proposal are:

1. Loss of an independent post office and postmaster position.
2. Need to meet the carrier at the NPU to transact business. However, it is not necessary to be present to conduct most postal transactions.

radv (Use only those that apply to the situation)**Some advantages of the proposal are:**

Some advantages of a carrier service proposal are:

1. Carrier delivery service is beneficial to some senior citizens, the handicapped, and working people since customers will no longer need to travel to the Post Office to pick up their mail.
2. The carrier provides retail services, alleviating the need to go to the Post Office. *Stamps by Mail* order forms are provided for customer convenience.
3. Customers opting for carrier service will have 24-hour access to their mail.
4. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
5. Customers opting for carrier service will no longer 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 to a carrier service proposal are:

1. The loss of a retail outlet and a postmaster position in the community.
2. Need to meet the carrier at the mailbox to transact business. However, it is not necessary to be present to conduct most postal transactions.
3. A change in mailing address. The community name and the ZIP Code will continue to be used in the new address.
4. Customers who want Post Office box service at the <> Post Office will experience a Post Office box fee increase. However, free service is available through carrier delivery.

cbuadv (Use only those that apply to the situation)

Some advantages to a CBU 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. Offers secure, individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will no longer 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 to a CBU 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 CBU to transact business. However, it is not necessary to be present to conduct most postal transactions.
3. A change in mailing address. The community name and ZIP Code will continue to be used in the new address; however, a carrier route address will be assigned.
4. Customers who want a Post Office box at the <> and/or <> Post Office will experience a Post Office box rental increase. Free service is available through carrier delivery.

new paragraph:

ib

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

II. EFFECT ON COMMUNITY

first paragraph options:

uninc

<> is an unincorporated rural community located in <> County. The community is administered politically by the <>. Police protection is provided by <>, and fire protection is provided by <>. The community is comprised of <retired people, farmers, and those who commute to work at nearby communities and work in local businesses>.

inc

<> is an incorporated rural community located in <> County. The community is administered politically by a <> form of government. Police protection is provided by <>. Fire protection is provided by <>. The community is comprised of <retired people, farmers, and those who commute to work at nearby communities and work in local businesses>.

city

<> is located in the incorporated city of <>. The area is administered politically by a <> form of government. Police and fire protection is provided by <>. The community is comprised of <> and those who commute to work at nearby communities and those who work in local businesses.

new paragraph:

none

There are no stores, banks, schools or other public institutions, religious institutions, or businesses located in <>. Residents travel to nearby communities for supplies and services.

bus

There is/are <> religious institutions in the community. Businesses include: <List # of businesses, including in-home businesses, local government offices and service organizations>. Residents travel to nearby communities for other supplies and services.

new paragraph:

npr

Nonpostal services provided at the <> Post Office <> Classified Station <> Classified Branch will be available at the <> Post Office <> Classified Station <> Classified Branch. Government forms normally

provided by the Post Office will also be available at the <> Post Office or by contacting your local government agency.

new paragraph:

nonpconcern

There were no nonpostal concerns expressed on the returned questionnaires or at the community meeting.

npconcern

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

List nonpostal concerns/responses from questionnaires, community meeting, etc. See standard customer concerns/responses)

new paragraph (if not already covered in concerns/responses):

rgrowth

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. Carrier service is expected to be able to handle any future growth in the community.

rid

To help preserve community identity, the community's name and the ZIP Code will be retained in the mailing address. It will continue to be listed in the *National Five-Digit ZIP Code and Post Office Directory*.

noid

The name and ZIP Code of <> will be discontinued from the *National Five-Digit ZIP Code and Post Office Directory*. Customer addresses will change. For example:

Present Address:

JOHN DOE
PO BOX I
<>, <>

Proposed Address:

JOHN DOE
100 MAIN ST
<>, <>

last paragraph:

iib

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

siib

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community. <Carrier/CPO/CPU/Non-Personnel Unit> service has been in effect since the suspension of the <Post Office/Community Post Office/Classified Station/Classified Branch> on <>.

iii

III. EFFECT ON EMPLOYEES

iiiclerk

The <>clerk <> will be reassigned to the <> Post Office and maintain bidding status within that office. [list other employee impacts]

ivcl

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of <> with a breakdown as follows:

Clerk Salary (PS-6, Minimum)	\$<>
Fringe Benefits @33.5%	<>
Rental Costs. Including Utilities	+<>
Total Annual Costs	<>
Less Annual Cost of Replacement Service	-<>
Total Annual Savings	\$<>

new paragraph, if applicable:

onetime

A one-time expense of \$<> <was/will be> incurred for installation of <CBUs and parcel lockers>. <List all one-time expenses if different from above>.

v

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

first paragraph: use paragraph from Section 1

new paragraph:

new<viclerks>The clerks will be reassigned to the <> Post Office <> Classified Station <> Classified Branch and maintain bidding status.

vievict

The postmaster <retired/was reassigned/was promoted/resigned> on <> (use for Post Offices only). Operations were suspended at that time due to termination of the lease by the lessor. There were no suitable alternate quarters available. The <>career <> noncareer <clerks/OIC/PMR> will be <retired/resigned/reassigned/promoted> when this proposal is implemented. .

visafety

The postmaster <retired/resigned/was reassigned/was promoted> on <>. Operations were suspended on <> due to severe safety and health deficiencies of the postal facility. There were no suitable alternate quarters available. The <>career <> noncareer <clerks/OIC/PMR> will be <retired/resigned/reassigned/promoted> when this proposal is implemented. .

vibldg

The postmaster <retired/resigned/reassigned/promoted> on <> (use for Post Offices only). The <>career <> noncareer <clerks/OIC/PMR> will be <retired/resigned/reassigned/promoted> when this proposal is implemented. The facility is in substandard condition and no suitable alternate quarters are available. No other employee will be adversely affected.

new paragraph:

vihrs

The <> Post Office <> Classified Station <> Classified Branch provides <> hours of window service per week to <> customers. Daily retail window transactions average <>. There are <> permit mailers and <> postage meter customers.

new paragraph:

vir

Carrier service will continue to provide effective and regular service to the community. 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. Customers opting for carrier delivery will have 24-hour access to their mail. To help preserve community identity, the community name and the ZIP Code will be retained in the mailing address. The Postal Service will save an estimated \$<> 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 transactions.

Closing paragraph:

vib

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

Manager, Post Office Operations

Date

RESPONDING TO CUSTOMER CONCERNS
POSTAL CONCERNS/SUGGESTED RESPONSE OPTIONS

Below are questions and concerns frequently raised in discontinuance studies together with possible responses. Before using a given response, make sure it describes the proposed replacement service correctly, and that necessary supporting materials are part of the record.

Rural

Concern: Customers were concerned about obtaining services from the rural carrier.

Response: Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. *Stamps by Mail* and *Money Order Application* forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

MAILING PACKAGES

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

PURCHASING STAMPS BY MAIL

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

PURCHASING POSTAL MONEY ORDERS

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

SPECIAL SERVICES

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

HOLDING MAIL

Customers who will be away for an extended time (e.g., on vacation) may request that their mail be held at the Post Office during their absence. Upon return the customer asks the Post Office to resume delivery.

security

Concern: Customers were concerned about mail security.

Response: Verification with the Postal Inspection Service revealed very few recent reports of mail theft or vandalism in the area. 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.

Response: Verification with local law enforcement officials revealed very few recent reports of mail theft or vandalism in the area. 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.

Response: Verification with the Postal Inspection Service and local law enforcement officials revealed very few recent reports of mail theft or vandalism in the area. 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.

Response: The CPO will have Post Office box service and will continue to provide the security and sanctity of mail offered by an independent Post Office.

Response: CBUs provide the security of individually locked mail compartments. There have been very few recent reports of mail theft or vandalism in the area.

coa

Concern: Customers were concerned about a change of address.

Response: There will be no change in customer addresses.

Response: Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

Response: Some customers will experience an address change. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. An example of the change is shown below:

Present Address:

JOHN DOE
PO BOX 1
◇, ◇ ◇

Proposed Address:

JOHN DOE
100 MAIN ST
◇, ◇ ◇

misdell

Concern: Customers expressed concern about misdelivered mail.

Response: 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 were concerned about the limited hours of operation at the <>Post Office <> Classified Station <> Classified Branch.

Response: Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis conducted in <month> <year> indicated the office had declined from an EAS-<> to an EAS-<> level office, qualifying for <> hours of service per week. Carrier service will provide 24-hour access to the mail.

Response: Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis conducted in <month> <year> indicated the office had declined from an EAS-<> to an EAS-<> level office, qualifying for <> hours of service per week. The CPO will expand window service hours to <> per week.

Response: Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis conducted in <month> <year> indicated the office had declined from an EAS-<> to an EAS-<> level office, qualifying for <> hours of service per week. The CPO will provide at least the same number of window service hours as the Post Office.

Response: Office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis conducted in <month> <year> indicated that customer usage and workload at the <> Classified Station had declined. This decline and the fact that there are <> retail units located _ miles from the <> Classified Station. The Postal Service feels that a maximum degree of effective and regular service will be provided through <list alternate service and/or if there are other retail facilities located in close proximity> <> and <>, located <> miles away.

access

Concern: Customers were concerned about the limited hours of operation at the Post Office.

Response: Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis conducted in <month> <year> indicated the office had declined from an EAS-<> to an EAS-<> level office, qualifying for <> hours of service per week. Carrier service will provide 24-hour access to the mail.

Response: Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis conducted in <month> <year> indicated the office had declined from an EAS-<> to an EAS-<> level office, qualifying for <> hours of service per week. The CPO will expand window service hours to <> per week.

Response: Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis conducted in <month> <year> indicated the office had declined from an EAS-<> to an EAS-<> level office, qualifying for <> hours of service per week. The CPO will provide at least the same number of window service hours as the Post Office.

senior

Concern: Customers were concerned about senior citizens.

Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to <roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the <> postmaster for more information.

Response: The CPO will continue to provide the same services as an independent Post Office, except for permit mail acceptance and postage meter setting. The CPO operator will provide special assistance to senior citizens and those who face special challenges.

maint

Concern: Customers inquired about mailbox installation and maintenance.

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

Response: Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers.

cbulocks

Concern: Customers stated that the locks freeze on the CBUs when it snows.

Response: Locks can freeze during extreme cold weather conditions, but CBU maintenance can alleviate this problem. Customers are encouraged to contact the administrative postmaster if they are experiencing a problem with their locks.

cost

Concern: Customers felt the cost of postage was increasing while service was decreasing.

Response: The Postal Reorganization Act requires the Postal Service to operate on a breakeven basis. Most revenue is generated by the sale of postage, so when operational costs cannot be met, the Postal Service requests a rate increase. One advantage of this proposal is a savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.

bad weather

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

Response: Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely, efficiently, and in accordance with federal, state, and local motor vehicle laws and regulations.

snowplow

Concern: Customers were concerned about the mailboxes being damaged by snowplows.

Response: Customers may contact the <> postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.

cities

Concern: Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.

Response: Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings of approximately <>. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

ZIP

Concern: Customers were concerned about a change of ZIP Code.

Response: The proposed change of the ZIP Code is necessary for <list reasons>.

closer route

Concern: Customers felt the route should emanate from <> because that office is closer.

Response: The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although <> is closer for some customers, <> is closer for others.

change name

Concern: Customers expressed a desire to rename the <> Post Office to <>.

Response: Administrative action will be taken to change the name of the <> Post Office to <> when the <> Post Office is officially discontinued.

home/restaurant

Concern: A customer expressed a desire to relocate the <> Post Office to his home/restaurant.

Response: Existing postal facilities in the vicinity of the suspended office will provide regular and effective service to the <> customers.

encourage

Concern: Customers felt the workload decline at <> was encouraged by the <> postmaster and rural carrier.

Response: The <> rural route has served the <> community for many years, and customers have long had the option of applying for delivery service. Workload at the <> Post Office has <declined/remained constant>, resulting in a reduction in window service hours to <> hours a week. Some customers within the community have felt that rural delivery would be beneficial and have exercised the option to obtain delivery and retail services from the carrier. The postmaster and carrier are concerned about the regular and effective postal services to customers, whether by rural delivery or otherwise.

cfs

Concern: Customers stated problems occur when using the <> ZIP Code with the <> community name. Many companies are changing the community name, resulting in their loss of identity.

Response: This situation has occurred because no official ZIP Code change is made until an office is officially discontinued. This problem should be eliminated when alternate service is

implemented. If the <> Post Office is closed, customers may continue to use the <> name in their mailing address. However, the *National Five-Digit ZIP Code and Post Office Directory* will be updated to change the ZIP Code to <>.

mobile

Concern: Customers inquired about building a new facility or a mobile unit.

Response: 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.

door

Concern: Customers who had received door delivery at a former residence asked why this service was not available to <> customers.

Response: The growth of suburban areas and the shift of population from one geographic area to another have created new challenges for the Postal Service. To meet these challenges, delivery regulations were changed in 1978 to eliminate door delivery as an option for new residential areas. Current delivery options are roadside or centralized delivery provided by motorized carrier.

wos

Concern: Customers expressed concern regarding the conclusion in the window transaction survey that the retail workload required only <> <minutes/hours> per day.

Response: The window transaction survey only accounts for retail window transactions and does not include mail distribution and administrative duties. These additional duties are counted as part of a postmaster's workload, but not as window transactions.

discourteous

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

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

Response: The Postal Service is very interested in the service needs of the community and customer feedback is crucial to improving service. Concerns raised by the community will be investigated by the Postal Service and appropriate actions will be taken. The CPO will provide effective and regular service while avoiding detrimental impact upon the community. The CPO will offer the same retail services as a Post Office, except for permit mail acceptance and postage meter setting.

Response: The Postal Service is a customer-oriented organization that works hard to get its customers and employees to share that orientation. We appreciate hearing from customers on how successful those efforts have been. In this case, the concerns and opinions of the <name> customers are very important in determining the best alternate form of effective and regular service to offer the community.

longlines

Concern: Customers wanted to know why the customer lines were so long at the <> Post Office.

Response: The <> Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the <> postmaster so <he/she> can monitor window operations and ensure that customers do not have an

unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the Post Office for service.

Concern: Customers were concerned about having to make an address change on their bank checks and stationery.

Response: Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.

checks

Concern: Customers were concerned about having to make an address change on their bank checks and stationery.

Response: Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.

createpo

Concern: Customers wanted a Post Office established.

Response: A Post Office is not created when effective and regular service can be provided by established forms of service, such as <rural/HCR/CPO> delivery. The <> workload and mail volume do not warrant a Post Office and ZIP Code at the present time. Growth and workload will be monitored to determine the future service needs of the area and changes will be made based on those needs.

law

Concern: Customers stated the <> Post Office had been closed without going through the formal discontinuance procedure.

Response: Operation of the <> Post Office was suspended because of an emergency but it has not been officially discontinued. An emergency suspension is a temporary change, not a permanent closing of the <> Post Office. A community meeting was held on <>, and questionnaires were sent to the <> community on <>. The proposal to <close/consolidate> the <> Post Office was posted for the 60-day mandatory posting period from <> to <>. Regulations require the posting of a final determination to <close/consolidate> a Post Office, which informs customers how to appeal that determination to the Postal Rate Commission.

notification

Concern: Customers stated a month's notice of the impending suspension was not provided and that questionnaires should have been sent earlier.

Concern: Customers stated that there was not enough notice given for the community meeting.

Response: Loss of the facility together with the lack of any suitable alternative quarters triggered an emergency suspension of operations in the <> Post Office. A suspension is a temporary situation, and the <> Post Office has not been officially closed. The questionnaire assists the Postal Service in evaluating the postal needs and concerns of the community. Once the questionnaires are returned and evaluated the Postal Service can formally propose a

permanent alternate form of service suited to the needs of the community. Any customer who has comments or concerns to express is urged to convey them to <> in writing.

parking

Concern: Customers complained about the driveway and parking lot of the <> Post Office.

Response: The driveway and parking lot conditions at the <> Post Office were brought to the attention of Administrative Services at the <> District. <enter comments appropriate to the situation>

checkslateday

Concern: Customers expressed concern that monthly checks were delivered too late in the afternoon to deposit or cash at the bank.

Response: The Postal Service understands the desire to have the mail delivered early in the day. However, it is not possible to serve all our customers in the morning hours. Your location on a carrier's line of travel determines the time of day you will receive your mail. Customers have the option of obtaining a Post Office box at the <>, Post Office located <> miles away, if an earlier delivery time is required.

Response: The top priority of the Postal Service is to provide effective and regular mail service in the most efficient manner possible because all of our costs are reflected in the postage rates and fees customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful attention is given to the structure of each route.

A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. To minimize vehicle and fuel expenses, we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline costs rise by more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service or window caller service, that provide access to their mail earlier and throughout the day.

hold mail

Concern: A customer expressed concern that vacation or hold mail was not held at the Post Office for the period of time requested, but was delivered to the mailbox.

Response: The administrative postmaster was notified of the hold mail concern. The Postal Service apologizes for any inconvenience this may have caused customers. The administrative postmaster has taken action to assure that the carrier will verify the dates on hold notices and resume delivery as requested by the customer. We appreciate when customers report problems because this gives us an opportunity to improve our service.

dependability of carrier

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

Response: Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This

respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

handicapped

Concern: Customers expressed concern for those customers with disabilities who are not able to go to <> Post Office to pick up their mail.

Response: Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the <> postmaster.

philatelic

Concern: Customers expressed concern regarding the availability of philatelic products and special issue stamps.

Response: The Postal Service offers customers a wide variety of philatelic and retail products as well as special issue stamps. If the local Post Office does not provide an adequate supply to meet the needs of customers, the Postal Service encourages them to contact their local postmaster. Additionally, customers may order philatelic products and stamps with a credit card through the Internet by visiting www.usps.com or by telephone by calling 1-800-STAMP24. Catalogs are also available by calling 1-800-STAMP24.

rude

Concern: Customers expressed concern that postal employees at the <> Post Office are rude.

Response: Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, Post Office operations.

bbm

Concern: Customers asked how they could remove their names from the national Bulk Business Mail (BBM) lists.

Response: To request the removal of names from BBM mailing lists, write to: Mail Preference Service, Direct Marketing Association, Post Office Box 9008, Farmingdale, New York 11735-9008.

acct

Concern: Customers were concerned about obtaining accountable mail and large parcels.

Response: If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the <> Post Office. Customers may pick up the item at the Post Office, request redelivery on another day, or authorize delivery to another party.

permit

Concern: Customers were concerned about permit mailing.

Response: Administrative responsibility for the permit account will be/has been transferred to the <> Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the <> postmaster.

Response: Administrative responsibility for the permit account will be/has been transferred to the <> Post Office. The carrier can pick up the permit mailing and take it to the administrative office for verification and processing. Customers interested in obtaining a permit should contact the <> postmaster.

late

Concern: Customers were concerned about later delivery of mail.

Response: Mail delivery times will remain the same.

Response: The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route.

A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. To minimize vehicle and fuel expenses, we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rise by more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services — such as post office box service or window caller service — that provide access to their mail earlier and throughout the day.

coll

Concern: Customers expressed concern about collection of outgoing mail.

Response: Collection of mail and dispatch schedules will remain the same.

Response: Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox.

Response: Collection of mail will be made by the carrier when serving the route. The CBU has a collection box for the deposit of outgoing mail.

Response: The collection box will be retained and its mail will continue to be picked up at <> p.m., Monday through Saturday. In addition, customers may place outgoing mail in their mailboxes to be collected and dispatched by the carrier.

newbldg

Concern: Customers felt the community should have a Post Office and wanted a new facility provided.

Response: No suitable quarters are available in the community to house an independent Post Office. A new lease would require a building which meets federal guidelines. A postal facility is not constructed when effective and regular service can be provided by a more cost-effective alternate service.

bldgdef

Concern: Customers questioned whether the facility was inadequate.

Response: A building inspection revealed serious deficiencies, and no suitable alternate quarters are available in the community. Deficiencies include <>.

eco

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

Response: Economic savings are only one of several factors considered. Economic savings have been calculated as required for discontinuance studies. The estimated cost of the CPO is based on price comparisons with other contracts providing similar services. A CPO is often located in an existing business and can operate more cost-effectively. The Postal Service estimates an annual savings of <>.

Response: Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an annual savings of <>.

why

Concern: Customers asked why their Post Office was being discontinued while others were retained.

Response: Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

travel

Concern: Customers were concerned about having to travel to another Post Office for service.

Response: Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. *Stamps by Mail* and *Money Order Application* forms are available for customer convenience.

assist

Concern: Customers said they would miss the special attention and assistance provided by the personnel at the <> Post Office <> station/branch.

Response: Courteous and helpful service will be provided by personnel at the <> Post Office <station> and from the carrier. Special assistance will be provided as needed.

NONPOSTAL CONCERNS/RESPONSE OPTIONS

info

Concern: Customers were concerned about the loss of a gathering place and an information center.

Response: Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

Response: Meetings may be held at the <community center/city hall>. The <> can also provide a site for residents to gather, socialize, and share information.

Response: The local church can provide a site for the community to gather, socialize, and share information.

growth

Concern: Customers were concerned about growth in the community.

Response: The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

id

Concern: Customers expressed concern for loss of community identity.

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

Response: A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the <name> in addresses and in the *National Five-Digit ZIP Code and Post Office Directory*. However, to ensure effective and regular service, the ZIP Code will change to <>.

hurtbus

Concern: Customers felt the loss of a Post Office would have a detrimental effect on the business community.

Response: Businesses generally require regular and effective postal services, and these will always be provided to the <> community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

Response: Businesses generally require regular and effective postal services, and these will always be provided to the <> community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

taxpayer

Concern: Customers felt the Post Office should remain open since they paid taxes.

Response: The Postal Reorganization Act requires the Postal Service to operate on a breakeven basis. Most revenue is generated by the sale of postage, so when operational costs cannot be met, the Postal Service requests a rate increase. One advantage of this proposal is a savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.

new busi

Concern: Customers felt the loss of the <> Post Office would discourage new businesses from coming to the community.

Response: Businesses generally require regular and effective postal services, and these will always be provided in the <> community. There is no indication that the business community will be adversely affected. Most new businesses moving to the community do not depend on the location of a post office, but on the provision of effective and regular postal services. Questionnaire responses indicate customers will continue to patronize local businesses. Carrier service will accommodate future growth.

property

Concern: Customers felt closing the <> Post Office would cause property values to decline.

Response: There is no evidence to indicate that property values decline when a Post Office is discontinued. There has been minimal growth in the area and carrier service can accommodate any future growth.