



January 11, 2007

DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
RICHMOND DISTRICT
1801 BROOK ROAD
RICHMOND, VA 23232-9990

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination
Civic Center, VA 23240-9998

The final determination to discontinue the subject classified station is attached, along with a Postal Bulletin announcement form to be completed and returned to this office by the district.

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the attached Postal Bulletin post office change announcement form in its entirety and send it to this office (in triplicate). 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 for the post office change announcement. 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.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

Please coordinate with your Address Management System (AMS) unit to make sure that the Address Management System Report is updated according to existing Headquarters Address Management instructions.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination documents must be added to that record. Do not send them to headquarters. The official record should be archived at the district by the post office review coordinator after the post office change announcement has appeared in the Postal Bulletin.

If further assistance is needed, please contact Diana Munet at (202) 268-5081.

Thank you for your assistance.

A handwritten signature in black ink, appearing to read 'F. Hintenach', with a long horizontal flourish extending to the left.

Frederick J. Hintenach

Attachments (2)

cc: Vice President, Area Operations, Capital Metro Area
Headquarters Library
Headquarters Historian

FINAL DETERMINATION TO CLOSE
THE CIVIC CENTER, VA CLASSIFIED STATION
AND EXTEND
CITY DELIVERY SERVICE

DOCKET NUMBER 23240

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the Civic Center, VA Classified Station and provide city delivery service administered by the Capitol Classified Station, located .31 mile away. Service will be provided to cluster box units (CBUs) installed inside the Federal Building.

The Civic Center Classified Station is currently located in the Federal Building and is not easily accessible by the general public. Each person that enters this facility must go through a security check. The Civic Center primarily serves only the tenants of the Federal Building. Revenue has declined, with the number of transactions averaging only 76 daily that can be easily absorbed by The Capitol Classified Station, located .31 mile away or the Central Classified Station, located .39 mile away.

The Civic Center Classified Station provides service 27.5 hours a week from 10 a.m. to 1 p.m. and 2 to 4:30 p.m., Monday through Friday to 71 post office box customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as registered mail, certified, insured, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Daily retail window transactions average 76. Office receipts for the last three years were: \$128,118.00 (387 revenue units) in 2004; \$104,648.00 (321 revenue units) in 2005; and \$105,279.00 (325 revenue units) in 2006. There are no permit mailers or postage meter customers.

When this final determination is implemented, delivery and retail services will be provided by city carrier delivery to CBUs located in the Federal Building. Retail services are available at the Capitol Classified Station located .31 mile away. Window service hours at Capitol are from 7:30 a.m. to 5 p.m., Monday through Friday and closed on Saturday. There are 201 post office boxes available.

Retail service is also available at the Central Classified Station located .39 mile away. Window service hours at Central are from 8:30 a.m. to 4:45 p.m., Monday through Friday and closed on Saturday. There are 120 post office boxes available.

On September 22, 2006, questionnaires were distributed to delivery customers of Civic Center. Questionnaires were also available over the counter for retail customers at Civic Center. Fifty-one questionnaires were returned. Three responses were favorable, 19 unfavorable, and 29 expressed no opinion regarding the proposed alternate service.

A congressional inquiry was received on October 6, 2006.

The following postal concerns were expressed on the returned questionnaires, from customer letters, and from the congressional inquiry:

1. **Concern:** Customers were concerned that there would be no postal personnel available to answer questions.

Response: Postal personnel will be available at the Capitol and Central Classified Stations located within ½ mile. Customers may also call 1-800-ASK-USPS or visit usps.com for information about our services.

2. **Concern:** Customers were concerned about not having access to a post office during business hours.

Response: Delivery service will be provided to CBUs within the Federal Building. Retail service can be obtained from the Capitol or Central Classified Stations both located with ½ mile. Many postal products and services can be accessed without a visit to a post office. Postage can be purchased through the Stamps by Mail program. On the Postal Service website, usps.com, a customer can purchase stamp products, print shipping labels, postage and arrange pick-up. Most of these alternatives are easier and more convenient than a visit to a post office.

3. **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.

4. **Concern:** Customers explained that there were Federal Agencies located in the building and that a staffed post office is needed as well as post office box service.

Response: Delivery service will continue to be provided to a cluster box unit located within the facility. Retail service, can also be provided by the Capitol and Central Classified Stations, both being located within ½ mile.

5. **Concern:** Customers asked why this classified station was being considered for discontinuance when there are so many small post offices that exist. Why doesn't the Postal Service close them?

Response: At the present time a moratorium has been placed on the closing of small post offices. The Postal Service feels it is good business to conduct a study of the business activity and investigate the feasibility of providing service by an alternate means at classified stations where there are several stations located within close proximity of each other.

6. **Concern:** Customers stated the Postal Service should have provided more notice that the Civic Center Classified Station was going to close.

Response: The Postal Service sent out a questionnaire on September 22, 2006 that assists the Postal Service in evaluating the postal needs and concerns of the customers. Unfortunately information that the Civic Center Classified Station was going to be closed prior to a review was given to some customers, however, the office will not be closed prior to Headquarters approval. Plus customers will be given ample notice prior to the closing.

7. **Concern:** Customers were concerned that if the mail is not sorted to post office boxes, who and how will the mail get delivered.

Response: The mail will be sorted by postal personnel and it will be delivered to cluster box units located in the Federal Building by a city carrier.

8. **Concern:** Customers do not want to utilize residential mailboxes.

Response: The Capitol Classified Station is located only .31 mile away and the Central Classified Station is located only .39 mile away and both have post office boxes available for rent. Plus city delivery service will be available to CBUs that will be located in the Federal Building.

9. **Concern:** Customers were concerned that if the Civic Center Classified Station is discontinued customers will not receive timely and efficient service.

Response: The Postal Service feels that carrier delivery service along with the Central and Capitol Classified Stations located less than ½ mile away effective and regular service will continue to be provided to the customers.

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

Response: The carrier will attempt delivery of accountable items and large parcels to the customer's location. If the customer is not available when delivery is attempted, a notice will be left in the CBU. Attempted delivery items will be taken back to the Capital Classified Station. Customers may pick up the item at the classified station, request redelivery on another day or authorize delivery to another party.

11. **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 CBUs. Customers do not have to make a special trip to the post office for service.

12. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Civic Center Classified Station.

Response: Courteous and helpful service will be provided by personnel at the Capital and Central Classified Stations and from the carrier. Special assistance will be provided as needed.

Some advantages to the final determination are:

1. The carrier provides retail services, alleviating the need to go to a retail unit. Stamps by Mail order forms are provided for customer convenience.
2. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.
3. Customers opting for carrier service will no longer have to pay post office box fees.
4. There are two other retail locations located within ½ mile and they provide expanded service hours for customer convenience.

Some disadvantages to the final determination are:

1. The loss of a retail outlet in the Federal Building.
2. A change in mailing address.
3. Some customers will have to travel further to a retail location.

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

II. EFFECT ON COMMUNITY

Civic Center is located in the incorporated city of Richmond. The area is administered politically by a mayor and council form of government. Police and fire protection, is provided by the City of Richmond. The facility is housed inside of the Federal Building. The tenants of this building are all businesses, primarily federal and state agencies.

Nonpostal services provided at the Civic Center Classified Station will be available at the Capital and Central Classified Stations. Government forms normally provided by the station will also be available at the Capital and Central Classified Stations or by contacting your local government agency.

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. Carrier service along with two other classified stations located within ½ mile is expected to be able to handle any future growth in the community.

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

III. EFFECT ON EMPLOYEES

The career clerk is assigned to the Capitol Classified Station and will perform all duties there when this final determination is implemented. No other employee will be adversely affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$88,971.00 with a breakdown as follows:

Clerk Salary (Minimum, Six Hours Daily)	\$23,600.00
Fringe Benefits @33.5%	7,990.00
Rental Costs, Excluding Utilities	<u>+62,646.00</u>
Total Annual Costs	\$94,236.00
Less Cost of Replacement Service	-\$5,265.00
Total Annual Savings	\$88,971.00

The GSA is providing the CBUs, thus no cost to the Postal Service.

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the Civic Center Classified Station and provide city delivery service administered by the Capitol Classified Station, located .31 mile away.

The career clerk is already assigned to the Capitol Classified Station and will perform their duties at this location. No other employee will be adversely affected.

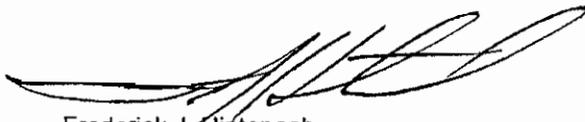
The Civic Center Classified Station provides 27.5 hours of window service per week to 71 customers. Daily retail window transactions averaged 76.

Carrier service will continue to provide effective and regular service to the community. There will no longer be a retail outlet in the Federal Building. However, delivery and retail services will be available from the carrier to CBUs located in the Federal Building. The Postal Service will save an estimated \$88,971.00 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.

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

Notify customers of the permanent discontinuance of the Civic Center Classified Station and advise them of the hours of operation and services available at the Capital and Central Classified Stations. Explain specific information on address changes and why the change is necessary.



Frederick J. Hintenach
Manager, Customer Service Operations

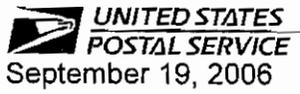
1/10/2007

Date

Official Record Index

Item No.	Description	Date entered into Record
1.	Request Approval to Study for Discontinuance	09/20/06
2.	Map of Area	09/22/06
3.	RDM Revenue Reports for FY 04, 05 & 06	09/22/06
4.	Demographic Report	09/22/06
5.	Lease Information	10/02/06
6.	Questionnaire Instruction Letter to Manager	09/21/06
7.	Cover Letter & Questionnaire	09/21/06
8.	Returned Questionnaires & USPS Response Letters	10/10/06
9.	Memo to the Record Regarding Response Letters	10/10/06
10.	Questionnaire Analysis	10/10/06
11.	Congressional to Eastern FSO & Response	10/16/06
12.	Classified Station Discontinuance Checklist	10/17/06
13.	Proposal Exhibit	10/18/06
14.	Transmittal to District Manager from Postmaster	10/19/06.
15.	Certification of the Record	10/20/06
16.	Transmittal to the Vice President, Delivery and Retail from the District Manager	10/20/06

POSTMASTER RICHMOND



MEMORANDUM FOR : JACOB L CHEEKS
RICHMOND DISTRICT MANAGER

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible discontinuance of the following station of Richmond Post Office in the 3rd Congressional District.

POST OFFICE NAME: Civic Center Station, Richmond VA
ZIP+4 CODE: 23240-9998
EAS LEVEL: Classified Station/Branch of Richmond / EAS 26
FINANCE NUMBER: 51-7660-0075
COUNTY: City of Richmond

NUMBER OF CUSTOMERS:
Post Office Box 71
General Delivery 0
Rural Route 0
HCR 0
Intermediate 0
City Delivery 0
Total Customers 71

The Civic Center Station in Richmond, VA is currently located in the Federal Building and is not easily accessible by the general public. Each person that enters the facility must go through a security check. With declining revenues and the close proximity of 2 other stations, I propose to discontinue this station. Regular and effective service can be provided to the Civic Center Station customers through carrier delivery to cluster boxes installed inside the building.

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

Howard O'Connor
Postmaster, Richmond

Approval to Study for Discontinuance:

District Manager

9/20/06
Date

Map



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3. Financial Performance Report - FPR Sub Line						
Report Filter:						
GL Period In List (SEP-06) and FPR Sub Line Number (PSFR SubLine) Not In ("?) and Unit Finance Number In List (5 RIC-CIVIC						
View Filter:						
Month (ID) Greater than 0						
Unit Finance Number	FPR SubLi	Status	Month Close	Month Closed		
		Month	6-Sep	6-Sep		
		Metrics	YTD Actual	YTD Prior FY		
5176600075	RIC-CIVIC FSTA	C1 EXPRESS MAIL CORPORATE ACCOU				
5176600075	RIC-CIVIC FSTA	C6 POSTAGE DUE				
5176600075	RIC-CIVIC FSTA	SUBTOTAL OTHER COMMERCIAL ACCOU				
5176600075	RIC-CIVIC FSTA	TOTAL COMMERCIAL REVENUE				
5176600075	RIC-CIVIC FSTA	E0 POSTAGE METERS & VALIDATION				
5176600075	RIC-CIVIC FSTA	E1 STAMP SALES - WALK IN				
5176600075	RIC-CIVIC FSTA	SUBTOTAL RETAIL POSTAGE REVENUE				
5176600075	RIC-CIVIC FSTA	G0 MONEY ORDERS - DOMESTIC				
5176600075	RIC-CIVIC FSTA	G2 PO BOX FEES				
5176600075	RIC-CIVIC FSTA	G3 OTHER RETAIL SERVICES & FEES				
5176600075	RIC-CIVIC FSTA	SUBTOTAL RETAIL SERVICES				
5176600075	RIC-CIVIC FSTA	I1 PACKAGING PRODUCTS				
5176600075	RIC-CIVIC FSTA	I2 PHONE CARDS				
5176600075	RIC-CIVIC FSTA	I9 RETAIL MERCHANDISE				
5176600075	RIC-CIVIC FSTA	SUBTOTAL RETAIL PRODUCT SALES				
5176600075	RIC-CIVIC FSTA	TOTAL RETAIL REVENUE	\$105,279	\$104,648		
5176600075	RIC-CIVIC FSTA	O1 MISCELLANEOUS FIELD REVENUE	\$0	\$11		
5176600075	RIC-CIVIC FSTA	SUBTOTAL OTHER INTEREST/INCOME	\$0	\$11		
5176600075	RIC-CIVIC FSTA	TOTAL OPERATING REVENUE	\$107,374	\$106,888		
5176600075	RIC-CIVIC FSTA	TOTAL REVENUE	\$107,374	\$106,888		

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3. Financial Performance Report - FPR Sub Line						
Report Filter:						
GL Period In List (SEP-05) and FPR Sub Line Number (PSFR SubLine) Not In ("?") and Unit Finance Number In List (5176600075) FS						
View Filter:						
Month (ID) Greater than 0						
Unit Finance Number	FPR SubLi	Status	Month Closed	Month Closed		
			5-Sep	5-Sep		
		Metrics	YTD Actual	YTD Prior FY		
5176600075	RIC-CIVIC FSTA	C1 EXPRESS MAIL CORPORATE ACCOUN				
5176600075	RIC-CIVIC FSTA	C6 POSTAGE DUE				
5176600075	RIC-CIVIC FSTA	SUBTOTAL OTHER COMMERCIAL ACCOU				
5176600075	RIC-CIVIC FSTA	TOTAL COMMERCIAL REVENUE				
5176600075	RIC-CIVIC FSTA	E0 POSTAGE METERS & VALIDATION				
5176600075	RIC-CIVIC FSTA	E1 STAMP SALES - WALK IN				
5176600075	RIC-CIVIC FSTA	SUBTOTAL RETAIL POSTAGE REVENUE				
5176600075	RIC-CIVIC FSTA	G0 MONEY ORDERS - DOMESTIC				
5176600075	RIC-CIVIC FSTA	G1 MONEY ORDERS - INTERNATIONAL				
5176600075	RIC-CIVIC FSTA	G2 PO BOX FEES				
5176600075	RIC-CIVIC FSTA	G3 OTHER RETAIL SERVICES & FEES				
5176600075	RIC-CIVIC FSTA	SUBTOTAL RETAIL SERVICES				
5176600075	RIC-CIVIC FSTA	I1 PACKAGING PRODUCTS				
5176600075	RIC-CIVIC FSTA	I2 PHONE CARDS				
5176600075	RIC-CIVIC FSTA	I9 RETAIL MERCHANDISE				
5176600075	RIC-CIVIC FSTA	SUBTOTAL RETAIL PRODUCT SALES				
5176600075	RIC-CIVIC FSTA	TOTAL RETAIL REVENUE	\$104,618	\$128,118		
5176600075	RIC-CIVIC FSTA	O1 MISCELLANEOUS FIELD REVENUE	\$11	(\$215)		
5176600075	RIC-CIVIC FSTA	SUBTOTAL OTHER INTEREST/INCOME	\$11	(\$215)		
5176600075	RIC-CIVIC FSTA	TOTAL OPERATING REVENUE	\$106,888	\$129,928		
5176600075	RIC-CIVIC FSTA	TOTAL REVENUE	\$106,888	\$129,928		

ZIP CODE DEMOGRAPHIC REPORT

Post Office Name: Richmond, VA
ZIP Code: 23219

Total Population:		Total Households:	
2000	1,996	2000	995
2005	2,115	2005	1,090
2010	2,152	2010	1,125

Projected Annual Household Growth Rate: 0.63%

FP&A 2005 Dataset

New ZIP Code Search

Subject: Richmond VA 23240 Civic Center Station (USPS Fac ID #517650-G02) - Question

This building is owned by GSA. The Postal Service occupies 2,451 usable (3,132 rentable) square feet of space by virtue of an OA (Occupancy Agreement) with GSA. The current annual rent is \$62,646.00. The OA may be terminated by the Postal Service at any time by giving GSA four (4) months written notice. It will be the Postal Service's responsibility to remove postal owned fixtures and equipment (if any) and to leave the space in "broom clean" condition. The Station Manager should coordinate such removal with the GSA Building Manager.

The Postal Service will be billed by GSA for the cost of any repairs that may be required after the Postal Service vacates the facility. The Station Manager should tour the facility with the GSA Building Manager and make notes regarding any damage and photographs of any damaged areas and of the remainder of the interior of the facility on the date of the vacation of the premises so as to assure the Postal Service is not charged for damage that may occur after the vacation date.

It is my understanding that there are various requirements and time frames pertaining to notification of the postal customers and the community of any plans to close a postal facility - I do not have any information as to what those requirements are.

Please call or email if I can be of further assistance. Please advise Amanda.Freeman@usps.gov of this office as to the planned vacation date as far in advance as possible, so that we can assure that a letter terminating the OA can be sent to GSA at least four (4) months in advance of said vacation date.

Note: There are normally other annual charges, in addition to the rent mentioned above, for postal occupancy in GSA owned buildings. These include charges for overtime utilities, security services, repairs or alterations, and miscellaneous services. The types and amounts of these charges varies each year, and are frequently billed well after they are incurred - consequently, some charges against the facility may be made some weeks or even some months after the vacation date.

Michael

J. Michael LeGrand
Real Estate Specialist
Eastern Facilities Service Office
United States Postal Service
P.O. Box 27497
Greensboro, NC 27498-1103
(336) 665-2833 Desk/665-2865 Fax
michael.legrand@usps.gov

OCCUPANCY AGREEMENT
between
UNITED STATES POSTAL SERVICE (1800)
and
GENERAL SERVICES ADMINISTRATION

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UNITED STATES POSTAL SERVICE (Code 1800) will occupy 2451 usable (3132 rentable) square feet of space and 0 structured parking spaces and 0 surface parking spaces in the FEDERAL OFFICE BUILDING, 400 N EIGHTH ST, RICHMOND, VA, for a period of 120 months commencing on or about 01-000-03.

The UNITED STATES POSTAL SERVICE (Code 1800) will pay the General Services Administration rent in accordance with the attached page(s). The rental will be adjusted annually for operating cost escalations.

UNITED STATES POSTAL SERVICE (Code 1800) will pay the General Services Administration additional rent for prorated share of joint use space associated with this location, if any.

Additional/reduced services are shown on the attached Occupancy Agreement Financial Summary.

1. Paragraphs 1 to 4 apply to federal Occupancy Agreements (OA's) only and include subparagraphs A to L. These replace the former Inasc/federal paragraphs.

A) While this OA addresses financial terms that cover multiple fiscal years, the parties agree that:

The tenant agency may relinquish space upon (4) months' notice. Thus, at any future time, the tenant agency's financial obligation can be reduced to four (4) months of rent, plus the unamortized balance of any tenant improvements financed through the Public Buildings Service (PBS), plus any rent concession not yet earned. Any free rent or other concession given at the beginning of the occupancy term must be allocated on a pro-rata basis over the entire OA term, and the unearned balance repaid to PBS.

The tenant's financial obligations for years beyond the current year do not mature until the later year(s) are reached. Thus, there is no requirement that the tenant agency certify that current year funds are available to defray future year obligations.

The tenant's obligation to pay rent in future years is subject to the availability of funds, but the tenant agrees to make a good faith effort to meet its obligations as they arise.

B) In the case of Federal construction, the parties agree that PBS is responsible for providing the funds necessary to acquire land (if appropriate), design and construct the building shell, and fund the tenant agency's tenant improvement allowance. The tenant agency is responsible for any tenant improvement costs in excess of the tenant improvement allowance. The parties further agree that savings or cost over-runs on the acquisition of land or the design and construction of building shell will not result in increases or decreases in the tenant allowance amount, except in the case of prospective level projects, where bids for the construction of the shell are over the approved budget. In this case, it is permissible to lower the tenant allowance

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in order to increase the shell budget, but only with approval of the tenant.

The tenant agency can appeal to the PBS asset manager in cases in which the agency's assigned tenant improvement allowance is inadequate to provide basic functionality for the space.

C) Building services to be provided are outlined in the PBS Real Property Customer Guide. Additional or upgraded services beyond those identified are provided by PBS or the lessor on a reimbursable basis. Charges for certain recurring reimbursable services may be billed on the PBS Bill. Recurring charges for Overtime Utilities, Enhanced Custodial Services, Mechanical O&M HVAC, Mechanical O&M Other and Additional Guard Services are eligible for billing on the PBS Bill provided the tenant agency has been designated as a "participating agency". The charges must be initiated by the tenant agency and renewed annually. The recurring Reimbursable Work Authorization (RWA) processing fee will be assessed against each service billed.

D) Federal rental charges will consist of a shell rent plus amortized tenant improvements, if applicable. There may be additional charges for operating expenses, security, joint use, parking and other space items such as antennas.

Regardless of the OA term, the shell rate or 'as is' rate is set for periods up to but not beyond 5 years. For OA's with terms beyond 5 years, the shell or 'as is' rent will be re-appraised every 5 years. In the case of buildings priced on a 'Return on Investment' approach, shell rents will be locked for the duration of the OA.

Charges for operating expenses, joint use space, parking, security and real estate taxes may be adjusted on an annual basis.

2. E) The tenant agency's obligation to pay Rent for the space governed by this OA commences when both of the following occur: the space is substantially complete and operationally functional. Occupancy and rent start will be coordinated with the Tenant.

1. The space is ready for occupancy of personal property, typically the substantial completion date. Substantial completion is signaled by PBS's acceptance of the space as substantially complete in accordance with the general construction contract document. "Substantially complete" and "substantial completion" mean that the work, the common areas of the building, and all other things necessary for the Government's access to the premises and occupancy, possession, use and enjoyment thereof, as provided in the general construction contract, have been completed or obtained, excepting only such minor matters as do not interfere with or materially diminish such access, occupancy, possession, use or enjoyment.

PBS will offer to an authorized representative of the Tenant the opportunity to participate in a walk-through of the space prior to final acceptance of the space as substantially complete by PBS. The authorized representative of the Tenant will make himself or herself available so as to not delay the walk-through of the space. The authorized representatives of PBS and the Tenant will itemize any defects and omissions (D&Os, or "punch list") of the construction project that will need to be corrected prior to final contract payment. Provided that the D&Os are minor matters not materially diminishing use of the space, the authorized representative of PBS, acting on behalf of the Government and its Tenant, will determine substantial completion.

2. The space is operationally functional. Operationally functional means that the building systems included in the general construction contract must function and GSA-provided building specific safety and security features must be operational. Related space that is necessary for a Tenant to function due to workflow adjacencies must be complete before rent commences.

For large projects where phased occupancy of the Tenant's space, rent will commence on the individual blocks of space when they are substantially complete and operationally functional. The blocks will be added to the Client Billing Record incrementally. In case of phased occupancy with separate CBRs (for example, with different Agency/Bureau codes), the rent start date for each CBR will occur when the space associated with it is substantially complete and operationally functional.

If there is a substantial punch list for the space that would interfere with the Tenant's full access, occupancy, possession, use and enjoyment of the space and the Tenant chooses to move anyway, GSA will negotiate a rent discount with the Tenant while the punch list work is being completed. If after hours work is required, GSA will ensure adequate security is provided while the contractor is in the tenant's space.

Once the above 'substantially complete' and 'operationally functional' requirements have been met, rent will commence. GSA does not provide tenant agencies a grace period prior to rent commencement to accomplish the physical move into the space or for installation of personal property such as phones, furniture, computers, etc. However, rent should not start until those personal property items that have been included in the General Services Administration's general construction contract, such as telephone and data systems or audio/video systems, are operational unless the Tenant chooses to move into the space pursuant to the preceding paragraph.

3. F) In the event the space covered by this OA involves a tenant agency move, once a design and construction schedule has been established it must be incorporated into this OA. Once part of this OA, the schedule becomes binding upon the tenant agency as well as upon PBS.

Delay in project completion caused by either a) tenant agency failure to meet the review and approval times provided in the construction schedule, or b) tenant changes to project scope, will be borne by the tenant agency. As a consequence of tenant caused delay, PBS may decline to postpone the scheduled substantial completion date (thereby advancing Rent commencement for the space) by the duration of the tenant-caused delay, on a day to day basis; this may result in rent charges at two locations simultaneously for the tenant. Additional direct expenses caused through tenant-caused delay or changes in project scope are chargeable against the tenant allowance; in the event the tenant allowance has been exhausted, the tenant must pay the lump sum cost by RWA. In summary, the tenant is responsible for the delay claim of the affected contractor and for rent that GSA budgeted to start on the date included in the Occupancy Agreement. If partial occupancy of the building is not possible due to one agency change, that agency is liable for the other tenant's rent who are unable to occupy their space on the date contained in their Occupancy Agreement.

The rent start date should be adjusted for delay of occupancy caused by PBS failing to deliver the real property on time. The rent start date should not be adjusted for delay of occupancy caused by a contractor failing to install personal property on time with one exception. For those personal property items that have been included in the general construction contract, such as telephone and data systems, or audio/video systems, and the systems are not ready, the rent start date should be

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adjusted. Delayed furniture delivery and installation, which is not part of the general construction contract, is not reason for delaying the rent start date.

In its role as building owner, PBS may also be the cause of delay. Expenses associated with PBS-caused delay incurred by the tenant, for such things as additional storage for furniture, re-procurement expense, or additional consulting fees, will be credited against the tenant's rent obligation to PBS for the new space.

In the case of excusable delay (e.g., force majeure or any other delay the cause of which is beyond the reasonable control of either PBS or the tenant agency), neither PBS nor the tenant agency may pursue the other for the consequence of the delay.

G) The parties hereby agree that iterations of OA's prepared before completion of a building design, and before final security/joint use charges are provided, contain preliminary financial terms only. Financial terms in preliminary OA's are not binding on either party; they are estimates for budgeting purposes.

Accordingly, tenant agency signature on preliminary OA's does not bind the agency to specific financial terms in the OA; rather, execution by the tenant agency constitutes that agency's commitment to the project. Until site purchase or contract award to a design architect, the tenant agency has the right to cancel the proposed project without financial obligation.

4. H) The services that PBS provides to its customers, are listed on the PBS website:
http://www.gsa.gov/portal/content/pubs_content.jsp?contentOID=122838&contentType=1008
 or the latest edition of the Pricing Desk Guide. Unless PBS provides otherwise in writing, the cost of these services is included in PBS's rents and fees. Any service beyond those identified in the Pricing Desk Guide are provided by PBS for an additional charge.

I) The tenant agency agrees that it will undertake no alterations to the real property governed by this OA without prior approval from PBS.

J) The tenant agency must pay for tenant improvements in excess of the allowance by RMA. The tenant agency also has the right to pay lump sum for tenant improvements below the allowance threshold. The ability to make lump sum payments below the allowance threshold is only available at assignment inception, and only for the customization component of the allowance in new space. In backfill or relet space, if the tenant can accept existing tenant improvements "as is" or with modifications, the tenant can elect to waive all or part of the general allowance. Further, once the tenant allowance is set, if the agency then wishes to make a lump sum payment for improvements which are charged against the allowance, PBS cannot accept payments below the allowance threshold by RMA.

K) At the end of this OA term, if the tenant cannot remain in the space covered by this OA, the tenant is responsible for funding the physical move to new space. In the event PBS displaces or allows another user to displace the tenant before the expiration of the OA term, PBS must fund, or require the new user to fund, the tenants physical move, and relocation of the tenant's telecommunicatins equipment. PBS must also reimburse or require the new user to reimburse, the tenant for the undepreciated value of any lump sum payments the tenant made toward tenant improvements and the Rent differential at the new location until the displaced agency has time to budget. The Rent differential is calculated on all elements of Rent

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except the amortized tenant improvement cost.

L) The parties agree that PBS is amortizing through a specific charge in Rent the portion of the tenant improvement allowance the tenant elects to use. The tenant has funding responsibility for replacement, renewal or alteration of tenant improvements. PBS is responsible for replacement and renewal of all building shell elements.

Additional Clauses: None.

Tenant Specific Clauses:

1. Lookout Galleries

All lookout galleries contained within a single floor height will not be considered usable space and no rental will be charged USPS for these spaces. They will not be shown as part of the space assignments nor included in the measurement of the building. If any space requires a penetration of the slab above the USPS space, the full amount of this area will be included in the space assignments and rent will be charged for that space.

2. Lobby Areas

Lobbies that are segregated from other building lobby areas and permit direct access to USPS services will be considered as part of USPS usable space. Secondary or emergency egress does not exempt this space from assignment. If the lobby is the general access to the building, it is common area regardless that it may contain kiosks, vending equipment or post office boxes.

3. Loading Docks

GSA modified ANSI/BOCA measurement of a loading dock is normally considered a part of measured common area when available for use by all tenants of the building. GSA agrees, if the loading dock is open and is exclusive to the USPS use, this area is not assignable as common or usable area and for this purpose only is unusable. Any portion of the loading dock that is fully contained is assignable to the USPS.

4. Appeals

This Occupancy Agreement may be revised if the GSA and USPS mutually agree that the USPS space measure, allocation or rent charges are incorrect. If mutual agreement is not reached, the USPS shall have appeal rights following a described process as identified in Section 5.3 of the GSA Public Buildings Service Pricing Desk Guide. GSA will provide USPS, upon request, with documentation upon which the occupancy is based.

5. Space Measurement

The General Services Administration (GSA) will provide the USPS with Computer Aided Design (CAD) files, when available, showing the space assigned within sixty (60) days following initial occupancy at a building. In the event the space is remeasured, GSA will provide, when available, new CAD files reflecting the assigned space.

Ad Hoc Clauses: None.

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I agree to the initial terms with the understanding modifications will be made over time.

Approved: *Ed L. Bavouset* 12/15/03
 Agency Representative Title Date

Approved: *Melvine Ashe* 10/11/03
 GSA Representative Title Date

< End of Report >

Ed L. Bavouset
 Manager, Realty Asset Programs
 United States Postal Service

Occupancy Agreement Financial Summary

Fiscal Year

Printed On 30-OCT-2003 16:11

Page 1 of 10

STOKED

0A027508 Version: 1 Creation 20-OCT-2003

1800 UNITED STATES POSTAL SERVICE

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Period Start Date 01-OCT-2003 End Date 30-SEP-2004

	Factors	Factors	Cost	Cost/ft
1. Shell Rental Rate General Use (Rentable square footage)		3,145	\$74,046	\$10.78983
3. Specialize Costs *			\$20,245	\$6.46301
* Market Rent Subtotal		4,132	\$94,291	\$17.33350
7. Security Services				
Basic			\$940	\$0.30000
Business Specific			\$7,539	\$1.76750
*** Agency Rent Subtotal		3,107	\$8,478	\$19.40223
10. Joint Use Space Joint Use Rentable Space	268			
*** Total Annual Rental		7,533	\$50,764	\$15.40221
* Operating Costs Escalation Amities				
Customization Tier		1		
Amortization Term (in months)		120		

Occupancy Agreement Financial Summary

Fiscal Year

Printed On 20-007-2005 15:13

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11/05/05

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Version: 1

Contract 20-007-2005

2005 UNREVENUE STATEMENTS FISCAL YEAR

Period Start Date 01-OCT-2004 End Date 30-SEP-2005

FACTORS	QUANTITY	CODE	PRICE/UNIT
1. Shell Rental Rate General Use (rentable square footage)	3.132	510.000	\$10.86652
2. Operating Costs *		220.250	\$6.63790
* Market Rent Subtotal	3.132	514.857	\$17.50442
3. Security Services Basic		8540	\$6.18000
Building Specific		35.870	\$1.35881
*** Agency Rent Subtotal	3.132	861.376	\$18.53926
12. Joint Use Space Joint Use Rentable Space	168		
*** Total Annual Market	3.132	861.376	\$18.53926
* Operating Costs Escalation Applied			
Customization Tier	1		
Amortization Term (in months)	120		

Occupancy Agreement Financial Summary

Fiscal Year

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SECURED

0002 (S)

Version 1

Contract ID-000 0002

1900 MARKET REPAIR SOCIAL SERVICE

Period Start Date 01-OCT-2003 End Date 30-SEP-2005

	RENTALS	MARKET	REPAIR	SOCIAL SERVICE
1. Shell Rental Rate General Use (rentable square footage)		3,112	\$14,044	\$10,5582
3. Operating Costs *			\$21,375	\$5,85754
* Market Rent Subtotal		3,132	\$35,422	\$17,72027
7. Security Services Rent			\$940	\$0,30900
Building Expense			\$1,535	\$1,78351
** Agency Rent Subtotal		3,132	\$20,600	\$19,70591
12. Joint Use Space Joint Use Rentable Space	DEE			
** Total Annual Rental		3,132	\$52,001	\$14,78591
* Operating Costs Escalation Applied				
Customization Fee			1	
Amortization Term (10 months)			120	

Occupancy Agreement Financial Summary

Fiscal Year

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Version 1

Created 20-OCT-2005

1000 UNITED STATES POSTAL SERVICE

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Period Start Date 01-OCT-2006 End Date 30-SEP-2007

	Footnote	Per Sq Ft	Cost	Per Sq Ft
1. Shell Rental Rate				
General Use (rentable square footage)		3.172	\$34,036	\$10.8982
2. Operating Costs			\$20,127	\$7.0847
Market Rent Subtotal		3.132	\$56,163	\$17.9321
3. Security Services				
Basic			\$940	\$0.3000
Building Specific			\$2,539	\$0.7683
*** Agency Rent Subtotal		3.132	\$61,648	\$19.0185
12. Joint Use Space				
Joint Use Rentable Space	258			
*** Total Annual Rental		3.132	\$52,546	\$16.0615
* Operating Costs Escalation Applies				
Deduction Tier		1		
Deduction Rate (in cents)		120		

Occupancy Agreement Financial Summary

Fiscal Year

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AGREEMENT

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CONTRACT NO

Version 1

CONTRACT NO

UNITED STATES POSTAL SERVICE

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Period Start Date 01-000-2003 End Date 30-SEP-2003

	Factor	Factor	Cost	Cost/SP
1. Shell Rental Rate				
Usual Use (rentable square footage)		3.132	\$74,044	\$10,86882
2. Operating Costs *			\$27,786	\$7,37527
4. Market Rent Subtotal		3.132	\$54,830	\$18,24409
7. Security Services				
Basic			\$940	\$0,20000
Building Specific			\$7,536	\$7,75851
** Agency Rent Subtotal		3.132	\$62,366	\$20,00261
10. Joint Use Space				
Joint Use Rentable Space	269			
*** Total Annual Rental		3.132	\$82,309	\$20,21157
* Operating Costs Escalation Applied				
Communication Cost		1		
Amortization Term (10 months)		120		

Occupancy Agreement Financial Summary

Fiscal Year

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SIGNED

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Version 1

Created 20-OCT-2005

1800 OFFICE SPACE RENTAL SERVICE

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Period Start Date 01-OCT-2005 End Date 30-SEP-2006

DESCRIPTION	Quantity	Cost	Cost/yr
1. Shell Rental Rate			
General Use (rentable square footage)	1,177	\$38,784	\$10,86902
4. Operating Costs *		\$20,470	\$7,49352
* Market Rent Subtotal	1,177	\$57,514	\$18,26274
7. Security Services			
Basic		\$340	\$0,34000
Building Specific		\$8,535	\$1,76851
** Agency Rent Subtotal	1,177	\$63,853	\$20,33142
12. Joint Use Space			
Joint Use Rentable Space	268		
** Total Annual Rental	1,132	\$65,093	\$20,45192
* Operating Costs Escalation Applies			
Customization Fees		1	
Amortization Term (in months)		20	

Agency: 00007818 Version: 1 Created: 20-07-2009

1800 CENTER STREET PORTLAND, OREGON

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Period Start Date: 01-01-2009 End Date: 12-31-2009

	Factor	Factor	Cost	Cost/WT
1. Shell Rental Rate				
General Use (rentable square footage)		5.131	\$64,048	\$10.62902
3. Operating Costs *			\$20,150	\$7.71833
* Market Rent Subtotal		3.152	\$41,218	\$18.58004
7. Security Services				
Basic			\$400	\$0.30900
Building Specific			\$5,510	\$1.76851
** Agency Rent Subtotal		3.131	\$64,197	\$20.68570
10. Joint Use Space				
Joint Use Rentable Space	150			
*** Total Annual Rental		4.133	\$70,297	\$20.67570
* Operating Costs Escalation Applied				
Customization Fee		1		
Amortization Term (in months)		120		

SPONSOR

DOCKET NO

23240

CLIENTS

Version 1

Created 20-07-2010

LAND RENTED STATES SOCIAL SERVICES

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Period Start Date 01-07-2010 End Date 30-06-2010

	RENTED	RENTED	STATE	SOCIAL
1. Shell Rental Rate				
General Use (rentable) square footage		3,112	554,504	\$10,86551
3. Operating Costs -				
Market Rent Adjustment		3,112	\$24,899	\$1,94688
5. Security Services				
Basic			5940	\$0,30300
Building Specific			85,530	\$1,76750
*** Agency Rent Adjustment		3,112	987,472	\$20,88218
11. Lease Fee Space				
Lease Fee Rentable Space	200			
*** Total Annual Rental		3,112	607,422	\$20,88218
Operating Costs Escalation Applies				
Contingency Fee				
Administration Fee (in dollars)		120		

Occupancy Agreement Financial Summary

Fiscal Year

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Version 1

Created 20 OCT-2011

1800 UNITED STATES POSTAL SERVICE

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ITEM NO

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Period Start Date 01-07-2011 End Date 10-31-2011

	Factors	Factors	Cost	Cost:SF
1. Shell Rental Rate				
General Use (rentable square footage)		1,172	\$34,034	\$10.84912
2. Operating Costs *			\$27,646	\$8.78832
Market Rent Subtotal		1,172	\$59,590	\$19.05806
3. Security Services				
Basic			\$900	\$0.30012
Building Specific			\$7,519	\$7.78851
*** Agency Rent Subtotal		1,172	\$56,169	\$21.12653
12. Joint Use Space				
Joint Use Available Space	268			
*** Total Annual Rental		1,172	\$66,163	\$21.12659
* Operating Costs Escalation Applied				
Customization Fee		1		
Administration Fee (in months)		120		

LOGGED

00027578 Service 1 Contract 20-OCT-2003

1900 DATED STAFFS PORTAL SERVICES

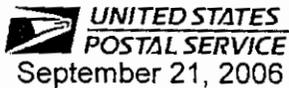
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Period Start Date 01-OCT-2002 End Date 10-Sep-2013

Particulars	Quantity	Cost	Cost/MT
1. Shell Rental Rate			
General Use (Members + square footage)	3.132	\$16,044	\$51.86982
2. Operating Costs *		\$20,413	\$6.7463
* Market Rent Subtotal	3.132	\$60,459	\$19.30359
3. Security Services			
Basic		\$800	\$0.25900
Building Specific		\$5,235	\$1.7851
** Agency Rent Subtotal	3.132	\$66,938	\$21.29222
4. Joint Use Space			
Joint Use Rentable Space	368		
*** Total Annual Rental	3.132	\$66,938	\$21.47222
* Operating Costs Association Applies			
Communication Fee	1		
Provision Fee (in Member)	100		

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PAGE 1

MARKETING
RICHMOND DISTRICT



MEMORANDUM TO: Manager, Customer Services, Capitol Station
 Richmond VA 23219-9998

SUBJECT: Letters to Civic Center Customers

Enclosed are letters to be delivered to Civic Center Station, Richmond, Virginia Postal Customers. Please deliver these letters on Friday, September 22, 2006. Please have the excess available the window at Civic Station for customers upon request.

Thank you for your assistance. If you have any questions, please contact me at (804)775-6386.



Kris Lydon
Post Office Review Coordinator(A)

Enclosures

CC: Customer Relations Coordinator, Richmond City – customer letter attached
 Mgr., Consumer Affairs – customer letter attached
 Mgr., Capitol Station – customer letter attached

1801 BROOK ROAD
RICHMOND VA 23232-9640
804-775-6386

FAX: 804-775-6363



UNITED STATES
POSTAL SERVICE
September 21, 2006

Postal Customer
Civic Center Station
Richmond, VA 23240

Dear Postal Customer:

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

Briefly, we would like to provide pickup and delivery of your mail to a centralized mail box unit within the building. This service would be provided by a carrier from Capital Station and would involve closing our operation at the Civic Center Station. The sale of stamps may also be provided through the carrier with our Stamps by Mail program.

We estimate that the carrier service would cost the Postal Service substantially less than maintaining the post office branch in the Federal Building and still provide regular and effective service. Customers who wish to obtain post office box service may do so at the Capital Station located at 700 E Main Street, or Central Station located at 205 N 2nd Street. Retail services are also available at these locations. Window service hours at the Capital Station are 7:30 a.m. – 5:00 p.m. Monday – Friday and at the Central Station on Monday through Friday 8:30a.m. to 4:45p.m. Both of these stations have post office boxes available and stamp vending equipment for customer convenience.

You can also conduct most postal transactions 24-hours a day, 7 days a week with your debit or credit card using our Automated Postal Center at Richmond Main Post Office located at 1801 Brook Rd.

If a change is implemented, customers will be required to change their address to provide for effective carrier delivery. New address information and change of address forms will be provided and mail would be forwarded in accordance with Postal regulations. I invite you to think about a possible change to carrier delivery service. Please return the enclosed questionnaire by October 6, 2006, using the preaddressed envelope provided. Please be aware that, if we formalize a proposal, your questionnaires will become part of an official record and will be available for public viewing.

If you have any questions, you may call Charlotte Adkins at 804-775-6369.

Thank you for your assistance.

Sincerely,

Howard O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station for each of the following.

Postal Services	Daily	Weekly	Monthly	Never
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. Picking up post office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



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

Yes No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service – proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

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: _____
(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.



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Picking 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"/> Sometimes
g. Obtaining special services, including certified, registered mail, insured mail, delivery confirmation, or signature confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Sometimes
i. Buying stamp collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- a. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



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

Yes

No Ride Bus to work
Leave home 6:50a Return at 5:30p

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service – proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

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: _____
(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.



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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 checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including certified, 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 checked="" type="checkbox"/>	<input 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. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



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 ITEM NO 8
 PAGE 4

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

Yes No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service – proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

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: _____
 (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.



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



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

Yes No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service – proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

Please explain. We commonly have large boxes to mail that may not fit in the mail box to be provided - will mail items out of the country as well

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 VCU Medical Center
- Banking Local - Federal Credit Union
- Employment Federal Bldg
- Social needs Various saleries

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: _____
(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.



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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 type="checkbox"/>
d. Picking up post office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Picking 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, 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 type="checkbox"/>

Other postal services:

a. Making permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using postage meter	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

Nonpostal Services

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

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____



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

Yes

No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service – proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better

Just as Good

No Opinion

Worse

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: _____
(please print your name)

Address: _____

Telephone number: _____

Date: 9-29-06

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.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23240
ITEM NO 8
PAGE 9



October 16, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in cursive script, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station for each of the following.

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up post office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Picking 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, 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. Making permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

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

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____



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

Yes No

If yes, which offices Hennico / Areclea

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

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 Mechanicsville + VA center
- Personal needs Same
- Banking Same
- Employment Richmond Downtown
- 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?

No

Name: 
(please print your name)

Address: 

Telephone number: _____ Date: 10/1/06

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.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23240
ITEM NO 8
PAGE 12



October 13, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

You expressed concern that if the Civic Center Station were discontinued, postal personnel would not be available to answer questions. Any assistance needed is only a phone call away. A customer can call 1-800-ASK-USPS for information and services. Retail service and assistance can be provided by Capital or Central Stations, both located within ½ mile. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax program. On the Postal Service Website, usps.com, a customer can access information, purchase stamp products, print shipping labels and postage, and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to the post office.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- a. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



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

Yes

No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service – proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better

Just as Good

No Opinion

Worse

Please explain. No one on site to help with questions
(Circulation)

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

Wal-Mart, Belmont Heights
Federal Credit Union of Newark
Federal Bldg

Does not apply on post office Bldg located in our Bldg Bus Relat

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

Yes

N/A

No

If yes, would you continue to use them if the post office is discontinued?

Yes

N/A

No

Name: _____
 (please print)

Address: _____

Telephone number: _____

Date: 10-10-00

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.

Postmaster
Richmond, VA 23232-9998

DOCKET NO AD2470
ITEM NO 8
PAGE 15



October 11, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

You expressed concern over not being able to access a postal facility during business hours. Delivery service would be provided by carrier to a cluster box unit located within the building for the tenants. Retail service can be provided by Capital or Central Stations, both located within ½ mile. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax program. On the Postal Service Website, usps.com, a customer can purchase stamp products, print shipping labels and postage, and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to the post office.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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 checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up post office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Picking 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, 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. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: I have an elderly neighbor that I pick her mail and/or items she needs sent up on my way to work and drop off for her.

- 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, shopping, or for personal needs?

Yes No

If yes, which offices Midlothian Trnph & Pinetta Rd Branch,
However when I leave for work in the
morning it is closed and I don't get off until after

6 so when I get home it's closed.

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

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 Downtown Richmond
- 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: _____
(please print your name)

Address: _____

Telephone number: _____

Date: 9-29-06

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.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23240
ITEM NO 8
PAGE 18



October 11, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



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

Yes No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service – proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

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: _____
(please print your name)

Address: _____

Telephone number: _____ Date: 9/29/06

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.

Postmaster
Richmond, VA 23232-9998

COURT NO. _____
ITEM NO. 8
PAGE 21



October 11, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in cursive script, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Picking 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, 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. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



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

Yes No

If yes, which offices 2nd St

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

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 HENRICO
- Personal needs _____
- Banking _____
- Employment Richmond
- Social needs Richmond & Henrico

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: _____
(please print your name)

Address: _____

Telephone number: _____ Date: 9-29-04

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.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23240
ITEM NO 8
PAGE 24



October 11, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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 type="checkbox"/>

Other postal services:

- a. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



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

Yes No

If yes, which offices PATTERSON

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

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: [REDACTED]
(please print your name)

Address: [REDACTED]

Telephone number: [REDACTED] Date: 9-29-06

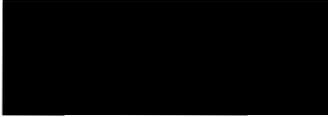
Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23240
ITEM NO 8
PAGE 27



October 11, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

Personal & Business

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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 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. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



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

Yes

No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service – proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better

Just as Good

No Opinion

Worse

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: _____
(please print your name)

Address: _____

Telephone number: _____

Date: 9-29-06

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.

Postmaster
Richmond, VA 23232-9998

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October 11, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station for each of the following.

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up post office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp collecting material	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other postal services:

- a. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



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

Yes No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service – proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

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: _____
(please print your name)

Address: _____

Telephone number: _____

Date: 9-29-06

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.

Postmaster
Richmond, VA 23232-9998

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October 11, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. G. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station for each of the following.

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input checked="" type="checkbox"/>	<input 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 type="checkbox"/>
d. Picking up post office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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 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. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



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

Yes No

If yes, which offices Mechanicville

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

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: [REDACTED]
(please print your name)

Address: [REDACTED]

Telephone number: _____ Date: 9-29-06

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.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23240
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PAGE 34



October 10, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

Please check the appropriate box to indicate whether you used the Civic Center Station for each of the following.

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including certified, 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 checked="" 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. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: Providing postal service Assistance to seniors that aren't able to provide for themselves.

- 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, shopping, or for personal needs?

Yes

No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better

Just as Good

No Opinion

Worse

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: _____
(please print your name)

Address: _____

Telephone number: _____

Date: 10/3/06

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.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23240
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October 10, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in cursive script, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, registered mail, insured mail, delivery confirmation, or signature confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other postal services:

- a. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



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

Yes

No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service – proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better

Just as Good

No Opinion

Worse

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: _____
(please print your name)

Address: _____

Telephone number: _____

Date: 10-5-06

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.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23240
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PAGE 42



October 10, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

You expressed concern over the loss of available services if the Civic Center Station should be discontinued. Delivery service would be provided by carrier to a cluster box unit located within the building for the tenants. Retail service can be provided by Capital or Central Stations, both located within ½ mile. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax program. On the Postal Service Website, usps.com, a customer can purchase stamp products, print shipping labels and postage, and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to the post office.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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 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. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: Offering this service to prospective
tenants as a perk for moving to the
Richmond Federal Office Building



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

Yes No

If yes, which offices Various during my personal travels; however, for work, most of my time is spent within the Richmond Federal Office Building.

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

Please explain, The P.O. Box service should not change. The issue is the additional services that are available from the current service that will be lost is shut down.

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
- Richmond Area.

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?

Name: 
(please print your name)

Address: 

Telephone number: 

Date: Oct 6, 2006

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.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23240
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October 10, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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 type="checkbox"/>

Other postal services:

- a. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



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

Yes No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

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 Richmond
- Personal needs Richmond
- Banking Richmond
- Employment Richmond
- Social needs Richmond

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: _____
(please print your name)

Address: _____

Telephone number: _____ Date: 10-5-2006

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.

Postmaster
Richmond, VA 23232-9998

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PAGE 48



October 6, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Making permit mailings	Yes <input type="checkbox"/>	No <input type="checkbox"/>
b. Using postage meter	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Nonpostal Services

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

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____



2. Do you pass another post office during business hours while traveling to or from work, shopping, or for personal needs?
Yes No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service – proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

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: _____
(please print your name)

Address: _____

Telephone number: _____ Date: 10-1-06

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.

Postmaster
Richmond, VA 23232-9998

BUCKET NO. ajatu
PAGE NO. 8
PAGE 51



October 6, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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 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. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



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

Yes No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

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: _____
(please print your name)

Address: _____

Telephone number: _____ Date: 10/4/06

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.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23240
ITEM NO 8
PAGE 54



October 6, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station for each of the following.

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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 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. Making permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using postage meter	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

Nonpostal Services

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

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____



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

Yes No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

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 IF "community" means the Richmond
- Personal needs FEDERAL Building during normal business
- Banking hours (8:00 - 4:30 PM) : NONE!
- Employment
- Social needs

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

Yes No

Not during business hours.

If yes, would you continue to use them if the post office is discontinued?

Yes No

Name: _____
(please print your name)

Address: _____

Telephone number: _____

Date: 10/3/06

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.

Postmaster
Richmond, VA 23232-9998

ACCOUNT NO _____
ITEM NO _____ 8
PAGE _____ 57



October 4, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

You expressed concern over the inconvenience of not having a postal facility located within the building. Delivery service would be provided by carrier to a cluster box unit located within the building for the tenants. Retail service can be provided by Capital or Central Stations, both located within 1/2 mile. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax program. On the Postal Service Website, usps.com, a customer can purchase stamp products, print shipping labels and postage, and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to the post office.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station for each of the following.

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/> <i>Bi-</i>	<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. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including certified, 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"/>

**Rarely but some times*

Other postal services:

- a. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: Some times we use Zip Code Directory



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

Yes No

If yes, which offices it depends on where we are going because we do travel in state as well as out-of-state. Too numerous to mention

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

Please explain. because we are a federal Agency the need to be able to use the post office at will is very important. Also because we travel we will have the mail in the P.O. Box when we return, 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 A number of places in state & out-of-state
- Personal needs "
- Banking Various branches & 2 different Credit Unions
- Employment I live in Middleburg, my office is in Richmond, but I also travel
- Social needs Both local & in state & out-of-state

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: [Redacted]
(please print your name)

Address: [Redacted]

Telephone number: [Redacted] Date: 10/2/06

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.

Postmaster
Richmond, VA 23232-9998

DATE 10/4/06
PAGE 8
TIME 60



October 4, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, registered mail, insured mail, delivery confirmation, or signature confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other postal services:

- a. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: pass port docs + information

- 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, shopping, or for personal needs?

Yes No

If yes, which offices Airport + Richmond, VA

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

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 Civic Center
- 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: _____
(please print your name)

Address: _____

Telephone number: _____ Date: 9/26/06

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.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23240
ITEM NO 8
PAGE 63



October 4, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

You expressed concern over the loss of personal attention provided by the personnel at the Civic Center Station, should it be discontinued. Courteous and helpful service will be provided by the personnel at Capital or Central Stations, both located within ½ mile.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in cursive script, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



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

Yes No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

Please explain. NO PERSONAL CONTACT

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 I bank in the Federal Bldg.
- Employment County to City
- 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: _____
(please print your name)

Address: _____

Telephone number: _____ Date: 10-2-06

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 the Civic Center post office.

Postmaster
Richmond, VA 23232-9998

BUCKET NO. 25240
ITEM NO. 8
PAGE 46



October 4, 2006



Dear Ms. Byrd;

Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station for each of the following.

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up post office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including certified, 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. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



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

Yes No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service – proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

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?

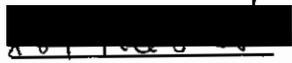
Yes No

If yes, would you continue to use them if the post office is discontinued?

Yes No

Name: 
(please print your name)

Address: 

Telephone number:  Date: 10/3/06

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.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 25240
PSIA NO 8
PAGE 09



October 4, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in cursive script, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station for each of the following.

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, registered mail, insured mail, delivery confirmation, or signature confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other postal services:

- a. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



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

Yes No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

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 Short Pump
- Personal needs " "
- Banking " "
- Employment Civic Center Station (Federal Bldg.)
- Social needs Short Pump

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: _____
(please print your name)

Address: _____

Telephone number: 771 2609

Date: 10/1/06

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.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 25270
ITEM NO 3
PAGE 72



October 2, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Picking 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, 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. Making permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using postage meter	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

Nonpostal Services

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

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____



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

Yes No

If yes, which offices Sardston P.O.

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service – proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

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: 
(please print your name)

Address: 

Telephone number: 

Date: 9-25-06

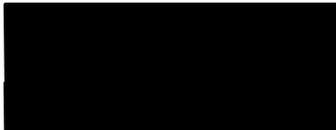
Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Postmaster
Richmond, VA 23232-9998

BUCKET NO 23240
ITEM NO 8
PAGE 75



October 2, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor



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

Yes No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service – proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

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: _____
(please print your name)

Address: _____

Telephone number: _____ Date: 09-22-06

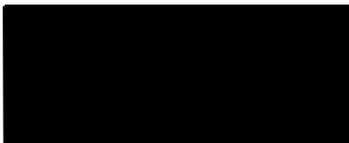
Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23240
ITEM NO 8
PAGE 18



October 2, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, registered mail, insured mail, delivery confirmation, or signature confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> <i>see</i>
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. Making permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

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

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____



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

Yes

No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service – proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better

Just as Good

No Opinion

Worse

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: _____
(please print your name)

Address: _____

Telephone number: _____

Date: _____

Revised Jan 23240
9/27/06

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.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23240
ITEM NO 8
PAGE 81



October 2, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

You expressed concern over having to obtain your mail at another postal location. Delivery service would be provided by carrier to a cluster box unit located within the building for the tenants. All others could receive their mail at their residence by carrier. It will not be necessary to go to another postal location to receive your mail delivery.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, registered mail, insured mail, delivery confirmation, or signature confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> <i>rarely</i>
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. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



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

Yes No

If yes, which offices Regularly on Saturdays only - Ashland P.O.
Access during M-F business hours is restricted
to the Civic Center Station

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

Please explain. It sounds like the P.O. box would
have to be obtained at a different location
making it difficult to retrieve the mail.
I would not obtain another P.O. Box at the main st, etc.

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

- 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? P.O. Box is
at the federal
building where
I work.

Name: [Redacted]
(please print your name)

Address: [Redacted]

Telephone number: _____ Date: 9/27/06

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.

Postmaster
Richmond, VA 23232-9998

BUCKET NO 2007U
TEAM NO 8
PAGE 84



October 2, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

You expressed concern over the inconvenience of not having a postal facility located within the building. Delivery service would be provided by carrier to a cluster box unit located within the building for the tenants. Retail service can be provided by Capital or Central Stations, both located within 1/2 mile. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax program. On the Postal Service Website, usps.com, a customer can purchase stamp products, mail packages and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to the post office.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station for each of the following.

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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 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. Making permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

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

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____



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

Yes No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service – proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

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: _____
(please print your name)

Address: _____

Telephone number: _____ Date: 9/27/2006

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.

9/27/2006

PLEASE DO NOT CLOSE THE CIVIC CENTER STATION.

DOING SO WOULD REALLY SCREW UP MY MAIL ROUTINE -
ANYTHING ELSE WOULD BE VERY INCONVENIENT.

THANK YOU.

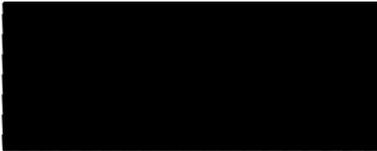


Postmaster
Richmond, VA 23232-9998

BUCKET NO 23240
ITEM NO 8
PAGE 88



October 2, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

You expressed concern over not being able to conveniently access postal products and services if service was discontinued at the Civic Center Station. Delivery service would be provided by carrier to a cluster box unit located within the building for the tenants. Retail service can be provided by Capital or Central Stations, both located within ½ mile. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax program. On the Postal Service Website, usps.com, a customer can purchase stamp products, print shipping labels and postage and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to the post office.

Another concern was why this station was being considered for discontinuance when there are many very small post offices that exist. There are more strict regulations regarding the small post offices. Congress mandates that they can not be considered for discontinuance based solely on revenues. Each post office is reviewed on a case-by case basis. One advantage to the possible discontinuance of this station is a saving to the Postal Service, which contributes in the long run to stable postage rates and savings for customers.

If it is determined that regular and effective postal services can be provided to the customers from Civic Station, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor



September 27, 2006

Re: Closure of the Civic Center Station

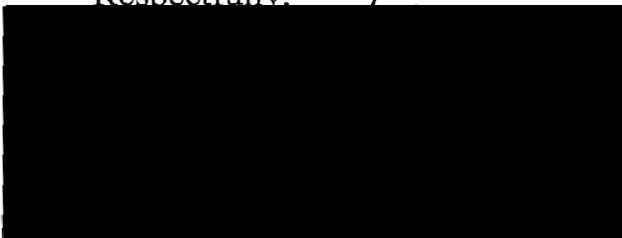
United States Postal Service:

The closure of the Civic Center Station is a bad business decision. With the rapid expansion of downtown Richmond, especially north of Broad Street, there will be void in postal patron service. We have maintained a post office box at the Civic Center for close to twenty-five years. Not only do we receive mail here but we use the station to determine correct postage for packages and large heavy letters. In addition we purchase the postage for these large items as well as regular postage. We send certified mail as well as receive certified mail, all with return receipts. To close this station would force us to an alternative means of sending and receiving mail. The two closest stations are too far to walk to in downtown Richmond. There is limited public parking around the other two stations. As a result if we continue to use your service would require us to use a station further away where public parking is accessible.

The idea to close the station to save money is amusing when one drives across Virginia especially Northern Neck. There are stations every few miles. From Saluda, Va. To Deltaville, Va. which is less than twenty miles there are five stations or post offices. If saving money was a goal why not address these areas?

Once again this is not a sound business decision. It is perhaps a shot sighted budget fix.

Respectfully,





Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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 checked="" 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. Making permit mailings	Yes <input type="checkbox"/>	No <input type="checkbox"/>
b. Using postage meter	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

Nonpostal Services

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

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____



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

Yes

No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service – proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better

Just as Good

No Opinion

Worse

Please explain. THE TYPE OF SERVICE WE USE AND NEED CANNOT BE
PROVIDED EASILY, READILY OR CONVENIENTLY AT A POST
OFFICE TOO FAR TO WALK TO.

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: _____
(please print your name)

Address: _____

Telephone number: _____

Date: 9/22/06

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.

Postmaster
Richmond, VA 23232-9998

SOCKET NO. 23240
ITEM NO. 8
PAGE 92



October 2, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Picking 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, 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. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



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

Yes

No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better

Just as Good

No Opinion

Worse

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 Other Parts of County of Henrico, New Kent

Personal needs _____

Banking Downtown Richmond Fed office Bldg

Employment Downtown Richmond Fed. office Bldg

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: _____
(please print your name)

Address: _____

Telephone number: _____ Date: 9/27/06

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.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23240
FILE NO 8
PAGE 95



September 27, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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 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. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



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

Yes No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

Please explain. With carrier delivery service
the mail will be received when the
carrier brings it.

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: _____
(please print your name)

Address: _____

Telephone number _____ Date: 9/22/06

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.

Postmaster
Richmond, VA 23232-9998

ACCOUNT NO 23240
TERMS 8
RATE 98



September 27, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

You expressed concern over who would sort the mail. The carrier would deliver all the mail into individual boxes within a cluster box unit. All mail will be sorted and delivered as addressed to the boxes. Another concern was the time it took to visit the nearby postal stations. The Postal Service now offers many alternatives to visiting a post office. Customers can purchase stamps, ship a package, as well as other services through usps.com. Postage can also be purchased through our Stamps By Mail or Stamps by Fax program. Customers can access most services through the Automated Postal Center located in Richmond Main Post Office. These methods of purchasing postage offer easier and more convenient alternatives and are accessible 24 hours a day.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station for each of the following.

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up post office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including certified, 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp collecting material	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other postal services:

a. Making permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

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

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____



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

Yes

No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service – proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better

Just as Good

No Opinion

Worse

Please explain. Someone has to sort mail.

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 WACHOVIA

Employment Dept of Treasury - IRS, Richmond Federal Bldg.

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: [REDACTED]
(please print your name)

Address: [REDACTED]

Telephone number: [REDACTED] Date: 9/25/06

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.

Additional Comments:

Although there is a post office located on E. Main Street and N 2nd Street, time does not permit the employees working in the Federal Building to go to these offices to conduct business.

This office not only service the employees in the Federal Building, it also service employees in the surrounding businesses.

Postmaster
Richmond, VA 23232-9998

DOCUMENT NO. 2227
ITEM NO. 8
PAGE 102



September 27, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

You expressed concern over not having a staffed post office within your building. The Postal Service now offers many alternatives to visiting a post office. Customers can purchase stamps, ship a package, and arrange for carrier pick-up, as well as other services through usps.com. Postage can also be purchased through our Stamps By Mail or Stamps by Fax program. Customers can access most services through the Automated Postal Center located in Richmond Main Post Office. These methods of purchasing postage offer easier and more convenient alternatives and are accessible 24 hours a day.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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 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. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



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

Yes No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

Please explain. As a government enforcement/regulatory agency, we need a staffed post office to assist us in performing our official duties.

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: [REDACTED]
(please print your name)

Address: [REDACTED]

Telephone number: [REDACTED] Date: 9-22-06

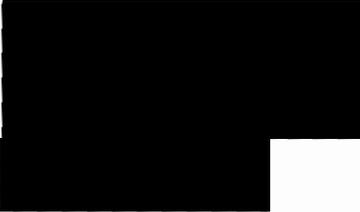
Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Postmaster
Richmond, VA 23232-9998

TELE NO 8
PAGE 105



September 27, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

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Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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. Making permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

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

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____



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

Yes No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

Please explain. Not sure

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: _____
(please print your name)

Address: _____

Telephone number: _____ Date: 9/22/04

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.

Postmaster
Richmond, VA 23232-9998

BOOKING NO. ADATU
PAGE NO. 8
108



September 27, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

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Sincerely,

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Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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"/>
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c. Mailing parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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 type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other postal services:

- a. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: COA FORMS + OTHER POSTAL MAILING

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____

ACCOUNT NO. 25240
TELEPHONE NO. 8
FAX NO. 110



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

Yes

No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service – proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better

Just as Good

No Opinion

Worse

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: _____
(please print your name)

Address: _____

Telephone number: _____

Date: 9-22-06

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.

Postmaster
Richmond, VA 23232-9998

ACCEPTED _____
PERIOD _____ 8
DATE _____ 11



September 27, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

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Sincerely,

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Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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 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. Making permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

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

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____



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

Yes

No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better

Just as Good

No Opinion

Worse

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: _____
(please print your name)

Address: _____

Telephone number: _____

Date: 9/26/00

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.

Postmaster
Richmond, VA 23232-9998

BOOK NO. _____
ITEM NO. _____ 8
PAGE _____ 114



September 27, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- a. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



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

Yes No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service – proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

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: _____
(please print your name)

Address: _____

Telephone number: _____

Date: 09/25/06

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.

Postmaster
Richmond, VA 23232-9998

COPIES NO
ITEM NO
PAGE

20270
8
117



September 27, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station for each of the following.

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input checked="" type="checkbox"/>	<input 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. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



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

Yes No

If yes, which offices Main Post Office

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

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

Family

Name: _____
(please print your name)

Address: _____

Telephone number: _____

Date: 9/26/06

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.

Postmaster
Richmond, VA 23232-9998

RECEIVED
1/20/06

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120



September 27, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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. Making permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

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

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____



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

Yes

No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better

Just as Good

No Opinion

Worse

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 Chesterfield Town Center
- Personal needs Walgreens CVS Food Lion
- Banking SunTrust bank
- Employment Federal Bldg.
- 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: _____
(please print your name)

Address: _____

Telephone number: _____

Date: 9-25-06

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.

Postmaster
Richmond, VA 23232-9998

FORM NO. 38
PAGE 123



September 27, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "Howard G. O'Connor".

Howard G. O'Connor

DOCUMENT NO 23240
8
124



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Picking 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, 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 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. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



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

Yes No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service – proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

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: _____
(please print your name)

Address: _____

Telephone number: _____

Date: 9/25/06

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.

Postmaster
Richmond, VA 23232-9998

DOCUMENT 23240
ITEM NO 8
PAGE 126



September 27, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in cursive script, appearing to read "Howard G. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" 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, 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. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____

23070
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138



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

Yes No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

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 West end
- Personal needs _____
- Banking downtown
- Employment downtown
- 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:  _____
(please print your name)

Address: ~~_____~~

Telephone number:  Date: 9-25-06

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.

Postmaster
Richmond, VA 23232-9998

ROCKET NO 23240
POSTAL NO 8
129



September 27, 2006

[REDACTED]

[REDACTED]

Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor

23240
8
130



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Picking 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including certified, 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 type="checkbox"/>

Other postal services:

- a. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____

23240
8
131



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

Yes No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service – proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

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: _____
(please print your name)

Address: _____

Telephone number: _____ Date: 9-26-06

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.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23240
ITEM NO 8
PAGE 132



September 27, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

You expressed concern that the many agencies in the building would not receive service if the postal station should be discontinued. We propose to provide delivery service to the tenants in this building through carrier delivery to a cluster box unit within the facility. Retail service can be provided by Capital or Central Stations, both located within 1/2 mile. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax program. On the Postal Service Website, usps.com, a customer can purchase stamp products, mail packages and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to the post office.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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 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. Making permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

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

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____



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

Yes

No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better

Just as Good

No Opinion

Worse

Please explain.

This office serves many government agencies and companies.

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

Cannot respond. Need definition of "community"

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?

Some and not others

Yes

No

I would discontinue

Name: _____
(please print your name)

Address: _____

Telephone number: _____

Date: 9-25-06

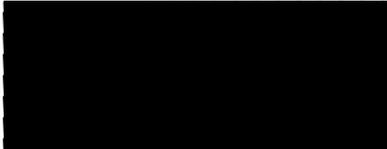
Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Postmaster
Richmond, VA 23232-9998

23240
8
135



September 27, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

You expressed concern over the short length of notice provided to the customers at Civic Center Station. Customers will be given as much advance notice as possible if it is determined that a discontinuance of this station will occur. The decision has not been finalized.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor

23240
8
134



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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. Making permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

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

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____



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

Yes No

If yes, which offices 700 E Main Street

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

Please explain. We open P.O. Box at 700 E Main St. on Sept 14th, because P.O. Employees at the Civic Branch said it was closing October 6th

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: _____
(please print your name)

Address: _____

Telephone number: _____

Date: 9-22-06

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.

The Post Office should have send out a written lice at least 30 days prior to closing, instead of verbally telling them 3 weeks prior to closing, especially consider the huge sense to businesses regarding letterhead, return printed envelopes etc.

Postmaster
Richmond, VA 23232-9998

DO NOT WRITE
IN THESE SPACES

23240
8
138



September 27, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

You expressed concern over having to leave the building to access postal services. The Postal Service now offers many alternatives to visiting a post office. Customers can purchase stamps, ship a package, and arrange for carrier pick-up, as well as other services through usps.com. Postage can also be purchased through our Stamps By Mail or Stamps by Fax program. Customers can access most services through the Automated Postal Center located in Richmond Main Post Office. These methods of purchasing postage offer easier and more convenient alternatives and are accessible 24 hours a day.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

Howard G. O'Connor

23240
8
139



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- a. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

- a. Picking up government forms, such as tax forms Yes *USPS forms* No
- b. Using for school bus stop Yes No
- c. Assisting senior citizens, persons with disabilities, etc. Yes No

If yes, please explain: Pick up USPS forms like change of address / moving forms.

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____

33340
8
140



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

Yes No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better Just as Good No Opinion Worse

Please explain. Depending on needs some people may have to leave the building to take care of USPS needs and that will hurt work.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services? N/A as this post office branch is where I work not live.

- 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: _____
(please print your name)

Address: _____

Telephone number: _____ Date: 9/26/06

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.

Postmaster
Richmond, VA 23232-9998

ADATU
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141



September 27, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

You expressed concerns over having to close your post office box. Capital Station, located .31 miles away and Central Station, located .39 miles away, both have post office boxes available. These two locations are nearby and can provide post office box service, as well as retail service. You could also opt for carrier delivery service. If a decision is made to discontinue Civic Center Station, any box fees already paid at Civic Station will be refunded or carried over to a new location. Mail will be forwarded in accordance with postal regulations, which includes forwarding of first class mail for one year.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor

POSTNO 23240
 COUNTY NO 8
 ZIP 142



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station for each of the following.

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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 checked="" 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. Making permit mailings	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
b. Using postage meter	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

Nonpostal Services

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

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: We are a State Agency utilizing a P.O. Box at this location. Since the post office is closing, we have decided to not use a P.O. Box b/c there is no other convenient location for us to pick-up our mail. This change is costing us a lot of money - we were disappointed to hear of the post office closing.



23240
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143

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

Yes

No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better

Just as Good

No Opinion

Worse

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 n/a
- Personal needs n/a
- Banking n/a
- Employment n/a
- Social needs n/a

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: _____
(please print your name)

DCJS

Address: _____

Telephone number: _____

Date: 9/25/06

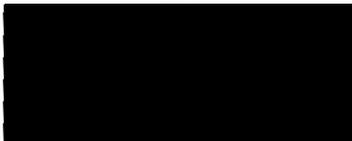
Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Postmaster
Richmond, VA 23232-9998

DATE 2-27-06
PAGE 8
144



September 27, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

You expressed concerns over the security of mail in residential mailboxes. Capital Station, located .31 miles away and Central Station, located .39 miles away, both have post office boxes available. These two locations are nearby and can provide post office box service. Retail service is also available at these facilities. You could also opt for carrier delivery service. If a decision is made to discontinue Civic Center Station, any box fees already paid at Civic Station will be refunded or carried over to a new location. Mail will be forwarded in accordance with postal regulations, which includes forwarding of first class mail for one year.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

Howard G. O'Connor

23240
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145



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Picking 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, registered mail, insured mail, delivery confirmation, or signature confirmation	<input checked="" 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. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____

23240
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2. Do you pass another post office during business hours while traveling to or from work, shopping, or for personal needs?

Yes

No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better

Just as Good

No Opinion

Worse

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: _____
(please print name)

Address: _____

Richmond, VA
23240

Telephone number: _____

Date: 9-22-06

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 don't agree with the decision of maybe closing this facility. I rely on this facility for my personal and job related needs. I am afraid of using the residential mailbox for anything.

Postmaster
Richmond, VA 23232-9998

23240
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147



September 27, 2006



Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

You expressed concern that if the Civic Center Station is discontinued, no service would be provided. We propose to provide delivery service through a carrier to a cluster box unit located within the building. Retail service can be provided by the two nearby stations, Capital or Central. Post office box service is available at both these locations. Many services such as purchasing stamps, mailing a package, or arranging a pick-up can be completed on-line at usps.com. Stamps purchases are available through the carrier with our Stamps by Mail program. There is also an Automated Postal Center located at the Richmond Main Post Office, which is available 24 hours a day. Many of these alternate methods of purchasing postage offer easier and more convenient alternatives.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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. Picking up post office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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 type="checkbox"/>
g. Obtaining special services, including certified, 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 type="checkbox"/>
i. Buying stamp collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- a. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____

23240
8
149



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

Yes

No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better

Just as Good

No Opinion

Worse

Please explain. No service will be provided.

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: _____
(please print your name)

Address: _____

Telephone number: _____

Date: 9/25/06

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.

Postmaster
Richmond, VA 23232-9998

23240
8
150



September 27, 2006

[REDACTED]

[REDACTED]

Thank you for returning your questionnaire concerning the proposed discontinuance of the Civic Center Station in Richmond, VA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

You expressed concern that if the Civic Center Station was discontinued and delivery service was provided through a carrier to a cluster box unit located in the building, that service would not be provided in a timely and efficient manner. I assure you that we strive to provide very efficient delivery service. Carriers have a strict schedule in which they are mandated to provide timely service. If any service issues should arise from your carrier delivery, they will be promptly addressed.

If it is determined that a discontinuance of the Civic Center Station should be pursued, a proposal will be submitted, along with all customer comments and concerns, to Postal Service Headquarters for a final determination. Notification of the final decision will be made to all customers prior to any action.

If you have additional questions, you may contact Charlotte Adkins, Customer Relations Coordinator, at 804-775-6369.

Sincerely,

A handwritten signature in black ink, appearing to read "H. O'Connor".

Howard G. O'Connor



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Civic Center Station 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up post office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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, 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Making permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

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

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

9
12/27
13
14

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

Yes

No

If yes, which offices _____

3. If you currently do not receive delivery service through a post office box at Civic Center Station, there will be no change to your delivery service - proceed to question 4. If you currently receive post office box service at Civic Center Station, complete this section. How do you think carrier delivery service will compare with your current service?

Better

Just as Good

No Opinion

Worse

Please explain. Mail is being delivered timely & efficiently
if that's interrupted and NO postal service is available,
I anticipate chaos.

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: _____
(please print your name)

Address: _____

Telephone number: _____ Date: 9-25-06

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.

DOCKET NO 23240
NO 9
1



October 10, 2006

MEMO TO THE RECORD

SUBJECT: Civic Center Station
Docket No. 23240

Four of the questionnaires received regarding the proposed discontinuance of Civic Center Station in Richmond VA did not have a name or a return address; therefore no response was prepared.

POSTAL SERVICE QUESTIONNAIRE ANALYSIS

Questionnaires were distributed to all delivery customers of the Civic Center Station in Richmond, VA on September 22, 2006. Additionally, during the survey period, questionnaires were available at the Civic Center Station to walk-in retail customers.

1. Number of Questionnaires	
Total Number of Questionnaires distributed	71
Favorable to proposal	3
Unfavorable to the proposal	19
Expressing no opinion	29

POSTAL CONCERNS

CONCERN: Postal personnel would not be available to answer questions.

RESPONSE: A customer may call 1-800-ASK-USPS or visit usps.com for information and services. Retail service and assistance is also available at Capital or Central Stations, both located within ½ mile.

CONCERN: Customers would not have access to a post office during business hours.

RESPONSE: Delivery service would be provided to a cluster box unit within the facility. Retail service can be provided by Capital or Central Stations, both located within ½ mile. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax programs. On the Postal Service website, usps.com, a customer can purchase stamp products, print shipping labels and postage and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to a post office.

CONCERN: The tenants in the building would lose available postal services.

RESPONSE: Delivery service would be provided to a cluster box unit within the facility. Retail service can be provided by Capital or Central Stations, both located within ½ mile. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax programs. On the Postal Service website, usps.com, a customer can purchase stamp products, print shipping labels and postage and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to a post office.

CONCERN: Due to the fact that there are offices of Federal Agencies located in the building, a staffed post office in the building is needed, as well as post office box service.

RESPONSE: Delivery service would be provided to a cluster box unit within the facility. Retail service can be provided by Capital or Central Stations, both located within ½ mile. Many postal products and services can be accessed without a visit to the post

office. Postage can be purchased through the Stamps by Mail or Stamps by Fax programs. On the Postal Service website, usps.com, a customer can purchase stamp products, print shipping labels and postage and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to a post office.

CONCERN: Customers would not receive personal attention that is currently provided by the staff of Civic Center Station.

RESPONSE: Courteous and helpful service will be provided by the personnel at the Capital and Central Stations, both located within ½ mile.

CONCERN: The loss of post office box service at Civic Center Station would make it inconvenient to retrieve mail at another location.

RESPONSE: Delivery service would be provided by carrier to a cluster box unit installed in the building for all tenants. By utilizing this option, it would not be necessary to go to another postal location to receive mail.

CONCERN: Not having the post office located in the building would make it very inconvenient to access postal products and services.

RESPONSE: Delivery service would be provided to a cluster box unit within the facility. Retail service can be provided by Capital or Central Stations, both located within ½ mile. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax programs. On the Postal Service website, usps.com, a customer can purchase stamp products, print shipping labels and postage and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to a post office.

CONCERN: Why is this station being considered for discontinuance when there are so many small post offices that exist? Why doesn't the postal service close those?

RESPONSE: There are more strict regulations regarding small post offices. Congress mandates that they not be considered for discontinuance based solely on revenue. Each post office is reviewed on a case-by-case basis. One advantage of the possible discontinuance of this station is a savings to the Postal Service, which contributes in the long run to stable postage rates and savings for customers.

CONCERN: If the mail were not sorted by postal employees for distribution to post office boxes, how would the mail get distributed?

RESPONSE: The carrier would distribute all mail for the Federal Building to a cluster box unit located within the building.

CONCERN: The postal service should have provided more notice that the Civic Center Station was going to close.

RESPONSE: A decision to discontinue the Civic Center Station has not been made. If it is determined that discontinuance is warranted, ample advance notice will be given to all customers.

CONCERN: There are no other convenient locations to continue post office box service.

RESPONSE: Capital Station, located .31 miles away and Central Station, located .39 miles away, have post office boxes available. These two locations are nearby and can provide post office box service, as well as retail service. Customers also have the option of carrier delivery service to a cluster box unit within the building. If a decision to discontinue Civic Center Station is made, any post office box fees already paid at Civic Center Station will be carried over to a new location or refunded. Mail will be forwarded in accordance to postal regulations, which includes forwarding of first class mail for one year.

CONCERN: Customers do not want to utilize residential mailboxes.

RESPONSE: Capital Station, located .31 miles away and Central Station, located .39 miles away, have post office boxes available. These two locations are nearby and can provide post office box service, as well as retail service. Customers also have the option of carrier delivery service to a cluster box unit within the building.

CONCERN: If the Civic Center Station is discontinued, service received from the carrier would not be provided in a timely or efficient manner.

RESPONSE: The Postal Service strives to provide very efficient delivery service. Carriers have a strict schedule in which they are mandated to provide timely service. If any service issues should arise, they will be promptly addressed.

NON-POSTAL CONCERNS:

There were no non-postal concerns expressed.



October 16, 2006

The Honorable George Allen
United States Senator
507 East Franklin Street
Richmond VA 23219-2309

Dear Senator Allen:

This is in response to your letter dated October 2 addressed to Mr. Rob McNiece of my office regarding the Richmond, Virginia – Civic Center Post Office.

The discontinuance of a postal facility is a decision initially made by management of the Richmond District Office who is administratively responsible for all postal facilities in the Richmond area. However, the final decision for the discontinuance of any postal facility is made by Postal Headquarters.

I have been advised that no final decision has been made as to the retention or discontinuance of the Civic Center Post Office. Questionnaires were sent to all Civic Center Station customers on Friday, September 22, 2006, and management is still responding to any questionnaires received. Once the study is completed, a final decision will be made by Headquarters.

Further inquiry as to any final decision on this facility should be directed to Mr. Jacob Cheeks, Manager, Richmond Customer Service, 1801 Brook Road, Richmond, Virginia 23232-9998.

Sincerely,

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

Tom Russell
Manager, Eastern Facilities Service Office

cc: Jacob Cheeks, District Manager, Richmond, VA
EFSO, Greensboro, NC

GEORGE ALLEN
VIRGINIA

204 RUSSELL SENATE OFFICE BUILDING
WASHINGTON, DC 20510-4604

(202) 224-4024
(202) 224-5432 (FAX)

<http://allen.senate.gov/email.html>



DOCKET NO
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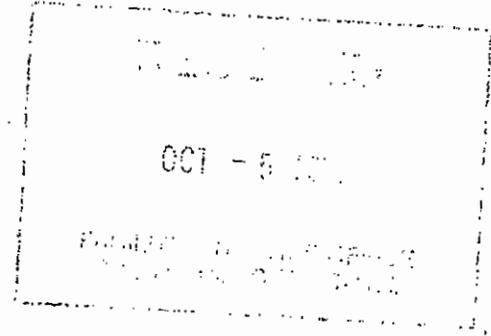
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COMMITTEES:
COMMERCE, SCIENCE, AND
TRANSPORTATION
ENERGY
FOREIGN RELATIONS
SMALL BUSINESS AND
ENTREPRENEURSHIP

United States Senate

October 2, 2006

Rob McNiece
United States Postal Service
Post Office Box 27497
Greensboro, North Carolina 27498-1103



Dear Rob:

Enclosed is correspondence from my constituent in reference to a matter involving your agency.

Your immediate attention and expeditious assistance with the requests and concerns expressed in this case would be greatly appreciated.

Please reply in duplicate to my office at 507 East Franklin Street, Richmond, Virginia 23219 and return the enclosure. Should you need to reach my office, please call (804) 771-2221. In your reply, please reference Martin Fox.

Thank you so much for your assistance to my constituent.

With warm regards, I remain

Sincerely,

George Allen

Enclosure

CENTRAL VIRGINIA
507 EAST FRANKLIN STREET
RICHMOND, VA 23219
(804) 771-2221
(804) 771-8313 (FAX)

HAMPTON ROADS
222 CENTRAL PARK AVENUE, #120
VIRGINIA BEACH, VA 23462
(757) 518-1674
(757) 518-1679 (FAX)

WESTERN AND VALLEY
3140 CHAPARRAL DRIVE, #C-101
ROANOKE, VA 24018
(540) 772-4236
(540) 772-6870 (FAX)

SOUTHWEST VIRGINIA
332 CUMMINGS STREET, SUITE C
ABINGDON, VA 24210
(276) 678-2646
(276) 676-2588 (FAX)

NORTHERN VIRGINIA
2214 ROCK HILL ROAD, SUITE 100
HERNDON, VA 20170
(703) 435-0039
(703) 435-3446 (FAX)

Case

4835

Case Information

Description does not want 8th street Richmond Post Office closed...
Category Postal Service - Closings/Renovations
Subject Casework

Dates	Elapsed Days - 10	Classification
Date Received	09/22/2006	Status Open
Date Due	11/01/2006	Received Via Web
Date Closed		Region
Date Modified	10/02/2006	

Results

Result	Disposition
--------	-------------

Assigned To

Bill Kincaid

Notes/Comments

10/02/06 send sympathetic ack to constituent and send fed letter to McNeice...wwk

Web Mail Message

Dear Senator Allen:

I am sending you this letter, requesting your assistance. I have been notified that the U.S. Postal Service is planning to close the Civic Center Post Office located in the Federal Building at 400 N 8th Street, Richmond, VA.23240. I am requesting that you do whatever you can to prevent its closing, as it provides a vital service to both the government and all of the employees working in the Federal Building. It would prevent us from doing our mailing during the week as many of us cannot get to a post office before closing time.

I appreciate your assistance in this matter.

You are in my prayers. May God bless your re-election bid.

Sincerely,

[Redacted Signature]

Associations



Constituent:

[Redacted Constituent Name]

Associated Agency:
McNiece, Rob
United States Postal
Service
336-665-2828

Associated Key Players:

Exhibit 721 (p. 1)

Classified Station/Branch or Community Post Office Discontinuance Checklist

Classified Station/Branch or Community Post Office Discontinuance Checklist

District: Richmond
District Contact: Kris Lydon Telephone Number: 804-775-6386
Office Name, State, ZIP Code: Civic Center Station, Richmond VA 23240
County: City of Richmond Congressional District: VA-03
Date Office Established: unknown

Reason for Discontinuance: This station is inaccessible to the general public. Revenue has declined last 3 years. Significant cost savings
When does the lease or contract expire? N/A

Is there a 30-day cancellation clause? 4 month Yes No
Are there suitable alternate quarters of contractors available? N/A Yes No

How many customers are affected:

Post Office box customers:	<u>71</u>
General Delivery:	<u>0</u>
Rural Route:	<u>0</u>
Highway Contract Route (HCR):	<u>0</u>
City Route:	<u>0</u>
Intermediate Rural:	<u>0</u>
Intermediate HCR:	<u>0</u>
Total number of customers:	<u>71</u>

Number of customers receiving duplicate delivery service: unknown

Window Service Hours
Monday - Friday: 10:00 - 1:00 , 2:00 - 4:30 Sat.: _____
Lobby Hours
Monday - Friday: Same Sat.: _____

Exhibit 721 (p. 2)
 Classified Station/Branch or Community Post Office Discontinuance Checklist

Classified Station/Branch or Community Post Office Discontinuance Checklist

Names of schools, religious institutions, organizations, and business in service area:

IRS, Federal Reserve, GSA, Corp. for National Comm Serv., NTEU, FMCSA and others

Indicate the number of permit and postage meter customers and the provisions that will be made for them.

0

How many career employees will be affected and what accommodations will be made for them?

NONE - The clerk is assigned to Capitol Station & will return to official duty station

How many handicapped or other special provision customers will be affected and what accommodations will be made for them?

NONE

Office receipts for the last three fiscal years were:

\$ <u>128,118</u>	<u>367</u>	Revenue units in FY	<u>2004</u>	(÷ 331.14)
			<year>	
\$ <u>104,648</u>	<u>321</u>	Revenue units in FY	<u>2005</u>	(÷ 326.25)
			<year>	
\$ <u>105,279</u>	<u>unk.</u>	Revenue units in FY	<year>	

Expenses for last FY:

Salaries (excluding COLA): 31,590 *Estimate based on: (SSA - 6hrs per day)*

Fringe benefits 33.5%: _____

Rental costs (excluding utilities): 62,646

Total expenses: 94,236

Alternate service to be provided:

Cost of proposed alternate service: 5265 *(city carrier - 1hr per day)*

Total savings: 88,971

One-time CBU cost: 0 - GSA will purchase & install

Exhibit 721 (p. 3)
Classified Station/Branch or Community Post Office Discontinuance Checklist

Classified Station/Branch or Community Post Office Discontinuance Checklist

Administrative Office

Name, State & ZIP: Capital Station Richmond VA 23219 EAS level: 26 Miles away: .31
Window Service Hours: M-F: 7:30 - 5:00 Sat.: NONE
Lobby Hours: M-F: 5:30 AM - 5:00 PM Sat.: 5:30 AM - 2:00 PM
Number of PO Boxes Available: 201 Finance Number: 

23218

Nearest Post Office (if different from above):

Name, State & ZIP: Central Station Richmond VA 23241 EAS level: 26 Miles away: .39
Window Service Hours: M-F: 8:30 AM - 4:45 PM Sat.: NONE
Lobby Hours: M-F: 7:00 AM - 4:45 PM Sat.: 7:00 AM - 10:00 AM
Number of PO Boxes Available: 120

(You may wish to attach a highlighted map.)

Community meeting: Date: NO Number of customers attended: N/A
Questionnaire: Date: 9-21-06 Number returned: 51
Favorable: 3 # Unfavorable: 19 No opinion: 29

Attach postal and nonpostal concerns of affected customers with Postal Service responses

Prepared By: Kris Hydor Title: PO Review Coordinator (A)
Signature: Kris Hydor Date: 10/18/06
Telephone Number: 804-775-6386 (remember to include your area code)

DOCKET NO 23240
ITEM NO 13
PAGE 1

**PROPOSAL TO CLOSE
THE CIVIC CENTER STATION
OF RICHMOND VIRGINIA
AND EXTEND CITY DELIVERY SERVICE**

DOCKET NO. 23240

DOCKET NO. 23240

I. Responsiveness to Community Postal Needs

The Postal Service is proposing to close the Civic Center Station of Richmond, VA and provide city delivery service administered by the Capitol Station, located .31 miles away. Service will be provided to cluster box units (CBUs) installed inside the Federal Building.

The Civic Center Station in Richmond, VA is currently located in the Federal Building and is not easily accessible by the general public. Each person that enters this facility must go through a security check. This facility primarily services only the tenants of the Federal Building. Revenue over the last three years has declined, with only a slight increase in FY 06 due to the rate increase. The average number of customer visits in FY 06 was 75, according to the POS One Flash report. The customers of Civic Center Station could be easily accommodated by Capitol Station, located .31 miles away, or by Central Station, located .39 miles away. This would provide a significant cost savings to the Postal Service.

The Civic Center Station provides retail service 5 1/2 hours per day from 10:00a.m. to 1:00p.m., and 2:00p.m. to 4:30p.m., Monday through Friday. Retail services available are: the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, Delivery Confirmation, Signature Confirmation, COD and Express Mail services; and the acceptance and dispatch of all classes of mail. There are no permit mailers or postage meter customers. Office receipts for the last three years were: \$128,118 in FY 04 (387 revenue units), \$104,648 in FY 05 (321 revenue units) and \$105,279 in FY 06 (TBD revenue units).

When this proposal is implemented, delivery service will be provided by city carrier to CBUs installed within the Federal building. Retail services can be provided by Capitol Station, located .31 mile away. Window service hours at Capitol Station are 7:30a.m. to 5:00p.m., Monday through Friday. There are 201 post office boxes available. Retail services can also be provided by Central Station, located .39 mile away. Window service hours at Central Station are 8:30a.m. to 4:45p.m., Monday through Friday. There are 120 post office boxes available. Many postal services can be accessed without a visit to a post office. Stamps can be purchased through the Stamps by Mail program or the Stamps by Fax program. On the Postal Service Website, usps.com, customers can purchase stamp products, print shipping labels and postage and arrange a carrier pick-up. Customers can also conduct many postal transactions with a debit or credit card at the Automated Postal Center at Richmond Main Post Office, located 1.42 miles away.

On September 22, 2006, 71 questionnaires were distributed to the customers of Civic Center Station. Questionnaires were also available over the counter to retail customers at Civic Center Station. Of the 51 questionnaires returned, 3 were favorable, 19 were unfavorable and 29 expressed no opinion regarding the proposed alternate service.

One congressional inquiry was received by the Eastern Facilities Service Office on October 6, 2006.

The following postal concerns were expressed on the returned questionnaires and from the congressional inquiry:

DOCKET NO. 23240

POSTAL CONCERNS

CONCERN: Postal personnel would not be available to answer questions.

RESPONSE: A customer may call 1-800-ASK-USPS or visit usps.com for information and services. Retail service and assistance is also available at Capital or Central Stations, both located within ½ mile.

CONCERN: Customers would not have access to a post office during business hours.

RESPONSE: Delivery service would be provided to a cluster box unit within the facility. Retail service can be provided by Capital or Central Stations, both located within ½ mile. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax programs. On the Postal Service website, usps.com, a customer can purchase stamp products, print shipping labels and postage and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to a post office.

CONCERN: The tenants in the building would lose available postal services.

RESPONSE: Delivery service would be provided to a cluster box unit within the facility. Retail service can be provided by Capital or Central Stations, both located within ½ mile. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax programs. On the Postal Service website, usps.com, a customer can purchase stamp products, print shipping labels and postage and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to a post office.

CONCERN: Due to the fact that there are offices of Federal Agencies located in the building, a staffed post office in the building is needed, as well as post office box service.

RESPONSE: Delivery service would be provided to a cluster box unit within the facility. Retail service can be provided by Capital or Central Stations, both located within ½ mile. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax programs. On the Postal Service website, usps.com, a customer can purchase stamp products, print shipping labels and postage and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to a post office.

CONCERN: Customers would not receive personal attention that is currently provided by the staff of Civic Center Station.

RESPONSE: Courteous and helpful service will be provided by the personnel at the Capital and Central Stations, both located within ½ mile.

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CONCERN: The loss of post office box service at Civic Center Station would make it inconvenient to retrieve mail at another location.

RESPONSE: Delivery service would be provided by carrier to a cluster box unit installed in the building for all tenants. By utilizing this option, it would not be necessary to go to another postal location to receive mail.

CONCERN: Not having the post office located in the building would make it very inconvenient to access postal products and services.

RESPONSE: Delivery service would be provided to a cluster box unit within the facility. Retail service can be provided by Capital or Central Stations, both located within ½ mile. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax programs. On the Postal Service website, usps.com, a customer can purchase stamp products, print shipping labels and postage and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to a post office.

CONCERN: Why is this station being considered for discontinuance when there are so many small post offices that exist? Why doesn't the postal service close those?

RESPONSE: There are more strict regulations regarding small post offices. Congress mandates that they not be considered for discontinuance based solely on revenue. Each post office is reviewed on a case-by-case basis. One advantage of the possible discontinuance of this station is a savings to the Postal Service, which contributes in the long run to stable postage rates and savings for customers.

CONCERN: If the mail were not sorted by postal employees for distribution to post office boxes, how would the mail get distributed?

RESPONSE: The carrier would distribute all mail for the Federal Building to a cluster box unit located within the building.

CONCERN: The postal service should have provided more notice that the Civic Center Station was going to close.

RESPONSE: A decision to discontinue the Civic Center Station has not been made. If it is determined that discontinuance is warranted, ample advance notice will be given to all customers.

CONCERN: There are no other convenient locations to continue post office box service.

DOCKET NO. 23240

RESPONSE: Capital Station, located .31 miles away and Central Station, located .39 miles away, have post office boxes available. These two locations are nearby and can provide post office box service, as well as retail service. Customers also have the option of carrier delivery service to a cluster box unit within the building. If a decision to discontinue Civic Center Station is made, any post office box fees already paid at Civic Center Station will be carried over to a new location or refunded. Mail will be forwarded in accordance to postal regulations, which includes forwarding of first class mail for one year.

CONCERN: Customers do not want to utilize residential mailboxes.

RESPONSE: Capital Station, located .31 miles away and Central Station, located .39 miles away, have post office boxes available. These two locations are nearby and can provide post office box service, as well as retail service. Customers also have the option of carrier delivery service to a cluster box unit within the building.

CONCERN: If the Civic Center Station is discontinued, service received from the carrier would not be provided in a timely or efficient manner.

RESPONSE: The Postal Service strives to provide very efficient delivery service. Carriers have a strict schedule in which they are mandated to provide timely service. If any service issues should arise, they will be promptly addressed.

There were no non-postal concerns expressed.

Some advantages of the proposal are:

1. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
2. Customers may purchase stamps through the Stamps by Mail or Stamps by fax program. On the Postal Service website, usps.com, customers can purchase stamp products, print shipping labels and postage and arrange for a carrier pick-up. Most of these options are more convenient than a visit to a post office.
3. There are two other postal stations located within ½ mile of Civic Center Station.
4. Customers opting for carrier delivery will no longer have to pay Post Office box fees.

Some Disadvantages of the proposal are:

1. The loss of the additional retail outlet in the building.

DOCKET NO. 23240

2. A change in mailing address. Customers opting for carrier delivery will be required to change from the post office box address to the street address.

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

II. Effect on Community

Civic Center Station of Richmond, Virginia, is located in the business section of the city of Richmond. The city of Richmond provides Fire and Rescue protection, as well as Police protection. The facility is housed inside of the Federal Building. The tenants of this building are all businesses, primarily federal and state agencies.

The estimated rate of growth for this area is minimal, estimated by CACI at .63%. There are 2 other postal locations that can provide services to the businesses within the Federal Building, as well as all surrounding businesses and handle any future growth.

III. Effect on Employees

The Sales and Service Associate that is assigned to this station reports to work at Capitol Station. All duties will be reassigned to Capitol Station. There are no other employees that would be affected by the discontinuance of Civic Center Station.

IV. Economic Savings

The Postal Service estimated an annual savings of approximately \$88,971.00 with a breakdown as follows:

Estimated wages for SSA (6 hrs per day)	\$31,590
Annual rental cost	\$62,646
Total Expenses	\$94,236
Cost of alternate service	
Estimated wages for city carrier (1 hr per day)	\$5265
GSA will purchase & install CBUs	0
Total Savings	\$88,971

DOCKET NO. 23240

V. Other Factors

The Postal Service has identified no other factors for consideration.

VI. Summary

The Postal Service is proposing to close the Civic Center Station of Richmond, VA and continue to provide delivery services through the city carrier administered by the Capitol Station, locate .31 miles away. Delivery service will be provided to cluster box units installed inside the Federal Building, where the Civic Center Station is now located.

The Civic Center Station is currently located within the Federal Building and is not easily accessible to the general public. Each person that enters this building must go through a security check. This facility primarily serves the tenants of the building. Revenue over the last three years has declined, with only a slight increase in FY 06 due to the rate increase. The customers could be easily accommodated by Capitol Station, located .31 miles way or by Central Station. located .39 miles away. This would provide a significant cost savings to the Postal Service.

The Civic Center Station provides 27 ½ hours of window service per week to 71 customers. Daily window transactions average 75 per day. There were no permit mailers or postage meter customers.

Carrier service will continue to provide effective and regular service to the tenants of the Federal Building. There will no longer be a retail outlet in the building. However, delivery service will be provided by city carrier to CBUs installed within the building. Retail service will be available at Capitol Station or Central Station, both located within ½ mile. Many postal products and services without a visit to a post office. Customers can purchase stamps through the Stamps by Mail or Stamps by Fax programs. On the Postal Service website, usps.com., customers can purchase stamp products, print shipping labels and postage and arrange for a carrier pick-up. Customers opting for carrier delivery will experience an address change. Change of address information and forms will be provided to all customers. Customers opting for carrier delivery will no longer have to pay post office box fees. The Postal Service will save an estimated \$88,971 annually.

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



Howard O'Connor
Postmaster



October 19, 2006

Memorandum to: Jacob Cheeks
District Manager
Richmond District

Subject : Official Record
Civic Center Station
Docket No. 23240

Enclosed are the original and one copy of the record concerning the closing of the Civic Center Station of Richmond, Virginia.

Following your review, please retain the original record for district files and forward the copy to the Senior Vice President of Marketing at Headquarters with the attached cover memo.

A completed proposal checklist is included in the record.

A handwritten signature in black ink, appearing to read "Howard O'Connor".

Howard O'Connor
Postmaster

Enclosure



DATE: October 20, 2006

MEMORANDUM TO THE RECORD

SUBJECT: Certification of the Record
Civic Center Station, Richmond VA
Docket Number 23240

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 "J. L. Cheeks".

Jacob L. Cheeks





October 20, 2006

MEMORANDUM TO: Senior Vice President, Marketing
Attention: Frederick J. Hintenach
U. S. 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 Civic Center Station Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of the affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered, 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 alternate service proposed.

Refer questions about this post office discontinuance to Kris Lydon, Post Office Review Coordinator(A), at (804) 775-6386.

A handwritten signature in black ink, appearing to read "J. L. Cheeks".

Jacob L. Cheeks

Enclosures: One copy of record
Headquarters acknowledgment of receipt of official record
Self addressed envelope

cc: Manager, Cap Metro Operations (no enclosures)

